To the Honorable Council  
City of Norfolk, Virginia

From: Sarah Paige Fuller, Director  
Community Services Board  

Reviewed: James A. Rogers, Deputy City Manager  

Approved: Douglas L. Smith, City Manager  

Subject: Services Process Quality Management (SPQM) Grant  
Ward/Superward: Citywide  
Item Number: C-7

I. **Recommendation:** Adopt Ordinance

II. **Applicant:** City of Norfolk

III. **Description:**  
This agenda item is an ordinance to accept a grant of $59,400 from the Virginia Department of Behavioral Health and Developmental Services for the Norfolk Community Services Board to fund contracting cost for MTM Service for the Service Process Quality Management ("SPQM") system.

IV. **Analysis:**  
Each Community Services Board in Virginia is required to purchase the SPQM system. This service allows access to outcome measures loaded into the SPQM system including the Daily Living Assessment which is required to be done for each individual receiving behavioral health services at the agency beginning January 2019.

V. **Financial Impact**  
This is a new grant from the Virginia Department of Behavioral Health and Developmental Services. The grant provides $29,700 for FY2019 and $29,700 for FY2020 for purchase of the SPQm System. There is no local cash match require for this grant.

VI. **Environmental**  
N/A
VII. **Community Outreach/Notification**
Public notification for this agenda item was conducted through the City of Norfolk’s agenda notification process.

VIII. **Board/Commission Action**
N/A

IX. **Coordination/Outreach**
This letter and ordinance have been coordinated with City Attorney’s Office, City Finance Department, and Grant Management.

Supporting Material from the Norfolk Community Services Board:
- Ordinance
- Grant award document
Agenda Overview:
Services Process Quality Management (SPQM) Grant

If approved, this agenda item will accept a grant of $59,400 from the Virginia Department of Behavioral Health and Developmental Services for the Norfolk Community Services Board to fund contracting cost for MTM Service for the Service Process Quality Management system. Approval is recommended.

Doug, please approve text for Agenda Overview

☐ Approved

☐ Approved with changes

From Department Head to City Manager:
• $59,400 grant from the Virginia Department of Behavioral Health and Developmental Services for the Norfolk Community Services Board to fund contracting cost for MTM Service for the Service Process Quality Management (SPQM) system.
• SPQM system will allow CSBs to have access to outcome measures including the Daily Living Assessment which is required to be done for each individual receiving behavioral health services beginning January 2019.
• No match required. The grant is restricted for SPQM.
Pursuant to Section 72 of the City Charter, I hereby certify that the money required for this item is in the city treasury to the credit of the fund from which it is drawn and not appropriated for any other purpose.

NORFOLK, VIRGINIA

ORDINANCE No.

AN ORDINANCE ACCEPTING A GRANT OF $59,400.00 FROM THE VIRGINIA DEPARTMENT OF BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES FOR THE NORFOLK COMMUNITY SERVICES BOARD TO FUND CONTRACTING COST FOR MTM SERVICES FOR THE SERVICE PROCESS QUALITY MANAGEMENT SYSTEM.

BE IT ORDAINED by the Council of the City of Norfolk:

Section 1:- That a grant of $59,400.00 from the Virginia Department of Behavioral Health and Developmental Services for the Norfolk Community Services Board to fund contracting cost for MTM services for the Services Process Quality Management system.

Section 2:- That $59,400.00 in grant funds are hereby appropriated and authorized for expenditure for FY2019 and FY2020, if and when made available from the Department of Behavioral Health and Development Services.
Sarah Fuller  
Executive Director  
Norfolk Community Services Board  
Norfolk, VA  

September 4, 2018  

Dear Ms. Fuller  

I am writing to you regarding the requirement for each Community Services Board in Virginia to purchase the Service Process Quality Management (SPQM) system from MTM Services, LLC. This service will allow CSBs to have access to outcome measures loaded into the SPQM system including the Daily Living Assessment (DLA 20) which is required to be done for each individual receiving behavioral health services at your agency beginning January 2019. Funds for purchasing SPQM have been provided by DBHDS.

Please let me know if you have questions about this requirement or need additional information. I may be reached at stacy.gill@dbhds.virginia.gov or 804-225-3829,

Sincerely,

Stacy Hamilton Gill, LCSW  
Assistant Commissioner  
Community Behavioral Health Services  

Cc:  
Bob Horne  
Daniel Herr
Thanks Sarah. We will proceed with forwarding $ to your Board.

Sandy
Sandy O'Dell
Executive Director
Planning District 1 Behavioral Health Services (CSB)
PO Box 1130
1941 Park Ave SW
Norton, VA 24273
Tel: 276-679-5751
Cell: 276-870-6903
Fax: 276-679-5754

Hi. Norfolk falls under #2 as we will be required to process this as sole source procurement. Stacey, I will need a directive from DBHDS on what to contract, why we must use the same vendor statewide, and identifying the name of the vendor and contract contact info. Adding to the notice from DBHDS it is helpful to note the info that DBHDS secured the $10% discount. Thank you!

Sarah Fuller
Cell 7572741469
Sent from my iPhone

On Jul 16, 2018, at 11:01 AM, Gill, Stacy <stacy.gill@dbhds.virginia.gov> wrote:
Dear Executive Directors,

On behalf of Sandy O'Dell and myself, I am writing to provide you an update on the purchase of SPQM for the CSBs. Hopefully you are aware that DBHDS has provided two years worth of funding for your agency to purchase the SPQM platform. The thinking is that a two year time frame will provide agencies enough experience with the tool to determine if it is useful and whether or not it is something the CSBs would like to continue use of after the initial "trial period".

The cost of SPQM for each CSB is $2,475.00 per month/$29,700.00 annually. This cost reflects a 10% discount due to the statewide use of SPQM.

The funding for this project set aside by DBHDS has been sent to Planning District 1 CSB to act as the fiscal agent and to provide contracting with SPQM for those boards needing to partner around purchasing this product. There are three categories boards will fall into for this project:

1. Boards already engaged in a contract for SPQM. In this case Planning District 1 will send your board $59,400.00 to reimburse the cost of SPQM. This amount will cover the fees for SPQM for you over the next two years as your contract will be adjusted to match the price paid by the other CSBs to make sure that cost is not higher than the others.

2. Boards planning to have an individual contract for SPQM. Your board will receive $59,400.00 from Planning District 1 to cover the cost of a two year contract.

3. Boards planning to partner with Planning District 1 in contracting for SPQM. Planning District 1 will manage the contract and cover the cost for your board.

Sandy and I need to know which of the three categories your board falls under. Please respond to both Sandy and I about whether your board is category 1, 2, or 3 based on the above three descriptions.

If your board falls into category 3, please also let us know the following information:

1. The name of your CSB, street addresses, city and zip codes for contracting.
2. The primary Scheduling contact person for your center.
3. The primary BAA contact person for your center.
4. The primary IT contact person (name and contact information) for your CSB so that Randy Love, CIO of SPQM can contact them related to establishing the initial submission of your encounter data.

Once this information is communicated to Planning District 1 your board will either receive funding or will be added to the list of boards contracting through PD1. Please let me know if you have any questions about the above matter. I look forward to hearing from you regarding your experience with SPQM once your board is up and running with the platform.

Best regards,

Stacy

Stacy Hamilton Gill, LCSW
Assistant Commissioner
Division of Behavioral Health Community Services
Department of Behavioral Health and Developmental Services
1220 Bank Street
Richmond, Virginia 23218
804-225-3829