



**The Arlington Community Services Board**  
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**James Mack**  
ACCSB Chair

June 22, 2016  
Sequoia III

**Beth Tschopp**  
Executive Director

2100 Washington Blvd., Lower Level Auditorium  
Arlington, Virginia

**6:00 pm - Annual CSB Awards Ceremony**

**7:00 pm - Full Board Meeting**

**Present:** James Mack, Jarrod Nagurka, Barbara Jones, Leslie Gosling, Wayne Bert, Judy Deane, David Gardner, Carol Skelly, Linda Kelleher, Erica Jackson, Shauna Alonge, Anne Hermann, Atima Omara, Jay Ternent

**Excused:** Asha Patton-Smith, Brian Berke, Frank Haltiwanger, Joanne Del Toro

**Staff:** Beth Tschopp, Kelly Mauller, Anita Friedman, Oliver Russell, John Palmieri

**Public Comment(s)**

There were no public comments.

**CSB Annual Awards Ceremony**

The CSB Annual Awards Ceremony was held just prior to the beginning of the regularly scheduled CSB full board meeting.

Delegate Patrick Hope presented a Resolution to Anne Hermann highlighting her accomplishments over the years.

The CSB Annual Award staff and community partner recipients were as follows:

- **Exemplary Administrative Professional Award**
  - Tracie Clayborne, Emergency Services
  - Genny Baldelomar, Parent Infant Education (PIE) Program
  - Kelly Mauller, BHD Division Administrative Assistant
- **Exemplary Clinician Award**
  - Jesse Blount, Clarendon House
  - Aubrey Graham, Jail Mental Health Services
  - Linda Peebles, Parent Infant Education (PIE) Program
  - Matilde Sarmiento-Reyes, Mental Health Team A
- **Exemplary Team Award - Behavioral Healthcare Division**
  - Grace Guerrero, Forensic Case Manager Supervisor
  - Kelly Nieman, Discharge Planning Supervisor
  - America Caro, Treatment on Wheels (TOW) Supervisor
  - Professor Justin Ramsdell, George Mason University
- **Exemplary Team Award - Child and Family Services Division**
  - Linh Nghe, Program Manager
  - Carisa Pineda, Strengthening Families Coordinator
  - Lisa Kim, Recreation Specialist

- Amber Hines, Mental Health Therapist
- Christian Haase, Mental Health Therapist
- Sandra Triveri, Mental Health Therapist
- Exemplary Program Award – Parent Infant Education (PIE) Program – Public School Health
  - Edith Casey, Rehab Therapist
  - Barbara Grant, Rehab Therapist
  - Cris Thomas, Infant Development Specialist
  - Mitzi Lawer, Infant Development Specialist
  - Yolanda Sharifi, Infant Development Specialist
  - Erica Simon-Gross, Infant Development Specialist
  - Leah Davidson, PIE Program Manager
- Community Partner Award
  - Dayna Belfiore, Sentencing Advocate II, Office of the Public Defender for Arlington County and the City of Falls Church
  - Carel Dutoit, Starbuck’s Manager
  - Steven Yi, Millennium Pharmacy Manager
- Education and Outreach Award
  - Bill Briggs, Mental Health Therapist, Child and Family Services
- Lifetime Achievement Award
  - Ana Barnette, Mental Health Therapist, Substance Abuse Outpatient Services
  - Karen McGavin, Rehab Therapist, PIE Program
  - Dr. June Ellman (retired), Developmental Disability Services
- Board Advocacy Award
  - Lesling Gosling, CSB full board member
  - Jarrod Nagurka, CSB full board member
- Chairman’s Award for Advocacy
  - Exiting Chair, James Mack

**Approval of the May 18, 2016 ACCSB Meeting Minutes**

Chair Mack called for a motion to approve the May 18, 2016 ACCSB Full Board meeting minutes. Mr. Nagurka motioned to approve the minutes, Ms. Alonge seconded the motion, and the minutes were approved with corrections.

**Report: Mary Marshall Assisted Living Residence (MMALR)**

Glenda Blake, Aging and Disability Services Division (ADSD) Chief, reported out about MMALR. Ms. Blake introduced Kay Halverson, Administrator of MMALR and Mental Health First Aid Trainer. Ms. Blake also introduced Jim Baker, ADSD Administrative Officer and Amy Vennett, ADSD Nursing Program Director.

Ms. Blake provided a general overview of Mary Marshall:

- Residents are low income older adults (55+ years of age) with serious mental illness or a developmental disability
- Mary Marshall provides a supportive environment that empowers residents to lead full and rewarding lives in Arlington
- Mary Marshall is operated by Volunteers of America (VOA) with funding from DHS-ADSD, Auxiliary Grants, Housing Choice Voucher, and Resident Contributions
- Mary Marshall’s current license with the Virginia Department of Social Services began in the summer of 2014
- The bed capacity is 52

Ms. Blake provided a breakdown of the average number of admissions and discharges at MMALR:

- The average length of a resident's stay is 3.6 years
- On average there are 4.3 discharges per year
- A total of 55 individuals were served in FY15
- One admission is scheduled for July 2016
- Two individuals are in the referral and admission processes

Ms. Blake provided an overview of the admissions criteria:

- An individual must be 55 years of age or older with a serious mental illness or intellectual and/or developmental disability
- An individual's gross income must be under \$37,600 per year
- An individual must qualify for assisted living level of care
- An individual must be receiving active case management/therapy services with Arlington County DHS

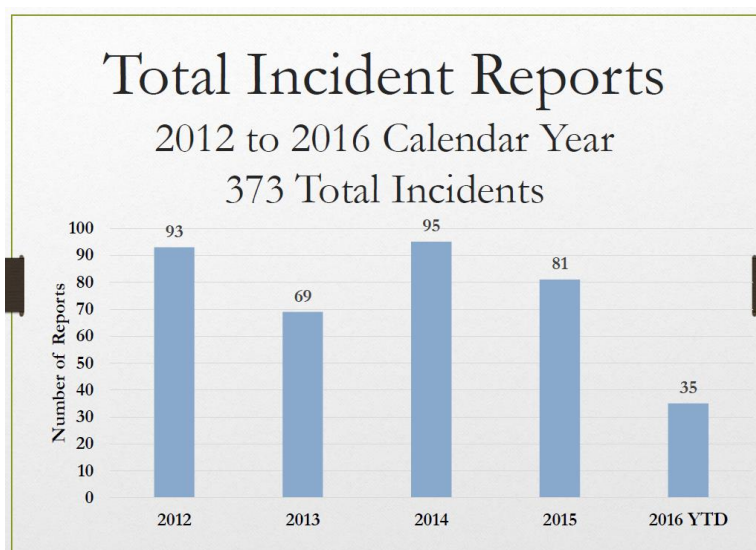
Ms. Blake provided an overview of contractual information and contractual metrics:

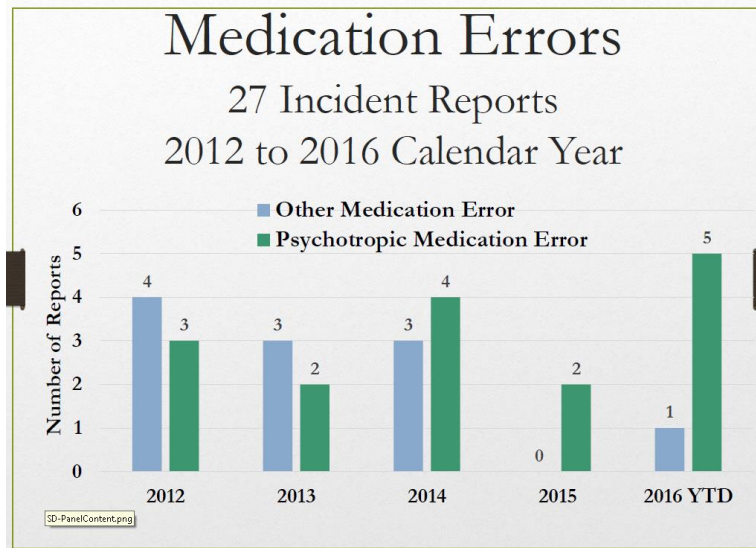
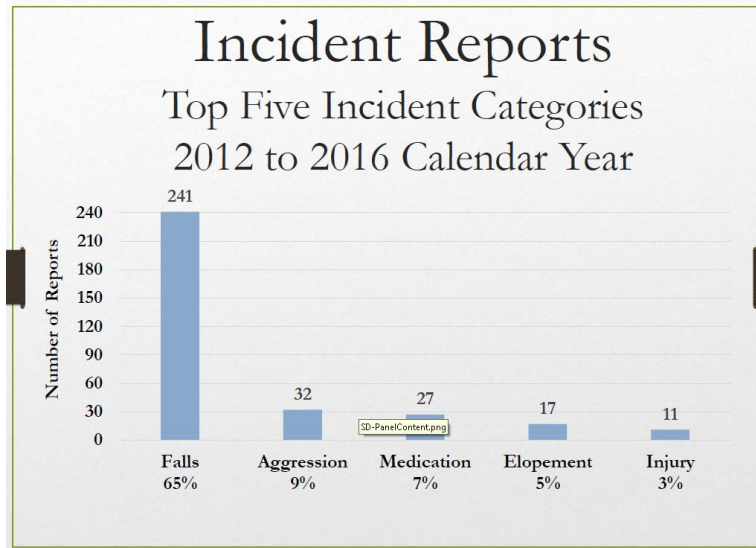
- The initial contract agreement for MMALR was for 5 years and was consistently funded with \$2,432,458 in County funds
- The currently monthly fee per unit is \$5,108 (on average 72% County paid portion)
- MMALR will go to a month to month contract beginning July 1<sup>st</sup>. A new 5 year sole source contract is being negotiated for FY17
- Contractual metrics are tracked and VOA is awarded points based on a corresponding point system.

The contractual metrics are as follows:

- Licensure (2 or 3 year license)
- Key staff positions filled with permanent hires is equal to, or greater than 95% of possible days of the year
- 100% of staff receive specialized training
- Fall prevention program - the number of falls has decreased 10% from the previous fiscal year
- Health and well-being - 90% of clients receive annual physicals
- 90% of residents participate in community engagement 4 or more times per month
- Longevity of stay - the average length of stay is approximately 3.8 years
- Maintaining a 100% compliance with health, safety and human rights standards

Ms. Blake provided an overview of the number of incident reports, including the top 5 categories of incidents, as well as the number of medication errors reported, for calendar years 2012 through June of 2016. These statistics are outlined in the following charts.





Ms. Blake provided an overview of the actions that the County has taken to reduce the number of medication errors:

- On-going communication with the CSB Executive Director and corporate leadership team
- Review and monitoring of the April 2016 Corrective Action Plan with work being conducted in the following areas:
  - Staff education
  - Communication
  - Monitoring
  - Reporting
  - Medication Administration
  - Other support strategies
  - Relationship building and care coordination

Ms. Blake asked the members if they would like an updated presentation at the October 19, 2016 CSB full board meeting. The members agreed and will discuss what information they would like included in the update prior to the October meeting.

## Questions and Answers

Mr. Gardner asked if there is an Electronic Health Record system in place to assist in keeping a record of medication errors. Ms. Halverson responded that MMALR utilizes an electronic based Medication Administration Record (MAR) tracking system.

Mr. Gardner asked how medication errors are reported. Ms. Halverson responded that all of the clinicians utilize laptops to record medications administered, the individual who received the medication, the dose of medication, etc. She noted that the laptop screen is yellow when a client record is opened and green when the record is complete.

Ms. Skelly asked if all prescriptions are provided by the same pharmacy. Ms. Halverson responded that MMALR utilizes 4 pharmacies.

Ms. Jackson asked if the medication error report includes individuals who refuse to take their medication. Ms. Vennett responded that medication refusals are included in the report. Ms. Blake added that an Assisted Living Facility (ALF) is required to provide a mental health progress report to DHS every 6 months.

Mr. Nagurka asked why the number of medication errors has significantly increased over the past 5 months. Ms. Blake stated that the increase in medication errors is being investigated and that a corrective action order is in place.

Ms. Alonge asked if the MMALR contract could be replicated for other CSB programs. Ms. Blake responded that she designed the contract without the assistance of a consultant.

The members discussed the cost of County contracts. Ms. Friedman stated that the County does not currently have an incremental system in place to increase the dollar amount for contracts.

Ms. Omara asked why autism statistics were not included in the presentation. Ms. Blake responded that the presentation only includes the top 6 reporting statistics.

## **ACCSB Executive Director's Report**

Ms. Tschopp announced that she is resigning her position as CSB Executive Director/BHD Division Chief and has accepted a position with the National Council. She thanked the board for their support and stated that she is grateful for the opportunity to work with the CSB.

Ms. Friedman stated that she will be the Interim CSB Executive Director until the position can be filled. She added that Dr. John Palmieri will be the Acting BHD Division Chief, Oliver Russell will be the primary contact for the CSB and Ms. Mauller will continue as CSB staff liaison.

## **ACCSB Chair's Report**

Due to time constraints, a Chair report was not provided.

Chair Mack announced that he is resigning his position as CSB Chair as of June 30<sup>th</sup>. He stated that Anne Hermann will be his replacement.

## **Report Out on ACCSB Retreat Initiatives**

Due to time constraints, the retreat initiative reports will be provided at the July 20<sup>th</sup> CSB full board meeting.

**Informational Items**

- ✓ Ms. Deane reported that the PACT Advisory Council held its Annual PACT Luncheon Picnic earlier today at Barcroft Park. The picnic was held in honor of the PACT Team, PACT clients, members of Clarendon House and Group Home members. She noted that United Social Sports provided games.
- ✓ Ms. Hermann announced that soon there will be 3 vacancies on the CSB full board.
- ✓ Ms. Hermann announced that Ms. Deane will chair the July 20th CSB full board meeting in her place.

**Adjournment**

The Arlington County Community Services Full Board meeting was adjourned by Chair Mack at 8:40 p.m.

Respectfully submitted by Kelly Mauller