



The Arlington Community Services Board
1725 N. George Mason Drive
Arlington, VA 22205
(703) 228-4871 FAX: (703) 228-5234



Carol Skelly
Chairperson

Cynthia Kemp
Executive Director

February 15, 2012
Department of Human Services – Sequoia Building
2100 Washington Boulevard
Arlington, Virginia
7:00 p.m.

Members Present: Carol Skelly, Barbara Jones, Naomi Verdugo, Cynthia Fagnoni, Anne Hermann, James Mack, Judith Deane, Barry Gale, Brian Berke, Jenette O’Keefe, David O’Connor, Scott Brannon, Bharati Patel, Shauna Alonge

Members Excused: Linda Kelleher, Keith Whyte, David Kidwell

Staff Present: Cynthia Kemp, Farah Shakour, Michael Peter, Suzanne Lane, Daniel Byrne, Joe Bullock, Joanna Wise Barnes, Heather Carter-Stowe, Alan Orenstein

Public Comment (s):
 There were no public comments.

Chair Skelly welcomed the newest CSB Member, Shauna Alonge.

Approval of the January 12, 2012 Minutes:
 ACCSB Chair Skelly called for the approval of the January 12, 2012. The Members reviewed the minutes. Mr. Mack motioned to approve the minutes and Ms. Hermann seconded the motion and the minutes were approved with two corrections.

CSB Staff Recognition Award (s):
 The February staff recognition award was presented to the Psychiatric Services Nurses - Larissa Rogers, Mary Jane Nelson, Pamela Carmichael, Susanna Ryan, and Corey Hampton. Two of the nurses were able to attend the recognition - Mary Jane Nelson and Larissa Rogers. Dr. Justine Larson, CSB Medical Director, commented that the nurses are warm and helpful to the CSB’s clients and that the CSB is lucky to have such a hardworking team. Chair Skelly thanked the nurses and conferred the awards.

Presentation - Brief Overview of the Department of Justice (DOJ) Settlement with the Commonwealth of Virginia:
 Chair Skelly introduced Joanna Wise Barnes, Bureau Chief for Intellectual and Developmental Disabilities, Arlington Department of Human Services (DHS). Ms. Wise Barnes walked the Members through the settlement agreement Fact Sheet and referred the Members to the Governor’s letter to the General Assembly Members in the member packets.

Ms. Barnes summarized the history of the settlement agreement. She stated that in 2008, the DOJ received a complaint in Virginia regarding the State Training Centers, which serve people with severe and profound intellectual disabilities. The DOJ investigated the complaint and published their study in February 2011 and then began negotiations with the State. These negotiations led to a settlement agreement between the DOJ and the Commonwealth of Virginia in January 2012. Ms. Barnes stated that the Governor's letter explained that the State does want the best possible outcomes, and to move people from training centers into the community in the most fiscally responsible manner.

Ms. Barnes explained that Arlington CSB is responsible for 33 people in training centers – 25 in Northern Virginia Training Center (NVTC) and 8 in Central Virginia Training Center (CVTC). All families lived in Arlington when the individuals were admitted to the Training Centers. There is a State plan to close four of the five training centers and to downsize the fifth to 75 beds for short-term crises. By the time NVTC closes (by June 30, 2015), 11 of the 25 people from Arlington will be 60 or over and of the 8 in CVTC, 3 will be 60 or over when it closes (by June 30, 2020).

Seventy four people who now live in Arlington are waiting for an ID Waiver slot, with 23 people on the Urgent Needs Wait List. This settlement addresses the people in the community on the Urgent Needs Wait List, as well as those in institutions. One example is the creation of additional ID Waiver slots for those already in the community, as well as slots for those discharging from training centers.

Arlington also has 4 people in nursing homes that were deemed medically appropriate for nursing homes. Arlington has 24 people in Intermediate Care Facilities (ICFs), which are similar to group homes, but have a wider array of services and more robust funding by Medicaid.

Ms. Barnes said that the State gave each region approximately \$1M in funding to develop two types of crisis intervention and stabilization services – mobile teams that visit homes to de-escalate crisis situations for up to 72 hours, and therapeutic respite facilities in the community that can treat people for up to 30 days. The crisis services will be operated by a nonprofit in Northern Virginia and may be operational by June. Next year, a second facility will be opened in order to cover the Northern Virginia geographic region more efficiently.

Ms. Barnes noted that the settlement agreement requires more training for ID support coordinators, and requires that support coordinators conduct more site visits for community providers, and have more frequent face-to-face contact with individuals served.

Ms. Barnes stated that she attended a DOJ Question and Answer session in Fairfax, VA and spoke to some of the family members of people who are slated for discharge from the training centers. Ms. Barnes stated that she explained how the CSB could assist in discharge planning. Ms. Barnes stated that the CSB is developing profiles of each of the people in the training centers who will be discharged to Arlington, in order to assess the level of care each person will need once they are living in the community. Ms. Barnes attends a general discharge planning meeting monthly at NVTC and this meeting will be continued, with the additional of a separate monthly discharge planning meeting for each CSB in the region.

Ms. Jones asked if all of the 25 people who could potentially come back to Arlington, will in fact move back to Arlington. Ms. Barnes said approximately 8 of the people do not have families who live in Arlington anymore. Ms. Jones asked if there is a plan for skilled nursing care for people who are over age 60 and/or who have significant medical issues. Ms. Barnes said that the Department of Behavioral Health and Development Services (DBHDS) stated that they will build capacity in the community for new resources.

Mr. Mack asked if an ICF home of four residents is economically feasible in Arlington. Ms. Wise Barnes described a model discussed in recent ID committee meetings - building two four-person ICFs adjacent to one another on the same or adjacent lots.

Mr. O'Connor asked if the current NVTC outpatient services such as dental care, occupational therapy, physical therapy, and respite care would be available in the community after NVTC closes. Ms. Barnes stated that the State has suggested that they will work with the region to find another community partner to provide these services. One example given by the State was a university. It is unclear about the funding stream for these services. Ms. Wise Barnes stated that Medicaid does not cover dental care except for children and seniors and is one of the more difficult services to fund.

Chair Skelly noted that there are very few vacancies in existing ICFs and that the state has not given any indication that there will be start up funding or capacity building funding.

Ms. Barnes will forward any further questions to DBHDS if the Members would like to know more.

Presentation: Dispute Resolution Policy:

Chair Skelly introduced Michael Peter, Budget Director, Arlington Department of Human Services (DHS). Ms. Kemp explained that CSBs must have a Dispute Resolution Policy to process client complaints. Initially Arlington CSB used the already established Human Rights process to address complaints, but after further review. Ms. Kemp determined that the Dispute Policy must be separate from a human rights complaint process, per the Code of Virginia. Ms. Kemp stated that the Policy has been reviewed by the Administrative Committee. Michael Peter, the Department of Human Services (DHS) Budget Manager, distributed a draft Dispute Resolution Policy and a Process Flow Chart explaining the process (*Refer to Handouts*). Mr. Peter explained that human rights violations are in cases of abuse, neglect or exploitation and client disputes do not rise to this level. Mr. Peter stated that disputes are attempted to be resolved at the lowest level, first by the client speaking to their case manager, then either filling out a Consumer Concern Form or speaking to the case manager's supervisor. If a client chooses to complete the form, it is completed at the front desk in order to avoid any potential conflict with the case manager. If the client's concern is not resolved by the supervisor, the complaint goes to the Quality Improvement Supervisor / Human Rights Liaison. Ms. Kemp noted that a client can complain without filling out the form as well by notifying the case manager or the Quality Improvement Supervisor. At this point, either a formal process involving notifying the CSB Executive Director and the client filing a formal report with official return correspondence, or an informal process involving the CSB Executive Director, but resolution of the complaint through discussion, is enacted. If the complaint involves the CSB Executive Director, then the final formal appeal will be made to the DHS Director, who will appoint a panel in consultation with the CSB to determine resolution.

Chair Skelly called for questions or comments. An audience member noted that Ms. Kemp is doing a great job monitoring CSB services and ensuring that clients are treated with dignity and respect.

Chair Skelly asked if more time is needed to review this policy. By consensus, the Members agreed to approve the policy in the current meeting. Mr. Brannon motioned to approve the policy and Ms. Verdugo seconded the motion and the motion to accept the Dispute Resolution Policy was approved.

Video - Back to Wellness:

A video about recovery called "Back to Wellness" was shown and featured clients and family members who use Wellness Recovery Action Plans (WRAP) to plan for mental health crises. Ms. Kemp suggested that the video may be appropriate to show at the meetings with the County Board Members since recovery is one of the themes that will be covered in the meetings. An audience member commented that the Clarendon House is a very important piece in the recovery of many clients.

Presentation: Overview of the County Manager’s FY13 Proposed Budget:

Chair Skelly opened a discussion about the County Manager’s FY13 Proposed Budget and turned the floor over to Ms. Kemp. Ms. Kemp introduced Michael Peter, Budget Director, Arlington Department of Human Services (DHS) to speak about the County Manager’s proposed FY13 budget (Refer to Handout). Ms. Kemp introduced Mr. Peter’s successor as the CSB Operations Support Team Manager, Suzanne Lane, who will replace Mr. Peter at the CSB meetings. Mr. Peter stated that the County Manager’s budget includes a half cent increase in the tax rate and the County Board has advertised up to a two cent increase. Mr. Peter outlined the highlights of the proposed budget. He stated that the County Board mandated that the FY13 proposed budget be no greater than the FY12 adopted budget, plus up to an increase of 1%, with any increases over and above that base to be offset by additional revenue.

Mr. Peter stated that initially, a gap of \$13-15M (\$10-11M on the County side) was projected based on an average real estate assessment increase of 3%. However, actual assessments increased by 6.6% on average, primarily due to the increase in commercial values, therefore, no reductions are anticipated. The County and the Public Schools share the funds from the real estate assessments (according to the revenue sharing agreement); however, even with the positive news on assessments, without a proposed tax rate increase, there would still be a gap in funding housing, library, and technology priorities. The proposed increase in the real estate tax rate of \$0.005 is proposed to be directed to these priorities. The County Manager has proposed to keep the projected revenue from this increase (\$3.1M) on the County side, since the Public Schools had a larger than expected increase in revenue.

The County Manager’s proposed budget is a continuing services budget and does not include any increases for nonprofits. Contractual increases are included as well as funding for four new facilities. The proposed budget includes 11% for human services, of which CSB programs are allocated \$34.9 million (30% of the Department of Human Services budget allocation).

Responding to Board Direction, staff has developed a comprehensive housing summary that outlines the details associated with the proposed budget of \$46.8M for all housing programs of DHS and CPHD, including affordable housing options (Refer to Handout). This summary will help determine the needs in the County related to housing (e.g. funding for housing grants). The County’s budget for the Mary Marshall Assisted Living Residence and the Comprehensive Homeless Services Center is included in the housing summary. Due to additional revenue to be generated by the assessments increase, there is also \$6M in one-time funds that will be available to the County Board for initiatives in the proposed budget.

Mr. Peter reported that there are significant CSB changes in the FY13 proposed budget:

- One-time FY12 funding for Job Avenue is reduced in the FY13 Proposed Budget (\$100,000);
- One half of the one-time FY12 funding for the ANHSI Primary Clinic is reduced in the FY13 Proposed Budget (\$20,000);
- One half of the one-time FY12 funding for the Second Chance Teen Bing Drinking initiative is reduced in the FY13 Proposed Budget (\$20,000);
- Net increase in the Virginia Tobacco Grant funds used in Child and Family Services for Mental Health and Substance Abuse services (\$105,457);
- Net increase in local funding for the Mary Marshall Assisted Living Residences to account for a full operating year (\$402,124); and
- An additional transportation route for ID clients going to and from vocational and day support locations (\$99,046).

Mr. Peter stated that the County Manager recommended an additional \$.01 increase over the \$0.005 increase that is already in the proposed budget (additional \$3.34M) to fund increased housing funding, to support housing grants and permanent supportive housing, and to provide funding for maintenance capital, and

employee compensation. The County Board elected to advertise up to a total \$.02 real estate tax rate increase. If the County Board ultimately adopts the full \$0.02 increase, then an additional \$1.67M in revenue will be generated on the County side.

Mr. Peter distributed a handout detailing the tax and fee burden for the average household schedule, which is aligned with the County Manager's proposed FY13 proposed budget (Refer to Handout). The total tax and fee burden in calendar year 2011 was \$6,527 per household on average (a 2% increase over the prior year). If the full \$0.02 increase is adopted, this will result in a 3% increase in the total tax and fee burden per average household (\$196 per household).

Chair Skelly asked for copies of the PowerPoint presentation. Mr. Peter will send the presentation to Ms. Shakour who will distribute them to the CSB members.

Introduction of Northern Virginia Housing Alliance Member:

Chair Skelly introduced Angie Rogers of the Northern Virginia Affordable Housing Alliance – a coalition of nonprofit housing developers from around Virginia. The Alliance focuses on increasing resources for affordable housing in Northern Virginia through advocacy. Ms. Rogers stated that the Alliance's advocacy includes testimony at hearings and sign-on letters. Ms. Rogers explained that the Alliance would like more organization and joint efforts with other human services groups, including talking points for stakeholders to use in testimonies that will include housing and CSB priorities. The Alliance was waiting for the proposed budget to be released before developing a full list of recommendations, and Ms. Rogers will forward these recommendations to Chair Skelly. There will be a meeting on March 6, 2012 to discuss partnership opportunities which Chair Skelly and Mr. Mack will attend. Chair Skelly stated that she signed on to a joint letter advocating a two and a half cent increase in the tax rate.

Review: FY 13 Budget Priorities Summary for Presentation to the Arlington County Board Members:

Chair Skelly distributed the CSB's FY13 budget priorities summary document and a one-page document outlining the positions that correspond to the summary (*Refer to Handouts*). Ms. Deane noted that the Executive Committee is also drafting accompanying talking points. Chair Skelly stated that this year the priorities are presented thematically. The themes are as follows:

- Children and Adolescent Psychiatry
- Young Adult Services
- Peer Recovery
- Employment and Education
- Access to Primary Care for Substance Abuse Clients

The populations addressed in the documents are:

- Children and Adolescents
- Young Adults
- Adults with Mental Health Disorders
- Adults with Substance Abuse Disorders

The CSB members made several suggestions to the documents and will email further suggestions to Ms. Shakour by February 22, 2012. Ms. Shakour will then forward the revised documents to the Executive Committee Members.

Chair Skelly noted that there are several upcoming local budget hearings and asked the CSB Members to consider attending these meetings and submitting comments via email to the County Board Office.

- Tuesday, March 20, 2012 – Budget Hearing
- Thursday, March 22, 2012 – Tax Rate Hearing

ACCSB Executive Director's Report:

ACCSB Executive Director Cynthia Kemp reported the following:

- Ms. Kemp called the Members' attention to the Arlington DHS Organizational Chart in the member packets. Ms. Verdugo asked if Parent Infant Education program is a part of the CSB. Ms. Kemp responded that this program is a CSB program, but it is organized differently from other programs.
- Ms. Kemp reminded the Members that the Financial Disclosure Forms were due on January 15, 2012 to the County Board Office and blank copies are available today if needed.
- Ms. Kemp highlighted the Mary Marshall Assisted Living Residence Open House that occurred earlier today. She stated that it was well-attended by CSB Members, County Board Members, the County Manager, and other interested parties. She encouraged people who could not attend to visit the facility. Ms. Kemp stated that 26 beds are filled.
- Ms. Kemp reviewed the data on the Group Home Report with the Board Members (*Refer to Handout*). She reported that there two deaths in January in ID group homes. She stated that all deaths and suicides are reviewed internally in the CSB Health and Safety Committee as a quality assurance measure, though this is not a required function. She stated that one individual was elderly and that the other was a younger client with multiple health problems. She reported that the Health and Safety Committee had no findings with the younger client and has the other client in cue for review. All deaths and suicide attempts are also reported to licensing for their review.
- Ms. Kemp distributed the financial report for December (*Refer to Packet*). She stated that the revenue is at 40% out of a target of 50%. Ms. Kemp stated that billing has been suspended in order to transition the Anasazi system to a new billing modality that will comply with new federal HIPPA regulations, so reports and the February and March CSB meetings will show revenue that will be much lower than average and will rebound once billing resumes in March. Ms. Kemp stated that there are internal meetings every few weeks to discuss revenue.

ACCSB Chair's Report:

ACCSB Chair Carol Skelly reported the following:

- Chair Skelly distributed a copy of a letter to the General Assembly on children's issues.
- Chair Skelly moved the updates on the Retreat Initiatives to next month due to time constraints.
- Chair Skelly stated that the DHS Budget Work Session conflicts with the follow-up meeting on Communication and Community Outreach scheduled for Tuesday, February 28, 2012. Ms. Shakour will arrange for rescheduling this meeting.
- Chair Skelly announced that the ID Proclamation Ceremony will occur on March 6, 2012 at the National Science Foundation. She stated that she would like more press coverage at the event. Community employers will be honored, including Northrop Grumman. Chair Skelly would like Kurt Larrick to issue a press release in advance of the event.

Informational Items:

- An audience member stated that as both a consumer and caregiver, he believes the CSB needs more funding to serve the poor. He stated there should be more publicity such as the 100 Homes video on local television, highlighting the CSB's services.

- Ms. Verdugo reported that there were 130 parents at the presentation held between Arlington Public Schools and DHS on January 26, 2012.
- Ms. Verdugo spoke to a crowd of 100 at Leadership Arlington about mental health issues and distributed the CSB brochures.
- Ms. Verdugo announced that her support group for families of children with Serious Emotional Disturbance wants to coordinate with DHS to outreach to the Spanish-speaking population since they now have a Spanish-language facilitator available.
- Ms. Verdugo would like an update next month on training Crisis Intervention Team staff on EMT and reissuing the pocket guide listing CSB emergency services information.

The Arlington Community Services Board meeting was adjourned at 9:20 p.m.

Respectfully submitted by Farah Shakour