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# December 2020 Program Planning and Evaluation Committee Meeting Minutes

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## Call to order

A meeting of the Program Planning and Evaluation Committee of Rappahannock Area Community Services Board was held via Zoom on **December 8, 2020**. Attendees included Debbie Draper, Matt Zurasky, Nancy Beebe, Melissa White, Linda Ball, Kheia Hilton, Junice Kulick, Jacque Kobuchi, Joe Wickens, Rhonda Pellicano, Stephanie Terrell, Andrea Merwin, Brandie Williams, and Amy Umble. Members not in attendance included Susan Gayle.

## Extraordinary Barriers List

Jacque Kobuchi reviewed the situation of six individuals ready for discharge from state psychiatric hospitals but facing various barriers to return to the community. Barriers included the not guilty by reason of insanity process, a need for appropriate placements, a need for developmental disability services, a need for nursing home availability, and a need for behavioral supports.

### **ATTACHMENT I**

## Independent Assessment Certification and Coordination Team Update

Jacque Kobuchi told the Committee that RACSB received 13 IACCT referrals in November and completed 11 assessments. Four were initial assessments, and nine were re-authorizations.

### **ATTACHMENT II**

## Information Technology/Electronic Health Record Update

Brandie Williams said that the information technology department closed 1,025 help tickets in November. Additionally, 3,725 video meetings with a total of 11,101 participants were held in November using Zoom.

### **ATTACHMENT III**

## Data Highlights, Dashboard Measures

Brandie Williams said that RACSB is committed to using data-driven decision-making to improve performance and quality and to demonstrate the value of services. She provided an overview of the Behavioral Health and Developmental Disability performance measures for the Department of Behavioral Health and Developmental Services Performance Dashboard.

### **ATTACHMENT IV**

## CARF Update on Year-End Summary

Brandie Williams provided responses to some questions about the previous month's CARF performance review. She reviewed the data on guests at Sunshine Lady House who had TDOs before their visit. The data showed that numbers of guests going on to have TDOs did increase. This number also increased across the state, due to the pandemic. Matt Zurasky suggested that RACSB look into providing some services to make up for the fact that many community services are not available during the pandemic.

Kheia Hilton asked if the rising number of TDOs versus voluntary hospitalization were due to an increase in acuity, leading to more individuals needing involuntary hospitalization. She suggested searching for interventions that could lead more individuals to go to the hospital voluntarily, which would lower the numbers of TDOs.

Brandie also reviewed the average revenue per unit and why there is such a discrepancy between the numbers reported in the middle of the year versus the end of the year. She explained that timing plays a big deal in the average revenue per unit. Going forward, RACSB will use the cost per unit to measure efficiency.

#### **ATTACHMENT V**

### **Crisis Intervention Team Assessment Center Report**

Jacque Kobuchi reported that the CIT Assessment Center assessed 48 individuals in October: Fredericksburg, 12; Caroline, 0; King George, 3; Spotsylvania, 23; and Stafford, 10. She also reported that the CIT program held an 8-hour training for dispatchers.

#### **ATTACHMENT VI**

### **Emergency Custody Order and Temporary Detention Order Report**

Jacque Kobuchi told the Committee that emergency services staff completed 413 emergency evaluations in November. During that month, 88 emergency custody orders were issued and 88 temporary detention orders were issued. Sixteen adults were transported directly to state psychiatric facilities.

#### **ATTACHMENT VII**

### **November 2020 Wait List**

Stephanie Terrell reported that no individuals were waiting more than 30 days for outpatient therapy appointments as of November 30. As of December 1, there were 18 older adolescents and adults waiting longer than 30 days for a psychiatry intake appointment. The community support services waiting lists included: Mental Health Residential, 5 (needs, 0; referral, 4; acceptance, 1); Developmental Disability Residential, 154 (needs, 151; referral, 1; acceptance, 2); Program for Assertive Community Treatment, 23 (needs, 12; referral, 13, acceptance, 10); and DD Waiver Services, 720.

#### **ATTACHMENT VIII**

### **Quality Assurance Report**

Stephanie Terrell reported that the compliance staff reviewed charts in Mental Health Outpatient, Caroline County and King George; Crisis Stabilization; and DD Residential: Scottsdale and Stonewall Estates group homes. Corrective Action Plans have been created to address any issues discovered in the review.

#### **ATTACHMENT IX**

### **Corrective Action Plan**

Stephanie Terrell told the Committee RACSB received a corrective action plan in November, based on a fatality report for an individual who died. Support coordination received a CAP, and there was a CAP

for the incident report getting to the state late. RACSB's plan was accepted by DBHDS. She reminded the Committee that there has been increased scrutiny and that providers across the state were seeing a rise in citations and Corrective Action Plans.

#### **ATTACHMENT X**

### **Operation Review Corona Virus**

Joe Wickens updated the Committee on how services have been impacted by the pandemic. He reported that nine staff have tested positive and six who've been exposed who are on administrative leave. Day programs remain open, but the agency is limiting the number of individuals to meet the 25-person gathering limit from the state. He said the agency continued to monitor the situation in order to maintain the health and safety of individuals served and employees while continuing to provide services and maintain productivity.

#### **ATTACHMENT XI**

### **Adjournment**

The meeting adjourned at 11:40 a.m.