

**Arlington County Community Services Board  
Executive Committee Meeting Minutes  
Monday, February 6, 2012  
6:00 pm**

**Present:** Carol Skelly, Jenette O'Keefe, Judith Deane, Anne Hermann, James Mack, Barbara Jones

**Excused:** Naomi Verdugo

**Staff:** Cynthia Kemp, Farah Shakour, Michael Peter, Wendy Ford, Suzanne Lane

The February 6, 2012 Arlington County Community Services Board (ACCSB) Executive Committee meeting was convened by the ACCSB Executive Committee Member Chair, Carol Skelly at 6:00 p.m. The meeting was held at the Department of Human Services Sequoia Building, Conference Room A, 2100 Washington Boulevard, Arlington, Virginia.

**Approval of the January 9, 2012 Executive Committee Minutes:**

Chair Skelly called for a motion to approve the January 9, 2012 ACCSB Executive Committee minutes. Mr. Mack motioned to approve the minutes, Ms. Deane seconded the motion and the minutes were approved without correction.

**Review Dispute Resolution Policy:**

Ms. Kemp explained that the CSB Dispute Resolution Policy to process client complaints must be separate from a human rights complaint, per the Code of Virginia. Ms. Kemp stated that the Policy has been reviewed by the CSB 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 client 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 the client's concern is not resolved by the case manager or the supervisor, the complaint goes to the Quality Improvement Supervisor / Human Rights Liaison. At any point, either a formal process involving notifying the CSB Executive Director or the client filing a formal report with the state liaison will enact an investigation that leads to some resolution. 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.

Ms. Kemp explained that a Human Rights complaint covers most situations; however, the Dispute Resolution Policy covers more narrow incidences that do not involve an alleged human rights violation. Mr. Mack asked where an allegation of inappropriate touching of a client by a staff member would go on the human rights incident form. Ms. Ford responded that it would be categorized as "Other – Client Complaint." Ms. Deane asked about the process for a family member issuing a complaint. Mr. Peter stated that the same Consumer Concern Form would be filed, unless it is a human rights violation allegation, in which case it would go through the Human Rights Liaison. Ms. Deane asked about the process for complaining about a vendor. Mr. Peter responded that vendors are required by law to have a similar complaint process and that, per contracting requirements, the CSB Human Rights Liaison is copied on all correspondence regarding the matter. Ms. Ford explained that the state licensing office handles the resolution of

vendor-related complaints if the complaint cannot be resolved on a local level through the local Human Rights Committee. Mr. Peter noted that the CSB and vendors are required to notify the state within twenty four hours of receipt of the complaint. Ms. Kemp noted that the staff reviews the human rights statement and complaint process with clients at intake, annually and at any time the client raises concerns. Ms. Deane suggested that more efforts should be made to educate families about the complaint process. Ms. Deane suggested conducting family orientations which involve an explanation of the process. Ms. O'Keefe stated that she feels the change of the word "complaint" to "concern" on the form is commendable and encourages people to express their concerns. Chair Skelly asked that the form be changed to reflect that the supervisor should contact the complainant within twenty four business hours, rather than twenty four hours.

Ms. Kemp stated that this policy will go before the full board in March.

**Tax Rate Discussion:**

Mr. Peter stated that the County Manager's proposed budget is scheduled to be presented on February 11 or 14, 2012. He stated that the County Manager had originally projected a gap between revenue and expenses, based on a 3% increase in real estate projections in the fall. However, during the January revenue analysis, there was a 16% growth in the commercial revenue, which was more than anticipated. Mr. Peter stated that, based on this new assessment, there is a \$16M increase for the County and about \$16M for the schools. This increase may be consumed by some outstanding projects such as the Arlington Mill Center, the Mary Marshall Assisted Living Residence, the Artisphere, the Columbia Pike Trolley, increases in library hours and other projects; therefore, there may still be a small gap in revenue against the current services budget. Mr. Peter will present the proposed budget including a complete list of projects to the February full board meeting. Mr. Peter distributed a handout outlining the percentage of tax burden increase based on every half penny worth of tax rate increase. The handout also included the proposed real estate tax rates, based on publicly available information, for neighboring jurisdictions. Chair Skelly asked Mr. Peter to develop a summary document outlining the content of the County Manager's budget to be distributed at the February full board meeting.

**Local Budget Issues:**

Chair Skelly opened the discussion regarding local budget issues.

Chair Skelly stated that the meetings with the County Board Members will occur on March 15, 2012, from 10:00 a.m. – 12:00 p.m. She encouraged the Executive Committee Members to clear their schedules for the meeting.

Chair Skelly stated that she has set up a meeting on March 29, 2012 at 4:30 p.m. with Libby Garvey, the winner of the Democratic nomination for the County Board, to discuss the CSB's budget priorities.

Ms. Kemp distributed two versions of a local budget priorities document (one longer, one condensed) and the talking points for:

- Psychiatric and Nursing Services for Children and Adolescents
- Young Adult Services
- Peer Recovery in Service Delivery
- Employment and Education

- Access to Primary Care for Substance Abuse Clients

The Members decided to use the condensed version of the budget priorities document and made suggestions for changes. Ms. Shakour will incorporate the changes and send the revised budget priorities document back to the Members by Thursday, February 9, 2012, COB. Due to time constraints, the Members decided that Ms. Shakour will send the Executive Committee Members an electronic, edit-ready version of the talking points, and they will edit their committees' portion of the document and send the edits to Ms. Shakour by close of business on Wednesday, February 15, 2012. Ms. Shakour will incorporate their suggestions into the talking points and return the document to them by February 22, 2012. Chair Skelly suggested prioritizing the requests, because the County Board Members are likely to require prioritization. Ms. O'Keefe suggested adding information about the resource needs for ID, considering the imminent closure of the state facilities. Chair Skelly agreed, but stated that this information will have to be added once the need is better determined.

Chair Skelly requested that there be a separate document outlining the number of FTEs, Contract Staff, and amount of one-time funding involved so that the CSB Members can answer questions. Ms. Shakour will develop a one-page document listing all of the contractors versus FTEs, for Job Avenue, peer counselors, psychiatrist time, independent living position, psychiatric nurse time, and recovery manager position.

**Discussion about the Department of Justice (DOJ) Settlement Outcome:**

Ms. Kemp explained that all state training centers, with the exception of one, will be closed by 2020. The remaining training center will be in the Tidewater area and will be downsized to 75 short term spaces. Currently, Arlington has twenty five clients with intellectual disabilities at Northern Virginia Training Center (NVTC) and eight clients at the Central Virginia Training Center CVTC). NVTC is slated to close by the end of 2015 and all residents will need to be placed in the community. Ms. Kemp distributed a "FACT Sheet" handout developed by the Department of Behavioral Health and Developmental Services (DBHDS) about the DOJ settlement agreement with the state of Virginia. Ms. Kemp explained that the settlement was made in order to avoid a lawsuit. She explained that this process was started when someone contacted the DOJ and alleged that the training centers were not facilitating people moving into the community when they were capable of doing so with proper supports. The DOJ began their investigation at the Central Virginia Training Center pursuant to the Civil Right of Institutionalized Persons Act (CRIPA). Ms. Kemp also distributed a flyer about a February 8, 2012 community forum about the issue, sponsored by the Alexandria CSB, Arlington CSB, Fairfax-Falls Church CSB, Autism Society of Northern Virginia, Down Syndrome Association of Northern Virginia and The ARC of Northern Virginia. Ms. Kemp emphasized that the arrangements for the care of the residents of the training centers within the community has not yet been determined and is of great concern to many groups in the community.

Chair Skelly stated that she read an article in a local paper that was from the Mary Marshall Assisted Living Residence (MMALR) Executive Director; however, it was not signed by Neal Clarke, the current Executive Director. Ms. Kemp confirmed that Mr. Clarke was hired at the interim for one year and that VOA would be making a determination about whether to hire him or someone else on a permanent basis. As it appeared that a new Executive Director has been hired, several of the Executive Committee Members expressed dissatisfaction, because they were not consulted about hiring the Executive Director, per the CSB's agreement with the County.

Ms. Kemp was unaware that a new Executive Director had been hired and acknowledged the agreement that the CSB and other commissions would be involved in the hiring of the Executive Director. She agreed to follow up on this.

Chair Skelly clarified that many of the people in the state institutions who require "line of sight supervision" will not be appropriate for the Mary Marshall ALR. Ms. Hermann asked where people who are already at the MMALR will go if they progress to need line of sight supervision. Ms. Kemp responded that they will be assessed and may have to go into a nursing home or other appropriate facility, because ALF's are not equipped for this level of care. Chair Skelly stated that families with family members in the state facilities are very concerned about where their loved ones will go once the state facilities close, since the start up costs and time to develop ID housing in the community is so expensive in Arlington. Arlington housing costs are high and it is more difficult to build four-person homes so that people can utilize the "money follows the person" rule.

Chair Skelly raised the following issues that need to be addressed;

- Should there be more staffing in ID to coordinate transitioning people from the training centers to community-based housing? Currently, there is only one housing coordinator.
- Should the CSB advocate for a capital line of credit to finance the housing in the community?

At Chair Skelly's request, Ms. Kemp will send a presentation to Chair Skelly that was presented by Secretary Hazel on the issues.

**Mary Marshall Updates:** *(Refer to Handout)*

Ms. Kemp stated that there are 47 viable referrals out of a total of 120 referrals. These are people who have been assessed to meet the criteria, who want to live at the Mary Marshall residence, and who have all their paperwork submitted. Ms. Kemp noted that there was one death at the MMALR due to natural causes.

**Brief Updates / Information:**

- The Members discussed the rules for joining CSB committees and attending the committee meetings and reviewed the section of the by-laws related to this. The concern was about the privacy of the clients if the meetings occur at Clarendon House, the Jail or other places where clients are housed or in a program. Ms. Deane stated that there should not be a size limitation on committee membership. Chair Skelly stated that each committee could have executive sessions of the core members when there is sensitive information to discuss. Ms. Kemp will speak with Alan Orenstein, the Mental Health Director, regarding this issue.
- Ms. Kemp stated that Shauna Alonge has been appointed to the CSB. Ms. Kemp stated that there is currently one vacancy on the CSB. The CSB Executive Committee would prefer an ID Committee member
- Ms. Kemp distributed the draft of a letter to the Arlington delegation to the General Assembly on children's issues. Ms. Shakour will send the letter back out to Ms. Verdugo for recommendations and then send the letter out.

- Ms. Kemp stated that the staff is working on addendums to extend the Interagency Agreements until the end of the fiscal year (June 30) so that all agreements end at the same time. Ms. Kemp anticipates that these will be presented to the full board in May.
- Ms. Kemp informed the Members that the Substance Abuse Committee are working on identifying issues related to service needs for older adults with substance use issues and will present information at the April full board meeting on what the issues are, what is currently in place to address the issues and to identify the gaps in services.
- Ms. Kemp said that the forty CSBs statewide have formed The Behavioral Healthcare Partnership of Virginia and have partnered with Value Options, a Managed Care Organization (MCO), to form a new organization called The Community Health Partnership of Virginia, LLC. The Community Health Partnership of Virginia, LLC has submitted a proposal for the Medicaid Managed Care RFP for State Plan Option Services. The award of the contract is still pending.

**Upcoming Items for CSB Full Board Meeting on February 15, 2012:**

- There will be a review of the FY 13 CSB budget priorities document for presentation to the County Board members.
- There will be a review of the Dispute Resolution Policy (for action item in March).
- The staff recognition will be presented the BHD Psychiatric Nurses.
- There will be a report on the new CSB Retreat Priority Initiatives (VHC and Employment Initiatives).
- Ms. Kemp will report on revenue in the Financial Report, as necessary.
- Ms. Kemp will provide a report on the Group Homes, as necessary.
- Chair Skelly suggested that Joanna Wise Barnes give a brief explanation of the DOJ Investigation at the February meeting, with a full presentation at the March full board meeting.

**Announcements:**

- Ms. Jones distributed a sympathy card for Janice Macdonald, a former CSB member, whose husband recently passed away.
- The Mary Marshall Assisted Living Residence will have an open house on February 15, 2012 from 10:00 a.m. – 12 p.m.

The Arlington Community Services Board Executive Committee meeting was adjourned by Chair Skelly at 9:05 p.m.

Respectfully submitted by Farah Shakour

