

Arlington Community Services Board (CSB)

Children and Youth Committee

11/7/2016 – Department of Human Services, 2100 Washington Boulevard, Room 360

Committee Present: Asha Patton-Smith, Joanne Del Toro, Frank Haltiwanger, Janine Finnell, Naomi Verdugo, Marguerite Tomasek, Linda Staheli

Child and Family Services Division (CFSD) Staff: Violetta Battle, Linh Nghe, Laura Ragins, Norma Jimenez, Sharon Lawrence, Tabitha Kelly, Jana Lee, Tiffany Lee

Called to Order: 6:35pm

Presentation: BHB Intake Process Review

A review of the intake and referral line was completed to analyze the typical outcomes of calls received. The results were presented before the Children and Youth Committee.

Q: Is the same process followed regardless of time of day?

A: Many calls are received during our core hours, in the event the intake coordinator is out of the office anyone on the team can cover, if someone called at 1am and left a voicemail, they will be called back during the next business day.

Q: How many clients are in VICAP right now?

A: 2-3, it ranges. Arlington is small, larger jurisdictions have many more, we also have a good number of kids receiving Medicaid.

It should be noted that VICAP will no longer go through Arlington, after November families must go directly through Magellan. Can we have an update on what happens with Magellan after November?

Q: If a client prefers to use own insurance? Can they still be referred to you?

A: Outside insurance can't be used in BHB. Magellan is the only carrier that we contract with for claims and reimbursements.

Q: Have you ever have contracts with other insurance agencies?

A: No not in the last 15 years. Talks have happened with Blue Cross Blue Shield, but have not yet been fruitful.

Q: How long do these calls usually take?

A: It depends on the nature of the call, can take 15, 30, 45 minutes, it truly varies.

Q: Is it beneficial to have this be someone's full time position, efficiency? Would this be an opportunity for budget asks

A: We will continue to monitor calls, average calls per day, average length of calls, language needs for calls.

Q: How quickly are people seen after intake is scheduled?

A: Managed Care Guidelines requires that intakes are scheduled within 10 days of the screening. Behavioral Health has been able to schedule within 5 days, this is CFSD's average. It is also a 10 day requirement to schedule the first therapy session within 10 days of the intake appointment. This is being

met. Therefore, there can be a 20 day time frame between all scheduled appointments. If clinical need are more urgent, then we move more quickly to schedule urgent intakes.

Q: What is the ideal goal?

A: 10 days

Minutes review/approval: October Minutes approved by Asha Patton-Smith (Initial Motion), Tabitha Kelly (Second Motion), and the committee.

Monthly Stats/Outreach Updates/Upcoming:

New Business:

Old Business:

Announcements: It was proposed that a list be maintained of all the committees and initiatives committee members are participating on outside of the CSB. Sharon will circulate the list.

Appointments are being setup through Dominion Hospital and parents are not being told about DHS services. DHS is reiterating the message that "discharge begins at intake" and reminding them to share our services with families. Per Naomi, sometimes information is not very clear to parents. There is a lot of change in leadership and staff turnover, but we are continuing to meet with them to reinforce messaging.

Casey has agreed to have Brie Mathers speak to 3,000 girls in Arlington public schools, Sun and moon has been trying to get girls together to create girls clubs at various school, the goal is to have several girl groups focusing on mental health.

November 21st 6-8pm, Community meeting for the VHC land swap purchase, they are looking to expand this is a chance to exercise leverage and make request of Virginia Hospital Center to create more adult beds for psychiatric care, moving psychiatric unit upstairs, separate ER for psychiatric patients, . Could Dominion be used as a model? Can we offer parents an alternative to Dominion Hospital? Need support to speak up on the issue, please encourage people to attend from the community, Fairfax attendees are also welcomed.

Next Meeting: Wednesday, December 7, 2016 at 6:30pm