

**CHESTERFIELD COMMUNITY SERVICES BOARD
MINUTES
February 17, 2022**

Members Present

Nicholas Pappas, Chair
Vince Burgess, Vice Chair
Gib Sloan, Secretary
Christian Finkbeiner
Michael Giancaspro
Patrick Knightly
Jennifer Krajewski
Daveida Murphy-Hasan
Harvey Powers
Mark Sacra

Kelly Fried, Executive Director

Staff Present

Doug Bilski, SMT
Angela Catolico, SMT
David Meadows, SMT
Jarek Muchowski, SMT
Mandy Pilk, SMT
Danielle Sayre, SMT

Brook Cook, Administrative Assistant

Others Present

Andrew Fulwider, County Attorney
Heather Pate, Robin's Hope

Members Absent

Ray Gabehart
Tiffany Marks
Talisha McAuley-Davis
Ricky Russell

I. Call to Order

Chair Nicholas Pappas called the meeting to order at 7:00 p.m.

On behalf of the Board and staff, Chair Pappas welcomed Ms. Daveida Murphy-Hasan to her first in-person Board meeting since being appointed and thanked her for joining the Housing Committee.

A. Approval of Minutes

Ms. Fried discussed the addition of wording on Page 7 of the Minutes included in the Board packet to further elaborate on the use of the Permanent Supportive Housing (PSH) funding. The new language specifies that five new full-time positions will be used for the PSH program. This will also go before the Board of Supervisors for approval.

On the motion of Mr. Christian Finkbeiner and seconded by Vice Chair Vince Burgess, the January 20th Minutes were unanimously approved as presented.

B. Request to Postpone Actions, Add or Change Order of Presentation

There were none.

II. Matters of the Public

A. Public Comment Period

Chair Pappas opened the meeting to public comment. Ms. Heather Pate from Robin's Hope stated her organization continues to partner with MHSS on programs related to suicide prevention. She added that while many operations had to temporarily shut down due to COVID, they are slowly opening back up.

III. Information Items

A. Presentation: Conflict of Interests and Freedom of Information Acts Training

Chair Pappas introduced Mr. Andrew Fulwider, County Attorney, to present the Conflict of Interests Act (COIA) and Freedom of Information Act (FOIA). Ms. Fried noted that while many on the Board know Mr. Fulwider from his annual trainings, she and her team have much more frequent contact with him noting he is assigned to MHSS and consults on everything including contracts, leases, business agreements and often offers immediate guidance when questions arise.

Mr. Fulwider began by noting that it is a requirement for CSB Board members to be given physical copies of the statutes noting both have been included in the Board packet. While most in attendance have already received this training, refreshers are always a good idea. He then shared PowerPoint slides of points related specifically to Board members and their duties.

COIA regulations are fairly common sense and fall into three main categories: prohibited conduct, personal interest in contracts and personal interest in transactions. Members cannot profit beyond lawful compensation as detailed in the Code of Virginia and members and their immediate family members cannot benefit from any CSB business. There are some exceptions such as anything less than \$20, food and drink provided at an event a member is speaking, etc. Additionally, there can be no personal financial interest in contracts or transactions. For instance, if a Board member owned office space that they were leasing to MHSS, they would not be able to vote on any decision involving that property. It would not void the agreement or prevent the Board from voting, just that that member would need to remove themselves from any discussion or involvement. Mr. Fulwider added that COIA is a criminal statute. That's why it is crucial to always involve Mr. Fulwider's office if such a situation should arise. They can provide a letter of presumption of good faith and may even reach out to the Commonwealth's attorneys office for an opinion that is a bar to prosecution. A good rule of thumb is if you find yourself in a situation related to the Board, reach out to him or Ms. Fried.

FOIA is in place to allow for an open and transparent government. The two big components related to the CSB are public meetings and public documents. Public meeting requirements includes having the meeting details advertised and taking Minutes. A public meeting is also defined as having three or more members together discussing CSB business. Mr. Fulwider stated it is important to avoid

“accidental” meetings and be mindful that discussion of business is prohibited. However, social gatherings in which business is not discussed such as ribbon cuttings are exceptions. Chair Pappas asked about attending conferences such as the VACSB conferences where CSB business is discussed, and training is offered. Mr. Fulwider stated that in these situations, CSB information discussed is broad and encompasses the system such as legislation as opposed to detailed information related to the business of a specific CSB. However, if it is a forum conducive to the discussion of specific public business, it is best to err on the side of caution and limit the number of members attending. The second part is the public records component which only applies to existing documents, emails, texts, data, etc. in County accounts as well as personal accounts. Mr. Fulwider suggested that as a matter of convenience, Board members create a separate folder in their email account for CSB correspondence so if a request is filed, it will be easy to provide the folder as opposed to going through all messages. Mr. Fulwider added that two large misconceptions around FOIA are that a request must be made using a specific language and can be made for general information. When in reality, a request can be an email simply asking for information. However, only information related to a topic must be turned over. Mr. Fulwider stated that as soon as anyone receives a request, the clock begins ticking and it must be turned over to Ms. Fried immediately. Ms. Fried stated the good news is the County has a department that is solely responsible for FOIA requests, and they handle every step.

In closing, Mr. Fulwider stated that if anyone has any questions at all, it is always best to reach out to him and his office to inquire. They are always available and happy to help.

B. Quality Outcomes Update

Mr. Jarek Muchowski, Assistant Director of Administration and Planning, has been with the CSB for almost ten years and has served in his current role for almost two. Ms. Fried stated that tonight, Mr. Muchowski will share information about quality, how it is monitored within the agency and share some of the outcomes tonight.

Mr. Muchowski began a PowerPoint presentation stating that if someone asked about the agency’s quality management system, he would say it is multi-faceted, multi-layered, interconnected, and strategic. He added that as we are currently enjoying the winter Olympics, the closest sport to compare would be curling. As with curling, it is extremely strategic and involves many participants filling different roles. He shared a photo of a curling stones representing the external and internal. In the quality management system, the internal processes are those in place to meet requirements for licensing, Medicaid, human rights, etc. as well as accreditation such as CARF that provides infrastructure. This is supported by all the internal committees the agency has that collect and analyze data in order to streamline and improve services such as risk management, customer service, diversity, and service quality review team. There are multiple external factors

including County audits, Medicaid cost report audits, personal funds audits for rep payee accounts, etc. It is not an exaggeration to say that there is usually an audit in some form or fashion occurring in the agency. For example, currently Mr. David Meadows and his staff are going through three licensure audits related to the Department of Justice.

Mr. Muchowski shared a slide of the agency balanced scorecard. Indicators and measures from several different areas including HR, Finance Customer Focus, Risk and Corporate Compliance are tracked to create a snapshot of how the agency is doing. He went on to review the scorecard, definitions, targets and how they are scored using a color-coded system of red, yellow, and green. This information is used to prioritize projects, make strategic plans, identify areas of strength and those that need improvement. The methodology used is based on existing electronic health record in place right now. As previously discussed, the agency is in the process of implementing a new EHR that will come with more updated capabilities and allow for more measures. Chair Pappas asked about client input. Satisfaction and discharge surveys are conducted on a monthly basis, and long-term services are surveyed annually. Vice Chair Burgess asked if the state uses our data to compare against other CSBs. Ms. Fried stated that the state does require quality data to be uploaded from the electronic health records of each CSB, but this particular scorecard is an internal process.

Mr. Muchowski went on to discuss the 2021 CARF survey that was conducted over the course of three days last year involving five surveyors. It is an incredibly detailed review of services, records and input from staff, individuals, their families, CSB Board members as well as virtual tours of programs. A handout is included in the Board packet of the CARF survey recommendations. Mr. Muchowski reported that of the thousands of documents reviewed, there were only six recommendations noting this is remarkable. Of those recommendations, all have either been resolved or are being addressed.

The Virginia Public Mental Health Consumer Survey Report was conducted by DBHDS and ODU. This survey is done annually and occurred between August and November of last year. Mr. Muchowski noted that an outside company compiled the information, and the agency did not know who was being contacted. It consisted of thirty questions targeting adults and families with children receiving services. Mr. Muchowski stated there was a very low response noting it was mailed to 65 adults with only 10 responses and 40 families with only 6 responses. He did note the responses that were received were positive with most rating the questions as “agree” or “strongly agree”. However, there were no specific comments included that elaborated on any specific information.

Mr. Muchowski next reported the recent results of the Virginia Local Early Intervention System (LEIS) determination report for FY21 from DBDHS. He is proud to announce that the Infant Program received a “meets requirement” score

which is the highest level of achievement in this report. The program had to satisfy state and federal requirements and demonstrate they were meeting all the indicators. This included receiving 100% accuracy in deliverables, timeliness, and effectiveness. It's a very intense audit. Mr. Muchowski added that in 2014, Infant served 570 individuals. Last year, almost 970 children were served. It's been a huge increase – almost doubling in 8 years which makes this report even more impressive. The Infant program manager, Ms. Leslie Pakula, heads a team of very dedicated, caring, and knowledgeable staff.

C. 2021 CSB Board Self-Assessment Results

Chair Pappas stated it is the responsibility of the Board to complete a self-assessment at the end of every year. The assessment results for 2021 are included in the Board packet including a comparison of ratings for the past five years as well as the written comments. Chair Pappas noted there were only three questions that had a significant variance; two scores around the board orientation and members accepting new ideas and the freedom to express minority opinions went up while carrying out community education took a dip which was most definitely due to the pandemic. Chair Pappas reviewed the comments in detail noting two things stood out: collaboration and committees. He discussed the purpose and work of each committee and the progress they are making in finance, housing, public relations, and public policy.

Ms. Fried stated that even though it is a self-assessment by the Board, it also gives a lot of insight to the Executive Team as well. Comments are taken seriously and often used to make improvements. They pay close attention to what the Board wants to learn about and uses that for planning presentations and the work sessions. For instance, this year's assessment mentioned several items around housing, substance use topics which will both be discussed at the April work session. Additionally, information will be shared on Recovery High School and continuing outreach programs and regional projects. Vice Chair Burgess stated Chair Pappas' summary of the self-assessment was on target. He also added that down the road, he would like to have presentations from partners such as the jail to give updates on how those collaborations are doing.

IV. Administrative Items

A. Board Members' Remarks

Mr. Harvey Powers briefly discussed the Marcus Alert legislation which was passed in November 2020. He stated it is “a big lift” and that DCJS and DBHDS have been working to extend the deadline required for agencies to have a plan in place noting that it may even be made optional for smaller areas that struggle with resources. Mr. Powers stated there seems to be bipartisan consensus that the original timeframe was too ambitious.

B. Chair's Remarks

Chair Pappas is excited to announce that for the first time in two years, the CSB will be hosting its annual recognition dinner on March 24th. This event has always been a wonderful opportunity to recognize organizations that assist our departments in providing services or improving the lives of individuals but these recognitions during the pandemic are especially impactful. Ms. Cook stated invitations will be going out tomorrow with complete details for the event.

C. Executive Director's Report

Ms. Fried shared that while Secretary Sloan will give a detailed housing update later, she wanted to take a moment to extend kudos to Ms. Karen Bowker and Mr. Adam Seehaver of PRS for their recent participation in the Point in Time (PIT) Homeless Count coordinated by Homeward. This group included County Police, Dr. Casey, and Mr. Winslow and involved combing the neighborhoods in the middle of the night looking for individuals sleeping outdoors, in parking lots, etc. The group approached these individuals and with permission, conducted assessments, discussed service options, provided resource information, and left care packages. This is an important process in determining the needs of people in the County and made such an impact on Ms. Bowker that she intends to do a donation drive to add items to the care packages for the next count.

Chester House staff had a kick-off meeting on February 3rd for an initiative with the Department of Rehabilitative Services. Chesterfield is one of two CSBs who have been chosen to implement a new evidenced-based model for individual placement and supported employment. Ms. Wanda Reese, the Chester House manager, has been spearheading this project which has been proven effective and is planned to be eventually implemented statewide. Ms. Fried noted how wonderful it is to have staff so willing to embrace changes to improve services.

Ms. Fried also wanted to give a shout out to Ms. Mandy Pilk and her team for changes they are implementing to the agency's HR processes. These include conducting 30-day check ins with new employees to find out about their onboarding process and making sure we get employees off to a good start. Additionally, they are planning a job fair for March 9th at Central Library which will be targeting specific positions such as crisis clinicians, residential aides, and counselors. Ms. Fried stated that these are steps the agency hasn't taken before and she is excited for the out-of-the-box thinking.

V. Committee Reports

A. Standing Committee Reports

Finance Committee

Mr. Mike Giancaspro reported that the group met last week. He reviewed the summary in detail including revenue and expenses. The surplus designated for the Reserve Fund is a little over \$2.1 million. Ms. Danielle Sayre noted there is a planned transfer of \$645,000 from these funds for County IST charges for

electronic services. Funds earmarked for the electronic health record will bring amounts below the planning cap. Additionally, the building renovation project is still in the queue for 2023 planning and design. Staff are still addressing issues with MCOs and late payments although there have been significant improvements.

The next Finance Committee meeting is Wednesday, February 9th at 8:30 a.m.

Public Policy Committee

Mr. Mark Sacra stated the committee met this past Monday. Ms. Fried gave the group a thorough update on legislation. One bill on recovery residences being certified is of concern and opposed by the VACSB. Mr. Powers asked why it is opposed and Ms. Fried explained that there are good homes that aren't certified and not-so-good homes that are, so certification it isn't always a good determination of quality. Law enforcement continues to try to get specific definitions on custody as it is becoming an increasingly time-consuming issue as they are having to spend hours in ERs. Locally, there are discussions around MH housing and zoning as well as the Recovery High School project which is moving forward with a projected start in September.

The Public Policy Committee meets on the call of the Chair.

B. Advocacy Committee Updates

Housing Committee

Secretary Gib Sloan reported that the Housing Committee is having a retreat tomorrow at 8:30 a.m. and will be covering a lot of issues as well as receiving updates on strategic partners, housing alternatives, and current initiatives. He stated there isn't a lot to report on current housing projects as a lot hasn't changed since the last Board meeting report. While there have been some supply and cost challenges, all remain within their expected timeframes. Secretary Sloan also discussed zoning ordinances in the County, federal laws, and the Fair Housing Act and how they all relate to individuals with disabilities. The County is currently updating and rewriting zoning ordinances with the help of consultants to make sure they conform with all state and federal requirements. He feels that there is an opportunity during this overhaul to create more available housing and reduce barriers for those with disabilities and in recovery. Kelly expanded to say that she attended a meeting yesterday that discussed different levels of housing that are on this continuum, specific definitions, etc. that was extremely positive.

The Housing Committee Retreat is scheduled for Friday, February 18th from 8:30 a.m. to Noon.

Public Relations Committee

Mr. Christian Finkbeiner reported on behalf of the PR Committee which met tonight prior to this meeting. Ms. Fried attended and reviewed several of the current one-pages and status of issues, progress being made, updates and

legislation that may impact their data. Mr. Finkbeiner stated that he is in contact with the president of VAAR to present at the April Work session. Ms. Fried thanked the PR committee as well as the Public Policy committee for working in tandem on the one-pagers stating they really hit the mark on these documents which are keeping in step with current issues in behavioral health and have become trusted forms of information by local and state legislators.

The next Public Relations Committee will not be meeting in March due to the annual dinner.

VI. Consideration and Action Items

A. CSB Policies for Renewal

- Policy 1.11 *Evaluation of Board Performance*
- Policy 2.13 *Code of Ethics*
- Policy 4.01 *Reporting*
- Policy 5.06 *Eligibility for Services*

There are no recommended changes by the Executive Committee and on the motion of Mr. Christian Finkbeiner to vote on as a block and seconded by Secretary Sloan, Policies 1.11, 2.13, 4.10 and 5.06 were unanimously passed as presented.

VII. Adjournment

There being no further business before the Board, Chair Pappas adjourned the meeting at 9:05 p.m. until the CSB Annual Recognition Dinner on **Thursday, March 24, 2022 at 5:45 p.m.**

Kelly Fried, Executive Director
Community Services Board

Nicholas Pappas, Chair
Community Services Board