


City of Alexandria, Virginia

MEMORANDUM

DATE: DECEMBER 3, 2007

TO: THE HONORABLE MAYOR AND MEMBERS OF CITY COUNCIL

FROM: JAMES K. HARTMANN, CITY MANAGER 

SUBJECT: ALEXANDRIA COMMUNITY SERVICES BOARD FY 2007 ANNUAL REPORT

ISSUE: Alexandria Community Services Board's Fiscal Year 2007 Annual Report.

RECOMMENDATION: That City Council receive the Alexandria Community Services Board's Fiscal Year 2007 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 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 care and short-term outpatient care; Extended Care Services, which provides long-term services like residential and vocational programs; Child, Family and Prevention Services, which provides treatment and prevention programs to youth and families; and Administration, which includes finance, information management, human resources, quality assurance and risk management.

Included in the FY 2007 Annual Report are the CSB's Strategic Plan, an overview of revenues and expenditures and highlights of accomplishments including:

- **CSB expenditures totaled \$27.54 million dollars. CSB programs served 4,019 Alexandrians** with mental illness, mental retardation or substance dependency, most of whom received services in more than one program.
- **Demographics showed that approximately 47%** of CSB consumers were African American. Whites comprised just over 29% of consumers and other races combined made up 24% of consumers. Of these consumers, 89% earned less than \$25,000 annually.
- **The Center for Alexandria's Children (CAC) opened.** The CAC coordinates the investigation, prosecution, treatment and prevention of child abuse in a safe, child-friendly facility. Children receive treatment along with non-offender family members. The CAC is a public-private partnership supported by the Alexandria Community Trust,

the Alexandria Capital Development Fund and Capital One Financial Services. Partners include the CSB, the Department of Human Services, Alexandria Police Department, Commonwealth's Attorney's Office, Office on Women, Office of Sheriff, SCAN, Northern Virginia Family Service and other individuals and nonprofit organizations.

- **The new, grant-funded Mental Health and Substance Abuse Program at the Juvenile Detention Center** began mid-year and served 78 youth. The program provides screening, linkage to after-care services, parent engagement and support groups, family and individual therapy, and *Lifeskills 95*, a program designed to reduce recidivism in youth released from detention.
- **Geriatric Program staff continued their work with the Northern Virginia Geriatric Team (NVGT)** to address the lack of treatment and placement resources for the geriatric population. The Region was awarded over \$1 million from the State to implement a regional geriatric mental health team and to purchase local assisted living beds so that geriatric persons with a mental illness can be treated "in place."
- **Emergency Services began a Crisis Intervention Team.** More than fifteen staff from programs across the CSB participate in this team, whose goal is to remain prepared for regional and national crises and stay current on best practice approaches to crisis management.
- **The City Council approved the Safe Haven** by a unanimous 7-0 vote. The Safe Haven will provide supportive services and housing for 12 homeless persons who have mental health and sometimes co-occurring substance use disorders. The City Council and the Planning Commission received more than 100 letters of support. Safe Haven is scheduled to open in 2008.
- **As part of the Council of Governments Point in Time Survey of the number of homeless persons** living in Virginia, Maryland and Washington, D.C., CSB staff went out to the streets of Alexandria to determine the unduplicated number of homeless persons living in the City on one given day. The count provided an opportunity to assess the unmet needs and challenges in providing services to the homeless population. The survey found 404 homeless men, women and children in Alexandria. Of them, 96 were unsheltered street homeless.
- **The CSB successfully completed its fourth Commission on Accreditation of Rehabilitation Facilities (CARF)** survey resulting in a three-year accreditation. To receive accreditation from CARF, a national accrediting body, the service programs and administration must comply with strict guidelines for the care of consumers and program organization. Quality Assurance Program staff guided the accreditation process. The West End Clubhouse and the Volunteer Program were recognized as "exemplary" by CARF. All programs except for Detox and Residential have been surveyed. The goal is that all programs will be accredited by 2009.

FISCAL IMPACT: None

ATTACHMENT: Alexandria Community Services Board FY 2007 Annual Report

STAFF:

Michael Gilmore, Ph.D., Executive Director, Alexandria Community Services Board
Sandy Murphy, Office of Management & Budget



alexandria community
services board

annual report
fiscal year 2007



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message from the chair and executive director

Dear Friends,

This annual report affords a welcome opportunity to share with you the FY 2007 activities of the Alexandria Community Services Board. These pages highlight our fiscal information, our goals and accomplishments as well as the successes of the people we serve as we endeavor to provide quality mental health, intellectual disability and substance dependency services.

Publicity continued to focus on our development of Safe Haven, a housing and support program for homeless persons with mental health and sometimes co-occurring substance use disorders. The City Council approved the Safe Haven by a unanimous 7-0 vote.

Research and experience has shown that more than half of our consumers have co-occurring disorders. Therefore, the CSB is implementing the Virginia Service Integration Program to improve the identification and integrated treatment of persons dually diagnosed with mental health and substance use disorders.

Other highlights this year include the growth of our Child, Family, and Prevention Services Division. Nearly one million dollars in ongoing grant money will fund three programs, each of which uses community partnerships to strengthen the system of care for children and families.

Our Substance Abuse Services programs have expanded to include a Family Education Group to discuss recovery and the effects of addiction on families. The Matrix Model of substance dependency treatment was introduced, which provides intensive education and support to persons in recovery using evidence-based practices.

The CSB is a key player in two Task Forces of the *Partnership for a Healthier Alexandria*, one to combat the stigma of mental illness in our community and the other a community coalition to prevent substance abuse.

We served more than 4,000 persons last year – 337 more than the previous year -- and reached out to thousands more to enhance their well-being, promote mental health care and prevent high-risk behaviors. As the CSB continues to guide Alexandria's behavioral health care services, we strive to deliver comprehensive services that are collaborative, consumer-directed, recovery-oriented, coordinated, culturally competent, welcoming and accessible. All but two of the CSB's programs have been accredited by a national accrediting body and we aim to receive accreditation for all programs by 2009.

We are grateful to our hard working and compassionate staff, volunteers, members of City Council, and all who have supported us. As always, we are inspired by the determination of CSB consumers and their families. We welcome your comments or suggestions.

Sincerely,

Mary Riley, Chair
Michael Gilmore, Ph.D., Executive Director



In the April 2007 tragedy at Virginia Tech, a student with untreated mental health disabilities killed 32 students and faculty and then killed himself. The next month, nearly 200 Alexandrians turned out for a CSB event in which guest speaker and former *Washington Post* reporter Pete Earley gave a timely address, *Stigma and the System: Roadblocks to Recovery*. As a result of the Virginia Tech tragedy, studies by all three branches of state government this year will likely lead to significant changes in the mental health care system.

April 18 candlelight vigil at City Hall, Market Square. CSB therapists provided supportive counseling inside City Hall.

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, intellectual disability 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 the 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 Child, Family and Prevention Services.

* While the Department's name has not changed, the term *intellectual disability* has replaced the term *mental retardation*.

vision, mission and values

The CSB's **vision** is to achieve and maintain the optimal level of mental, emotional and behavioral health for all Alexandria residents. The **mission** is to provide effective and cost-efficient mental health, mental retardation and substance abuse prevention and treatment services that measurably improve the quality of life for Alexandria's neediest residents. The CSB **values**:

fy 2007
city government

Mayor
William D. Euille

Vice Mayor
Andrew Macdonald

City Council
Ludwig Gaines
Rob Krupicka
Timothy Lovain
Redella "Del" Pepper
Paul Smedberg

City Manager
James Hartmann

- Promotion of each individual's and family's worth, dignity and right to reach full potential through self-determination, empowerment and recovery.
- Access to services without discrimination regardless of one's ability to pay, language or cultural background.
- Cost-efficient and quality services based on ethical and innovative best practices that are proven to be effective.
- Prevention and early intervention services designed to lessen the negative effect of mental illness, mental retardation and substance abuse in the community.
- A qualified, diverse and motivated workforce.

My brother, who is in his fifties and has schizophrenia, moved in with me after my father died and my mother went to a nursing home. It was terrifying and I would lie awake at night in a panic wondering what to do. What if my wife left me? What if I died before my brother? ...I was certain he would never get well and would always depend on me... I was wrong... Thanks to your staff he lives semi-independently in a CSB apartment with peers. He cooks, takes the City bus, has a social life and continues to improve greatly... Because of your work, I have my life back and my brother finally has a life of his own.

csb strategic plan

The CSB had four goals and eighteen objectives in Fiscal Year 2006:

Goal 1. Quality- Provide consistently high quality services as demonstrated by: achieving CARF accreditation for all programs by the end of calendar year 2009, ensuring that all facilities meet licensing and other regulatory standards, maintaining or improving consumer and stakeholder satisfaction with service, and assessing gaps in the provision of evidence-based and best practices for all clinical & administrative services.

Goal 2. Efficiency- Deliver efficient, cost-effective and ethically grounded services by: evaluating opportunities for increased program efficiency, conducting a pilot implementation of ethical guidelines for service allocation and making modifications to the guidelines, and completing execution of the electronic health record.

Goal 3. Needs Assessment and Advocacy- Ensure the availability of appropriate behavioral health services to meet the needs of City of Alexandria residents by: developing valid and consistent needs assessment processes; completing a case management study and implementing recommendations; implementing plans to address highest priority unmet residential program needs, with the development of the Safe Haven being the first step in the process; identifying and meeting the behavioral health needs of children and under-served populations such as immigrants and elderly persons; and advocating for Alexandrians with behavioral health needs.

Goal 4. Public Information & Education- Increase community awareness of and knowledge about CSB services by: identifying additional opportunities for public education and outreach, participating in the *Partnership for a Healthier Alexandria* initiative, and participating in community activities to promote awareness of CSB services and educate the public about behavioral health issues.



Mary Riley, CSB Chair, receiving a photo of the Safe Haven in honor of her commitment.

fy 2007 board members

Chair

Mary Riley

Vice Chairs

Tiffany Sanchez

Mary Anne Weber

Members

Ruth Chamowitz

Mark Elder

Terence Everitt

James Gladden

Lenny Harris

Masharia Holman

Mary Morrow-Bax

Roberta New, Ph.D.

Amber Nightingale

Dana Payne

Robert Pinney, M.D.

Lourdes Quinteros

Susan Thompson

Cenda Tyree

Marleen Venter

The board of directors is proactive in its advocacy for the persons served. The men and women of the board commit their time and resources to ensure that the mission of the CSB is achieved. Their dedication and support for the persons served, staff and management are commendable.

-CARF Surveyor

financial information

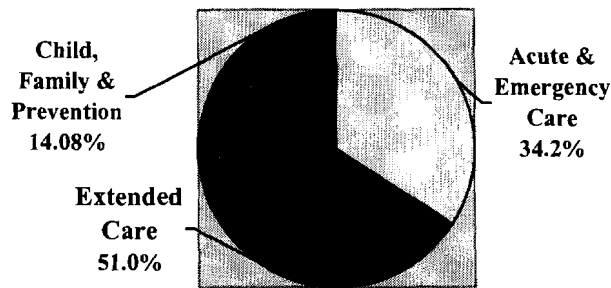
The numbers below reflect the CSB's activities for FY 2007.



A mother watches her son as he makes a good-bye card for Marge Barrales, Parent Infant Education Therapist.

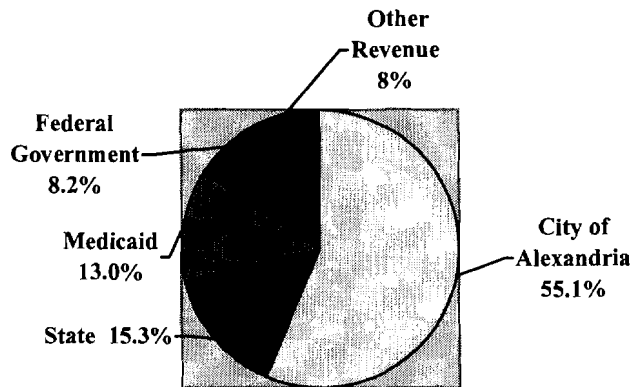
Expenditures by Service Area ¹

	\$ (Millions)	% of Total
Acute and Emergency Care	9.41	34.2%
Extended Care	14.06	51.0%
Child, Family and Prevention	<u>4.08</u>	14.8%
Total	27.54	



Revenues by Source ²

	\$ (Millions)	% of Total
City of Alexandria	15.18	55.1%
Commonwealth of Virginia	4.21	15.3%
Medicaid	3.59	13.0%
Federal Government	2.26	8.2%
Consumer Fees, Insurance Fees and other Revenue	<u>2.30</u>	8.3%
Total	27.54	



fy 2007 staff leadership team

Michael Gilmore, Ph.D.
Executive Director

Jane Hassell
Director, Administration

Carol Layer, LCSW
Director, Extended Care

Deborah Warren, DCSW
Director of Child, Family and Prevention

Liz Wixson, LCSW
Director, Acute & Emergency Care

Will Thompson
Administrative Assistant to the Executive Director

¹ Total Expenditures does not balance due to rounding of service area expenditures. Administration expenditures totaling \$3,087,549 (11% of total expenditures) were allocated to the service divisions as overhead and are included in the division expenditures shown above.

² Percent of Total Revenues does not add to 100% due to rounding.

consumer, and city demographics

The CSB served an *unduplicated* total of 4,019 Alexandrians during FY 2007. Of them, 2,851 received Acute and Emergency Care Services, 1,097 received Child, Family and Prevention Services, and 931 received Extended Care Services. Because some individuals received services in more than one division, the division numbers add to more than the total.

Because the CSB primarily serves people with low incomes, there is a discrepancy between the City's median household income of \$80,449¹ and that of CSB consumers. Nearly 42% of CSB consumers earned \$4,999 or less annually. Approximately 21% earned between \$5,000 and \$9,999; 13% earned between \$10,000 and \$14,999; 13% earned between \$15,000 and \$24,999; and 11% earned \$25,000 or more.

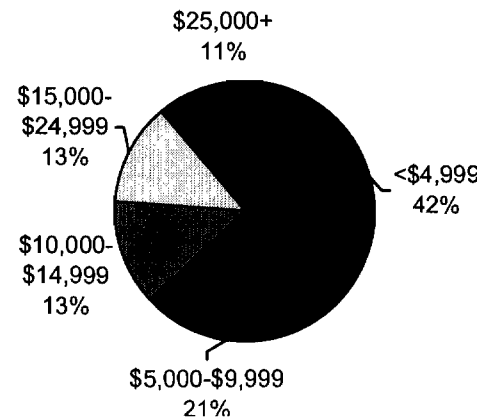
The racial make-up of CSB consumers is not reflective of the City population. Approximately 47% of consumers were African American, compared to 23% City-wide. Whites comprise 29% of consumers, compared to 60% City-wide. Hispanics, who are represented here within several racial categories, made up nearly 19% of consumers, compared to 15% City-wide. Other races made up 24% of CSB consumers compared to 12% City-wide.

Nearly half (45%) of CSB consumers were aged 30-54, compared to 44% City-wide. Children made up 27% of consumers, compared to 18% City-wide. Of these child consumers, 15% were aged 10-19 and 12% were aged 0-9. Persons aged 20-29 comprised the next largest age group (17%), compared to 21% City-wide. Only 11% of consumers were age 55 or older compared to 17% City-wide.

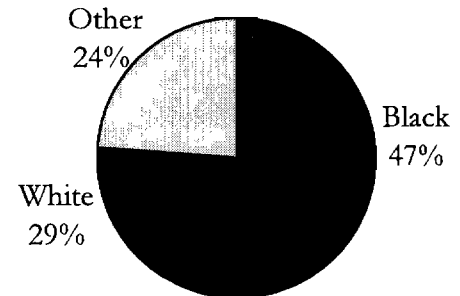
Forty percent of Board consumers were female, compared to 52% City-wide, and 60% were male compared to 48% City-wide.

¹ U.S. Bureau of Census, 2006 American Community Survey

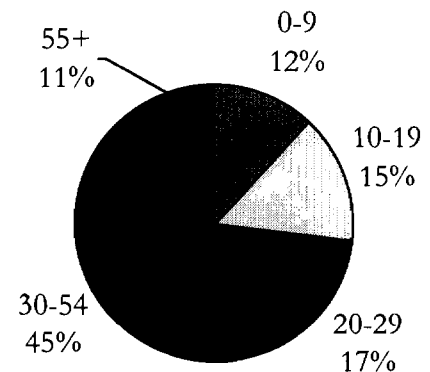
Consumer Income



Consumer Race



Consumer Age



The leadership team is dedicated to continuous quality improvement. They bring a wealth of experience to their jobs that benefits persons served, stakeholders and subordinates alike.

-CARF Surveyor

persons served in child, family and prevention services

Youth and Family Outpatient Services provides individual therapy to children as well as group therapy and counseling to parents and families. These services are provided at the CSB's main center, at the Adolescent Health Clinic, in Alexandria Public Schools and through the Drug Court. There were 519 persons who received outpatient mental health and substance abuse services.

Home Based Services provides intensive, short-term crisis intervention and treatment services to families with children who are at risk of being placed outside the home. There were 105 children who received Home Based Services.

The Parent Infant Education Program (PIE) evaluates infant and toddler development and provides early intervention to those with disabilities. There were 342 infants and toddlers who received PIE services.

The Child Assessment and Treatment Center for Healthy Kids (CATCH) provides assessment and treatment services for children between the ages of 0-5 who are victims of child abuse and neglect. CATCH addresses mental health, medical, developmental and social services for the children involved. The program began mid-year and provided screenings for 134 children and therapy for 33 children. CATCH is a collaboration between the CSB, the Health Department and the Department of Human Services.

The Juvenile Detention Center Mental Health and Substance Abuse Program provides screening, linkage to after-care services, parent engagement and support groups, family and individual therapy, and *Lifeskills 95*, a program designed to reduce recidivism in youth released from detention. This new, grant-funded program began mid-year and served 78 youth.



Toddlers playing with a water bottle at a CSB play group picnic.

The Preschool Prevention Team provides on-site mental health services, social skills development, behavior management and parent and staff training. The program delivered the *Al's Pals* curriculum, which increases social skills and reduces problem behaviors, to 331 children in Alexandria classrooms. Staff provided 661 consultations to teachers and 150 consultations to parents regarding their children. In addition, the Team provided 47 parent workshops, 28 teacher workshops, and 19 Hispanic parent workshops.

Service delivery outcomes indicated that an additional 372 children received other services in the Division such as mental health assessments, monitoring for children with intellectual disabilities, case management and mental health or substance abuse early intervention. The Division was responsible for 62% of the increase in the number of consumers served by the CSB in FY07.

I thank all of you for sticking with my daughter and her children. I am so excited for them as they begin anew. My daughter and I have a new found respect for each other - sure we always loved each other but we lacked things that until now we did not have...The kids look good and they are healthy. The foster parents were and are great. May other children be as fortunate as these kids. -Letter from a grandmother

highlights of child, family and prevention services

The Center for Alexandria's Children (CAC) opened. The CAC coordinates the investigation, prosecution, treatment and prevention of child abuse in a safe, child-friendly facility. Children receive treatment along with non-offender family members. The CAC is a public-private partnership supported by the Alexandria Community Trust, the Alexandria Capital Development Fund and Capital One Financial Services. Partners include the CSB, the Department of Human Services, Alexandria Police, Commonwealth's Attorney's Office, Office on Women, Office of Sheriff, SCAN, Northern Virginia Family Service and other individuals and nonprofit organizations.

The Family Drug Court, a collaboration between the CSB, SCAN, the Court and Child Protective Services, began enlisting Drug Court graduates to provide outreach and mentoring to current participants. The program works to serve parents with difficult cases of substance abuse and provide permanency to children while their parents work toward sobriety so they may be reunited.

Development of the System of Care (SOC) Program began this year. The SOC is a grant-funded, state initiative to support children's mental health needs. It is a community partnership among families, youth, schools and public and private organizations. SOC staff gave community presentations on parenting and children's mental health, integrated art therapy for adolescents at two homeless shelters and created parent support groups throughout Alexandria. Comprehensive treatment programs utilizing evidence-based models will begin in 2008.

Youth and Family staff worked with Alateen to offer two groups in the City. One support group is for adolescents whose parents or family members have substance abuse problems and the second group is for younger children.

The Parent Infant Education (PIE) Program offered two structured play groups weekly at two City locations. The play groups provide training in early childhood development and parenting and provide an opportunity for infants and toddlers with developmental delays to be involved in activities that stimulate their development.

The School-Age Prevention Team provided 20 different programs in City public schools and other community locations including: *Get Real About Violence, Too Good for Drugs, Kids are Terrific Summer Camp, Life Skills Training, Project ALERT, Project Step Out* and *Decisions 101*. Groups offered for parents included: Hablemos en Confianza, Madres Modernas and the Ramsay Parent Education Group. Mentoring programs included the Untouchables, Young Stars Success, Peer Advisors and Brent Place Tutoring/Mentoring.

Child, Family and Prevention staff coordinated over 15 trainings in addition to the required and standard training offered to CSB staff. Examples include: Understanding Gang Affiliation, Overview of Evidence Based Practices, Implementing Person-Centered Care, Ethics and Working with the Dually Diagnosed, High Fidelity Wraparound, Genetics of Schizophrenia: Current NIMH Research, Helping the HIV+ Client, Motivational Interviewing, Ethics of Suicide, and Bipolar Disorder.



Youth at a community event for Drug and Alcohol Recovery Month.

The energy, enthusiasm, commitment and creativity of the Prevention staff, especially during the past year of reorganization, is noteworthy. The organization's use of multiple evidence-based programs in the Early Intervention programs and in Preschool Prevention is commendable.

-CARF Surveyor

persons served by acute & emergency care services



Leslie-Ann Toney, Adult MH Outpatient Therapist.

Mental Health and Substance Abuse Services provides individual and group therapy and psychological testing. There were 546 adults who received mental health outpatient services and 642 adults who received substance abuse outpatient services.

Case Management coordinates services, monitors the care consumers receive from CSB programs and other agencies, and helps consumers maintain their entitlements. There were 122 persons served in mental health case management and 72 served in substance abuse case management.

Emergency Services (ES) provides 24-hour-a-day telephone and face-to-face crisis intervention services to individuals having a serious mental health and/or substance abuse problem. Clinicians respond to emergency calls from persons in crisis or from others in the community. ES responded to requests for services for 879 individuals.

Adult Detention Center Services help 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. The Critical Care Unit stabilizes persons with psychiatric crises. Staff working in the general jail population provide individual and group counseling. There were 118 inmates who received substance abuse services and 437 inmates who received mental health or emergency mental health care.

Social Detoxification provides a short-term treatment environment for persons who are withdrawing from alcohol or drugs and works with them to accept ongoing treatment as appropriate. There were 518 people served in the program.

The Opioid Treatment Program helps adults stop using narcotics by prescribing and monitoring the medications Methadone and Buprenorphine. These medications do not produce a "high" and minimize the discomfort of withdrawal. Consumers participate in regular counseling sessions and abstain from illegal drugs and alcohol while in the program. There were 124 persons who received opiate treatment.

The Psychiatric Services Unit coordinates psychiatric and nursing services. Medical and nursing staff work to maximize consumers' functioning through the use of medication, monitoring and education. The Unit served 1,286 consumers.

Geriatric Mental Health staff provided 718 hours of prevention services to seniors in Alexandria in order to enhance their well-being and resiliency, promote mental health care and prevent high-risk behaviors.



The Sober Living Unit Program (SLUP) celebrated its eighteenth year. The program cover and theme were created by a SLUP participant.

Very inspirational. People have overcome years of addiction because of the services at the jail. These are City employees really helping to turn people's lives around. Their work is life saving. These are services that people would die without.

- Councilman Tim Lovain

highlights of acute and emergency care services

The Matrix Model of substance use treatment was implemented in the Outpatient Substance Abuse Team. Designed to provide intensive education and support to persons in early recovery, the model uses evidence-based practices such as cognitive behavioral therapy, motivational interviewing and contingency management.

A Family Education Group began at the Substance Abuse Services Center. This group provides an opportunity for individuals and families to discuss the effects of addiction on families and to learn about the process of recovery.

Buprenorphine treatment was implemented in the Opioid Treatment Program. Buprenorphine was approved by the Food and Drug Administration to treat opiate dependence and compared to Methadone, has fewer side effects, a shorter detoxification period, and less discomfort when discontinued.

The use of Dialectical Behavioral Treatment (DBT) expanded. Clinicians throughout the CSB have been trained in this empirically validated treatment approach used to treat Borderline Personality Disorder, some co-occurring disorders and mood disorders. DBT groups are being offered at sites throughout the CSB.

The Detox Unit continued to enhance its treatment program and solidify its operational structure. A nursing supervisor position was created, the Matrix Model was implemented, a new case manager position was created and staff implemented best practice approaches for individuals with co-occurring disorders.

The Jail Services Team underwent several exciting changes. In addition to a new Team Leader, five new clinical staff were hired, including two bilingual therapists. The team expanded its group offerings to persons in the Detention Center and plans are underway to continue the expansion of clinical programming in FY09.

Geriatric Program staff continued their work with the Northern Virginia Geriatric Team (NVGT) to address the lack of treatment and placement resources for the geriatric population. The Region was awarded over \$1 million from the State to implement a regional geriatric mental health team and to purchase local assisted living beds so that geriatric persons with a mental illness can be treated "in place."

Emergency Services began a Crisis Intervention Team. Over fifteen staff from programs across the CSB participate in this team, whose goal is to remain prepared for regional and national crises and stay current on best practice approaches to crisis management.

Staff responded to the tragic events at Virginia Tech. Debriefings were held for City employees and the staff and students at the local Virginia Tech campus. Staff also provided on-site counseling assistance during the City's candlelight vigil.

Division staff led the CSB's efforts to implement the Virginia Service Integration Program (VASIP). VASIP is the State's initiative to improve the identification and treatment of persons with co-occurring mental health and substance abuse disorders.

The Medication Unit began a "Nurse of the Day" program. The program aims to provide a quick response to the phone calls received by medical staff each day and to work with the many persons who come to the Medication Unit without a scheduled appointment.



*Laurie Ferreri,
HIV Coordinator,
receiving an outstanding
employee award.*

persons served by extended care services



Drumming at the Extended Care Annual Cook Out.

Case Management coordinates services, monitors the care consumers receive from CSB programs and other agencies, and helps consumers maintain their entitlements. There were 528 persons served in mental health case management, 122 served in substance abuse case management and 128 in intellectual disability case management.

Day Support provides daily support and rehabilitation for persons with mental illness or intellectual disabilities. There were 170 persons who received mental health day support through the West End Club and 48 who received intellectual disability day support through Alexandria Vocational Services.

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 46 persons with mental illness or an intellectual disability who participated.

Group-Supported Employment enables groups of persons to work in the community with support and supervision. There were 18 persons with mental illness or an intellectual disability 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 three persons with mental illness or an intellectual disability who participated.

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

Group homes provided housing, training, support and supervision to 92 people.

Supervised apartments provided housing and support services to 138 people.

In *Contracted Residential Treatment*, the CSB pays for a person to go to a live-in treatment facility for substance dependency. There were 39 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 72 persons with mental illness or an intellectual disability.



Khadija DeRae, Therapist; Lynn Fritts, Homeless Prevention Coordinator; and Edilma Thomas, Case Manager, serving food at the Celebration of Recovery.

Thank you for helping my mom. That is the sweetts (sic) thing someone has done for her. I like you and I hope I can see you again hear (sic). L♥E

-Letter to a case manager from an 8-year-old child

highlights of extended care services

The City Council approved the Safe Haven by a unanimous 7-0 vote. The Safe Haven will provide supportive services and housing for 12 homeless persons who have mental health and sometimes co-occurring substance use disorders. More than 100 letters of support were received by the City Council and the Planning Commission. Safe Haven is scheduled to open in the fall of 2008.

An average of 60 members a day participated in the psychosocial rehabilitation program, the West End Club. Members formed the "Alley Cats," a group that strives to give back to the community through volunteer work. The group began by cleaning the alleyway of the future Safe Haven and expanded to visiting at the Woodbine Nursing Home. New groups formed at the Clubhouse include Art Therapy, Wellness Group and Conflict Resolution. The members and staff also coordinated guest speakers and trainings on different cultures to increase cultural awareness.

As part of the Council of Governments Point in Time Survey of the number of homeless persons living in Virginia, Maryland and Washington, D.C., CSB staff went out to the streets of Alexandria to determine the unduplicated number of homeless persons living in the City on one given day. The count provided an opportunity to assess and further identify the unmet needs and challenges in providing services to the homeless population. The survey found showed 404 homeless men, women and children in Alexandria. Of them, 96 were unsheltered street homeless.

A Peer Support Specialist began working with the West End Club and the Case Management Unit. The Peer Support Specialist is a person in recovery who works with consumers to provide education, advocacy and support. The specialist formed a Recovery Committee and assists consumers with developing recovery action plans.

The Residential Program and the Art Institute of Washington continued a partnership through which a team of interior design students worked with the CSB in the beautification of CSB residential programs. This year, the volunteer designers re-decorated two apartment programs for a total of seven group homes or apartments that have been redone since the partnership's inception. Staff that participated in the projects received a City Star Award.

A Celebration of Recovery was held for consumers who received intensive case management and their families. The program emphasized the importance of hope, self empowerment and advocacy. Consumers spoke and heard from their contemporaries about the possibilities of recovery. Approximately 60 consumers and family members attended. Four consumers participated on the planning committee.



Case Managers Doug Rizzo and Denise Greenwood.



The interior of the West End Clubhouse.

The West End Clubhouse is commended for its state-of-the-art structural and programmatic design that is sensitive to the needs of the persons served. The environment is welcoming and the design is conducive to communication between the persons served and staff. The panoramic view, the well equipped computer lab for persons served and the interior design are comparable to that of a graciously decorated home. -CARF Surveyor

highlights of administration and volunteers

The CSB successfully completed its fourth CARF survey resulting in a three-year accreditation. To receive accreditation from CARF, a national accrediting body, the service programs and administration must comply with strict guidelines for the care of consumers and program organization. Quality Assurance Program staff guided the accreditation process. The West End Clubhouse and the Volunteer Program were recognized as “exemplary” by CARF. All programs except for Detox and Residential have been surveyed. The goal is that all programs will be accredited by 2009.



All CSB licenses from the Virginia Department of Mental Health, Mental Retardation and Substance Abuse Services were renewed with no citations.

The Quality Assurance Program has been transitioning the CSB to a paperless electronic record. Electronic treatment planning and progress noting was implemented in all residential facilities. Only a thin chart containing critical information will be maintained in paper form. The goal is to use scanning technology and electronic signature pads to complete the paperless record.

Management Information Systems (MIS) staff deployed twelve laptops to clinicians in various CSB programs. This allows the clinicians to securely access electronic records and other resources from the field. MIS also provided the means for Quality Assurance staff to provide remote assistance to staff experiencing difficulties with Anasazi, the behavioral health information management system.

The Reimbursement Unit developed a process whereby all clinicians complete credentialing applications through the Committee for Affordable Quality Healthcare (CAQH) website. Enrolling clinicians in the system improves efficiency because CAQH credentialing is accepted by major insurance companies and required by one of the Northern Virginia Medicaid managed care organizations. The Reimbursement Unit also implemented a new module in Anasazi for the acceptance of consumer payments with real time application to accounts and receipting.



Will Thompson (L), Administrative Assistant to the Executive Director, and Roberto Benitez, a high school student who came to the CSB for mentoring day.

The Fiscal Unit prepared for the City implementation of the Managing for Results Initiative (MFRI). In an effort to increase transparency and accountability in government activities, MFRI required the development of performance measures and budgets for major functions. The CSB created eight program categories and thirty activities. These efforts are reflected in the FY 2008 budget, where each activity has budget, staffing and performance information. Fiscal staff also updated the consumer fee scale, which went into effect on July 1, 2007.

During the fiscal year, 74 volunteers provided 2,624 hours of service. Volunteer representative payees managed the finances of 58 consumers, volunteers visited the residents of group homes, served as guardians and authorized representatives for consumers, and served on the volunteer-run board, Friends of the Mental Health Center. *Friends* responded to 70 requests for emergency assistance with consumer rent, utilities, medication, clothing and more.

I'm sure I speak for both my son and myself when I express gratitude for the continuity you provide. You have been there since the beginning and have seen him through difficult times. Thank you, thank you, thank you.

- Mother of a Man with an Intellectual Disability

outstanding employees

Each year, the CSB recognizes individual employees and teams of employees whose quality of work and dedication have been extraordinary during 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. In addition to the employee awards, the Board presents the annual **Phillip Bradbury Award**, named in honor of the former CSB Chair and presented to the staff person who best describes how his/her job embodies the mission and values of the CSB. This award went to Geriatric Mental Health Therapist, **Vivian Akpambgo**. The CSB salutes these award recipients and our many other outstanding employees.

individual employees

Allyson Coleman	Laurie Meyer
Jerry Fennell	Eileen O'Beime
Laurie Ferreri	Sam Priego
Christine Gass	Suman Sood
Saba Gebrehiwet	Melissa Unruh
Asta Lynch	



Allyson Coleman, Director of ID Residential Services, receiving an award.

employee teams

West End Clubhouse

Michelle Albert
 Carlin Brodie
 Selene Butler
 William Hibler
 Pam Hottenstein
 Natasha Jones
 Aberra Sumamo
 Ndidi Uzowihe

Senior Residential Counselors (MH)

Marvine Dublin
 Brenda Harris-Strom
 Erma Turnage

Human Resources

Maggie Ross
 Cindy Gaisor
 Venus Gatling-Spruill

Jail Services Team

Seha Alturk
 Sam Bauman
 Grace Langebeck
 Jennifer Nunes
 Beverly Randall
 Terry Rice
 Anne Zalewski

Youth and Family Unit

Tara Cordle
 Giordana DeAltin Papiolek
 Margaret Kirk
 Debra Nygaard
 Christy Parker
 Eileen O'Beime
 Margaret Kirk



Jane Hassell, Director of Administration (L) and Carol Layer, Director of Extended Care Services, at the employee celebration.

Your staff's kindness and understanding is always apparent and it showed in how Michael began to function in ways he hadn't since he became ill over thirty years ago. You cannot know how much I appreciate their work in getting Michael beyond those terrible years of isolation from the world.

-Family member of a consumer

program site directory

720 North Saint Asaph Street

- Alexandria Community Services Board Administrative Offices
703.838.4455, TDD 703.838.6400
- Intake, Acute and Emergency Care Services, 703.838.6400
- Child, Family and Prevention Services, 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
- Child Assessment and Treatment Center, 703.838.4708
- Extended Care Administrative Offices, 703.838.5011

3105 Colvin Street 703.519.5932

- Intellectual Disability sheltered, supported and competitive employment
- Intellectual Disability case management

1900 North Beauregard Street

- Center for Alexandria's Children, 703.838.4381

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 preschools and Head Start classes
- Alexandria Community Shelter and 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/