

# CSB Fiscal Oversight Committee

## Virtual Meeting Minutes

### November 12, 2020

#### **Members in Attendance:**

**In-Person:** Chair, Jennifer Adeli; Karen Abraham; Bettina Lawton; Andrew Scalise; and Sandra Slappey

**Audio Bridge:** Captain Derek DeGeare; Ken Garnes; and Daniel Sherrange

**Staff:** Daryl Washington; Jessica Burris; Michael Neff; and Lyn Tomlinson

#### 1. Summary of Information Shared/Decisions:

The meeting was called to order at 4:05 p.m.

#### 2. Review of meeting minutes

The October 15, 2020 meeting minutes were offered for review. Recognizing no revisions were forthcoming, Sandra Slappey made a motion to approve the minutes as presented, which was seconded and approved.

#### 3. Administrative Operations Report

Michael Neff directed attention to the handout included the meeting materials and provided an overview the highlights which include:

- A. Efforts to prepare for data migration by the *MAX* Team include closing cases and correction to team/program assignments. Additionally, demonstrations of the potential new EHR in 13 areas are anticipated to begin soon in support of a signed contract by the end of 2020.
- B. It was clarified that the possible participation in a value-based purchasing pilot includes the involvement of a second CSB. The five HEDIS (Healthcare Effectiveness Data and Information Set) outcomes include follow up to care at seven and at thirty days, two medication adherence measures and re-admittance for behavioral healthcare. Mr. Neff further reported he anticipates that future healthcare contracts will be value-based as a means of achieving healthcare savings.
- C. The development and implementation of the business partner model with Human Resources is designed to increase responsiveness and effectiveness in the agency.

#### 4. Clinical Operations Report

Lyn Tomlinson provided an overview of time to treatment acknowledging that wait times have not improved since the last report. Efforts to reduce wait times include:

- Recruiting clinicians from all locations to provide telehealth regardless of the client's 'base' site,
- Clinicians in youth programs will provide services to clients identified as young adults,
- Merging some Intensive Outpatient groups to increase capacity for clinicians to provide services one-on-one.
- Highlighting the 11 vacancies in outpatient services, Ms. Tomlinson noted that if all positions were filled, there would be no wait times related to a lack of staffing. It was confirmed that new hires typically take an average of six weeks post-hire before clients are assigned.

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- Attention was directed to the (SUD) Substance Use Disorder Residential Waiting List included in the meeting materials. It was clarified that, due to COVID and physical distancing, there have been reductions to bed space including at Crossroads and New Generations (long term residential), A New Beginning (intermediate stay residential) and at Cornerstones and at Detox (Medical Detoxification services).
- It was clarified that while waiting for outpatient or residential services, there are ongoing engagement efforts that include telephonic outreach, peer resources, recovery meetings, emergency services, CrisisLink, support groups, crisis stabilization, mobile crisis, and Revive! classes.

#### 5. Financial

Jessica Burris provided the financial update with an overview of the modified fund statement and fiscal notes. Other highlights included:

- An ongoing initiative to develop management reports for Service Directors that will allow for management of their service area budgets is nearing completion. Implementation planning includes education, business intelligence tools, and a pilot group for input and refinement of broader implementation.
- October variable revenue exceeded target, partially attributed to an unanticipated increase in referrals.
- Offering a reminder of proposed development of financial reports, this effort is ongoing with delivery of draft reports expected at the December 2020 meeting.

#### 6. Human Resources (HR) Update

Michael Neff provided the HR update, noting the vacancies as of Nov. 9, 2020 numbered 89. The ongoing challenges with recruitment and retention remained a primary topic of interest and discussion, some highlights of which include:

- Revision to the current Vacancy Breakeven Point (VBP) of 89 to 79 has been requested of DMB (Department of Management and Budget) with a reply pending.
- Acknowledging the high number of staff turnover, an outreach project to define and address reasons has been launched starting with Support Coordination.
- Plans to address anticipated retirements include weekly monitoring of retirement eligibility reports. Additionally, planning meetings are scheduled with retirement eligible staff at about 12 months prior to eligibility date.

#### 7. Open Discussion

Daryl Washington reported that Linda Mount and Jessica Burris have initiated an analysis of Substance Use Disorder (SUD) Residential Treatment service delivery going back three years to identify the cost for each program. Additionally, Lyn Tomlinson, Michael T. Lane, Director of Individual and Family Affairs, and Daryl Washington will be scheduling talking sessions with SUD clients and staff. Although this process will not be completed, an update will be provided at the December CSB Board meeting.

Noting no further discussion was forthcoming, the meeting was adjourned at 5:20 p.m.

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**Action Items/Responsible Party Required Prior to Next Meeting:**

**Issues to Communicate to CSB Board:**

Update on the SUD Treatment Services data collection

**Agenda Items for Next Meeting:**

Draft Financial Reports

Next Scheduled Fiscal Oversight Committee meeting

**Thursday, December 10, 2020, 9:30 am**

**Pennino Building, 12011 Government Center Pkwy, Fairfax, VA  
Suite 836A**

March 18, 2021

Date Approved



Clerk to the Board