

City of Alexandria, Virginia

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MEMORANDUM

DATE: NOVEMBER 27, 2002

TO: THE HONORABLE MAYOR AND MEMBERS OF CITY COUNCIL

FROM: PHILIP SUNDERLAND, CITY MANAGER 

SUBJECT: ALEXANDRIA COMMUNITY SERVICES BOARD FY 2002 ANNUAL REPORT

ISSUE: Alexandria Community Services Board's FY 2002 Annual Report.

RECOMMENDATION: That City Council receive the Alexandria Community Services Board's FY 2002 Annual Report.

DISCUSSION: The Alexandria Community Services Board (Board) consists of a group of 16 volunteers appointed to oversee the City's publicly funded mental health, mental retardation and substance abuse services and provide policy direction to the Department of Mental Health, Mental Retardation and Substance Abuse (Department).

The Department's operational structure consists of Acute Care Services, which provide time-limited services like emergency mental health care and short-term outpatient care; Extended Care Services, which provide long-term services like residential and vocational programs; Prevention, which provides educational, consultative, outreach, public information and volunteer services; and Administration, which includes finance, information management, human resources, quality assurance and risk management.

Included in the FY 2002 Annual Report are an overview of revenues and expenditures and a summary of accomplishments. Highlights of the report include:

- Board expenditures totaled 20.41 million dollars. Board programs served 4,249 Alexandrians, many of whom received services in more than one program.
- The Board worked toward obtaining a new site for the Clubhouse, which resulted in securing a new location in early-FY 2003.

- The Community Resilience Project was developed in response to the terrorist attacks of 9/11. A team of 15 multi-cultural outreach workers provided crisis counseling, information and referral, and presentations on topics such as coping and managing stress.
- Emergency Services provided crisis intervention to 940 people who were experiencing severe emotional problems such as anxiety, suicidal ideation or paranoid delusions.
- In Detox services, in a sample taken in May 2002, 42 of 65 persons discharged (65%) followed up with services within 60 days in residential, day support, case management or outpatient treatment.
- At the Clubhouse, of 69 members who were assigned to an employment unit, and who were not disabled or retired, 33 (48%) were employed either full or part time at the end of the fiscal year.
- A Women's Trauma Recovery Group was initiated for women with post traumatic stress disorder. The group focuses on empowerment, trauma recovery and advanced recovery for dealing with family life and life outside the home.
- A treatment program for persons dually diagnosed with mental illness and substance dependency was developed. Former treatment focused on single disorders. The new program will better engage persons with multiple illnesses, thereby reducing relapses and improving chances for recovery.
- City Council approved an amendment to the FY03 budget to purchase vocational services for high school graduates with mental retardation. Council designated \$100,000 to offset a decrease of \$167,672 in the Board's State funding and included an additional \$153, 813 in the FY03 budget to replace State-eliminated funding for the Substance Abuse Reduction Effort.
- Volunteers served 3,386 hours visiting with group home residents, managing the finances of consumers, and providing in-office assistance. Volunteers served on the Board of the Friends of the Mental Health Center and the Local Human Rights Committee.
- Fourteen residential sites and the Adolescent Health Clinic were provided access to the City e-mail system and the consumer records database. Previously, these resources were only available at large Board facilities directly connected to the City network.
- The Board adopted the following goals for FY 2003: develop the site for the Clubhouse; continue improving consumer and staff satisfaction; obtain CARF accreditation for Board programs; obtain funding and a site for Safe Haven, a residential program for homeless persons; obtain permanent funding for high school graduates with mental retardation who need continuing day support; and increase the cultural diversity of the Board members.

FISCAL IMPACT: None

ATTACHMENT: Alexandria Community Services Board FY 2002 Annual Report

STAFF: William L. Claiborn, Ph.D., Executive Director of the Alexandria Community Services Board



**alexandria community
services board**

**annual report
a year in review**



**fiscal year 2002
July 1, 2001-June 30, 2002**

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a message from the chair and executive director

Dear Friends:

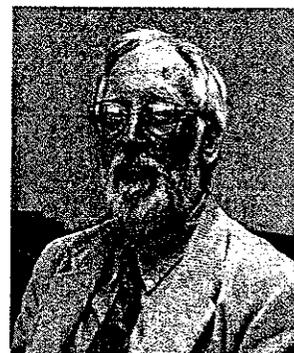
This annual report affords a welcome opportunity to share with you the activities of the Alexandria Community Services Board (Board) for the 2001-2002 fiscal year. The pages within highlight our fiscal information, our accomplishments and the people we serve as we strive to provide quality mental health, mental retardation and substance abuse services.

The tragic events related to the terrorist attacks of September 11 made for a tumultuous year. Yet, out of that experience arose a new sense of caring for others, an activity that our professional staff do each day. As a result of the increase in the number of Alexandrians needing emotional and other support after 9/11, the Community Resilience Project was born. This outreach team provides crisis counseling, information and referral and educational presentations on topics related to "resilience," the ability to bounce back.



Phillip Bradbury, Chair

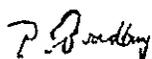
Locally, publicity focused on our work to find a new location for the Board's psychosocial clubhouse program. Although a new site was not obtained in fiscal year 2002, the groundwork was laid for the acquisition of a new location in early-fiscal year 2003. Other highlights of last year include preparation for accreditation of the Methadone program, the development of a treatment program for persons dually diagnosed with mental illness and substance dependency, the initiation of a successful treatment group for persons with borderline personality disorder, and the City Council's approval of a budget amendment for the purchase of vocational services for high school graduates with mental retardation.



*William Claiborn, Ph.D.,
Executive Director*

We thank our staff, private contractors and the members of the City Council for their confidence and investments in the consumers we serve. Throughout this annual report, you will find pictures of consumers and expressions of their strength and gratitude. Please take a few minutes to review the report. Your comments and suggestions are welcome.

Sincerely,



Phillip Bradbury, Chair



William Claiborn, Ph.D., Executive Director

about the alexandria community services board

The Alexandria Community Services Board (Board) was established in 1969 to oversee Alexandria's publicly funded mental health, mental retardation and substance abuse services. The Board is a group of citizen volunteers appointed by City Council. The Board reports to Council and sets policy for and administers the publicly funded mental health, mental retardation and substance abuse services.

In collaboration with the City Manager, the Board selects an Executive Director who also serves as Director of the City's Department of Mental Health, Mental Retardation and Substance Abuse. Most of the Board's services are provided through the Department; however, the Board also purchases services from private contractors. The Department has an administrative division and three operating divisions: Acute and Emergency Care Services, Extended Care Services and the Prevention Division.

The Board's mission is to serve Alexandria through community-integrated mental health, mental retardation and substance abuse services; create an environment promoting the highest functioning and quality of life; and provide prudent resource allocation, leadership, advocacy, family support and education.

highlights of board activities

fy 2002 board members

Phillip Bradbury, Chair
 Walter Hill, Vice Chair
 Mary Riley, Vice Chair
 Robert Bovey
 Mark Elder
 James Gladden
 Florine Greenberg, Ph.D.
 Harry "Bud" Hart
 Joseph Hinkle, M.D.
 Carol Holmes
 Herbert Karp
 Mondre' Kornegay
 David O'Brien
 Holly Schumann, MSW
 Nancy Ann Turner
 Christopher Venner
 Marlene Venter

The Board developed a new committee structure to match the organizational structure of the Department. The new committees include an Executive/Administrative Committee, Acute/ Emergency Care Committee, Extended Care Committee and a Prevention Committee. Staff representatives from each of the four areas provide support to the Board committees, which focus their attention on programs and services within their respective divisions.

Relocation of the Board's psychosocial rehabilitation program (the Clubhouse) was a top priority for FY 2002. In March 2002, after the Planning Commission unanimously approved the granting of a Special Use Permit (SUP) for a new Clubhouse site, the property was no longer available to the Board. The Board submitted a new SUP for another location, which was approved in early-FY 2003. The Clubhouse will share the new site with the City Health Department.

The Board sponsored its first day-long staff retreat, which was held at Meadowlark Gardens in Vienna. There were indoor and outdoor team building activities facilitated by SENSE Solutions. Over 135 people

attended the retreat. The remainder of Board staff stayed behind and maintained all regular services. Over 96% of the participants said the Board should have a retreat again next year.

An Ethics Committee was developed as a forum to discuss and make recommendations regarding moral dilemmas that staff encounter in the provision of services. One Board member serves on the committee along with staff from all divisions and at least one consumer. The Board's Executive Director and a City Attorney serve as ex officio members. An ethicist was hired as a consultant.

City Council approved a Board-proposed budget amendment for the purchase of vocational services for high school graduates with mental retardation. Council added \$56,000 to the FY 2003 budget to purchase these services. Council also designated \$100,000 to offset a decrease of \$167,672 in the Board's State funding. The Board will recoup the remaining \$67,672 through an increase in the State reimbursement rate for case management. An additional \$153,813 was included in the budget to replace State-eliminated funding for the Substance Abuse Reduction Effort. This will allow continuation of substance abuse services through the Alexandria Community Justice Services, the Court Services Unit, and the Adult Probation and Parole programs.

The Board invited a representative of the Bazelon Center for Mental Health Law to present on the topic of mental illness and commitment. Michael Allen Esq. addressed the civil rights of persons with mental disabilities, involuntary "outpatient commitment," the need to reduce barriers to service, and the effect of coercion on the individual as well as the financial costs associated with it.

A Senior Advisor for Health Information Privacy Outreach in the office for Civil Rights at the Department of Health and Human Services, Kathleen Fyffe, presented to the Board on regulations for the confidentiality of consumers' health information. Her expertise helped the Board in taking steps toward implementing and enforcing new privacy laws.

The Board adopted the following goals for fiscal year 2003:

Develop the site for the Clubhouse; continue improving consumer and staff satisfaction; obtain CARF accreditation for Board programs; obtain funding and a site for Safe Haven, a residential program for homeless persons; obtain permanent funding for high school graduates with mental retardation who need continuing day support; and increase the cultural diversity of the Board members.

**fy 2002
city government**

Mayor
Kerry J. Donley

Vice Mayor
William Cleveland

City Council
Claire M. Eberwein
William D. Euille
Redella S. Pepper
David G. Speck
Joyce Woodson

City Manager
Philip Sunderland

financial information

The numbers shown in the boxes below reflect Board activities for FY 2002. There were no major changes in expenditures or revenues from FY 2001 to FY 2002. Revenue received in excess of expenditures includes federal grant monies received during FY 2002 that may be spent during the first quarter of FY 2003.

fy 2002 senior management team

William Claiborn
 Brenda Sauls
 Sam Bauman
 Judy Carter
 Carol Layer
 Janis Gold
 Maggie Ross
 Deborah Warren

The Board purchases services from the private sector for its consumers. Contracted consumer services, primarily vocational and residential, totaled \$811,746 in FY 2002 and represented about 4% of the Board's total expenditures. In addition, Medicaid paid \$1,751,922 directly to private providers for 33 consumers. In FY 2002, the Board had 33 agreements to purchase services for consumers.

FY 2002 Revenue and Expenditures

FY 2002 Revenue by Source			FY 2002 Expenditures by Service Area ¹		
Revenue Source	\$ (millions)	%	Service Area	\$ (millions)	%
City of Alexandria	9.00	43.2	Acute Care	9.31	45.6
Commonwealth of Virginia	3.94	18.9	Extended Care	10.15	49.7
Medicaid	2.62	12.6	Prevention	0.95	4.7
Federal Government	3.05	14.6			
Consumer & Insurance Fees	2.05	9.8			
Other	.18	0.9			
Total	20.84	100.0	Total	20.41	100.0

¹ Administration expenditures totaling \$867,024 (4.3% of total expenditures) were allocated to the service divisions as overhead and are included in the division expenditures shown above. The numbers shown above do not include activities associated with the City's shelter program or waiver services provided by contract agencies.



persons served by acute & emergency care services

Emergency Services provides 24-hour crisis intervention on the phone or in person, and, as needed, places persons in the hospital or in Care Bed, a short-term residential alternative to hospitalization. Emergency Services helped 940 people and Care Bed served 15 people.

Outpatient Services provides testing, diagnosis, therapy and medication. There were 1,576 persons who received mental health outpatient services, and 1,138 persons who received substance abuse outpatient services.

Intensive In-Home Services assists children in their homes who are in crisis or at risk of removal from the home. There were 125 children who received in-home mental health services.

Parent Infant Education provides early intervention services for infants and toddlers including developmental evaluations, service coordination, therapy and educational group activities. There were 327 infants who received these services.

Detoxification provides a short-term supportive environment for persons who are withdrawing from alcohol or drugs, and who do not require medical attention. People may come to the Detox Center voluntarily. Police bring persons to the Detox Center in lieu of incarceration. There were 656 people served in the Detoxification program.

Methadone Maintenance helps adults stop using narcotics by prescribing and carefully monitoring methadone, which lessens the discomfort of withdrawal. There were 284 persons who received methadone treatment.

Adult Detention Center Services helps inmates adjust to incarceration and provides therapeutic programs. The Sober Living Unit (SLU) helps inmates addicted to drugs and alcohol develop skills for a life of sobriety and the Critical Care Unit stabilizes persons from the SLU with psychiatric crises. There were 142 people who received substance abuse services, 89 people who received mental health services, and 175 inmates who received emergency mental health services through Emergency Services. (Note— these 175 inmates are also included in the 940 people cited above who received services through Emergency Services.)

This program has given me a new hope for a better life for myself. My self esteem has risen to a new level and I really think that this will change my life for good. Hope is the gift I've been given.

~ Consumer of mental health and substance abuse services

I am 43 years-old and I've been incarcerated several times in my life. I've never had treatment for drug abuse until now. I am finding new ways to think about my life and a new desire to live my life. Only through the help that I am receiving can I continue to have hope that my past life is behind me.

~ Consumer at the Adult Detention Center receiving services through the Board's Sober Living Unit

highlights of acute and emergency care services

The Critical Incident Stress Management Team provided 9/11 debriefings to police and fire personnel, many of whom responded to the Pentagon emergency. The team also held debriefings for Board staff, consumers and the Alexandria community.

In Emergency Services, of the 59 consumers who completed a well-being survey before and after a session, 54 (92%) reported feeling more hopeful after their session. The average consumer increased in 'hopefulness' by 1.6 on a scale of 1-5.

Two Dialectic Behavioral Treatment (DBT) groups were initiated. DBT groups help persons diagnosed with a borderline personality disorder by improving their interpersonal relations and by teaching them to manage their emotions more effectively. DBT can reduce the number of crises a person with borderline personality experiences, thereby reducing the need for costly emergency interventions and hospitalizations.

Funds to provide counseling to persons with HIV were awarded for a second year from the Ryan B. White grant. This \$34,580 enables the Board to provide HIV-specific mental health interventions through the employment of a therapist who specializes in HIV.

A Women's Trauma Recovery Group was initiated for women suffering from the effects of post traumatic stress disorder. The three 11-week sessions focus on empowerment, trauma recovery and advanced recovery for dealing with family life and life outside the home.



Eating crabs at the Clubhouse Crab Feast, sponsored by Friends of the Mental Health Center.

Alexandria Adult Detention Center staff attended a course on identification and management of deviant behaviors that may indicate gang membership. The course was taught by the FBI and the Fairfax County Police Academy. Staff reported increased knowledge and preparedness to interpret inmate codes of silence and collaborative behaviors against law enforcement.

Detox staff began participating in a Community Diversion Program in Arlandria. Individuals who are arrested for drug or alcohol-related behaviors are given an opportunity to receive treatment in lieu of other repercussions. A substance abuse therapist attends monthly court sessions and assists prosecutors in diverting interested persons into treatment.

I cannot minimize the devastation to the mind, body and spirit of those who live with mental illness, as well as their family and friends... The totality of my experience at the CSB has been one of deep gratitude for all I have encountered... I owe the restoration of my life to all the patience and compassion of the staff at the Clubhouse and the Mental Health Center.

~ Consumer of Acute and Extended Care Services

The Youth and Family Unit began sending magnetic appointment reminder cards to consumers who scheduled an intake. This was an effort to increase the show rate for first-time appointments. Between February and May of 2002, show rates increased from 56% to 77% with the use of the new magnets.

In Intensive-In Home Services and Youth and Family, 48 of 77 children (62%) who received at least two Child and Adolescent Functional Assessments, improved in level of functioning. This exceeds last year's level of 60%.

Board staff developed a dual-diagnosis treatment program for persons with co-occurring mental illness and a substance dependency disorder. Current treatment generally focuses on single disorders. The new program will better engage persons with multiple illnesses, thereby reducing the number of relapses and improving their chances for recovery. A \$50,000 Substance Abuse Prevention and Treatment grant was received to provide training for enhancing staff knowledge in working with consumers who are dually diagnosed. Approximately \$6,000 was donated through Friends of the Mental Health Center in memory of Stephen Feaver, a young man who struggled with dual diagnosis before taking his own life, and the *Washington Post* gave \$5,000 through the Philip Graham Foundation for the dual diagnosis program.

The methadone program for persons recovering from narcotics addiction implemented new policies that allow eligible consumers to receive increased amounts of take-home medication. Previously, more frequent office visits were required for medication. This is one of several steps taken toward individualizing treatment.

Substance Abuse Day Support staff received training on the "Restoration of Intimacy and Spirituality" in treatment settings. This training came as a result of a focus group in which consumers expressed a desire for increased program content regarding spirituality.



*Prevention Programs-
These teens are working to
prevent substance abuse in
youth.*

In Detox services, 42 of the 65 consumers discharged during May 2002(65%), followed up with services in outpatient, day support, case management or residential programs within 60 days of discharge. This compares to 48% who followed up with services in the sample taken in March of FY 2001.

On November 7, 2002 I celebrated one year of clean time out of my 30-year addiction. I was never able to put together one week of clean time unless I was incarcerated... I have been to several treatment centers but never wanted to admit that I was an addict. Then something clicked and my life flashed before me... I never could have come this far without the people at Alexandria Substance Abuse Services. My wife and I now have a beautiful relationship. My kids, 12 and 16 years-old, even say they are so proud of me and glad to have their father back.

~ Consumer of Substance Abuse Services

people served by extended care services

Case Management coordinates services, monitors the care consumers receive from Board programs and other agencies, and helps consumers maintain their entitlements. There were 826 persons served in mental health case management, 190 in mental retardation and 310 in substance abuse case management.

Adult Day Support provides daily support and rehabilitation for persons with mental illness, substance dependency or mental retardation. There were 119 persons who received mental health day support, 62 persons who received substance abuse day support, and 32 who received mental retardation day support.

Vocational Services assists people with developing job skills and obtaining employment. *Individual Competitive Employment* helps persons with disabilities find employment in the community. There were 61 persons with mental illness who participated and 14 persons with mental retardation. *Group-Supported Employment* enables groups of persons to work in the community with support and supervision. There were 14 persons with mental illness who participated and 4 persons with mental retardation. *Sheltered Employment* provides work at the Board's vocational site where consumers learn skills, work under the supervision of staff and earn wages. There was 1 person with mental illness who participated and 27 persons with mental retardation.

Residential Services provides permanent or temporary living arrangements, at times as an alternative to institutionalization. There were 31 people who lived in *mental health group homes*, 38 people who lived in *mental retardation group homes* and 27 people who lived in *substance abuse recovery group homes*. Board-owned *supervised apartments* provide support through drop-in counselors. There were 71 people who lived in mental health supervised apartments, 15 in mental retardation supervised apartments, and 57 in substance abuse supervised apartments. In *Supported Living*, persons live in non-Board residences while receiving drop-in support from Board staff who assist them with daily living skills. Supported Living served 74 persons with mental illness and 1 person with mental retardation. In *Contracted Residential Treatment*, the Board pays for a person to go to a live-in treatment facility for substance dependency. There were 52 persons who received contracted residential treatment.



Bellefonte group home resident (left) with residential counselor, Corie Grant.

Family Support is a program through which special items are purchased for persons with disabilities. Purchases include things such as wheel chairs, padded helmets, walkers and home modifications to assist persons with disabilities or to facilitate the use of special equipment in the home. There were 27 persons with mental retardation who received assistance from this program.

We recently employed Alexandria Vocational Services to distribute a policy to our members. I want to thank you for your quick and professional attention to our project. We are lucky to have you in our backyard and look forward to future projects with you.

*-Research Director,
International Association of Chiefs of Police*

highlights of extended care services

As part of the Board's Emergency Preparedness Plan, the residential programs now have increased emergency supplies at all sites. The supplies include food, water, flashlights, radios and other emergency items. Emergency responses for fires, threats of violence, natural disasters and medical emergencies are posted at all locations.

Of the 69 Clubhouse members who were assigned to one of the Day Support work units or to Individual Employment, and who did not have the status of 'disabled' or 'retired', 33 (48%) were employed either full-time or part-time at the end of the fiscal year.

The Clubhouse will share space with the Substance Abuse Day Support programs at a new location. Both programs contain individuals with co-occurring mental illness and substance dependency. Sharing a location will allow the integration of components of the programs, thereby improving service delivery and increasing efficiency in the use of staff, equipment and space.

In a partnership between the Department of Rehabilitative Services (DRS) and community organizations, a Board consumer member attended a DRS training and completed a paid internship with the Board. She now works for the Board as a case aide and assists in implementing recreational activities for Extended Care consumers.

Staff from Mental Retardation Case Management spoke about Vocational Services at an Alexandria Kiwanis luncheon. This resulted in a \$500 donation which was used for art supplies, kites and windmills for decorating the vocational workshop, and a picnic for the consumers in Vocational Services.

A focus group was held to determine whether persons in MR programs are satisfied with the services. Eighteen consumers and family members participated. Results showed that consumers are satisfied overall with the services, the activities they participate in and the level of care they receive. Participants suggested the development of a support group for family members of persons with mental retardation. Board staff plan to collaborate with an Arc representative in developing a support group.

In Residential Services, of the 75 consumers discharged, 50 (67%) moved to a more independent living situation (i.e., from a group home to supervised apartment or apartment to private residence). For the other 25 consumers, 2 (3%) moved to a similar living situation and 23 (30%) moved to a less stable living situation (homeless, jail, nursing home, hospital).



*Above and below:
Consumers taking a day off
from Vocational Services
work and having
a good time at a picnic.*



highlights of prevention services and persons served

The Community Resilience Project was developed in response to the terrorist attacks of 9/11. A team of 15 multi-cultural outreach workers provided crisis counseling, information and referral, and presentations on topics such as coping and managing stress. There were 22,138 persons who attended educational presentations; 1,274 received crisis counseling; and over 800 referrals were made for services such as employment and mental health treatment.



Governor Mark Warner with members of Community Resilience Project.

In Prevention Education there were 41,540 contacts¹ achieved through 4,815 sessions². Examples of program sessions include: Community Resilience Project workshops about coping with the effects of 9/11; activities at schools on topics such as anger management and drugs and alcohol; and a life skills program to help foreign-born adults and children cope with adjustment to life in the U.S.

Forty-eight volunteers provided 3,386 hours of service. Volunteers visited with residents of group homes, managed the finances of 77 consumers, mentored youth and provided in-office administrative assistance. An additional 15 volunteers served on the Board of the Friends of the Mental Health Center and the Local Human Rights Committee.

On National Depression Screening Day, free depression and anxiety screenings in English and Spanish were offered. Of the 54 persons who requested testing, over 20 were found to have symptoms consistent or strongly consistent with a depressive disorder. They were referred for treatment.

Project T.N.T. (Towards No Tobacco Use) was held in English and Spanish with students at G.W. Middle School. The program teaches decision-making and refusal assertion skills and the consequences of tobacco use. Of the 55 students who participated, 52 (95%) rated T.N.T. as outstanding in content.

Ki.d.s. (Kids in Divorce and Separation), a program that educates parents about how parental conflicts and divorce affect children, was initiated in response to House Bill 1178, which requires participation in divorce education classes for parents involved in custody cases in Virginia.

Kids Are Terrific (KAT) Camp teaches kids how to resist negative peer pressure. KAT was held for seven weeks at seven recreation centers throughout the City. Of the 100 children who participated, 85% demonstrated proficiency in managing a negative peer pressure situation.

¹ Each contact represents the number of individuals at a session (i.e., a total of 41,540 people attended 4,815 educational presentations). The total number of contacts does not represent the total number of persons served, since one person may have attended several different sessions.

² A session constitutes an activity done on a specific date.



Waterslides at Kids Are Terrific, a substance abuse prevention camp.

highlights of administration and special projects

Work toward CARF¹ accreditation and HIPAA² compliance continued in order to ensure that programs meet standards for best care practices and receipt of funds. Programs underwent a mock survey by a CARF consultant to prepare for the real survey in FY03. Staff worked with *Anasazi*, the software company that creates the database for consumer records, to further ensure the protection of private information. The new database format will be based on a treatment team model in which only the consumer's treatment team, supervisors and emergency services may access information.

Management Information Systems staff migrated the Network Operating System from the aging Novell 3.12 to Microsoft NT. This adds security to the health care information stored on the servers and is a prerequisite for the next version of the *Anasazi* software.

Scheduler, a computer calendar program, was integrated into the consumer database. Scheduler increases efficiency by allowing staff, including providers, to view schedules in the database and make appointments for consumers with other Board providers. Staff can also update their own schedules and appointments.

Consumer accounts receivable (money owed to the Board by consumers for services rendered), decreased by 30% during the fiscal year, from \$268,033 in July of 2001, to \$188,398 in July 2002. The decrease was due to increased collection activities and writing off some longstanding, uncollectible debts.

Board consumers were surveyed following discharge from programs and 77% said that their lives were better after services, 83% reported satisfaction with the services received and 83% said that they would refer others to Board programs.

The Diversity Committee worked to promote greater awareness of cultural diversity among staff and consumers. Training was offered on Muslims, Africans & African Americans, Hispanics, Spirituality in Treatment Planning and Sexual Orientation Diversity. Multi-cultural potluck luncheons were held for staff, and cultural displays were made for the lobby of the main center.

The tracking of staff training requirements was eased by the upgrading of the personnel database system. Staff can enter the system on their own and check their status in meeting annual training requirements.

Fourteen residential sites and the Adolescent Health Clinic were provided access to computer resources such as the City e-mail system and the *Anasazi* consumer records database. Previously, these resources were only available at large Board facilities directly connected to the City network.

One of my co-workers called me to apologize for the way he had treated me... The diversity training helped a lot, especially me. It changed my attitude towards people, and now when someone does or says something, I try to reason from that person's point of view since our different backgrounds make us see things differently.

Staff participant in an experiential training on Africans and African Americans

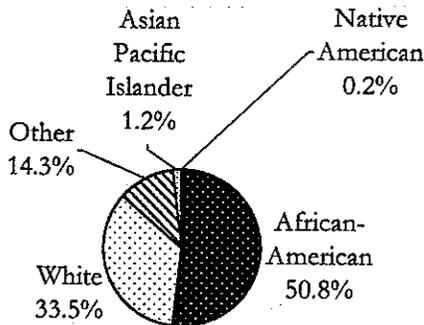
¹ CARF is a non-profit organization that promotes best practices by establishing guidelines for behavioral health programs.

² HIPAA (Health Insurance Portability & Accountability Act) requires compliance by April 2003 with new regulations for the security and confidentiality of medical records.

consumer, city and employee demographics

The Board served 4,249 Alexandrians during FY 2002 as compared with 4,194 during FY 2001. Of these consumers, 2,026 persons had not previously received Board services.

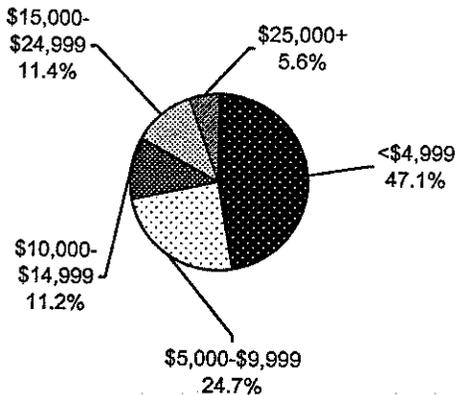
Consumer Race



Hispanics (15%) are represented within the racial categories above.

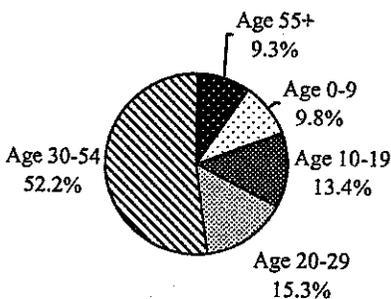
The Board serves persons from the low income population, the majority of whom are minorities. Thus, the racial make-up of Board consumers is not reflective of the City population. Nearly 51% of consumers were African American as compared to 23% City-wide. Whites made up nearly 34% of consumers as compared to 60% City-wide. Hispanics, who are represented here within several racial categories and in "other," comprised about 15% of consumers. This is reflective of the City's Hispanic population.

Consumer Income



Because the Board serves people with low income, there is a discrepancy between the City's FY 2002 median household income of \$74,091, as provided by Claritas, and that of Board consumers. Over 47% of Board consumers earned \$4,999 or less annually. Nearly 25% earned between \$5,000 and \$9,999; 11% earned between \$10,000 and \$14,999; 11% earned between \$15,000 and \$24,999; and 6% earned \$25,000 or more.

Consumer Age



Over half (52%) of Board consumers were aged 30-54 as compared to 44% City-wide. Children made up 23% of consumers as compared to 18% City-wide. Of these child consumers, 13% were aged 10-19 and 10% were aged 0-9. Persons aged 20-29 comprise the next largest consumer-age group (15%) as compared to 21% City-wide. Only 9% of consumers were aged 55 or older as compared to 17% City-wide.

Forty-one percent of Board consumers were female as compared to 48% of the City-wide population, and 59% were male as compared to 52% City-wide.

Race and Ethnicity of Full-time Board Staff:

Asian 5% Black 53% White 40%
 Hispanic* 6% Other 2%

* Hispanics are represented within the other four racial categories above.

outstanding employees

Each year, teams of employees and individual employees who have been with the Board for one year or more are recognized for exemplary performance beyond job expectations. These employees receive a cash award from the City and are honored with a plaque from the Board. Employees are nominated for awards by their colleagues and supervisors. A review panel of Board members and consumers chooses the final winners. The following individuals and groups were recognized for FY 2002:

Jennifer Barnett -Therapist III, Adult Detention Center
 Tricia Bassing -Team Leader, Community Resilience Project
 Kim Giles -Team Leader, Emergency Services
 Harriet Mack -Therapist III, Acute Care Services
 Laurie Meyer -Team Leader, In-Home Services
 Mike O'Deay -Facilities Coordinator
 Maggie Ross - Human Resources Administrative Assistant
 Denise Sequeira -Vocational Coordinator, Clubhouse
 Courtney Swan - Therapist III, Acute Care Services
 John Thomas -Assistant Residential Coordinator, Extended Care Services
 Harry Wachsmuth - MR Technician II, Extended Care Services
 Deborah Warren -Director of Consultation and Education, Prevention

Substance Abuse Outpatient Reception Staff: Shaheen Akhter and Monique Jackson-Asante

Mental Health Case Management Unit: Lynn Fritts, Maggie Lyons, Thurlow Stenson and Jonathan Teumer

Seminary Group Home Staff: Randy Arnold, Ruth Gallo and Frank Tolson



Courtney Swan,
 Outstanding Employee
 Award recipient



Award recipient
 Monique Jackson-Asante
 with her husband and
 children at the Outstanding
 Employee Award
 Ceremony.

The four employees who helped me, exemplify true humanity, loving concern and patience. I thank God for each one of their lives and their incredible contribution to someone in my desperation, someone who is having overwhelming difficulty handling life and fighting for life. Each one of these wonderful people deserves recognition and commendation.

~ Consumer who received assistance from Emergency Services

program site directory

720 North Saint Asaph Street

- Alexandria Community Services Board Administrative Offices
703-838-4455, TDD 703-838-6400, E-mail - ACSB@ci.alexandria.va.us
- Acute/Emergency Care Services and Administration, 703-838-6400
- Extended Care Administrative Office, 703-838-5060
- Prevention Services Administrative Office, 703-838-4455
- Public Information and Volunteers, 703-838-4455

2355-A Mill Road

- Substance Abuse Services, 703-329-2000, TDD 703-329-2026
- Detox Offices, 703-329-2015

115 N. Patrick Street 703-838-4706

- Psychosocial Clubhouse

3105 Colvin Street 703-519-5932, TDD 703-370-5138

- Mental Retardation sheltered, supported and competitive employment
- Mental Retardation case management

517 North Saint Asaph Street 703-838-5067

- Parent-Infant Education (early intervention and prevention services for infants and toddlers)

Residential Sites (Group Homes and Supervised Apartments)

- Ten group homes (69 beds) throughout Alexandria
- Fifty-three supervised condos/apartments (175 beds) throughout Alexandria

Other Community Service Sites:

- Adolescent Health Clinic
- Alexandria City Public Schools and Recreation Centers
- Alexandria Community Shelter
- Carpenter's Shelter
- Alexandria Detention Center
- Alexandria Juvenile & Domestic Relations Court Services Unit
- Alexandria Adult Probation and Parole Office



The Board's administrative offices and Acute/Emergency Care Services located at 720 N. Saint Asaph Street.

Our website will be enhanced during FY 2003.

Check it out at www.ci.alexandria.va.us/mental_health/mrmhsa_home