



The Arlington Community Services Board
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Carol Skelly
Chairperson

Cynthia Kemp
Executive Director

April 18, 2012
Department of Human Services – Sequoia Building
2100 Washington Boulevard
Arlington, Virginia
7:00 p.m.

Members Present: Carol Skelly, Barbara Jones, Anne Hermann, James Mack, Judith Deane, Jenette O’Keefe, Scott Brannon, Shauna Alonge, David Kidwell, Linda Kelleher, Brian Berke, Naomi Verdugo, Bharati Patel

Members Excused: Cynthia Fagnoni, Barry Gale, David O’Connor, Keith Whyte

Staff Present: Cynthia Kemp, Farah Shakour, Suzanne Lane, Alan Orenstein, Heather Stowe, Joe Bullock

Public Comment (s):

There were no public comments.

CSB Staff Recognition Award (s):

The April staff recognition award was presented to Dr. Amy Lieberson, Psychologist / Therapist on Community Support Team B in the Behavioral Healthcare Division. Dr. Carol Sacks, the Supervisor of Team B, introduced Ms. Lieberson. She stated the Dr. Lieberson has been on Team B for eight years, oversees the student program for Masters and PhD students and has served on the Art Committee. Dr. Sacks said that most importantly, Dr. Lieberson is a skilled and caring clinician. Dr. Sacks gave an example of a case when Dr. Lieberson, acting on her clinical judgment and knowledge of her client, prevented a client suicide. Dr. Lieberson stated that she is honored to receive the award and loves her work. Chair Skelly thanked Dr. Lieberson and Dr. Sacks and conferred the award.

Approval of the March 21, 2012 Minutes:

ACCSB Chair Skelly called for the approval of the March 21, 2012. The Members reviewed the minutes. Mr. Brannon motioned to approve the minutes, Ms. Jones seconded the motion and the minutes were approved without correction.

Presentation – Brief Overview of the Latest Developments in the Department of Justice Settlement (ID):

Ms. Kemp provided a brief overview of the latest developments in the Department of Justice (DOJ) settlement with the Commonwealth of Virginia. Ms. Kemp gave a summary of the background stating that this settlement is an agreement between DOJ and the state regarding the transition of people out of the state training centers and into community-based services. Ms. Kemp stated that there were four major issues to consider related to the settlement:

- The DOJ did not specify that the training centers should close. The state made the decision to do so.
- The local CSBs are not required to accept people into service if they are unable to adequately serve them in the community. The responsibility is on the state to ensure safe transition of the residents.
- The agreement has not been signed yet and is not final.
- There is much controversy about the agreement.

Ms. Kemp stated that the funding has not been specified for this transition and that the timeline is very tight. Ms. Kemp noted that VOPA (the Virginia Office for Protection and Advocacy) sent out an alert stating that the training centers are not safe and that there is alleged abuse and neglect occurring in the centers. A contingent of families wrote a letter opposing VOPA's perspective, stating that VOPA skewed the abuse and neglect statistics and that abuse and neglect can occur in community settings as well. Senator Moran also sent a letter to the Governor opposing the closure of the training centers. The full VOPA alert is available online. Chair Skelly read a portion of the VOPA alert. Chair Skelly stated that VOPA's role is to investigate complaints and that the state's role is to ameliorate the problems found. Chair Skelly stated that her concern is the lack of information available to localities from the state about the incidences of abuse and neglect, due to citation of HIPAA regulations. This makes it difficult for Arlington to determine if Arlington residents are being abused or neglected in the training centers.

Ms. Kemp stated that a regional plan is being developed by the Intellectual Disability (ID) Directors to plan for discharge of residents of the training facilities and a Request for Information (RFI) will be issued to residential and day support providers. The RFI process is being led by Fairfax County.

Ms. Kemp stated that Easter Seals has been awarded the grant to operate the START (Systemic, Therapeutic, Assessment, Respite and Treatment) program to provide mobile and facility-based crisis stabilization in Virginia for people with ID.

Mr. Brannon asked for the CSB's position on the settlement. Ms. Kemp quoted Chair Skelly's letter to Judge Gibney stating that people's right to choose where they want to be served should be preserved. Ms. Kemp noted that the DOJ settlement does provide oversight and leverage to support the closure of the facilities.

Presentation – CSB Outcomes with a Focus on the Upcoming Young Adult Pilot (MH):

Chair Skelly opened a discussion about CSB outcomes pertaining to the young adult pilot program. Ms. Kemp stated that data is important yet challenging to collect and analyze. Data is an important element in running programs well and making needed adjustments. However, data collection is very labor-intensive and the electronic database is not always set up to generate automatic desired reports as information needs change. Ms. Kemp distributed information on the current data collection efforts (*Refer to Handout*). She noted that data is collected to answer three types of questions: Quantity and Effort (How much did we do?); Efficiencies and Satisfaction (How well did we do it?); and True Outcomes (Is anyone better off?). Ms. Kemp stated that each Division in DHS is developing Performance Plans and distributed examples of three plans for members to review (*Refer to Handout*). Ms. Kemp will ensure that CSB members receive the plans for each program within BHD as they are developed.

Dr. Alan Orenstein, Mental Health Bureau Chief, presented a summary of the history of data collection in the field of mental health and at the Arlington CSB. He stated that outcomes data reporting has traditionally been very difficult and controversial in the field of mental health. For example, he stated that there is no real evidence basis that traditional psychotherapy is effective. Dr. Orenstein stated that a consultant, Rusty Clark, was hired several years ago to begin data collection and analysis for young adults at the request of the young adult ad hoc subcommittee of the CSB. He stated that staff spent many hours manually counting information. Dr. Orenstein distributed an outline of the steps in the implementation of a young adult outcome pilot program developed as a result of that consultative process (*Refer to Handout*). Dr. Orenstein also conducted a review of

the outcomes measurements used by other agencies and compiled the research in order to develop local outcomes measurements.

Dr. Orenstein stated that he worked with the staff to determine if the database collected the needed data and generated the needed reports to accurately display the desired outcomes. He found that the database was developed to report state-related requirements and had to be altered to generate quality reports. For example, the state-required categories for housing types do not reflect all of the possible housing types that young adults may utilize. Therefore, the database was altered to break down the housing categories into subcategories, while still aggregating the data for state reporting purposes. Dr. Orenstein noted that any changes to the measures in the database also required review and approval by the internal regulatory committee of the CSB. Dr. Orenstein estimates that the new data collection outcome measures in the current database can be gathered beginning in July 2012. The data categories are: Employment Status; Education Levels; and Housing Types.

Mr. Mack asked if there were precedents in this area. Dr. Orenstein stated that there are precedents for data collection in special studies and grant programs; however, very few, if any, jurisdictions are collecting data across all program areas. Mr. Orenstein stated that if this pilot is successful for young adults, the methodology can be used in other program areas.

Ms. Deane noted that substance use and physical health measures are not included in the pilot. Dr. Orenstein stated that core and major functional dimensions are being measured in the pilot study but that other information can be pulled from the electronic record. Also, other measures can be added in follow up efforts. Ms. Verdugo stated that she wants to know how many young adults are successful in independent housing. Dr. Orenstein stated that Permanent Supportive Housing (PSH) collects housing related data and is available for review by the CSB. Ms. Verdugo stated that this information is not reflected on the PSH report given to the CSB yearly. Ms. Verdugo stated she would also like to see what work and school related activities young adults are involved in. Dr. Orenstein stated that he is able to generate this type of information descriptively at any time; however, the outcome measure is the degree of change and will take more time to collect and calculate.

Presentation – Update on the Child and Adolescent Behavioral Healthcare Action Implementation Plan:

Chair Skelly asked Dr. Heather Stowe, Division Chief of the Child and Family Services Division, to update the members on the child and adolescent behavioral healthcare action implementation plan. Dr. Stowe will email her presentation to Ms. Shakour for distribution to the CSB members. Dr. Stowe noted the highlights of the plan.

- *New Bureau Chief:* Thomas Wallace was appointed the Bureau Chief for Children’s Behavioral Healthcare. Mr. Wallace will begin attending the CSB meetings.
- *Training:* Staff has been trained on Cognitive Behavioral Therapy (CBT) and Dialectical Behavioral Therapy (DBT). There are continued consultations with the DBT trainer. There is a plan to introduce Motivational Interviewing training.
- *Data Collection:* Data and outcomes measurements are being captured and the process is being refined. The GAF (Global Assessment of Functioning) scores are being accurately collected.
- *Relationship with the School System:* There is expanded outreach to school personnel, principals and resource officers.
- *Compliance and Risk Manager Position:* The first round of interviews is currently taking place.
- *Contract Services:* There is a work group forming to review children in congregate care. Home-based services are now contracted for 90 days rather than long-term, in order to better monitor contracted services.
- *Compliance:* There has been an internal audit of progress notes and assessments and additional training is ongoing.

Ms. Verdugo asked when Multisystemic Therapy (MST) will be a contracted service. Dr. Stowe stated that she is vetting the applications for the RFP and contracts will go out on June 1, 2012.

Dr. Stowe stated that the Juvenile Justice Committee (JJ) has spent a lot of time reviewing how families end up in the CHINS (Children in Need of Services) program through the courts. She stated that ideally, families should not have to go to the courts to manage their children with behavioral issues. She stated that when the courts are involved, sometimes the best therapeutic outcomes are not achieved. Now that the CSB Court Liaison has been hired as a result of CSB advocacy, there is better coordination and assessment of children for mental health and substance abuse issues and subsequently referrals to children's behavioral health. This helps to divert children from the CHINS program. Ms. Verdugo stated that any misdemeanor offenses by children 14 and older permanently affect their long-term ability to obtain jobs requiring security clearances. She stated that the Arlington court rarely or never expunges these records and the only other alternative is a pardon by the governor. Ms. Verdugo noted that the state is in favor of criminalizing these offenses. Ms. Verdugo requested that the Virginia Association of CSBs and Voices for Virginia's Children be contacted to support decriminalization in these cases.

ACCSB Executive Director's Report:

ACCSB Executive Director Cynthia Kemp reported the following:

- Ms. Kemp reviewed the data on the Group Home Report with the Board Members (*Refer to Handout*). She reported that there was one significant event, a death of a person in a mental health group home that was chronically, medically ill. Ms. Kemp noted that all proper procedures were followed and the death has been reported to the state.
- Ms. Kemp referred to the financial report for (*Refer to Packet*). She stated that the revenue is at 54% out of a target of 65%. Ms. Kemp stated that billing was suspended in order to transition the Anasazi system to a new billing modality that will comply with new federal HIPPA regulations. Ms. Kemp stated that she was hopeful that more revenue would have come in by now and is concerned about a deficit at the end of the fiscal year. Ms. Kemp stated that staff is monitoring revenue very closely with committees and action steps. In addition, staff is developing new ways of billing for psychiatrist services.
- Ms. Kemp stated that the CSB Annual Awards Ceremony will occur in June and that CSB members should begin considering the types of awards they would like to confer. Ms. Shakour has been soliciting nominations for staff nominations and community partner nominations.
- Ms. Kemp pointed out that the Virginia Department of Behavioral Health and Developmental Services' Creating Opportunities document in the member packets. This plan drives many of the state's actions.
- Ms. Kemp pointed out the Overview of Virginia CSBs document in the member packets.
- Ms. Kemp stated that there are now 36 residents in the Mary Marshall Assisted Living Residence.
- Ms. Shakour gave an update on the state budget amendments that addressed the CSB's General Assembly recommendations.

ACCSB Chair's Report:

ACCSB Chair Carol Skelly reported the following:

- Chair Skelly stated that she and several others met with Libby Garvey, the newest County Board member, prior to election and will meet with Ms. Garvey again on May 17, 2012 with Ms. Kemp and Mr. Mack. Ms. Garvey is the new CSB liaison from the County Board. The County Budget is slated for

approval on Saturday, April 21, 2012. Ms. Kemp will inform the CSB members if any of the items they requested were approved once the budget is public.

- Chair Skelly distributed an agenda for the CSB Communications and Employment meeting on April 26, 2012 from 6:00-8:00 p.m. Kurt Larrick has been invited to discuss publicity of CSB major events. Employment in mental health / substance abuse and ID will be discussed by Jose Campos and Don Conley. She encouraged CSB members to join the committee. She stated that there will be some light refreshments.

Informational Items:

- Ms. Hermann stated that she attended her first Mary Marshall Advisory Committee meeting as the CSB representative and gave the CSB members an update. She stated that various community groups participate on the committee. She said that it is anticipated that the facility will be filled to capacity by May. She stated that the housekeeping contract has been awarded to a vendor that hires consumers with ID. They are expecting a visit by the National Health Policy Forum, a congressional advisory committee. There is a medical courier program in place to arrange and transport residents to doctor's appointments. The medical courier also takes the notes about the appointments and records them in the notes. Ms. Hermann noted that the volunteers are required to obtain a security clearance. The advisory committee is developing a wish list of needs of residents. Mr. Brannon noted that Medicaid will pay for transportation services as well. Ms. Hermann asked for questions to take to the advisory committee from the CSB. Ms. Verdugo asked that there be follow up on reimbursement of transportation services by Medicaid. Chair Skelly asked for more information about daily life activities such as jobs, family visits, activities, social outings, etc.
- Mr. Mack stated that the application for a drug court in Arlington has been sent in and a decision is expected by October 2012. He stated that implementation of a drug court in Arlington is contingent upon filling a vacancy for a third Circuit Court judge.
- Ms. Jones stated that the Front Page restaurant is promoting autism awareness this month. If patrons order the "Blue Plate Special" a portion of the proceeds will be donated to autism research.

The Arlington Community Services Board meeting was adjourned at 9:00 p.m.

Respectfully submitted by Farah Shakour