

City of Alexandria, Virginia

MEMORANDUM

DATE: DECEMBER 7, 2005

TO: THE HONORABLE MAYOR AND MEMBERS OF CITY COUNCIL

FROM: JAMES K. HARTMANN, CITY MANAGER 

SUBJECT: ALEXANDRIA COMMUNITY SERVICES BOARD FY 2005 ANNUAL REPORT

ISSUE: Alexandria Community Services Board's FY 2005 Annual Report.

RECOMMENDATION: That City Council receive the Alexandria Community Services Board's FY 2005 Annual Report.

DISCUSSION: The Alexandria Community Services Board (CSB) consists of a group of 16 volunteers appointed to oversee the City's publicly funded mental health, mental retardation and substance abuse services and with the City Manager 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 provides time-limited services like emergency mental health care and short-term outpatient care; Extended Care Services, which provides long-term services like residential and vocational programs; Prevention Services, 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 2005 Annual Report are an overview of revenues and expenditures and a summary of highlights, including:

- **CSB expenditures totaled \$24.11 million dollars. CSB programs served 3,773 Alexandrians** with mental illness, mental retardation or substance dependency, most of whom received services in more than one program.
- **Demographics showed that approximately 46%** of CSB consumers were African American. Whites comprise just over 32% of consumers, Hispanics made up 18% of consumers, and other races made up 4% of CSB consumers. Of these consumers, over 85% earned less than \$25,000 annually.

- **The psychosocial rehabilitation program, the Clubhouse, moved to a new location** following an eleven-year search for a new facility. Over 200 people attended the ribbon cutting ceremony for the new *West End Club*.
- **Safe Haven received funding from HUD.** This program will fill a critical gap in the City's services to homeless persons by providing housing and supportive services to persons who are homeless, who have a mental illness, substance abuse and/or other medical disabilities, and who are unable to use existing Alexandria shelters. It is anticipated that the Safe Haven will open in January 2007, once the necessary approvals are obtained.
- **Emergency Services helped 994 persons.** This program provides 24-hour telephone and face-to-face crisis intervention for individuals in emotional crisis, seeks resolution with treatment as appropriate, and prevents more serious emotional crisis, including suicidal and homicidal behaviors.
- **Outpatient Services** helped 2,733 persons by providing testing, diagnosis, therapy and medication.
- **A successful mediation between 20 youth in rival groups and their parents** was coordinated by CSB prevention therapists, the Police, the Department of Recreation, and Child Protective Services. Follow-ups with staff provided the families with more information. In addition, Prevention therapists facilitated violence prevention groups throughout the year with fifteen youth involved in rival groups.
- **The Preschool Prevention Team** worked with 17 Alexandria preschools to deliver a curriculum that increases social skills and reduces problem behaviors in children. Staff provided 472 consultations to teachers and 176 consultations to parents regarding their children. In addition, the Team offered group therapy and activities to children and families at two Alexandria homeless shelters. This program is supported by grants from the City's Children's Fund and the Virginia Tobacco Settlement Foundation.

ATTACHMENT: Alexandria Community Services Board FY 2005 Annual Report

STAFF: Michael Gilmore, Ph.D., Executive Director, Alexandria Community Services Board



alexandria community
services board

annual report
a year in review



fiscal year 2005
July 1, 2004-June 30, 2005



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a message from the chair and executive director

We welcome this opportunity to share with you the activities of the Alexandria Community Services Board (CSB) for Fiscal Year 2005. With the support of staff, Board members, volunteers, private contractors and the Alexandria City Council, we served 3,773 persons with mental illness, mental retardation and substance dependency.

We are humbled by the determination of our consumers and their families and proud of our staff. The pages of this report highlight our fiscal information and our accomplishments, and provide a glimpse of the people we serve. It is our hope that, by sharing this report with the community, the importance of providing mental health, mental retardation and substance abuse services to Alexandria's neediest residents will be recognized. Comments and suggestions are encouraged and appreciated.

Mary Riley, Chair

Michael Gilmore, Ph.D., Executive Director

CSB Chair Steps Down

Phillip Bradbury completed his third and final term as Chair in January 2005, but he will continue to serve on the Board. He joined the CSB in 1997, and volunteered to lead the former Mental Retardation Committee. Following his service as Vice Chair in 2000 and 2001, Phill was elected Chair.

The lives of thousands of consumers were improved because of Phill's dedication and selflessness. Throughout his tenure, Phill remained well-informed, insightful and willing to participate in everything involving the Board and the Department. His quiet, dignified style of management and his compassion for the consumers are models for all community leaders.

And while one highly regarded Chair concludes his successful tenure, the Board looks forward to the future with the new Chair, Mary Riley, a dedicated community volunteer who is firmly committed to the CSB's values and mission.



*Phillip Bradbury
and Mary Riley, CSB Chairs.*

fy 2005 board members

Chair

Phillip Bradbury
(through January 05)

Mary Riley

Vice Chairs

Mary Riley

Holly Schumann
(through January 05)

Victoria Almquist
Mary Anne Weber

Members

Ruth Chamowitz
Mark Elder
Stuart Ellis, Sr.
James Gladden
Lenny Harris
Harry "Bud" Hart
David O'Brien
Dana Payne
Tiffeny Sanchez
Jack Seed
Marleen Venter
Bradley Ware

about the alexandria csb

The Alexandria Community Services Board (CSB) was established in 1969 to set policy for and administer Alexandria's publicly funded mental health, mental retardation and substance abuse services. The CSB is a group of citizen volunteers who are appointed by and report to the City Council.

In collaboration with the City Manager, the CSB 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 CSB's services are provided through the Department. The CSB 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 Prevention Services.

services development plan

The CSB strives to meet the following goals by the end of Fiscal Year 2009:

- Goal 1.** Operate high quality residential programs, including a Safe Haven, that will serve persons with the greatest residential service needs.
- Goal 2.** Meet the case management needs of existing consumers, as determined by steadily decreasing wait list numbers, positive responses to needs assessments and assignment of appropriate caseload size to staff.
- Goal 3.** Meet the mental health needs of the elderly residents of Alexandria, as evidenced by steadily declining wait list numbers, positive responses to needs assessments and assignment of appropriate caseload size to staff.
- Goal 4.** Determine through assessment of stakeholder satisfaction, consumer accessibility and satisfaction, and measures of cost-effectiveness whether child, family and prevention services should be provided by the Department, contracted to outside providers, or provided through a combination of the two.
- Goal 5.** Ensure that the inpatient psychiatric needs of Alexandria residents are met by working with the regional consortium of Community Services Boards, private providers, consumers and advocates.
- Goal 6.** Ensure that immigrant, refugee and other diverse populations have improved access to services as evidenced by stakeholder reports and needs assessments.
- Goal 7.** Provide quality mental health, mental retardation and substance abuse services with clear and consistent eligibility criteria and guidelines regarding the extent/intensity of services that will be provided and the length of time that services will be provided.

fy 2005
city government

Mayor
William D. Euille

Vice Mayor
Redella "Del" Pepper

City Council
Ludwig P. Gaines
Rob Krupicka
Andrew H. Macdonald
Paul C. Smedberg
Joyce Woodson

City Manager
James K. Hartmann
Phil Sunderland
(through January 2005)

fy 2005 objectives completed

Two new positions were added to the Geriatric Mental Health Team. One position was approved by the City Council for funding, and the other was transferred from another CSB division. The additional staffing provides services for 50 to 60 more elderly residents each year.

The Prevention Division became the Child, Family & Prevention Division after a review by a consultant of all CSB children's programs. The new division is comprised of programs formerly located in separate CSB divisions. The programs include outpatient mental health and substance abuse counseling for children and families, in-home counseling, behavior management and social skills development in preschools, developmental delay services, and substance abuse prevention programs in the City's public schools.

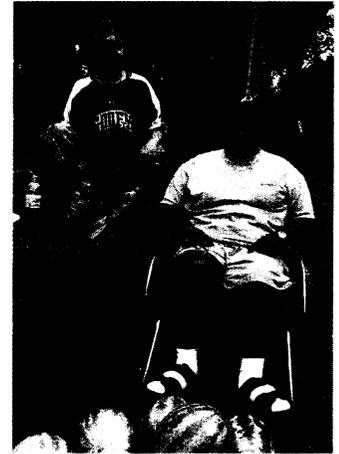
Facility conditions were improved at residential sites. They included: renovation of a group home basement by a volunteer interior designer, renovation of four residential program bathrooms, waterproofing the basement of a 10-unit residential site, painting 22 units, refinishing the floors of four group homes, carpeting 14 condominiums and a group home, and painting two group home interiors and exteriors.

A consultant analyzed the process of medication provision to residential consumers and no significant problems were found. To ensure best practices, the Division Directors and program managers are reviewing incident reports to identify staff training needs related to medication practices.

The standards for the caseload size of case managers were reviewed. It was determined that 20 to 25 consumers is the maximum caseload for a full-time mental health or substance abuse case manager. In many programs, the consumers served require high levels of support and advocacy, outreach, crisis intervention and monitoring, and they do not always graduate out of case management services.

The process of placing consumers on a wait list for case management services was formalized for mental health and substance abuse services so that an accurate assessment of need can be made over the next year. The Ethics Committee analyzed the ethical issues involved in the allocation of resources to wait-list management and made specific recommendations for managing CSB waitlists.

Discharge planning services for patients in private hospitals were evaluated and improved. This service links patients in hospitals to community-based treatment upon discharge.



Consumers at the residential program picnic.

fy 2005 staff leadership team

Michael Gilmore, Ph.D.
Executive Director

Judy Carter, LCSW
Asst. Director
Extended Care

Janis Gold, LPC, LMFT
Asst. Director Acute Care

Carol Layer, LCSW
Director Extended Care

Brenda Sauls, MBA
(through May 2005)

Jane Hassell,
Director Administration

Ilene Steiman,
MPA, CPM
Asst. to the Executive
Director

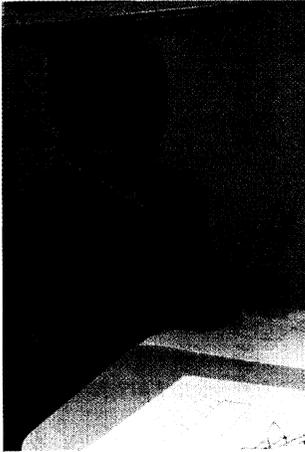
Deborah Warren,
LCSW, DCSW
Director Prevention

Liz Wixson, LCSW
Director Acute &
Emergency Care

financial information

The numbers below reflect CSB activities for FY 2005. There were no major changes in expenditures or revenues from FY 2004 to FY 2005. Revenue in excess of expenditures includes federal grant monies received during FY 2005 that may be spent during FY 2006.

In addition to providing services through the Department of Mental Health, Mental Retardation and Substance Abuse, the CSB also purchases services from the private sector for its consumers. Contracted consumer services, primarily vocational and residential, cost \$828,257 in FY 2005 and represented 3.5% of the CSB's total expenditures.



Drawing in the waiting room.

FY 2005 Revenue and Expenditures

Revenue by Source			Expenditures by Service Area ¹		
<u>Revenue Source</u>	<u>\$ (millions)</u>	<u>%</u>	<u>Service Area</u>	<u>\$ (millions)</u>	<u>%</u>
City of Alexandria	12.69	52.6	Acute Care	10.36	43.9
Commonwealth of Virginia	4.11	17.0	Extended Care	12.03	51.0
Medicaid	2.94	12.2	Prevention	1.21	5.1
Federal Government	2.17	9.0			
Consumer & Insurance Fees	2.17	9.0			
Other	.03	0.1			
Total²	24.11	100.0	Total	23.6	100.0



Finance and reimbursement staff.

¹ Administration expenditures totaling \$846,399 (3.6% 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 vehicle depreciation, information technology, motor vehicle equipment replacement charges, and \$200,000 in capital expenditures for the new facility at 4480 King Street. Activities associated with the City's shelter program and Medicaid waiver services provided by contract agencies are also not included above.

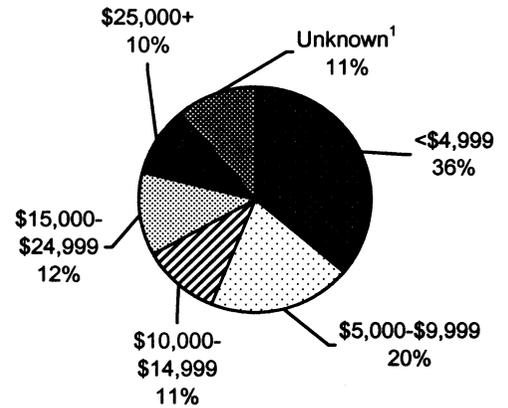
² Percentage columns may not sum to the total due to rounding.

consumer, city and employee demographics

The CSB served 3,773 Alexandrians during FY 2005.

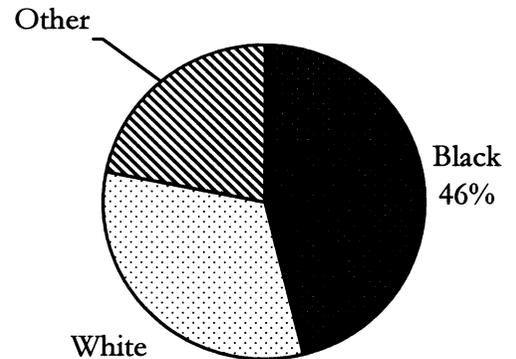
Because the CSB primarily serves people with low income, there is a discrepancy between the City's median household income of \$70,000 and that of CSB consumers. Approximately 36% of Board consumers earned \$4,999 or less annually. Nearly 20% earned between \$5,000 and \$9,999; 11% earned between \$10,000 and \$14,999; 12% earned between \$15,000 and \$24,999; and 10% earned \$25,000 or more. Income is unknown for 11%¹.

CSB Consumer Income



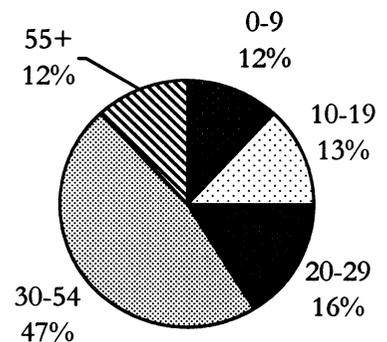
The racial make-up of CSB consumers is not reflective of the City population. Approximately 46% of consumers were African American, compared to 23% City-wide. Whites comprise just over 32% of consumers, compared to 60% City-wide. Hispanics, who are represented here within several racial categories and in "other," made up 18% of consumers, compared to 15% City-wide. Other races made up 4% of CSB consumers.

CSB Consumer Racial Make-Up



Nearly half (47%) of CSB consumers were age 30-54, compared to 44% City-wide. Children made up 25% of consumers, compared to 18% City-wide. Of these child consumers, 13% were age 10-19 and 12% were age 0-9. Persons age 20-29 comprised the next largest age group (16%), compared to 21% City-wide. Only 12% of consumers were age 55 or older compared to 17% City-wide.

CSB Consumer Age Groups



Forty-two percent of Board consumers were female, compared to 52% City-wide, and 58% were male compared to 48% City-wide.

¹ Income data is based on information reported by consumers at the time of admission and updated periodically during the course of treatment. "Unknown" includes those consumers who did not disclose their income, usually due to the short-term nature of their intervention (such as initial assessment and referral, or a one time emergency service), or services provided at the Detention Center which does not require a financial agreement, or outreach services to individuals not fully engaged in treatment.

Race and Ethnicity of Full-time Board Staff:

Asian 3% Black 53% White 36%
 Hispanic* 6% Other 2%

* Hispanics may also be represented within the other four non-Hispanic racial categories above.

persons served by extended care services

Case Management coordinates services, monitors the care consumers receive from CSB programs and other agencies, and helps consumers maintain their entitlements. There were 1,111 persons served in mental health and substance abuse case management, and 174 in mental retardation case management.

Day Support provides daily support and rehabilitation for persons with mental illness, substance dependency or mental retardation. There were 132 persons who received mental health day support, 59 persons who received substance abuse day support, and 56 who received mental retardation day support.

Vocational Services helps people with disabilities develop job skills and obtain employment.

Individual Competitive Employment helps people to find and maintain employment in the community. There were 57 persons with mental illness or mental retardation who participated.

Group-Supported Employment enables groups of persons to work in the community with support and supervision. There were 19 persons with mental illness or mental retardation who participated.

Sheltered Employment provides work at a discrete site, where consumers learn skills, work under the supervision of staff and earn wages. There were six persons with mental illness or mental retardation who participated.

Residential Services provides permanent or transitional living arrangements, support, supervision and training for persons with mental illness, mental retardation or for those who are recovering from substance dependency.

Group homes provided housing and support for 93 people.

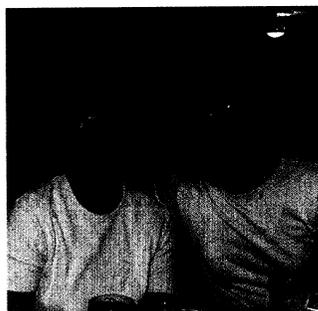
Supervised apartments provided support through drop-in counselors to 136 people who otherwise lived independently.

In *Contracted Residential Treatment*, the CSB pays for a person to go to a live-in treatment facility for substance dependency. There were 41 persons who received contracted residential treatment.

In *Supported Living*, persons live in non-CSB residences while receiving drop-in support from CSB staff who assist them with daily living skills. Supported Living served 73 persons with mental illness or mental retardation.



Mary Sesay, Residential Counselor, playing a Shaker at the Residential Picnic.



Lynn Fritts, Homeless Coordinator (L) and Judy Carter, Asst. Director of Extended Care.

highlights of extended care services

The psychosocial rehabilitation program, the Clubhouse, moved to a new location following an eleven-year search for a new facility. Over 200 people attended the ribbon cutting ceremony for the new *West End Club*. The interior of the West End Club was designed by Architecture Inc., who received the *Award of Merit for Interiors in a Public Space* from the National Association of Industrial and Office Properties. The project was managed by Jeremy McPike from the City of Alexandria's General Services.

Safe Haven received funding from HUD. This program will fill a critical gap in the City's services to homeless persons by providing housing and supportive services to persons who are homeless, who have a mental illness, substance use disorders and/or other medical disabilities, and who are unable to use existing Alexandria shelters. It is anticipated that the Safe Haven will open in January 2007.

The Art Institute of Washington and the CSB Residential Program developed a partnership through which a team of interior design students worked with CSB staff in the beautification of four group homes. The designers decorated and furnished the homes using existing pieces plus an additional \$20,000 in funds provided by the City for residential maintenance and upkeep. The students managed the budget and worked with City contractors to create residences that are tastefully decorated and homelike.

Two residential treatment programs were painted and landscaped by 23 volunteers from the Fairlington United Methodist Church. The project was organized by CSB Board member Mark Elder. As a take off from television's *Extreme Makeover- Home Edition*, the church group called this project a *Divine Makeover*.

Two persons with mental retardation who lived in institutions were successfully placed in the community. One man lived in a State center for 30 years, and is now living in a group home and participating in the CSB's Day Support Program. A woman, who lived in a State center for nearly her entire life (40 years), moved to a group home and began participating in an Alexandria recreation center program. These persons are excited to be part of the community.

There were no outstanding balances for residential fees at the end of the fiscal year, which is a significant indicator of consumers' understanding of planning, budgeting and making payments on time.



Residential program consumers at a BBQ.



The City Manager, Mayor, members of Council and Clubhouse members at the ribbon cutting ceremony for the new Clubhouse.

persons served by acute & emergency care services

Outpatient Services provides testing, diagnosis, therapy and medication. There were 1,670 persons who received mental health outpatient services and 1,063 persons who received substance abuse outpatient services.

Emergency Services (ES) provides 24-hour telephone and face-to-face crisis intervention for individuals in emotional crisis. ES seeks resolution with treatment as appropriate and prevention of more serious emotional crisis, including suicidal and homicidal behaviors. Staff also arrange for commitments, hospitalizations and other services as necessary. Emergency Services helped 994 persons.

Intensive In-Home Services assists children in their homes who are at risk for removal from the home, and provides support when a child is being reintegrated into the home. The program also provides support to improve the academic performance and behavioral functioning of children and adolescents with severe emotional disturbances, and promotes the involvement of families in maintaining these youth safely in the community. There were 127 children who received these services.

Parent Infant Education reduces the impact of developmental delays by providing early intervention services for infants and toddlers, including developmental evaluations, service coordination, therapy and educational group activities. There were 320 infants who received these services.

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 with psychiatric crises. There were 160 people who received substance abuse services, 119 people who received mental health services, and 123 inmates who received emergency mental health services through Emergency Services.



Jaime Henao, Substance Abuse Outpatient Therapist.

Detoxification provides a short-term supportive environment for persons who are withdrawing from alcohol or drugs and enables them to accept further treatment as appropriate. People may come to the Detox Center voluntarily or the police may bring persons to the Detox Center in lieu of incarceration. There were 522 people served in the Detoxification program.

Methadone Maintenance helps adults stop using narcotics by prescribing and carefully monitoring methadone, a synthetic narcotic, which does not produce a "high" and minimizes the discomfort of withdrawal. Consumers are expected to participate in regular counseling sessions and abstain from all illegal drug and alcohol use while in the program. There were 171 persons who received methadone treatment.

Thinking back on my time in the S.L.U., now, some six months removed, I feel a great sense of pride and accomplishment. My continuing sobriety and recovering state of mind are a testament to the program and the people who care enough to make it happen. -Sober Living Unit Participant (Adult Detention Center)

highlights of acute care services

A new women's therapy group was developed. The group serves women who have completed individual therapy and are transitioning down to medication-only services, or who are finishing treatment at the CSB.

Dialectical Behavior Therapy (DBT) is now offered at the CSB's Mental Health Center, Substance Abuse Services Center and the West End Club. DBT is an empirically validated treatment for borderline personality disorder, anxiety and other disorders. Six staff received intensive DBT training.

The Inova Alexandria Hospital Psychiatric Unit closed in August 2004 in spite of negotiations to prevent closure. CSB consumers are now being referred to other area hospitals, including Inova Mount Vernon Hospital and the Virginia Hospital Center, but obtaining hospital beds is a regional crisis for CSBs.

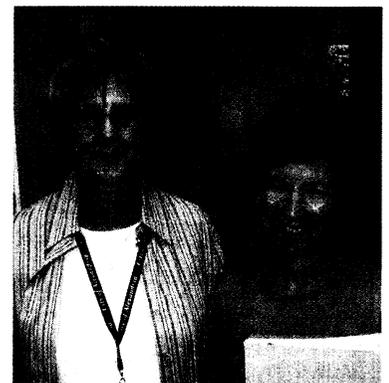
Mental Health Outpatient hired three new staff, which significantly reduced the wait time for adult and geriatric consumers and made it possible for most consumers to leave their intake appointment knowing when their first appointment is with their assigned therapist, rather than being placed on a waiting list.

The Substance Abuse Outpatient Team developed *Recovery Space*. This drop-in therapy group meets four times weekly and begins for consumers while they are in Detox. The goal is to create a connection with outpatient services that encourages consumers to continue treatment after Detox. *Recovery Space* provides sessions that are independently effective thereby providing flexibility for consumers who do not attend each session. In addition to serving Detox consumers, the program is available to all consumers who need more frequent treatment following a relapse, or during a stressful period that could lead to relapse.

British Members of the World Health Organization and US Public Health Officers visited the Sober Living Unit and Critical Care Unit at the Adult Detention Center. Program participants told the visitors about the positive influences of these therapeutic communities on their lives. Inmates said it gave meaning to their incarceration and provided an opportunity to re-connect with a sense of humanity that they had lost during their drug addiction and criminal activity.

Detox consumers created a therapy garden in the rear lawn area of the Detox Center. In addition to planting perennials, two new picnic tables were added, enabling staff to have group sessions outside. Two Detox Counselors completed the Virginia Institute for Professional Addictions Counselor Training and graduated with certifications in Substance Abuse Counseling.

A new support group for persons with HIV or AIDS was developed. Participants learn coping and self-care skills and discuss topics such as emotional problems, drugs and alcohol and the impact of HIV on one's life. Staff began planning monthly seminars on HIV/AIDS at a local clinic.

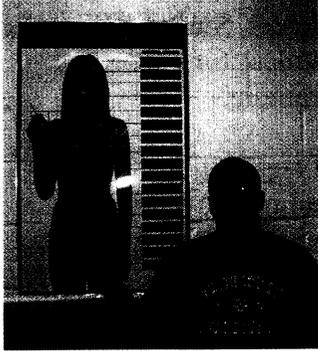


*Psychiatric Nurses
Alice Cadow (L) and
Lucinda Mosley.*

When I first came I had the attitude that I would fake it and make it. To my surprise this changed. I became interested in changing my life and willing to open my mind to others' ideas...I am so choked up in tears of thankfulness because now I know I am worthy and deserve to take care of myself. -SA Program Consumer

highlights of prevention services and people served

During National Alcohol and Drug Abuse Recovery Month, over 200 people attended the first annual Recovery Month Cook-out. The event included a Mayoral proclamation, motivational speakers and recovery success stories, giveaway items, educational materials, raffles and a moon bounce. Trader Joe's cooked hot dogs for the occasion, thanks to CSB board member Dana Payne, who organized their involvement and was behind the grill for the event.



Teddy Jones,
Prevention Therapist.

A successful mediation between 20 youth in rival gangs and their parents was coordinated by CSB prevention therapists, the Police, the Department of Recreation, and Child Protective Services. Almost unanimously, the youth wanted to stop the violence. Follow-ups with staff provided the families with more information on stopping gangs. In addition, Prevention therapists facilitated violence prevention groups throughout the year with fifteen youth involved in rival gangs. The groups took place weekly during the school day.

Over 160 youth participated in the Kids Are Terrific (KAT) summer camp at nine City recreation centers. This program provides a positive alternative to negative activities for some of the most at-risk youth in Alexandria. Outcomes indicated that 88% of the children improved their peer pressure reversal skills, 90% improved their knowledge about the dangers of tobacco, and 95% improved their anger management skills.



James "Chucky" Moore,
Prevention Therapist &
Jennifer Cohen-Cordero,
Public Information Officer.

Get Real About Tobacco, a research-based tobacco prevention program, was implemented at seven church and recreation centers through grant funding from the Virginia Tobacco Settlement Foundation. Organizations received training, curriculums, gift cards for refreshments, and a \$500 stipend at the end of the program. Over 70 youth participated.

The Preschool Prevention Team worked with 17 Alexandria preschools to deliver a curriculum that increases social skills and reduces problem behaviors in children. Staff provided 472 consultations to teachers and 176 consultations to parents regarding their children. In addition, the Team offered group therapy and activities to children and families at two Alexandria homeless shelters.

In response to a regional increase in gang activity, Mayor Euille developed Alexandria's Gang Prevention Community Task Force. Staff from youth-serving agencies, including the CSB, serve as an advisory committee to the Task Force. Alexandria has adopted the *Comprehensive Gang Model*, developed by the Office of Juvenile Justice and Delinquency Prevention. The Model utilizes five strategies: Community Mobilization, Opportunity Provision, Social Intervention, Suppression and Organizational Change and Development. These elements were found to be present in the strategies of cities with a positive impact on gangs.

highlights of volunteer programs and training

During the fiscal year, 59 volunteers provided 2,876 hours of service. Volunteer representative payees managed the finances of 73 consumers, volunteers assisted with clerical tasks, visited the residents of group homes, served as legally authorized representatives for consumers, and served on several CSB volunteer-run Boards including Friends of the Mental Health Center and the Local Human Rights Committee.

The new volunteer guardian program placed six court-appointed guardians with incapacitated consumers in need of a person to make decisions for them with regard to matters such as personal care, health care, therapeutic care, living conditions, transportation and recreation.

The Local Human Rights Committee met eight times during the fiscal year and reviewed the results of twelve internal investigations of alleged human rights violations.

Friends of the Alexandria Mental Health Center raised over \$10,000 to help consumers with 60 requests for assistance paying rent, utility, phone and minor medical and dental bills. In addition, Friends supplemented several West End Club and group home activities including the summer Crab Feast and trips to Hershey's Park and Busch Gardens.

Highlights of training offered to all CSB staff in FY 05 include:

- Infant Mental Health by Brenda Jones-Harden, MSW, Ph.D
- Managing Time from the Inside Out by Valerie Graff
- Ethics and Fees: What About Money? by Michael Gillette, Ph.D
- Universal Assessment Instrument by Dayle Winslow
- When Domestic Violence Comes to Work, Claire Dunn, Office on Women
- Sudden Death of a Consumer or Co-Worker by David McGinness, LCSW
- National Voter Registration Act, computer-based training
- Gangs: Working Effectively with At-Risk Youth and Families by Jessica Soussana, MSW, and Azhar Abu-ali, Ph.D
- Supporting Families and Protecting Children by Anita Martineau and Tina Wright
- Ages and Stages Assessment by Elizabeth Willingham and Lynn Kosanovich, Healthy Families
- Exposure Control of Blood Borne Pathogens, Katherine West, BSN, MSED
- Ethics in Residential Services by Michael Gillette, Ph.D



Friends at the Recovery Month Cook-Out.

The CSB has established an extensive staff in-service training process, including both evening and online training opportunities. The training program demonstrates exemplary performance to the standards.

-CARF Surveyor

highlights of administration and special projects



*JJ Campbell,
MIS Director.*

Management Information Systems (MIS) staff conducted an extensive search for an HIPAA-compliant network authentication method. MIS submitted a proposal to City Purchasing and received a contract to purchase a biometric fingerprint solution from SafLink Corporation. Fingerprint validation provides higher security than traditional passwords, is more convenient for staff, and simplifies MIS's network account administration. Other City Departments will be able to buy into the program at a reduced rate.

The Anasazi (medical records) database was migrated to an industrial-strength database and server, MS SQL. The most significant advantage to the change is the increased availability of the medical records database, since it is no longer necessary for MIS to schedule down-time once a week to perform database maintenance. Also, the more robust nature of MS SQL has allowed MIS staff to significantly reduce unscheduled down-time.

Quality Assurance (QA) staff began holding office hours once a week at all CSB locations to support staff who need assistance with clinical records and regulatory conformance. QA also created bulletin boards at CSB sites to provide staff with information.

A service rate increase took effect in March 2005 along with a modification to the Negotiated Payment Schedule, which determines the amount consumers pay for services. A new consumer financial assessment tool was proposed. Work is underway to transition to the new methodology, which will allow the CSB to streamline client billing and focus more attention on third party revenues.

Human Resources (HR) received 1,307 pre-screened applications from City Personnel. Over 200 applicants were interviewed for Department positions, and 55 applicants were hired. HR staff developed detailed interview/selection materials and checklists to assist supervisors with the hiring process.

The Methadone program and CSB Administration prepared for a CARF Survey to take place in FY06. In order to receive CARF accreditation, the program and administration must comply with strict guidelines for the care of consumers. In 2002, the Methadone program received a three-year accreditation.



*Louis Jackson,
Construction Field Rep and
Melissa Grow, Quality
Assurance Specialist.*

The management, support staff, and direct service staff, including clinical, nursing and medical staff in the Methadone program, are dedicated and knowledgeable. They demonstrate pride in the program and in the progress of the people served. The persons served acclaim the program for its commitment to quality care and treatment.

- CARF Surveyor

outstanding employees

Each year, the CSB recognizes individual employees and teams of employees whose quality of work and dedication have been extraordinary over the previous year. Nominations are submitted by CSB staff and reviewed for selection by a committee that includes Board members and CSB consumers. Winners receive a plaque and a monetary award. The CSB salutes these individuals and our many other outstanding employees.

individual employees

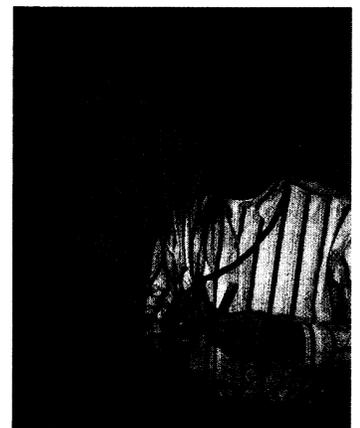
<i>Randy Arnold</i>	<i>Vinod Dilawari</i>	<i>Talia Saez</i>
<i>Martha Boyer</i>	<i>Angela Gordon</i>	<i>Carey Shaw</i>
<i>Delores Brooks</i>	<i>Randy Gross</i>	<i>Suman Sood</i>
<i>Phil Caldwell</i>	<i>Omayra Hunt</i>	<i>Michelle Stevens</i>
<i>Darlene Cannaday</i>	<i>Avis Hunter</i>	<i>Wiley Timmons</i>
<i>Judy Carter</i>	<i>Sylvia McCullar</i>	<i>Tracy Underhill</i>
<i>Sorin Cetina</i>	<i>Margaret Odigwe</i>	<i>Dawnel White</i>
<i>James Clark</i>	<i>Godwin Okafor</i>	<i>Anne Zalewski</i>
<i>Jennifer Cohen-Cordero</i>	<i>Renee Rinaldi</i>	



*Eileen Perrella and
Percy Mitchell, Detox Unit.*

employee teams

Detox Unit	Taylor Run	Preschool
<i>Beverly Cooper</i>	Group Home	Prevention Team
<i>Deborah Gibson</i>	<i>Rick Brown</i>	<i>Arika Benedict</i>
<i>Ubax Hussen</i>	<i>Victoria Comsa</i>	<i>Lib Gillam</i>
<i>Mike Jacobs</i>	<i>Ajara Conteh</i>	
<i>Percy Mitchell</i>	<i>Lavonda Dodson</i>	
<i>Eileen Perrella</i>	<i>Zona Dozier</i>	
<i>Michael Pryor</i>	<i>Sherry Dray-Hoover</i>	
<i>Shawn Wilkins</i>		
<i>Cecilia Wisdom</i>		



*Sorin Cetina,
Computer Systems Analyst.*

Mutual respect and open communication are clearly noticeable at the program level and visible in the staff members' conscientious and rapid response to problem solving, which ensures that issues and problems are addressed as quickly as they arise.

-CARF Surveyor

program site directory

720 North Saint Asaph Street

- Alexandria Community Services Board Administrative Offices
703.838.4455, TDD 703.838.6400, E-mail: ACSB@alexandriava.gov
- Acute/Emergency Care Services and Administration, 703.838.6400
- Child, Family and Prevention Services Administrative Offices, 703.838.4455
- Public Information, Volunteers and Human Rights, 703.838.4455

2355-A Mill Road

- Substance Abuse Services, 703.838.4525, TDD 703.838.4235
- Detox Center, 703.838.4482

4480 King Street

- West End Club, 703.838.4706
- Parent Infant Education Program, 703.838.5067
- Extended Care Administrative Offices, 703.838.5011

3105 Colvin Street 703.519.5932, TDD 703.370.5138

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

Residential Sites (Group Homes and Supervised Apartments)

- Ten group homes throughout Alexandria
- Fifty-three supervised condos/apartments throughout Alexandria

Other Community Service Sites:

- Adolescent Health Clinic
- Alexandria City Public Schools and Recreation Centers
- Over 15 Alexandria preschools
- Alexandria Community Shelter
- Carpenter's Shelter
- Alexandria Detention Center
- Alexandria Juvenile & Domestic Relations Court Services Unit
- Alexandria Adult Probation and Parole Office

See our web site at www.alexandriava.gov/mhmrsa/