



**PRINCE WILLIAM COUNTY  
COMMUNITY MENTAL HEALTH, DEVELOPMENTAL DISABILITIES  
AND SUBSTANCE ABUSE SERVICES BOARD**

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**BOARD MEMBERS PRESENT:**

Obediah Baker, Jr., Deanna Bayer, Voneka Bennett, Dr. William Carr, Bradley Marshall, John O’Leary, Timothy Oshiki, Francis Rath

**BOARD MEMBERS ABSENT:**

Altonia Garrett, Patrick Sowers

**STAFF PRESENT:**

Lisa Madron, Georgia Bachman, Diana Arana, Janet Hall - Office of the Executive Director

**Division Managers:**

Sara Wheeler – Adult and Family Services; Dr. Kanchan Clark – Medical Director/Medical Services; Elise Madison – Emergency Services; Mike Goodrich, Administrative Services; Jacqueline Turner – Developmental Disability Services; Tanya Odell- Youth Services; Sherry Bowman- Community Support Services

Program Staff: Robyn Fontaine – Administrative Services; Beth Dugan – Quality Improvement

**GUESTS PRESENT:**

Connections- Morgan Matthews; Ryan Furr-Johnson; Dr. Margie Balfour; Sara Lopez

**PRESS PRESENT:**

None

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**OPENING:** The Regular Meeting of the Community Services Board was convened on September 21, 2023, at 6:35 p.m. in the Powell’s Creek Conference Room, James J. McCoart Government Center, 1 County Complex Court, Prince William, VA.

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**APPROVE REQUEST TO PARTICIPATE REMOTELY THROUGH ELECTRONIC COMMUNICATION MEANS**

**RESOLUTION 23-09R1-01**

**MOTION:** Marshall

**SECOND:** Carr

**WHEREAS**, the Community Services Board adopted a policy pursuant to § 2.2-3708.2 VA CODE ANN to allow for remote participation by Members of the Board; and

**WHEREAS**, in accordance with the Board’s policy, Mr. John O’Leary notified the Chair that the Member is requesting permission from the Board to electronically participate at the Board’s September 21, 2023, meeting; and

**WHEREAS**, Mr. John O’Leary certified that he is unable to attend the meeting due an identified personal matter that prevents his physical presence; and

**WHEREAS**, the remote location from which the above member plans to electronically participate is his private home and the remote location will not be open to the public; and

**WHEREAS**, Mr. John O’Leary verified that his participation in any closed session of the meeting shall remain confidential and not be disclosed to any unauthorized persons or entities; and

**WHEREAS**, pursuant to the Board’s policy, a request for electronic participation from a remote location shall be approved unless participation violates the Board’s policy or any provision of the Virginia Freedom of Information Act; and

**NOW, THEREFORE, BE IT RESOLVED** that the Community Services Board hereby approves the request to participate in the meeting through electronic communication means in accordance with the Board’s policy and a quorum of the Board was physically assembled at one primary or central location and arrangements were made for the voice of Mr. John O’Leary to be heard by all persons via Webex at the primary or central meeting location.

**Vote:**

Ayes—Baker, Bayer, Bennett, Carr, Marshall, Oshiki, Rath

Nays--0

Abstained—O’Leary

Absent During Vote--0

Absent From Meeting—Garrett, Sowers

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## CITIZEN'S TIME

Mark Victorson- NAMI Prince William

Mr. Victorson indicated that he was present in order to hear the presentation by Connections and any updates.

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## STAFF TIME

**Sara Wheeler** - Ms. Wheeler shared that last week CS celebrated the Year of the Peer with an event on the plaza. There were 300 participants from the community that came out to celebrate peer recovery services.

**Lisa Madron** - Ms. Madron shared a letter received internally from staff of the Supported Living program expressing their depth of gratitude to Georgia Bachman for her level of involvement and dedication helping to advocate for the needs of one of their clients. The team encountered pronounced difficulty in linking a client and her family to services despite increasing acuity and the impact this had on her family. Ms. Bachman took actions including contacting a number of providers to ensure the continuity of care and consistently made time to offer assistance. The team went on to indicate how fortunate CS is to have Ms. Bachman on the leadership team and expressed deep appreciation for her hard work and approachability. Submitted by Harry Hogshead, Tina Donkoh, and Supported Living.

**Jacqueline Jackson** - Ms. Jackson shared feedback from family members that wanted to acknowledge the contributions that Support Coordinators made for them. 1) One letter was from the parent of a young person having difficulty getting services who wanted to express appreciation to Christaline Elizee for the professionalism, dedication, and compassion shown throughout their daughter's transition from a provider for complex behavioral health and development disabilities to a sponsored residential home. The parent shared that Ms. Elizee made them feel heard, understood, and supported and felt relief that someone was on their daughter's side. 2) Another family member shared appreciation for the support that Charisse Quarles and her supervisor Shantel Ball provided them, writing that amongst false allegations in the family, Ms. Quarles pressed forward and did what was in the best interest and "she literally saved his life".

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**PRESENTATION:** Connections Health Solutions; Morgan Matthews, Ryan Furr- Johnson, Dr. Margie Balfour, and Sara Lopez

Representatives from Connections Health Solutions provided an overview with discussion to include:

- their mission
- their role as the leader in behavior health crisis care
- their values
- their service to individuals of all acuties
- tier 1 behavioral health trauma center
- setting the national standard
- patient satisfaction
- walk in urgent care
- 23-hour observation
- crisis stabilization beyond 24 hours
- youth unit
- peer network

The PowerPoint presentation was requested and will be sent out to the board.

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## **APPROVAL OF MINUTES**

### **RESOLUTION 23-09R1-02**

**MOTION:** Bayer

**SECOND:** Rath

The Prince William County Community Services Board does hereby approve the minutes of June 15, 2023.

**Vote:**

Ayes—Baker, Bayer, Bennett, Carr, Marshall, O’Leary, Oshiki, Rath

Nays--0

Abstained—0

Absent During Vote—0

Absent From Meeting- Garrett, Sowers

## **APPROVAL OF MINUTES**

### **RESOLUTION 23-09R1-03**

**MOTION:** Carr

**SECOND:** Baker

The Prince William County Community Services Board does hereby approve the minutes of July 21, 2023.

#### **Vote:**

Ayes—Baker, Bayer, Bennett, Carr, Marshall, O’Leary, Oshiki, Rath

Nays--0

Abstained— 0

Absent During Vote--0

Absent From Meeting—Garrett, Sowers

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## **DISCUSSION ITEMS**

### **Appoint Nominating Committee for Officers**

Mr. Baker and Dr. Carr volunteered for the Nominating Committee.

### **Appoint Executive Director Evaluation Committee**

Mr. Marshall and Mr. Oshiki volunteered for the Executive Director Evaluation Committee.

### **Identify Board Members Going to VACSB in October**

Ms. Bennett plans to attend the VACSB.

### **Performance Measures – Elizabeth Dugan, Quality Improvement Program Manager**

Ms. Dugan shared that per the state performance contract between Prince William Community Services (CS) and the Department of Behavioral Health and Developmental Services (DBHDS), PW CS is measured monthly on a variety of performance indicators that DBHDS has identified as being indicative of the quality of our services.

Ms. Dugan shared the following highlights:

- Annual Physical Examination- PW CS FY23 average: 66%
- Initiation of Substance Use Disorder Services- PW CS FY23 average: 67%.
- Engagement of Substance Use Disorder Services- PW CS FY23 average 57%
- Retention of Substance Use Disorder Services- PW CS FY23 average 33%
- Developmental Disability Face to Face Visits- PW CS FY23 average 89%
- Developmental Disability In-Home Visits- PW CS FY23 average 89%
- Developmental Disability Telehealth/Face to Face Visits- PW CS FY23 average 94%

Ms. Dugan shared the following information regarding licensing reviews that have been conducted and completed:

Licensing reviews resulting in a at least one citation and requiring a corrective action plan:

- 6/14/23 – late report of a serious incident (QI’s fault) attributed to ACT program resulting in a systemic violation (ACT had a late report dated 8/11/22)
- 6/14/23 – late report of a serious incident within the NHOP services
- 7/11/23 – I/DD (MRC report) Part V (Tx plan) was not adjusted as required based on new medical information

Licensing reviews resulting in no citations/corrective action plan:

- 5/17/23 – all 3 related to the annual renewal of ACT, IOP, SAOP
- 7/18/23 – all 12 are related to the tri-annual renewal of the agency license with DBHDS
- 7/24/23, 9/4/23 – I/DD MRC report
- 8/19/23 – no citation MHSS CAP issued due to a technical glitch within the DBHDS Connect system

### **FY23 4<sup>th</sup> Quarter Accounts Receivable Report-Mike Goodrich**

Mr. Goodrich presented the FY23 4<sup>th</sup> Quarter Accounts Receivable Report and shared that CS ended the year with almost 7% more in revenue. The insurance balance was carried over to FY24 so there is a 0 in that column. Fees collected include from Medicaid, Medicare, and the Virginia Division of Aging and Rehabilitative Services (DARS). As mentioned, the insurance balance was carried over. Staff are really chasing down the insurance balances quite a bit. For client fees and debt set off, last year at this time we were at about \$170,000. At the end of June this year, we were down to \$20,759. There is a concerted effort to get fee agreements which are documented and issued asking that the clients pay \$7 a month. The outstanding receivables at the end of the 4th Quarter was \$1,685,952. This is \$280,140 more than the 3<sup>rd</sup> quarter. About 75% are within 60 days. Staff are working the oldest ones first.

### **FY23 4<sup>th</sup> Quarter Financial Report-Robyn Fontaine**

Ms. Fontaine shared revenues: The End of Year (EOY) revenue report includes all new state and federal funds that were received throughout FY23 for a total of \$67.9M. The County provided \$31.0 million (44%), the Cities of Manassas and Manassas Park provided \$3.7 million (5%), and Community Services generated the remainder in special revenues. In review of the fee revenue and the budget target versus the percentage of revenue received, the summary includes, Federal 79%; State 98%;

Medicaid 108%; Fees 112%; and Miscellaneous 14%. Please note that per CS Board approval on 7/20/23 and BOCS approval on 7/25/23 Community Services transferred \$2.7M in local County funding to the CRC capital project.

Ms. Fontaine shared expenditures: Community Services has expended 92% of its annual budget of \$67.9M through the end of Fiscal Year 2023.

Ms. Fontaine highlighted the following:

- Salaries and Benefits expended at 92.6%
- Internal Expenses were booked in the 2<sup>nd</sup> quarter and expended at 99.1%
- Contract Obligations were expended at 96.4% and Operating Expenses at 65.7%
- Capital was expended 100%
- Expenses for the Crisis Receiving Center on Worth Avenue are contained in capital funds and are provided in a separate report

#### **FY23 4<sup>th</sup> Quarter Services Report-Mike Goodrich**

Mr. Goodrich presented the FY23 4<sup>th</sup> Quarter Services Report and shared the following highlights:

- **Total Un-Duplicated Clients** –11,705, which is a 3.6% increase from FY 2022 count of 11,294
- **Developmental Services – Day Support** – 38, which is an increase of 8 unique clients from FY 2022
- **Early Intervention** program increases – Overall increase of 149 unique clients, or 5.0%:
  - **Assessment/Service Coordination** – 4.6% increase from FY 2022
  - **Therapeutic and Educational Services** – 5.4% increase from FY 2022
- **Vocational Services** – Increase of 40% from FY 2022
- **Access Services** – The number of assessments has increased 211, which is a 13.3% increase from FY 2022
- **Emergency Services** – 5.7% increase in the unique individuals being served (increase from 2,426 to 2,564 unique clients)
- **Medical Services** – 3.4% increase in unique clients being served (2,181 individuals)
- **Adult Mental Health** – 8.8% increase, serving 1,251 unique clients.
- **Adult Substance Abuse** – 17.3% increase, serving 903 unique clients (770 in FY 2022)
- **Drug Offender Recovery Services – Adult Detention Center** – This remained steady with 115 unique clients served in FY 2023
- **New Horizons – Outpatient** – 7.6% increase from FY 22 (to 1,405 un-duplicated clients)
- **New Horizons – Behavioral Health and Wellness** – 2,279 attendees at these in person and virtual events. This is a significant increase from FY 2022

## **FY End of Year Report for Regional Crisis Resource Management – Elise Madison, Emergency Services**

Ms. Madison shared a PowerPoint of the end of year report for regional crisis resource management which is the how CS spent state funds. Ms. Madison reviewed highlights of the following:

- Background
- Current Regional Diversion Projects and Programs Support by State Dollars
- State Psychiatric Inpatient Facilities Accessible to Region II
- Local Inpatient Purchase of Service (LIPOS) Contracts and Usage
- Crisis Stabilization Units
- TDO Care
- Regional Education Assessment Crisis Habilitation (REACH)
- Community Regional Crisis Response (CR2)
- Temporary Detainment Order (TDO) numbers
- Initiatives to Divert Hospital Admissions
- Co-responder Program
- Outreach Team

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### **EXECUTIVE DIRECTOR’S TIME**

--Ms. Madron shared that there was a fire in another business at Phoenix Center. The fire didn't move but the smoke did. The Phoenix Center facility has been closed since late August and they are still cleaning. Staff are doing work remotely and conducting outside activities with clients. The soot and smoke damage affected everything.

--Ms. Madron shared that the CRC permit was approved around September 12<sup>th</sup>. The next step is for Procurement to submit an IFB in early October which will be out for bid for 30 days. CS will have a better sense at that time with a better idea of construction with the move to possibly be early 2025. Ninety days after the occupancy permit is finalized, Connections can apply for a license. Hoping DBHDS will expedite.

--Ms. Madron shared that a SAMHSA grant approved for the Child Mental Health Initiative/System of Care for Intensive Case Management. Kudos to Ms. Sara Wheeler, Ms. Tanya Odell, and Ms. Robyn Fontaine who worked really hard to get this. It was shared that we are also working on an app for youth that will help with coping skills and reminders. There is also a charge to start an advisory committee and will come to the CS Board to see who might be interested in joining that committee.

--Ms. Madron shared that for legislation, there is typically a draft document around now. However, with the Governor signing the budget at a late time, that is not available so the priorities for PW remain funding for the CRC, and supporting the legislative changes that Connections is asking for.

--Ms. Madron distributed a draft for the REVIVE! training invitation to the Board of County Supervisors. Discussed and decided the invitation will be sent by CS from the CS appointee on behalf of CS Board with the RSVP to CS.



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## **DEPUTY DIRECTOR'S TIME**

--Ms. Bachman distributed copies of a "Fighting Fentanyl" article that was in Northern Virginia Magazine on fighting fentanyl in the region in the school system with interviews from CS clinicians. PWC is definitely in the forefront of addressing the fentanyl crisis.

--Ms. Bachman shared that the Fentanyl Campaign "Rescue Fentanyl" concluded September 15 and CS will be meeting with Rescue to get the data that came out of the campaign. However, the campaign is currently running in PWC movie theatres, Potomac Mills, Virginia Gateway, or Manassas Theaters September 1 through November 30. Data on "eye clicks" in the theaters will eventually be received.

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## **BOARD MEMBERS' TIME**

**OBEDIAH BAKER, JR.:** Mr. Baker expressed his appreciation to Connections for their presentation stating he is very impressed, and they are really on top of their game. He also stated that he is certain that it will work out for us.

**DEANNA BAYER:** Mx. Bayer thanked all the staff stating she is constantly impressed, amazed, and thankful for what all the staff do. Mx. Bayer also said she loved the Connections presentation, and it answered so many questions. Additionally, Mx. Bayer thanked everyone for all the stats and information.

**FRANCIS RATH:** Mr. Rath thanked everyone for the presentations today.

**BRADLEY MARSHALL:** Mr. Marshall expressed kudos to Ms. Bachman and all levels of staff stating that everyone works behind the scenes collaboratively and it starts at the top and goes all the way down. Mr. Marshall described the data dashboard as keeping the board in the center where many boards are unable to achieve, and that he really appreciates it. Additionally, Mr. Marshall shared that he was very impressed by the Connections presentation and that it was very encouraging.

**VONEKA BENNETT:** Ms. Bennet shared that if not for the CSB, she would not be here today. Ms. Bennet said that the work CS does has changed her life and has changed the lives of her peers. Ms. Bennett expressed that she is so thankful for Connections and thinks they will be really good for the CRC. Additionally, Ms. Bennett said "Great Job" to Ms. Bachman, thanked Ms. Madron, Ms. Dugan, Mr. Goodrich, Ms. Fontaine, and Ms. Madison for their information. Ms. Bennett shared that she attended the Year of the Peer event and has watched the fentanyl campaign over 100 times on streaming TV. Ms. Bennett wished everyone a wonderful weekend.

**JOHN O’LEARY:** Mr. O’Leary shared it was a great presentation by Connections, thanked all CS staff and said will see everyone next month.

**TIMOTHY OSHIKI:** Mr. Oshiki shared that he was thankful to the people from Connections for their time and presentation. Mr. Oshiki also shared his thanks to everyone involved in obtaining the SAMHSA grant. Additionally, Mr. Oshiki thanked Ms. Dugan for her performance measures presentation and particularly mentioned the Same Day Access (SDA) metrics, saying he knows first-hand that SDA works exactly as it is supposed to. Mr. Oshiki thanked Ms. Fontaine and Mr. Goodrich for their reports and complimented Ms. Bachman for her involvement in achieving the best possible outcome for the Supported Living client and that she exemplifies what it means to be a good leader.

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**AUTHORIZED CLOSED SESSION**

**RESOLUTION 23-09-R1-04**

**MOTION:** Bayer

**SECOND:** Baker

**WHEREAS,** the Prince William County Community Services Board desires to discuss in Closed Session special awards; and

**WHEREAS,** pursuant to Section § 2.2-3711.A.11. VA Code Ann. Such discussions may occur in Closed Session;

**NOW, THEREFORE, BE IT RESOLVED** that the Prince William County Community Services Board does hereby authorize discussion of the aforesated matters in Closed Session.

**Vote:**

Ayes—Baker, Bayer, Bennett, Marshall, O’Leary, Oshiki, Rath

Nays--0

Abstained— 0

Absent During Vote--Carr

Absent From Meeting—Garrett, Sowers

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## **CERTIFICATION OF CLOSED SESSION**

### **RESOLUTION 23-09-R1-05**

**MOTION:** Marshall

**SECOND:** Baker

**WHEREAS**, the Prince William County Community Services Board has this day adjourned into Closed Session in accordance with a formal vote of the Board, and in accordance with the provisions of the Virginia Freedom of Information Act; and

**WHEREAS**, the Freedom of Information Act requires certification that such Closed Session was conducted in conformity with the law;

**NOW, THEREFORE, BE IT RESOLVED** that the Prince William County Community Services Board does hereby certify that to the best of each member's knowledge, i) only public business matters lawfully exempted from open meeting requirements under the Freedom of Information Act were discussed in the Closed Session to which this certification applies, and ii) only such public business matters were identified in the Motion by which the said Closed Session was convened were heard, discussed or considered by the Board. No member dissents from the aforesaid certification.

Adjourned into Closed Session at **9:10 p.m.**

Concluded Closed Session at **9:15 p.m.**

**Vote:**

Ayes—Baker, Bayer, Bennett, Marshall, O'Leary, Oshiki, Rath

Nays--0

Abstained— 0

Absent During Vote--Carr

Absent From Meeting—Garrett, Sowers

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**ADJOURNMENT**

**RESOLUTION 23-09R1-06**

**MOTION:** Marshall

**SECOND:** Bayer

The Prince William County Community Services Board does hereby agree to adjourn the September 21, 2023, Regular Meeting at 9:15 pm.

**Vote:**

Ayes—Baker, Bayer, Bennett, Marshall, O’Leary, Oshiki, Rath

Nays--0

Abstained--0

Absent During Vote--Carr

Absent From Meeting—Garrett, Sowers

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