AN INTRODUCTION TO PRINCE WILLIAM COUNTY COMMUNITY SERVICES BOARD

A Presentation to the Joint Subcommittee Studying Mental Health Services in the Commonwealth in the 21st Century

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CSB Executive Director
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Today’s Agenda

• Prince William County at a Glance

• Overview of Prince William County Community Services Board (CSB)

• Emergency Services

• Questions and Discussion
Prince William County

• The CSB serves residents of these localities:

<table>
<thead>
<tr>
<th>Locality</th>
<th>Total Population Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prince William County</td>
<td>430,289</td>
</tr>
<tr>
<td>City of Manassas</td>
<td>41,705</td>
</tr>
<tr>
<td>City of Manassas Park</td>
<td>15,427</td>
</tr>
<tr>
<td>Total Population</td>
<td>487,421</td>
</tr>
</tbody>
</table>

• Total population has increased by 7.3% since 2010 Census (454,096).
How the CSB is organized

• Organized as an Administrative Policy CSB
  • Ten Board Members
    • Seven Magisterial Districts, Two Cities, One At-Large

• Department within Prince William County
  • The Department of Community Services has four operating divisions in two locations (east and west)
    • Emergency Services
    • Community Support
    • Youth, Adult & Family Services
    • Medical Services
  • Oversight and support is provided through the Office of the Executive Director/Administrative Services Division.
Community Services At a Glance

- 24 Hour Emergency / Crisis Intervention
- Intellectual Disability Case Management, Residential, Day Support and Employment
- Mental Health Outpatient Treatment, Residential, Day Support and Employment
- Substance Abuse Outpatient and Recovery
- Youth Mental Health and Substance Abuse
- Medical/Psychiatric Assessment, Treatment and Medication Management
- Early Intervention for Infants and Toddlers with Developmental Delays
Community Services By the Numbers

Citizens Served: (FY 15 actuals)

- **Emergency/Crisis Intervention** – 2,903
- **Intellectual Disability** – 762 in case management, 37 in home support services and 260 in day services
- **Mental Health** - 1,300 in outpatient services, 264 in day services, and 171 in home support services
- **Substance Abuse** - 1,193 in outpatient services & 308 in Drug Offender Recovery Services
- **Youth Mental Health & Substance Abuse** - 963 in schools, 465 outpatient and 88 in-home
- **Medical / Psychiatric Services** – 2,235
- **Early Intervention for Infants / Toddlers with Developmental Delays** – 1,256
## How Community Services is Funded

<table>
<thead>
<tr>
<th>Source</th>
<th>FY16 Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal</td>
<td>$2,734,439</td>
</tr>
<tr>
<td>Fees</td>
<td>$740,071</td>
</tr>
<tr>
<td>Local</td>
<td>$20,630,116</td>
</tr>
<tr>
<td>Medicaid</td>
<td>$4,597,470</td>
</tr>
<tr>
<td>Miscellaneous Revenue</td>
<td>$160,883</td>
</tr>
<tr>
<td>State</td>
<td>$10,894,231</td>
</tr>
<tr>
<td><strong>Revenues</strong></td>
<td><strong>$39,757,210</strong></td>
</tr>
</tbody>
</table>

![Pie chart showing funding sources: Federal 7%, Fees 2%, State 27%, Medicaid 12%, Miscellaneous Revenue 0%, Local 52%]
## How Funds are Distributed*

<table>
<thead>
<tr>
<th>Division</th>
<th>FY16 Budget</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Services</td>
<td>$4.1</td>
<td>10%</td>
</tr>
<tr>
<td>Community Support Services</td>
<td>$18.1</td>
<td>45%</td>
</tr>
<tr>
<td>Youth, Adult &amp; Family Services</td>
<td>$9.6</td>
<td>24%</td>
</tr>
<tr>
<td>Medical Services</td>
<td>$2.8</td>
<td>7%</td>
</tr>
<tr>
<td>Office of Executive Director/Administration</td>
<td>$5.4</td>
<td>14%</td>
</tr>
<tr>
<td><strong>FY16 Budget by Division</strong></td>
<td><strong>$40.1</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

* In Millions
## How Funds are Distributed*

<table>
<thead>
<tr>
<th>Expenditure Type</th>
<th>FY16 Budget</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries &amp; Benefits</td>
<td>$28.1</td>
<td>70.1%</td>
</tr>
<tr>
<td>Operating Expenses</td>
<td>$2.2</td>
<td>5.6%</td>
</tr>
<tr>
<td>Internal Expenses</td>
<td>$1.6</td>
<td>3.9%</td>
</tr>
<tr>
<td>Contractual Obligations</td>
<td>$9.1</td>
<td>22.6%</td>
</tr>
<tr>
<td>Savings</td>
<td>($0.9)</td>
<td>-2.4%</td>
</tr>
<tr>
<td>Capital</td>
<td>$0.1</td>
<td>0.2%</td>
</tr>
<tr>
<td><strong>FY16 Budget by Expenditure Type</strong></td>
<td><strong>$40.1</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>

* In Millions
Community Partners

Strong, successful history of partnering with local community non-profits and stakeholders

- Action in Community Through Service (ACTS)
- SERVE – Northern Virginia Family Service
- The Arc of Greater Prince William
- Good Shepard Housing Foundation
- Pathway Homes
- Trillium Drop-In Center (Peer Recovery Services)
- Community Residences
- Fellowship Health Resources (Crisis Stabilization Services)
- Didlake, Inc.
- NAMI Prince William and NAMI Northern Virginia
Partnerships with Public Safety and Criminal Justice

- Well-established, positive collaboration with:
  - Prince William County Police Department
  - Prince William County Fire and Rescue Department
  - Prince William County Sheriff’s Office
  - Prince William – Manassas Regional Adult Detention Center
  - Prince William County Juvenile Detention Center
  - Manassas City Police Department
  - Manassas Park City Police Department
  - Prince William County Office of Criminal Justice Services
  - Prince William County General District Court
  - The Office of the Commonwealth’s Attorney
  - The Prince William County Bar Association
  - Prince William County Magistrate’s Office
  - Towns of Haymarket, Dumfries, Occoquan and Quantico
DIVERT

• DIVERT is a collaborative, outcomes-focused stakeholder coalition dedicated to addressing the behavioral health needs and systemic gaps of persons within the criminal justice system

• Bi-monthly meetings with representatives from Community Services, County and Cities public safety and criminal justice agencies, the Prince William County Bar Association, NAMI, faith-based representations, Veteran's Administration and consumer advocates

• The DIVERT Docket, a special docket for persons with mental illness, was created in 2014 in collaboration with the General District Court and the Office of the Commonwealth Attorney.
Current Initiatives

• Partnered with George Mason University’s Mason and Partners (MAP) initiative to provide on-site primary health care two days a week at no cost to the CSB or County

• Implemented the CS Access Team - a centralized intake and assessment program to improve timeliness of access to services

• Implemented a new electronic health record system

• Passed audit review for Meaningful Use Stage 1

• Continued to advance the use of tele-medicine and tele-conferencing
Highlights

• Aggressively pursued and received new state funds:
  
  • Program of Assertive Community Treatment (PACT) - $850,000
  
  • Young Adult First Episode Psychosis Program – $611,998
  
  • Crisis Intervention Team Assessment Center – $309,040
  
  • Jail Diversion Case Management for Mental Health Docket - $185,000
Future Outlook

• Financial Challenges as Prince William County has still not recovered from the recession
• Ability to retain and attract qualified employees
• Continuous changes in Medicaid/reimbursement processes
• Increasing focus by stakeholders on outcomes
• Limited inpatient psychiatric services in our community
• Increase in opioid dependencies and need for more medication assisted treatment
Emergency Services Division (ES) Provides Two Essential CSB Services:

Centralized Intake Services (Access)
- 4.0 FTE clerical staff who determine first level of eligibility
- 7.0 FTE clinical staff who provide comprehensive assessments
- Referrals of those with private insurance to the private sector
- For MH OP programs, seeing only those with serious mental illness
- Provided services to 1488 unduplicated clients in FY ‘15
- To date have provided 255 GAP screening; 124 approved for GAP
- Open registration process
- Currently averaging 13 days to next appointment for routine appointments (priority given to pregnant substance abusers (2 days), those coming out of the hospital (7 days), IV or opiate addicted (14 days)
Emergency Services Division (ES) Provides Two Essential CSB Services:

Crisis Intervention

- Provide quick assistance to anyone experiencing a crisis that is related to mental health, substance abuse or intellectual / developmental disabilities
- Provided 24 hours a day, 7 days a week
- 20.0 FT and 6.0 PT clinical positions + PRN positions
- Very good response rate; average 35 minutes in two week study by UVA in June 2015 (52 total evaluations)
- Provided services to 2903 unduplicated clients in FY15
- To meet increasing service demand will be utilizing teleconferencing with hospital Emergency Departments
CSB Times by Number of Evaluations
How Are 24 Hour Emergency Services Provided?

- Emergency Services provided at Woodbridge and Manassas offices during office hours (8am-8pm Monday-Thursday; 8am-5pm Fridays)

- After office hours have 2 staff (one in each end) in community until midnight

- During midnight hours staff work from home
Does Emergency Services Have a Mobile Crisis Unit?

• While Emergency Services does not have a mobile crisis unit, its staff are very mobile

• Often travel to other locations to provide services:
  • Sentara Hospital ED in Woodbridge
  • Novant Hospital ED and psychiatric hospital in Manassas
  • Novant Hospital ED in Haymarket
  • Police station in Woodbridge
  • Adult Detention Center in Manassas
Does Community Services have a CIT Crisis Assessment Center?

• Community Services is in the process of opening a CIT Crisis Assessment Center

• Opening date is November 30, 2015

• To be open from 12:00 p.m. to 12:00 a.m. 7 days a week

• Renovating current office space in our Manassas office

• Greater Prince William CIT Partners: Police Departments from PWC and cities of Manassas and Manassas Park, PWC Sheriff’s Office, Adult Detention Center

• CIT training has been provided since November of 2012
Does Community Services Provide Mandatory Outpatient Treatment (MOT)?

- Prince William has been a leader in use of MOT

- Last fiscal year CS served 67 people who were ordered into MOT.
  - 55 were ordered into MOT directly,
  - 12 were ordered into Involuntary Commitment with a possibility of MOT upon discharge
  - 4 were ordered into MOT upon discharge when petitioned after their hearing.
What is the Utilization of Regional Crises Services by Prince William CSB?

Per 100,000 population fall in the middle in terms of admissions to NVMHI and admissions to private hospitals via LIPOS funds

- **NVMHI admissions** per 100,000
  - Loudoun (lowest) 21
  - **Prince William** 46
  - Arlington (highest) 66
  - Fairfax 25
- **Actual admissions**
  - Loudoun (lowest) 72
  - Prince William 225
  - Arlington (highest) 84
  - Fairfax 288

- **LIPOS for adults**
  - Loudoun (lowest) 16
  - **Prince William** 36
  - Alexandria (highest) 52
  - Fairfax 19
- **Actual admissions**
  - Loudoun (lowest) 54
  - Prince William 177
  - Alexandria (highest) 78
  - Fairfax 223
What is the Utilization of Regional Crises Services by Prince William CSB?

For youth Prince William was the largest utilizer of Commonwealth Center for Children and youth LIPOS

- **Admissions to CCCA**
  - **Prince William** 38
  - Fairfax 23
  - Loudoun 15
  - Alexandria 11

- **Youth LIPOS**
  - **Prince William** 25
  - Fairfax 30
  - Alexandria 6
  - Loudoun 4

- **Children’s Regional Crisis Response**
  - **Prince William** 101
  - Fairfax 123
  - Arlington 34
  - Loudoun 22
Use of Crisis Stabilization Units (CSUs)

- As a region, there are 4 CSUs that combined treated a total of 872 individuals in FY15

- Prince William accounted for 22% of the referrals to CSUs. Brandon House is only CSU located in the County.

- CSUs offer more personalized attention in a more natural setting

- Setting more suited to voluntary admissions. Still looking for appropriate Temporary Detention Orders (TDO) referral, but given the limitations of our CSUs, it is difficult
Temporary Detention Orders (TDOs)

As a region, TDO rates increased significantly (32%) in FY15 after being fairly stable for many years. Total - 3,041

Prince William’s rate increased only 11% for a total of 796 TDOs

By comparison, Prince William has a relatively high rate of TDOs
  – Overall, 163.4 per 100,000 population
  – Alexandria is higher at 218.9
  – Arlington’s is 156.3

Default state facilities have been extremely helpful
  – However, free standing facilities experience real limitations in treating co-occurring medical conditions
  – For a number of individuals it is taking longer than the 8 hour period of time for TDOs to be executed
Use of Hospitals Outside of the Region for TDO Care

- As a region, placement to out of region hospitals rose sharply (19%) from FY14 to FY15
  - A total of 395 clients
  - 54% (213) came from PWC. This represents 27% of the total number of TDOs
  - Creates a strain on everyone from client and family members to ES staff and law enforcement
  - Speaks to desperate need for additional psychiatric inpatient resources within our county. Only a 32 bed unit for adults at Novant / Prince William Hospital in Manassas. A psychiatric unit at Sentara Northern Virginia Medical Hospital in Woodbridge is needed
In Summary, What Has Helped?

To have 11 additional beds at NVMHI

To have our state facilities as a safety net for TDO care

To have the ability to change the location of the TDO facility

To have 8 hours for ECO

To have additional community services, like the crisis services for youth and for the ID/DD population

To have the Virginia Bed Registry

To be receiving funds to develop a CIT Crisis Assessment Center
Challenges

• Need additional inpatient psychiatric services within PWC
• Inpatient psychiatric services, both public and private, are not always prepared to treat serious medical conditions along with psychiatric condition
• Lengthy bed searches at times
• Competition among other CSBs to attract qualified and experienced staff
• 43% Increase in demand for emergency services:
  • First quarter emergency evaluations FY15 = 655
  • First quarter emergency evaluations FY16 = 937
Questions? Discussion? Thank You!

On behalf of the Prince William County Community Services Board, Prince William County Government, and all of our community stakeholders, thank you for your visit today and for your dedicated service in improving the lives of all persons with disabilities and their families in the Commonwealth.