

City of Alexandria, Virginia

MEMORANDUM

DATE: NOVEMBER 26, 2003

TO: THE HONORABLE MAYOR AND MEMBERS OF CITY COUNCIL

FROM: PHILIP SUNDERLAND, CITY MANAGER *PS*

SUBJECT: ALEXANDRIA COMMUNITY SERVICES BOARD FY 2003 ANNUAL REPORT

ISSUE: Alexandria Community Services Board's FY 2003 Annual Report.

RECOMMENDATION: That City Council receive the Alexandria Community Services Board's FY 2003 Annual Report and thank the Board for its work on behalf of the City.

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 jointly with the City Manager 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 2003 Annual Report are an overview of revenues and expenditures and a summary of accomplishments. Highlights of the report include:

- William Claiborn retired after 21 years as Executive Director. Executive Director Michael Gilmore began work in February, 2003.
- Department expenditures totaled \$22.07 million, and 4,285 Alexandrians with mental illness, mental retardation or substance dependency, most of whom received services in more than one program were served by the Department.

- After an eleven-year search, the Board and the City obtained a new location for the Clubhouse program. The new site at 4480 King Street, which is shared with the Health Department will be renovated and ready for occupancy in summer 2004.
- The Community Resilience Project, the Federal Emergency Management Agency-funded post- 9/11 outreach team, provided crisis counseling, information and referral and educational presentations to more than 50,000 people in the region on issues related to 9/11 and the sniper attacks.
- Emergency Services provided crisis intervention to 994 people who were experiencing severe emotional problems such as anxiety, suicidal ideation or paranoid delusions. Of these, 175 calls came from the City's Adult Detention Center.
- Adult 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 .
- The Methadone program was accredited by *CARF, The Rehabilitation Accreditation Commission*. The Methadone program provides treatment for persons who are recovering from narcotics addiction, particularly heroin dependency. In FY 03, there were 171 persons who received methadone treatment.
- Detoxification provides a short-term supportive environment for persons who are withdrawing from alcohol or drugs, and who do not require medical attention. There were 522 people served in the Detoxification program.
- Volunteers served 3,004 hours visiting with group home residents, managing the finances of 70 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.
- The Board adopted goals for FY 2004 in three areas: consumer-centered, staff-centered and infrastructure priorities. Among the goals are: establishing a Safe Haven, continuing increasing the diversity of the Board, increasing professional development opportunities for staff, and achieving CARF accreditation in numerous Department programs.

FISCAL IMPACT: None

ATTACHMENT: Alexandria Community Services Board FY 2003 Annual Report

STAFF:

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



alexandria community
services board

annual report a year in review



fiscal year 2003
July 1, 2002-June 30, 2003



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a message from the chair and executive director

Dear Friends:

We welcome this opportunity to share with you the activities of the Alexandria Community Services Board (CSB) for the 2002-2003 fiscal year. Foremost is the change in executive director. William Claiborn, Ph.D., retired after 21 years of distinguished service. He is respected not only in Alexandria, but across the Commonwealth of Virginia. We hold Dr. Claiborn in the highest esteem and appreciate his intelligence and years of dedication to persons with disabilities.

This year publicity continued to focus on our Clubhouse. After eleven years of searching, we were able to secure a new larger location at 4480 King Street, which we are in the process of renovating. Other highlights include obtaining CARF accreditation of the Methadone program, developing a dual diagnosis support group for persons with mental illness and substance dependency, implementing a High Risk Case Review Committee for reviewing the cases of consumers who are in danger of hospitalization or self-harm, and holding our first day-long all-staff retreat.

Locally, the sniper attacks and difficulties continuing from the terrorist events of September 11, made for an uneasy year. A large number of Alexandrians needed the emotional support provided by our Community Resilience Project. This outreach team provided more than 50,000 contacts to residents through crisis counseling, information and referral and educational presentations.

With the support of our staff, Board members, volunteers, private contractors and the Alexandria City Council, we served 4,285 persons with mental illness, mental retardation and substance dependency. We are proud of our staff and humbled by the determination of our consumers and their families. The pages of this report highlight our fiscal information and our accomplishments, and provide a glimpse of the people we serve. We hope you find the report helpful. Your comments and suggestions are encouraged and appreciated.

Sincerely,

Phillip Bradbury, Chair

L. Michael Gilmore, Ph.D., Executive Director



*Phillip Bradbury,
Chair*



*L. Michael Gilmore, Ph.D.,
Executive Director*

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 City Council.

fy 2003 city government

Mayor
Kerry J. Donley

Vice Mayor
William C. Cleveland

City Council

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

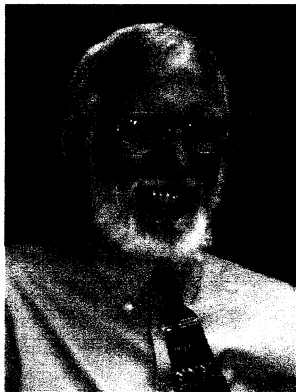
City Manager
Phillip Sunderland

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; however, 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 the Prevention Division.

Our 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.

new executive director

William L. Claiborn, Ph.D, retired on January 1, 2003 after 21 years of service as Executive Director. City Council made a proclamation recognizing Dr. Claiborn for his distinguished leadership, wise counsel and compassion in public service. Dr. Claiborn devoted himself to improving the lives of persons with disabilities. The new Executive Director, Mike Gilmore, Ph.D, assumed his position in February 2003. Dr. Gilmore was the Executive Director of the Rockbridge Virginia Area CSB in Lexington for 19 years. During his time there, the agency grew from 15 employees and a \$500,000 annual budget to 140 employees and a \$5.4 million budget. Here in Alexandria, Dr. Gilmore is responsible for managing the City's largest department with a budget of \$23 million and over 350 employees.



*William L. Claiborn, Ph.D.
Executive Director
1982-2003*

update on the CSB's fy 2003 goals

The CSB set the following goals for FY 2003:

Develop a new site for the Clubhouse: After an eleven-year search, the Clubhouse treatment program found a new, larger location. In September, City Council unanimously approved the Special Use Permit for the Clubhouse at 4480 King Street. The CSB anticipates moving into the new facility in early-2004, once

renovation is complete. The Clubhouse will share the location with the Substance Abuse Day Support Program since both programs have members with co-occurring mental illness and substance dependency. Locating the programs together will allow integration of components of the two programs thereby improving service delivery and increasing efficiency in the use of staff, equipment and space. The City of Alexandria Health Department will be located at the same site.

Continue improving consumer satisfaction: Surveys showed an increase in consumer satisfaction. For one week in September, the CSB asked all adult consumers who came in for Outpatient, Case Management, Medication or Methadone services to complete a satisfaction survey. The 23-item questionnaire asked about things such as the quality of services, staff cultural sensitivity, and improvement of symptoms. The State Department of Mental Health, Mental Retardation and Substance Abuse Services collected these survey results from all Virginia CSBs and reported back on how we did. Our total “overall consumer satisfaction” increased from 81% in FY02 to 88% in FY03.

Obtain CARF accreditation for Board programs: The Methadone program was accredited by *CARF, The Rehabilitation Accreditation Commission*. The Methadone program provides treatment for persons who are recovering from narcotics addiction, particularly heroin dependency. In order to receive CARF accreditation, the Methadone program and CSB administration had to meet strict, international guidelines for the care of consumers and program organization. The longest possible accreditation, three years, was awarded.

Obtain funding and locate a site for a Safe Haven, a residential support program for homeless persons with mental illness and substance dependency: Although a future site for the Safe Haven may have been found, funding has not been obtained. The Director of Extended Care Services has been deployed to develop a plan to bring Safe Haven to Alexandria. Developing Safe Haven is a goal in the City’s Five-Year Housing Plan, and it is the top priority of the local Homeless Services Coordinating Committee.

Obtain permanent funding for high school graduates with mental retardation who need continuing day support: The CSB submitted a supplemental budget request to the City for funding vocational services for special education students graduating from City public schools. The Board is encouraging the establishment of a 501(c)(3) non-profit corporation with the mission of raising funds for specific projects such as this, to serve the needs of Alexandrians with mental health, mental retardation, and substance abuse issues.

Increase the cultural diversity of the CSB Board of Directors: The Board sent out letters to 220 community groups and increased contact in the community. Clinical staff identified potential new Board members from the consumer and family population. As a result, diversity of the Board members was slightly increased for FY 2004, although it is still not entirely reflective of the population served by the Board. Work toward diversification will continue when any future vacancies are filled.



*Mary Riley, Vice Chair of
the Alexandria CSB*

CSB's fy 2004 goals

The CSB developed goals in three areas for FY 2004:

Consumer-centered priorities including: establishing a Safe Haven, improving needs assessment methods in order to enhance services, and continuing to increase the diversity of the Board to better reflect the population served.

Staff-centered priorities including: creating a better work environment and increasing professional development opportunities.

Infrastructure priorities including: achieving and maintaining CARF accreditation in several programs, and ensuring that the Administrative Division supports the clinical mission of the Department by streamlining policies and procedures.

Staff teams were developed to work towards the objectives in each of these goal areas.

fy 2002 staff leadership team

Michael Gilmore, Executive Director
 Sam Bauman, Director of Extended Care Services
 Janis Gold, Director of Adult Outpatient Services
 Carol Layer, Director of Community Support Programs
 Phil Moser, Director of Quality Improvement
 Brenda Sauls, Director of Administrative Services
 Ilene Steiman, Assistant to the Director
 Deborah Warren, Director of Prevention & Early Intervention Services
 Liz Wixson, Director of Acute & Emergency Care Services



Bud Hart and Herb Karp,
Board Members

My son has suffered from schizophrenia for 14 years, the last 10 of which he has been a client of the CSB. I understand the bitter frustrations of coping with severe mental illness, and how difficult it is for providers to serve the mentally ill in the face of endless difficulties. For this reason, I want to express my gratitude and respect to you who have done so well in my son's case. You have been more effective than any of the private physicians and hospitals we consulted before turning to you.... Your staff balance authority and assertiveness with integrity, advocacy, respect for privacy, inclusion of family, flawless ethics and compassion.

- Father of a consumer

financial information

The numbers shown in the boxes below reflect CSB activities for FY 2003. There were no major changes in expenditures or revenues from FY 2002 to FY 2003. Revenue in excess of expenditures includes federal grant monies received during FY 2003 that may be spent during FY 2004.

The CSB purchases services from the private sector for its consumers. Contracted consumer services, primarily vocational and residential, totaled \$755,778 in FY 2003 and represented about 3% of the Board's total expenditures. In addition, Medicaid paid \$1,941,859 directly to private providers for consumers with mental retardation in the community.



FY 2003 Revenue and Expenditures

FY 2003 Revenue by Source			FY 2003 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	10.69	47.8	Acute Care	10.29	46.6
Commonwealth of Virginia	3.64	16.3	Extended Care	10.76	48.8
Medicaid	2.99	13.4	Prevention	1.02	4.6
Federal Government	3.05	13.6			
Consumer & Insurance Fees	1.98	8.8			
Other	.02	0.1			
Total	22.37	100.0	Total	22.07	100.0

¹ Administration expenditures totaling \$929,544 (4.2% 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.

people served by extended care services



*Bettina Kanitz, Ph.D.,
psychologist and
Thurlow Stenson,
case manager in
Substance Abuse
Day Support.*

Residential Services provides permanent or temporary living arrangements, at times as an alternative to institutionalization. There were 30 people who lived in *mental health group homes*, 38 people who lived in *mental retardation group homes* and 25 people who lived in *substance abuse recovery group homes*. *Supervised apartments* provide support through drop-in counselors. There were 73 people who lived in mental health supervised apartments, 16 in mental retardation supervised apartments, and 47 in substance abuse supervised apartments. In *Contracted Residential Treatment*, the CSB pays for a person to go to a live-in treatment facility for substance dependency. There were 59 persons who received contracted residential treatment. In *Supported Living*, persons live in non-CSB residences while receiving drop-in support from Board staff who assist them with daily living skills. Supported Living served 84 persons with mental illness and 1 person with mental retardation.

Case Management coordinates services, monitors the care consumers receive from CSB programs and other agencies, and helps consumers maintain their entitlements. There were 790 persons served in mental health case management, 174 in mental retardation and 321 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 132 persons who received mental health day support, 59 persons who received substance abuse day support, and 56 who received mental retardation day support.



*Having fun at
vocational services.*

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 65 persons with mental illness who participated and 12 persons with mental retardation. *Group-Supported Employment* enables groups of persons to work in the community with support and supervision. There were four persons with mental illness who participated and 15 persons with mental retardation. *Sheltered Employment* provides work at the CSB's vocational site where consumers learn skills, work under the supervision of staff and earn wages. There was one person with mental illness who participated and five persons with mental retardation.

Your service has been a special blessing. There are no words! Thank you for taking care of my mom. She's a tough lady, but so are you, and she trusts you more than anyone we know!

- Daughter of a 74 year-old lady with severe mental illness

highlights of extended care services

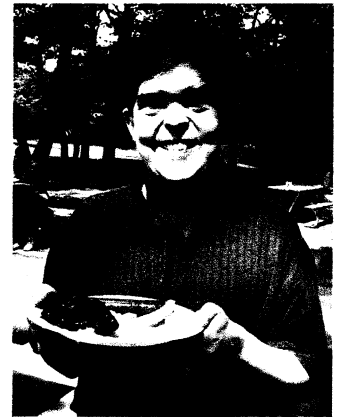
In a partnership between the Department of Rehabilitative Services (DRS) and community organizations, a CSB consumer attended an eight-month DRS training and completed a paid internship at the CSB. He now works for the City at the CSB's Clubhouse where he facilitates a recovery group and works in the Community Relations Unit.

Alexandria Vocational Services held an end-of summer picnic for consumers and staff who work in this program. Vocational Services helps persons with mental retardation by providing them with the opportunity to work and earn wages doing tasks such as collating documents and recycling materials. The program also supports persons who are employed in the community, either in a group or individually. Over fifty people attended the picnic.

Over 100 people attended the CSB's Residential Services picnic. This picnic was an opportunity for persons in Residential programs, their families, and the service providers who work closely with them to get together and share food and fun.

A consumer of the CSB's mental retardation case management was honored for providing outstanding customer service where he works at the U.S. Mint in Washington, D.C. The consumer receives job coaching from Service Source through a contract with the City. Once a year, Service Source awards a plaque and monetary gift to one of their consumers.

The CSB, along with the City, celebrated National Disability Employment Awareness Month with a Mentoring Day for local high school students. Young persons with a disability shadowed staff members, including the new Executive Director, for a day. The activity allowed the students to see the variety of career choices that exist in local government, and that their disabilities do not have to prevent them from a successful workplace experience.



Food, music and fun at the Vocational Services picnic.



Clarence Lundy, Messenger

After our baby spent eight months in the Neonatal ICU, we brought him home complete with tracheotomy, ventilator and feeding tube. When dealing with a medically fragile child, large parts of each day are spent on the phone and managing appointments and treatments... You took the work out of early intervention from day one, and we felt like we were the only family you were servicing. Our baby has made huge progress.

- Mother and Father of an Infant Receiving CSB Services

people 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 994 people and Care Bed served 15 people.

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.

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 522 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 171 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 160 people who received substance abuse services, 89 people who received mental health services, and 229 inmates who received emergency mental health services through Emergency Services. (Note— these 175 inmates are also included in the 994 people cited above who received services through Emergency Services.)



Ubax Hussen,
Therapist Supervisor, Detox

Intensive In-Home Services assists children in their homes who are in crisis or at risk of removal from the home. There were 127 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 320 infants who received these services.

Traditionally, police, fire and EMS staff are protective about their environment and will not talk to just anybody about the traumas of their jobs. It has been advantageous to have mental health providers get to know our staff, because during times of difficulty, our staff feel more comfortable seeking mental health support.

- Lieutenant, Alexandria EMS

highlights of acute care services

A High Risk Case Review Committee was developed to review the cases of consumers who are at high risk for hospitalization, suicide, serious medical complications or harmful behavior. Several multi-disciplinary professionals involved in a consumer's care meet with the consumer. Together, they develop a plan for managing the consumer's care. Staff can also bring to this Committee "stuck cases" in which consumers are not progressing toward their treatment goals. New ideas are generated to help clinicians and consumers make progress.

A Dual Diagnosis Support Group was established as part of the ongoing development of a program for persons with dual diagnosis of mental illness and substance abuse disorders. Previously, treatment focused on single disorders with two different therapists working with the same person, each providing care for one disorder. Current care at the CSB focuses on a unified approach with professionals who are trained to recognize dual disorders when they exist so that appropriate treatment is provided.

The Sober Living Unit Program (SLUP) celebrated its fourteenth year at the City jail. SLUP provides substance abuse treatment to inmates during their confinement. The program prepares inmates for re-entry into the community by developing relapse prevention skills and continued treatment plans. At the anniversary celebration, program graduates who have been released into society return to the jail to share their success stories and encourage those who are still recovering.

The Detox Center implemented bi-monthly consumer talent shows. The talent shows expose consumers to the positive role creativity plays in substance abuse recovery. The shows remind consumers of their skills, reduce anti-social behavior among some consumers, and enhance the rapport between staff and consumers. The shows are a refreshing change from the traditional process-oriented therapy.

The Youth and Family Unit provided teddy bears to children in therapy. The bears gave children someone to talk to who would not make them feel bad. The children could also write down feelings and put them in the bear's heart pocket for safekeeping until the next therapy session. The bears were also given to children when therapy finished so they would have a transitional object by which to remember the positive therapeutic relationship.

Infant development specialists began attending play groups offered by the Parent Infant Education program. The infant development specialists observe the children who participate in the various play groups, and identify those who may be developmentally delayed. Early intervention services are then be offered to the parents of children who are found to be delayed.



Juanita Morris (L), Records Technician and Liz Wixson, Director of Acute and Emergency Care Services.



Bears given to children by the Youth & Family Unit to "store" feelings.

highlights of prevention services and persons served



Labyrinth Peace Walk—walking the 36' labyrinth allows participants to reflect on the time since 9/11.

Since 9/11, I have referred many of our officers for mental health services. I can't stress how helpful your services have been. I have seen how that terrible day made permanent emotional changes in our officers and your support has truly been a God send.

*-Sergeant,
Alexandria Police
Department*

Alexandria Community Resilience, the post 9/11 outreach team, provided 31,822 crisis counseling and information and referral contacts, facilitated 1,012 educational groups with 19,212 participants, provided 824 referrals to area agencies and distributed 117,862 pieces of educational and marketing material. Following are a few of their many acclaimed highlights:

- Response to sniper attacks including development and distribution of a *Coping with Sniper Attacks* brochure in English and Spanish
- Community outreach and co-location of multi-lingual outreach workers at Arlandria Family Center, Casey Health Clinic and Essex House to provide counseling, referral and educational services to ethnic
- Free anger management classes
- Free stress reduction classes based on *mindfulness meditation* techniques
- Keepin' It Real*, a life skills program for elementary school youth
- Drama-based life skills programs for teens at the Juvenile Detention Center, TC Williams and Hammond Middle School.

The Summer of Self Expression program was developed in response to City Council's request for summer services for children living at Essex House. Based on a needs assessment done with the multi-ethnic child residents of this community, Prevention staff developed this five-week therapeutic art program. It addressed areas of concern including low self-esteem, anger management and limited communication skills.

Prevention Education staff offered science-based programs and group activities at Alexandria public schools. Activities included smoking cessation groups, anger management workshops, violence prevention classes, healthy eating education and drug, alcohol and tobacco education. An anti-drug poster contest was held at all of the schools with prizes donated by Friends of the Alexandria Mental Health Center.

Several national health events were recognized locally through Prevention staff's activities for Childhood Depression Day, Mental Illness Awareness Week, Depression Screening Day, the Great American Smoke Out, Kick Butts Day and Alcohol and Drug Recovery Month.

Sixty-one volunteers provided 3,004 hours of service. Volunteers managed the finances of 70 consumers, assisted with clerical tasks, visited residents of group homes and mentored children. Volunteers also served on the Local Human Rights Committee and Friends of the Alexandria Mental Health Center.

highlights of administration and special projects

State funding cuts inevitably resulted in a reduction in services, although managed so as to minimize the impact on consumers. The Virginia Department of Mental Health, Mental Retardation and Substance Abuse Services reduced funding to the Alexandria CSB by \$383,868. The crisis bed program, used in lieu of hospitalization to provide care for persons experiencing a mental health crisis, was eliminated. Funds used for respite care or assistive technology to help mentally retarded family members reside in the home were reduced. Funds for residential substance abuse treatment services were reduced, and three administrative jobs were eliminated.

Management Information Systems (MIS) staff migrated all of the Windows 98 operating systems to the more stable Windows 2000. Together with the City's Information Technology Department, MIS activated the Norton Anti-virus on all computers. This anti-virus software is automatically updated with the newest virus definitions as soon as they become available.

The CSB held its first day-long staff retreat at the Atrium at Meadowlark Gardens in Vienna. There were both indoor and outdoor team building activities. Over 135 people from all divisions attended. The remainder of the CSB staff stayed behind and maintained all regular programs and services. Over 96% of the participants said that the CSB should have a retreat again next year. It was described as "re-energizing," "relaxing," and "a good investment in staff."

The Diversity Committee promoted cultural awareness among staff and consumers by offering diversity trainings on topics such as spirituality and understanding the deaf and hearing impaired, making cultural displays and coordinating multi-cultural potluck luncheons.

Work toward HIPAA compliance (Health Insurance Portability & Accountability Act) continued in order to meet the standards of this law by April 2003. HIPAA provides regulations for maintaining the security and confidentiality of medical records. The CSB's newly developed Quality Improvement Team ensures compliance with this law by working to protect electronic, spoken or written information about consumers. The Team also trains CSB staff in HIPAA compliance.

The staff training program demonstrated exemplary conformance to the standards of CARF, the accreditation commission. CARF surveyors praised the program's extensive in-service training process which includes both evening and on-line training.



Residential staff Falla Lamin (L) and Alan Vuong display their egg dropping machine at the CSB staff retreat.

Consumers we spoke with praised your organization and said their lives have been changed and their families have been reunited because of the excellent services you provide.

- CARF Surveyor

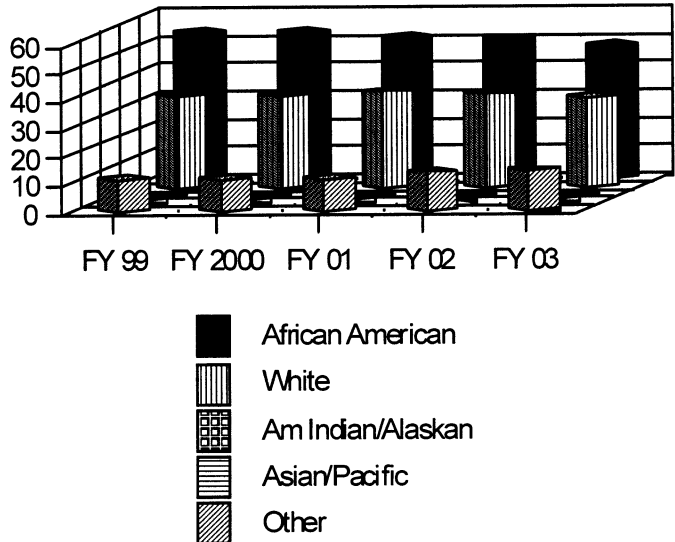
consumer, city and employee demographics

The Alexandria CSB served 4,285 Alexandrians during FY 2003 as compared with 4,249 during FY 2002.

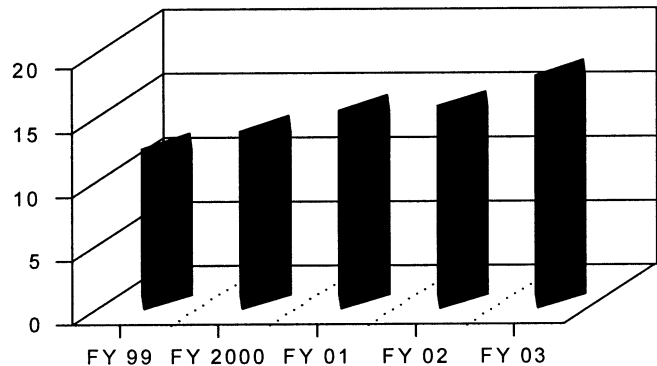
The racial make-up of CSB consumers is not reflective of the City population. Approximately 48% of consumers were African American compared to 23% City-wide. Whites comprise just over 32% of consumers compared to 60% City-wide. Hispanics, who are represented here within several racial categories and in "other," made up about 17% of consumers while City-wide they comprise nearly 15%.

The bar charts show the distribution of consumer demographics over the past five years. Hispanics are represented within several racial categories and in the "other" category. A separate chart shows the growth of the Hispanic consumer population.

Consumer Race FY99 - FY03



Percentage of Hispanic Consumers



Race and Ethnicity of Full-time CSB Staff:

Asian 4% Black 55% White 39%
Hispanic* 6% Other 2%

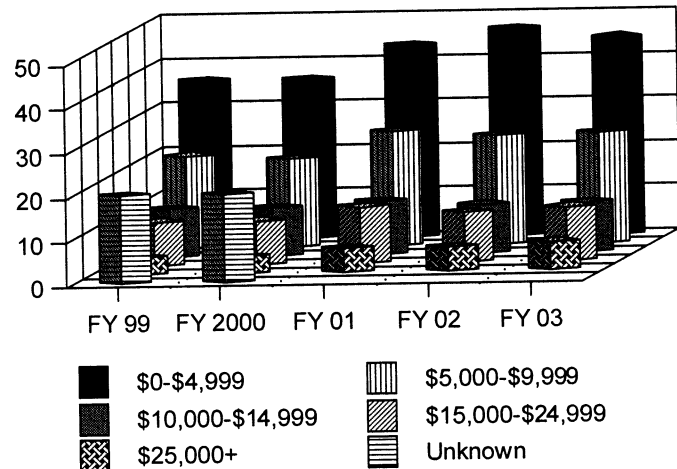
*Hispanics are represented within the other four racial categories above.

Because the CSB primarily serves people with low income, there is a discrepancy between the City's FY 03 median household income of approximately \$70,000 and that of CSB consumers. Nearly 45% of Board consumers earned \$4,999 or less annually. Approximately 25% earned between \$5,000 and \$9,999; 11% earned between \$10,000 and \$14,999; almost 12% earned between \$15,000 and \$24,999; and almost 7% earned \$25,000 or more.

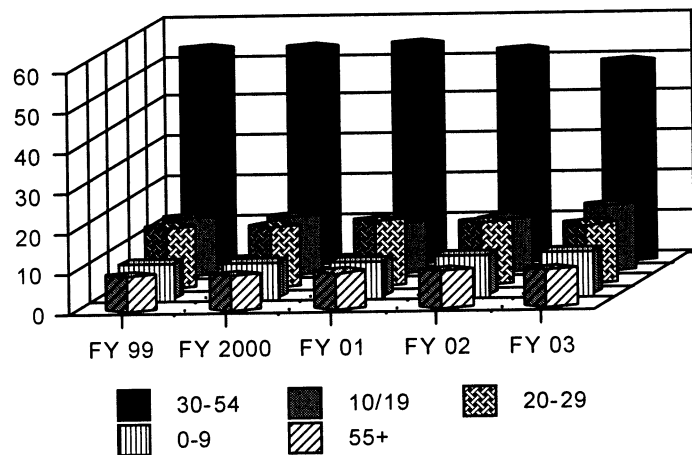
Over half (54%) of Board consumers were age 30-54 compared to 44% City-wide. Children made up 21% of consumers compared to 18% City-wide. Of these child consumers, 11% were age 10-19 and 10% were age 0-9. Persons age 20-29 comprised the next largest consumer-age group (16%) compared to 21% City-wide. Only 9% of consumers were age 55 or older compared to 17% City-wide.

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

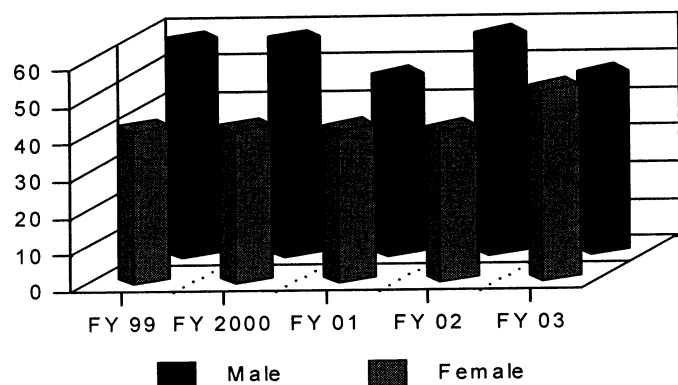
Consumer Income Levels FY99-FY03



Consumer Age FY99-FY03



Consumer Gender FY99-FY03



outstanding employees

Each year, teams of employees and individual employees are recognized for exemplary performance. These employees receive a cash award from the City and are honored with a plaque from the CSB Board of Directors. Employees are nominated for awards by their colleagues and supervisors. A review panel of Board members and CSB consumers chooses the final winners. The following individuals and groups were recognized for FY 2003:

individual employees

Kurt Brandt
Elaine Cartwright
Jennifer Cohen Cordero
Robert Copeland
Linda Darrell
Lynn Fritts
Saba Gebrehiwet
Jasmine Gillison

Randy Gross
Judy Howe
Carol Jackson
Marvin Lowe
Sylvia McCullar
Tony Muccio
Eileen Perrella

Thurlow Stenson
Tracy Underhill
Wendy Vaughan
Alan Vuong
Rhonda Williams
Cecilia Wisdom



*Award recipients
Phil Caldwell and
Robert Copeland,
therapists.*

employee teams

Adult Outpatient

Malinda Dennis
Kim Gregson
Asta Lynch

Adult Detention Center

Jennifer Barnett
Phillip Caldwell
Jennifer Carr
Ronald Eldridge
Paul Powell
Beverly Randall
Terry Rice
Anne Zalewski

Medication Unit

Delores Brooks
Lucinda Mosley
Herb Weinshank

Community Resilience Project

Khattah Ahmad
Tricia Bassing
Martha Contreras
Soffia Fraser
Awad Elhussien
Ephrem Gebremariam
Barbara Harris
Victoria Melvin
Tamila Mostamandy
Milagros Polo
Lida White
Denise Wilkins
Dana Woolfolk

Methadone Services

Alice Cadow
Eva Craddock
Savita Sood

Taylor Run Group Home

Donatus Agbarakwe
Frederick Amoh
Rickey Brown
Vicky Comsa
Lavonda Dodson
Zonia Dozier
Lucie Ngongbo
Helena St. Luis-Bicar
Elaine Wickliffe
Kathy Wong
Sabrina Yancey



*Award recipient
Jasmine Gillison,
case manager.*

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
- Community Resilience Project, 703.838.6400

2355-A Mill Road

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

115 N. Patrick Street

- Psychosocial Clubhouse, 703.838.4706

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

- Parent-Infant Education (early intervention and prevention services for infants and toddlers), 703.838.5067

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
- 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 ci.alexandria.va.us/mental_health/mrmhsa_home