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

**BOARD MEMBERS PRESENT:**

Obediah Baker, Jr, Voneka Bennett, Altonia Garrett, Bradley Marshall,  
Timothy Oshiki, Heather Page, Patrick Sowers

**BOARD MEMBERS ABSENT:**

Dr. William Carr, John O’Leary, Latasha Simmons

**STAFF PRESENT:**

Lisa Madron, Betsy Strawderman, Melinda Bringham-Office of Executive Director,  
Division Managers: Dr. Kanchan Clark - Medical Director; Elise Madison –  
Emergency Services; Sherry Bowman – Community Support Services;  
Staff: Jacqueline Jackson Turner- Developmental Disabilities Program,  
Jim Fleming -Administrative Services; Beth Dugan- Quality Improvement

**GUESTS PRESENT:**

None

**PRESS PRESENT:**

None

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**OPENING:** The Regular Meeting of March 18, 2021 of the Community Services Board was convened in the Powell’s Creek Conference Room, James J. McCoart Government Center, 1 County Complex, Woodbridge, Virginia.



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

**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, Ms. Heather Page notified the Chair that the Member is requesting permission from the Board to electronically participate at the Board’s March 18, 2021 meeting; and

**WHEREAS**, Ms. Heather Page certified that she is unable to attend the meeting due to a temporary or permanent disability or other medical condition that prevents her physical presence; and

**WHEREAS**, the remote locations from which the above member plans to electronically participate is their personal residence and the remote location will not be open to the public; and

**WHEREAS**, Ms. Heather Page verified that her 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 approve 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, Ms. Heather Page to be heard by all persons via Webex at the primary or central meeting location.

**RESOLUTION 21-03R1-01**

**MOTION:** Oshiki

**SECOND:** Baker

**Vote:**

Ayes--Baker, Bennett, Garrett, Marshall, Oshiki, Sowers

Nays--0

Abstained--0

Absent During Vote--Page

Absent From Meeting--Carr, O’Leary, Simmons



**CITIZEN TIME:**

None

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**STAFF TIME:**

**Sara Wheeler, Youth, Adult & Family Division Manager:** Ms. Wheeler read a letter that they received from a client who recently has been receiving services that expressed their gratitude and appreciation for the services of CS. The letter shared that their therapist, Julia Cantone, was instrumental in their recovery from alcohol and substance abuse and that if it were not for the services they received, they would not be alive to write the letter. Now, after a 20-year struggle with addiction they now have one year sober. The letter went on to thank everyone at CS including Dr. Sharma. The client shared that they were able to get their driver's license, bought a truck and can maintain consistent work, and recently graduated from a peer recovery specialist support program. Ms. Wheeler shared that this is nothing short of incredible that this client accomplished so much even during this pandemic.

**Lisa Madron, Executive Director:** Ms. Madron showed a video segment from NBC Channel 4 highlighting the work of Brittney Gerteisen, PWC Co-Responder Unit.

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**Presentation: ID/DD Services**

Ms. Jackie Turner provided the Board with a brief overview of the program's staff which include 37 support coordinators, 9 support coordinator supervisors, 3 Therapist IV's, 4 administrative support positions, 1 fiscal analyst and the program manager position which is a very large difference since the time she started working for the agency 34 years ago. At that time, there were only 7 staff members. She shared that services have continued despite the pandemic health emergency. They have continued to provide case management services, continuous quality improvement, expanded the roles of their administrative support and put in place a rotation of supervisory duties.

Ms. Turner shared that they are continually looking at community resources and building relationships with community providers. She also shared that they are faced with many challenges such as increased service requests, continued waiver transfers into PWC, the increased oversight and additional expectations as a result of the DOJ settlement agreement and balancing continuous changes. They are striving to meet those challenges through training, ongoing communication, setting realistic expectations, training, and support for one another.

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**APPROVAL OF MINUTES**

**RESOLUTION 21-03R1-02**

**MOTION:** Marshall

**SECOND:** Oshiki

The Prince William County Community Services Board does hereby approve the minutes of January 21, 2021.

**Vote:**

Ayes--Baker, Bennett, Marshall, Oshiki, Sowers

Nays--0

Abstained--Garrett, Page

Absent from Vote--0

Absent from Meeting--Carr, O'Leary, Simmons

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**AUTHORIZE STAFF TO REQUEST THAT THE BOARD OF COUNTY SUPERVISORS AND THE CITY COUNCILS OF MANASSAS AND MANASSAS PARK OBSERVE SEPTEMBER 2021 AS SUBSTANCE ABUSE RECOVERY MONTH, OCTOBER 2021 AS MENTAL HEALTH AWARENESS MONTH AND MARCH 2022 AS DEVELOPMENTAL DISABILITY MONTH**

**WHEREAS**, the Public Relations Committee will be using September to observe Substance Abuse Recovery Month; and

**WHEREAS**, the Public Relations Committee will be using October to observe Mental Health Awareness Month; and

**WHEREAS**, the Public Relations Committee will be using March to observe Developmental Disability Month; and

**WHEREAS**, proclamations are a good way to educate the community about Mental Health, Developmental Disability and Substance Abuse Services; and

**WHEREAS**, staff need approval from the Community Services Board to request that the Board of County Supervisors and the City Councils proclaim September as Substance Abuse Recovery Month, October as Mental Health Awareness Month and March as Developmental Disability Month; and

**WHEREAS**, having approval in advance of the observations will give staff the flexibility to get the request on the appropriate agenda in a timely manner;

**NOW, THEREFORE, BE IT RESOLVED** that the Prince William County Community Services Board does hereby authorize staff to request that the Board of County Supervisors and the City Councils of Manassas and Manassas Park proclaim September as Substance Abuse Recovery Month, October as Mental Health Awareness Month and March as Developmental Disability Month.

**RESOLUTION 21-03R1-03**

**MOTION:** Marshall

**SECOND:** Bennett

**Vote:**

Ayes--Baker, Bennett, Garrett, Marshall, Oshiki, Page, Sowers

Nays--0

Abstained--0

Absent from Vote--0

Absent from Meeting--Carr, O'Leary, Simmons

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**DISCUSSION ITEMS:**

**Performance Measures Report**

Ms. Beth Dugan reviewed the 10 indicators that CS is being measured on the DBHDS dashboard. Ms. Dugan shared that in some areas CS has dropped due to COVID such as with DD face-to-face visits and in-home visits, along with BMI indicators. These are all a result of the COVID restrictions that have been put into place. However, initiation, engagement and retention of SUD clients has risen. This is in part due to the large number of virtual groups that are being held.

Ms. Dugan also provided a review of the incident reporting statistics for the second quarter. There have been 171 incidents so far in FY21 with 13 late reports resulting in a 92% on time reporting rate which is above the state requirement of 86%. Ms. Dugan expects to see a drop in reported incidents since the requirements for COVID reporting have now changed.

**Financial Report – Second Quarter FY 21**

Mr. Fleming shared that the County provides \$28.3 million (51% of total annual revenues), the Cities of Manassas and Manassas Park provide \$2.85 million (5%) and Community Services is responsible for generating \$24.1 million (44%) in special revenues. The Financial Report provides additional details on the special revenues as these revenues are variable and are the responsibility of CS. CS received \$14.5 million in special revenues, or 60% of the annual budgeted amount for special revenues.

State revenues are reported as being 83% of the annual budgeted amount and this is due to unspent restricted funds in FY 2020 being deferred to FY 2021. Also included in the actual receipts for state revenues are the unrestricted state balances that have been deferred following adherence to state closeout guidance that has CSBs prorate overall unspent balances.

Federal (41%), Fee (38%) and Medicaid (32%) revenues are under 50% through the first six months. As in prior years, these three areas had revenues that were due at the end of the prior year and a receivable was recorded to correctly account for the revenues in FY 2020. The effect of the receivable in FY 2021 is that these areas began the year with a corresponding negative balance. It is anticipated that these areas will increase over the next six months and end the fiscal year at or near budgeted targets.

### **Services Report – Second Quarter of FY 21**

Mr. Fleming shared that the services report includes an unduplicated count of clients seen by each program and has data for FY 2018, FY 2019, FY 2020 and FY 2021 along with the annual target.

There were a couple of items to note: The Adult Mental Health program reported fewer clients compared to prior years and this decline is primarily attributed to the transfer of Discharge Planning and Psychiatric Services Only to other programs in the department; and the Drug Offender Recovery Services reported a significant decrease in clients as in-person services have been allowed sporadically at the Adult Detention Center during the pandemic.

The total number of unduplicated clients for the second quarter of FY 2021 was 6,511, compared to 7,021 during the second quarter of FY 2020.

### **Accounts Receivable Report – Second Quarter FY 21**

Mr. Fleming shared the Accounts Receivable Report for the second quarter of FY 21. The report illustrates that CS has continued to bill for services and receive payment at rates that outpace the prior year. Revenues are up 9.2% as compared to the same quarter last fiscal year.

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## **EXECUTIVE DIRECTOR'S TIME**

--Ms. Madron shared that the VACSB Development & Training Conference will be held virtually this year on May 5-6. The VACSB is looking into possibly having their Public Policy Conference in October in person.

--Ms. Madron thanked Mr. Baker for his attendance in the meeting with Virginia Senator McPike to discuss SB1304. After that discussion, Senator McPike amended the bill to direct that Commissioner of Behavioral Health and Developmental Services to establish a work group with representatives of the Virginia Association of Community Services Boards to review the current process for discharging patients from state mental health hospitals, including the current assigned

responsibilities of state hospital staff and community services board staff, as well as the barriers to timely discharge for patients clinically ready to discharge and develop potential options to expedite the discharge process for individuals who can be safely discharged back into the community.

-- Ms. Madron shared that while there is no formal plan or directive by DBHDS to fully return to face-to-face services yet, DBHDS Commissioner Land sent out email in which she expressed her expectation for CSBs to resume face-to-face services as a priority. In the letter the Commissioner did not define exactly what that would look like but did specify program areas that are a priority which are PACT, Discharge Planning, and SLS. There has been a DMAS memo that directs that ID/DD case management must have an in-person visit with their clients at least once every 6 months starting by May 1st.

--Ms. Madron shared that she participated in the Human Services work session with the BOCS and presented the needs and challenges that Community Services is facing. Ms. Madron shared that she provided the County Executive with a list of approximately 70 items. The two areas that the CXO included in his budget pertained to the Developmental Disabilities program and the Co-Responder program. Unfortunately, the trauma program that was proposed to address the need for short term trauma treatment and the request for a crisis stabilization unit in the county were not included in his budget. Supervisor Bailey did give a directive for the county to examine the possibility of including a crisis stabilization unit and a trauma program in a future fiscal year.

--Ms. Madron shared an update on the Marcus Alert System which is designed to divert behavioral health crises from law enforcement and to develop protocols with a trauma approach instead of a legal approach. In January, CS began participating in a statewide work group and will be one of the first localities to implement the protocols. Prince William County is scheduled to have the protocols in place by December 1, 2021.

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## **DEPUTY DIRECTOR'S TIME**

--Ms. Strawderman shared that CS has been participating in a Justice Community Opioid Innovation Network (JCOIN) study in partnership with George Mason University and the University of Wisconsin. The focus of the project is to link individuals with an opiate use disorder that are involved in the criminal justice system with medication assisted treatment. CS has been working with the PWC Adult Detention Center and the public defender's office on the project and is working to identify barriers to treatment.

--Ms. Strawderman shared that CS is involved in training consortiums to develop training opportunities for evidence-based practices training in the region and that PWC CS is participating in the most efficacious programs to develop staff in an effort to provide the best treatment possible for our clients.

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## **BOARD MEMBERS' TIME**

**Voneka Bennett:** Ms. Bennett thanked Ms. Jackie Turner for her presentation and thanked her and her staff for the work that they do as it really does affect lives. Ms. Bennett also thanked Ms. Madron for her brief on the Marcus Alert System.

**Altonia Garrett:** Ms. Garrett thanked Ms. Jackie Turner for her presentation and her 34 years of service to Community Services. Ms. Garrett expressed how proud she is of Ms. Sara Wheeler's division and Brittney Gerteisen of the Co-Responder Unit for the amazing work that they do. Ms. Garrett shared that she is also proud of Community Services for being a leader among the other CSBs in the state.

**Obediah Baker:** Mr. Baker thanked Ms. Madron and Ms. Strawderman for their presentations this evening and for the information that Ms. Jackie Turner and Ms. Beth Dugan provided.

**Bradley Marshall:** Mr. Marshall thanked Ms. Turner and Ms. Dugan for their presentations this evening. Mr. Marshall remarked that Ms. Turners passion for what she does really shined through her presentation. Mr. Marshall remarked that the data that Ms. Dugan shared really does show the effect of COVID on CS and that now that we are a year into the pandemic, you can now see the hard data on how it has impacted CS.

**Heather Page:** Ms. Heather Page shared that she had the opportunity to utilize our services for a family member last month and it really hit home what we are doing. She thanked Ms. Wheeler for the sharing the beautiful client story. She found the news story on the Co-Responder program was impactful and she remarked that she is proud to be a part of the work that CS is doing. She also shared that she would love to have a CSU in Prince William County and would really like to be a part of that effort.

**Timothy Oshiki:** Mr. Oshiki shared that he agrees with Mr. Marshall in that Ms. Jackie Turner's passion always shines through. He also stated that we should all care for one another as this pandemic has taken a toll on everyone. Mr. Oshiki also expressed that CS should always be cultivating talent from within. Mr. Oshiki thanked Ms. Wheeler for sharing the client letter this evening and stated that he really needed to hear about that positive outcome and asked her to thank her staff.

**Patrick Sowers:** Chairman Sowers shared that it was awesome to see the Co-Responder program being featured on the news. He also remarked that it was nice to see the improvement in client retention due to the implementation of telehealth and that he would like to advocate for it to continue beyond this health emergency. Chairman Sowers thanked Ms. Turner for her presentation.

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**ADJOURNMENT**

**RESOLUTION 21-1R1-04**

**MOTION:** Oshiki

**SECOND:** Marshall

The Prince William County Community Services Board does hereby agree to adjourn the January 21, 2021 Regular Meeting of the Board at 8:40 p.m.

**Vote:**

Ayes--Baker, Bennett, Garrett, Marshall, Oshiki, Page, Sowers

Nays--0

Abstained--0

Absent from Vote--0

Absent from Meeting--Carr, O'Leary, Simmons

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