

CSB Fiscal Oversight Committee Meeting Minutes

Date: May 17, 2019

Attending: Chair, Basilio 'Sonny' Cachuela, Jr.; Jennifer Adeli; Gary Ambrose; Suzette Kern, Edward Rose

Absent: Ken Garnes and Bettina Lawton

Staff: Daryl Washington; Lyn Tomlinson; Jessica Burris and Donna Chittum

Summary of Information Shared/Decisions:

Captain Basilio 'Sonny' Cachuela Jr. called the meeting to order at 9:00 a.m.

Review of meeting minutes

The April 19, 2019 meeting minutes were presented for review. Recognizing no revisions were forthcoming, Suzette Kern made a motion to approve the minutes as presented, which was seconded and approved.

Financial Status

Jessica Burris, noting 102 vacancies, provided an overview of the Pay Period Metrics further noting that the balance of \$4.4M was mainly unchanged from the previous period.

Confirming that the Modified Fund Statement projections reflected no significant change, it was noted that the Compensation and Fringe projections for Pay Period 9 reflects 102 Vacant General Merit positions, only two from the Vacancy Breakeven Point (VBP). Noting a reduction in the Transfer Out balance, a reminder was offered of the approximately \$600K that had been reserved for mold remediation at Crossroads. This process has been put on hold for further testing and monitoring, reporting possible consideration of this matter during Carry Over discussions. It was confirmed that the Ending Balance Variance remains at approximately \$10M.

Attention was directed to the FY2020 Adopted Budget overview brief included in the meeting materials.

A handout detailing revenue management efforts was distributed.

- *Revenue Management Metrics & Monitoring:* an overview of each page and chart was provided, noting that a primary factor in this report is aging receivables that are too old to be collected. The total write off is projected to be approximately \$1.5M for funds uncollected prior to 12/31/2017. It was highlighted that the payment denial rate has improved, due to increased monitoring of billing prior to submission.
- *Revenue Maximization Plan:* it was highlighted that the primary lack of revenue is non-billable services, the breakout chart for which was included. Some of the non-billable services are newly or soon-to-be implemented services including ARTS (Addiction Recovery Treatment Services) and OBOT (Office Based Opioid Treatment). Informatics, Operations, and Credentialing staff are working to eliminate the denials created when services are delivered by non-eligible or improperly credentialed staff, and when documentation is incomplete or erroneously completed.

Administrative Operations Report

Daryl Washington provided an overview of carryover one-time requests that included, 1) the CSB Academy; 2) additional staff in Utilization Management to address MCO (Managed Care Organization) documentation and pre-service delivery requirements, noting that the funds, if approved, will be added to the base; 3) Peer Support Specialists for Primary Healthcare Screening and the BeWell program through 12/31/2020; 4) funding to launch a pilot for placement of eligibility staff at Detox and Crisis Care; 5) implementation of the WIN (Welcoming Inclusion Network) recommendations; 6) building enhancements/space reconfiguration at Merrifield and Pennino; 7) funding added to the \$2.3M reserve

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for the projected Medicaid Shortfall, noting it was indicated that the current reserve balance was thought to be sufficient. Board and Committee members will be updated once costs have been assigned.

Human Resources (HR) Update

Donna Chittum provided the HR update noting the information was current as of May 11th with 105 Vacant General Merit positions, up two positions from the prior period. Highlights of recent recruitment activities to fill vacancies in critical areas include:

- *BHOP*: interviews are scheduled for both vacant positions
- *Youth & Family*; the two vacant BHS (Behavior Health Specialist) positions have been filled as of May 13th and May 28th. Of the seven Sr. Clinician positions, hiring packets are being prepared for three and references are being checked for an additional three.
- *Support Coordination*; there are some interviews and hiring packets in process.
- *Adult Detention Center (ADC)/Jail Diversion*; hiring packets are in process for some positions, noting that one candidate accepted, then declined a position, restoring a vacant position. Offering a reminder of the four new positions in the FY 2020 budget, a Realistic Job Preview has been scheduled for June 12, with a goal of having the vacant positions posted by that date.
- *Compliance & Risk Management*; interviews are or will be scheduled for the five listed vacancies.

Daryl Washington provided a further personnel update related to STEP-VA staffing. Some new positions have been identified and created per guidance from DMB including three for Walk-in Access, five for Primary Healthcare Screening, and two for Outpatient Services. Mr. Washington further reported anticipation of additional funding for Outpatient Services, the distribution for which is unknown, and some funding for Crisis Services that is anticipated to be distributed regionally as a contract service.

Mr. Washington confirmed FY 2020 STEP-VA funding at approximately \$200K for Same Day Access, \$400K for Primary Healthcare Screening, and \$226K for Outpatient Services.

Clinical Operations Report

Lyn Tomlinson noting the Jail Based Organization chart had not been included in the materials, confirmed a copy would be sent to the Committee. There are two open positions at the Adult Detention Center (ADC) for which interviews have just been completed, offering a reminder that there is one vacancy as a staff member is leaving. Further updates included:

- Reporting a Diversion First meeting Tuesday, May 16th, there was a staff presentation on the CRT (Crisis Response Team); the team that partners with Law Enforcement and Fire & Rescue, to serve high-utilizers in the community. It was reported that the CRT has expanded their hours to five days/week noting the outreach includes recurring case management visits. There is a reported decrease in the number of calls to 911 and emergency services. However, this is contrasted with a reported increase in calls to hospitals and emergency rooms. Efforts to address this with INOVA have been implemented.
- The Time to Treatment charts indicated an overall decrease in wait times.
 - Adult Time to Treatment includes decreased wait times for Intensive Outpatient (IOP) services attributed to revisions to the no-show policy. Noting that individuals receiving Behavioral Health Outpatient (BHOP) services also typically need psychiatric services, it was further noted that psychiatric services have a longer than average wait time. Initial efforts to address this with Medical Director Dr. Colton Hand have begun, updates will be provided as information becomes available.
 - Youth Time to Treatment remains steady, noting that this time of year, March – June are typically a busier than usual time of year for youth appointments.

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- At the April Fiscal Oversight Committee meeting, best practices metrics for emergency services wait times were requested. Ms. Tomlinson reported the difficulty in locating information on wait times, however, research is ongoing. Additionally, identification of the metrics to be researched is under discussion. Offering a reminder that the initial data provided did not include night hours, these will be added once the reporting feature is revised to track this information. A further update will be provided at the June meeting.
- Offering an update to establish medical clearance at the Merrifield Center, efforts to work with Neighborhood Health have begun. INOVA is unable to provide the service as needed at this time.

Open Discussion

- Captain Cachuela offered a reminder that June would be his final meeting as chair, a nomination for Jennifer Adeli as Committee Chair was put forth Suzette Kern and accepted by all Committee members present.
- Captain Cachuela offered a reminder that the June meeting would be at Merrifield in Room 1-308 A/B

Noting no further discussion was forthcoming, the meeting was adjourned at 10:18 a.m.

Action Items/Responsible Party Required Prior to Next Meeting:

Issues to Communicate to CSB Board:

Agenda Items for Next Meeting:

Fiscal Oversight Committee meeting

Friday, June 21, 2019, 9:00 am. Merrifield Center, 8221 Willow Oaks Corporate Drive, Level 1-Room 308 A/B, West, Fairfax, VA

June 21, 2019

Date Approved



Staff to the Board