



FAIRFAX - FALLS CHURCH

Community Services Board



More than 50 years of community care

MENTAL HEALTH • SUBSTANCE USE DISORDERS • DEVELOPMENTAL DISABILITIES

Annual Report for Fiscal Year 2022

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Representing the Mount Vernon District

Daniel Sherrange, Vice Chair
Representing the Sully District

Major Derek DeGeare, Secretary
Representing the Sheriff's Office

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Join us at a CSB Board meeting!

Visit www.fairfaxcounty.gov/community-services-board/board to review times and locations of meetings.

Message from the Chair and the Executive Director

On behalf of and alongside our more than 1,100 staff and 75 partners, we are leading the charge to increase mental health literacy, deliver more services to more community members, strengthen the substance use safety-net system and support individuals with developmental disabilities and their families to provide essential community services.

Our FY 2022 Annual Report highlights the work of our dedicated staff and partners, and the positive difference our services are making in the lives of people in our community. It also reflects the results of our continued and strong partnerships with the Fairfax County Board of Supervisors and the cities of Fairfax and Falls Church in continuous delivery of services critical to our most vulnerable residents.

In FY 2022, our dedicated staff and partners provided mental health, substance use disorder, and developmental disability services to more than 20,400 people. (The numbers below are unduplicated within each service type. However, individuals may have received more than one type of service.)

- 6,527 individuals received CSB Emergency Services.
- 4,040 individuals received same day walk-in screening and assessments.
- 88% received emergency services within one hour.
- 5,227 individuals with developmental disabilities received support coordination services.
- More than 1,700 individuals received peer support services in the community.

We faced challenges and opportunities during FY 2022 some of which are described in more detail in this report including:

- Reducing time to treatment
- Increasing recruitment and retention of CSB staff
- Continued problem solving and partnerships to manage the state psychiatric hospital bed shortage
- Completing a re-design of the walk-in assessment business process
- Supporting individuals who do not meet priority access guidelines and those awaiting CSB services
- Ensuring efficient and effective utilization of resources
 - Expanding the CSB's ability to maximize service provision revenue
 - Completing the electronic healthcare record (EHR) contracting process
 - Continuing to update business practices in revenue cycle and maximizing revenue
- Continued work towards addressing the heroin and opioid epidemic
- Ongoing expansion of Diversion First initiatives to enhance ongoing decriminalization of mental illness
- Implementing new state mandated requirements for individuals with developmental disabilities
- Expanding language access opportunities to improve service delivery, expanding opportunities for service, and helping generations thrive

As we continued to work through the COVID-19 pandemic, the CSB rose to meet the increased demands of the community through its hard-working staff and strong partnerships. We value and appreciate your dedication and continued support of the work we are doing.



Garrett McGuire
CSB Board Chair

A handwritten signature in black ink that reads "Garrett McGuire".



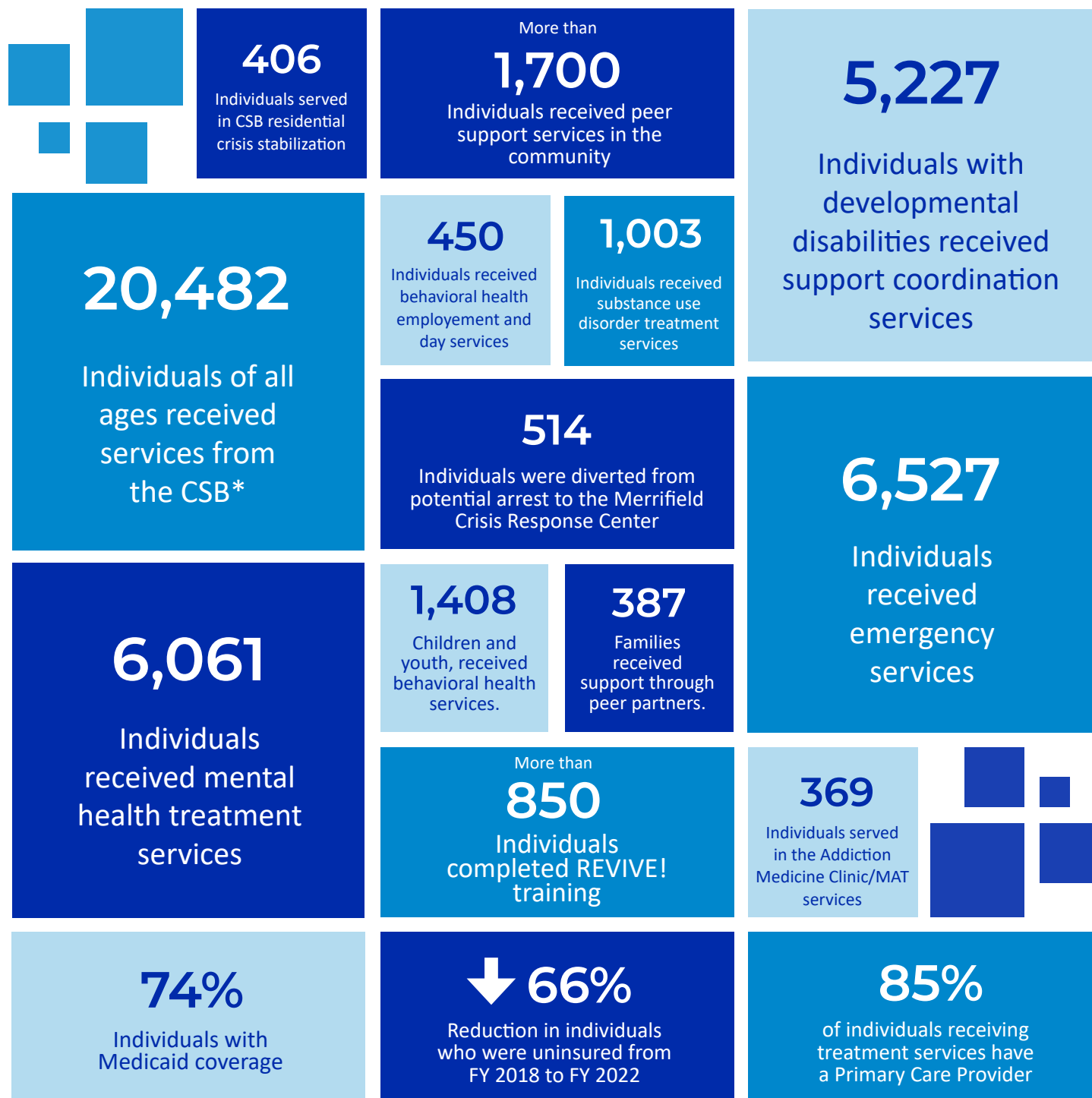
Daryl Washington
CSB Executive Director

A handwritten signature in black ink that reads "Daryl Washington".

Annual Report for Fiscal Year 2022

More than 50 years of community care.

The Fairfax-Falls Church Community Services Board provides services for people of all ages who have mental illness, substance use disorders and/or developmental disabilities. In FY 2022, we continued to deliver services and programs to help our community's most vulnerable as COVID-19 remained in Fairfax County for most of the fiscal year.



* Individuals may have received more than one type of service.

COVID-19: A New Normal for the Road Ahead

The COVID-19 pandemic touched every continent. The Fairfax Health District saw more than 200,000 infected and claimed more than 1,500 lives. This placed considerable strain on our healthcare systems and our most vulnerable populations. Throughout the most challenging days of the pandemic, we remained open and delivered services. Our staff and partners were diligent in keeping themselves and the individuals we serve as safe from the pandemic as possible. Now, as the pandemic shows signs of waning, we are focused on the road ahead.

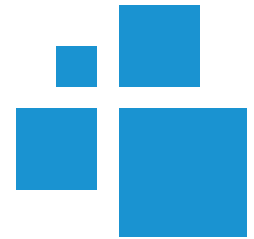
The pandemic triggered an ongoing process of reinventing and reevaluating safety protocols, and future supply and workforce needs, which are ever-changing. Our new normal includes the realization that our staff remain vulnerable to being overwhelmed due to workforce shortages.

Throughout FY 2022 we remained dedicated to providing support and strengthening the systems upon which our community relies – from in-person and telehealth services, expanded trainings, new partnerships, as well as broader outreach and communications being provided in additional languages.

In FY 2022, more than 20,000 individuals received our mental health, substance use disorder, or developmental disability (DD) services. Of those 6,500 individuals received CSB emergency services.

The national shortage of workers in critical healthcare fields remained a hindrance to growth and sustainability. In the face of continued staffing shortages, the CSB worked diligently to continue its work in prioritizing retention, recruitment and hiring. We continue to reimagine what is possible and are making it happen by building new health and well-being systems, driven by a revolution in the treatment of substance use disorders within the court system, and creating new forums for collaboration, coordination, and action.

The progress we achieved during the last two challenging years of our agency's history was substantial and lasting. With those years behind us, we are persevering and starting to grow again. And we will continue to need help and resources for our efforts. Concerted action with existing and new partnerships remains in focus. Our staff, county leadership, partners, and community are filled with hope and optimism for our new normal on the road ahead.

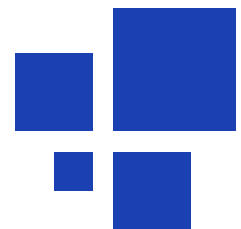


20,482

Individuals received services from the CSB*

6,527

Individuals received emergency services



* Individuals may have received more than one type of service.

System Transformation, Excellence and Performance (STEP-VA) Mandates

STEP-VA was developed to improve access, increase quality and accountability, and create consistency with the services CSBs offer across Virginia. Building a strong safety net and adding more high-quality services are critical to reducing utilization of more intensive and costly levels of care, and producing better outcomes for our area. These steps, in conjunction with the other modifications to the Commonwealth's crisis continuum, have the potential to address whole-health needs and divert individuals from higher levels to care.

Since 2017, the General Assembly has gradually increased funding, allowing for a more phased implementation of STEP-VA. Those steps include:

- Same Day Access
- Primary Care Screening
- Outpatient Services
- Mobile Crisis & Crisis Dispatch
- Military & Veteran Services
- Peer & Family Support
- Case Management
- Psychiatric Rehabilitation
- Care Coordination

We are grateful for these investments, but the demand for services continues to increase. We will need to revisit the amount of funding in each of these steps to ensure that they are covering the cost to deliver the services and supporting the additional staff need to meet the growing demand. In particular, early steps such as Same Day Access and Outpatient Services have seen increased demand. Also, providing more flex in the funding allocated will allow us to address the interwoven nature of some of the steps and achieve cross-steps outcomes.

State Psychiatric Hospital Bed Crisis

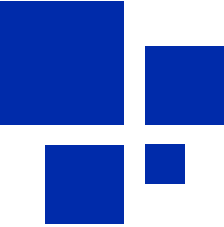
Virginia's state hospitals continued to have approximately 200 beds offline each day throughout FY 2022 due to state hospital staffing shortages and safety concerns. All state hospitals, including our local adult state hospital, Northern Virginia Mental Health Institute, must admit individuals off of a statewide centralized waitlist. As a result, 57.2% of all FY 2022 admissions to NVMHI were from other areas of the Commonwealth. Despite these challenges, Northern Virginia continues to have the lowest adult state hospital rate of any region in the state and has for many years. In FY 2022, Northern Virginia used 13% of all state adult hospital beds despite representing 30% of the Commonwealth's population.

Factors that contribute to our lower state hospital bed use include CSB Emergency Services clinicians' efforts to divert individuals from inpatient admission when clinically appropriate, our robust public-private hospital partnership, and our generous local funding that allows us to enhance community-based services. When individuals are active in community-based services, clinical staff have an opportunity to recognize symptoms of destabilization in individuals they serve early and are able to provide interventions which help the individual return to their baseline quickly, without further destabilization, effectively preventing a more intensive intervention, such as inpatient hospitalization.

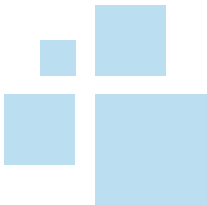


4,040

Individuals received same day walk-in screenings and assessments



In FY 2022, CSB Emergency Service clinicians completed 9,649 Emergency Evaluations; of those, only 18% resulted in a Temporary Detention Order (TDO). Through our strong collaboration with our private hospital partners, the region has increased the percentage of TDO admissions to private facilities. In FY 2022, 87% of all individuals under a TDO from Region 2 were successfully diverted from state psychiatric facilities to private inpatient hospitals. Amid the state psychiatric hospital bed crisis, Fairfax County's ongoing local investment into community behavioral health services, ensured one of the lowest per capita hospitalization rates in the Commonwealth (3 residents per every 100,000 as compared to the statewide average of 11 residents per 100,000). This allows the majority of Fairfax County's most vulnerable residents to stay in their community to receive treatment, close to their loved ones and natural supports, while also decreasing the time that law enforcement spends traveling to out-of-region hospitals to transport individuals under a TDO.



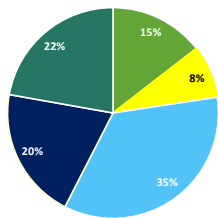
9,649

Emergency evaluations completed

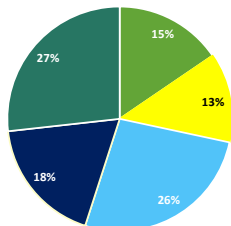
Consistently Keeping Hospital Bed Day Use Low

COMPARISON BY REGION OF FY 2022 ADULT BED USE

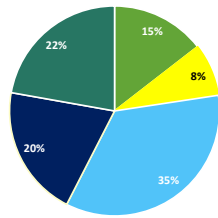
FY22, ADULT BED DAY USE, PER 100K



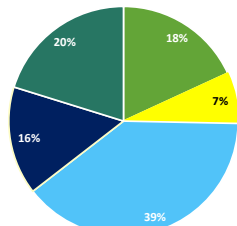
FY22, ADULT BED DAY USE, ACTUAL



FY22, ADULT BED DAY USE, PER 100K



FY22, OLDER ADULT BED DAY USE, ACTUAL



↓ 66%

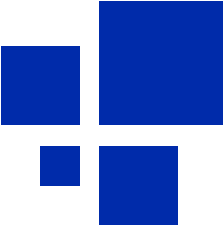
Decrease in individuals who were uninsured from FY 2018 to FY 2022

↑ 48%

Increase in individuals with Medicaid coverage from FY 2018 to FY 2022

Medicaid

Our goal of the partnership with Department of Family Services is to increase the number of individuals with health insurance in a shorter timeframe and increase the number of individuals seeing a primary care provider. From FY 2018 to FY 2022 there was a 48% increase in individuals with Medicaid coverage and a 66% decrease in the uninsured population. In this past year, the number of individuals receiving behavioral health treatment who were uninsured decreased to 10.5 percent.



Opioid Response

While we saw reduction of overdoses through 2019, the ongoing COVID-19 pandemic brought new challenges requiring us to adjust our opioid response strategies. Our focus remained on reducing deaths from opioids, improving the quality of life of individuals impacted by opioid use disorder, and using data to describe the problem, target and improve interventions, and evaluate effectiveness.

In the Fairfax Health District (inclusive of the County of Fairfax and cities of Fairfax and Falls Church), while the number of fatal overdoses trended higher in 2020 and 2021, relative to 2018 and 2019, the increase was not as dramatic as that observed statewide and nationally.

According to the Fairfax County Opioid Response Plan:

- Between 2007 and 2021, a total of 1,247 drug overdose deaths (of all types) were reported among residents of the Fairfax Health District. Notably, between 2007 and 2015, the number of all-drug overdose deaths ranged from 40 to 89, but since 2016, over 100 fatal overdoses have occurred every year. Throughout this period, opioid overdoses accounted for most of the overdose deaths. Within the opioid deaths, there was a shift from overdose deaths being mostly caused by prescription opioid drugs in 2007 (34 of 45 deaths, or 76%) to most deaths in 2021 being caused by fentanyl (103 of 111, or 93%). Throughout the same period, heroin deaths declined from constituting 29% of deaths in 2007 to 11% of deaths in 2021.
- Statewide, there has been a similar upward trend in deaths from fentanyl overdoses while deaths from heroin and prescription opioid drugs have remained steady in the last few years. National data shows a spike in overdose deaths from synthetic opioids other than methadone (primarily fentanyl) starting in 2016 and continuing into 2020 (the year for which complete data are available).
- Since most fatal overdoses in the Fairfax Health District in 2020 and 2021 involved fentanyl, the CSB now provides fentanyl test strips (FTS) to individuals participating in various programs. Expansion to other county agencies is being explored.

The much in demand and life-saving training, REVIVE!, is the Commonwealth of Virginia's free training program on how to recognize and reverse an overdose. Available in English and Spanish, individuals who complete the training are provided with naloxone (also known as Narcan, the overdose reversal medication) and treatment and recovery resources. During FY 2022, we saw an increase in the number of requests for trainings. In addition to weekly training options, the CSB continued to provide REVIVE! trainings upon request to community groups.

Because many individuals who overdose are at risk of future overdose, the Fairfax County Fire and Rescue Department, in partnership with the CSB, continued to provide REVIVE! information and naloxone for future use to individuals encountered on overdose calls (the patient and/or bystanders). This activity is part of the 4Recovery Project which aims to quickly connect individuals encountered by public safety for overdoses to treatment and support services.



REVIVE!
Opioid Overdose and
Naloxone Education



369

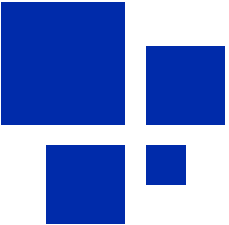
Individuals served
in the Addiction
Medicine Clinic/MAT
services

478

Individuals referred by Fire
& Rescue to the CSB Peer
Outreach Response
Team through the
4Recovery Project

More than
500

Individuals served
in the HOPE Project
(October-May)



The CSB provides a variety of behavioral health services to individuals who are incarcerated. In addition to the CSB works in partnership with the Sheriff's Office to provide Medication Assisted Treatment (MAT) services, linking individuals to medication and treatment supports to address opioid use disorder while they are incarcerated and at the high-risk time of release.

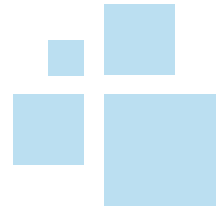
The HOPE (Harm Reduction and Overdose Prevention with Lived Experience) Project delivers peer recovery support for incarcerated individuals preparing to leave the Adult Detention Center. It operates through a robust partnership with the CSB, The Chris Atwood Foundation, and Fairfax County Sheriff's Office.

Individuals released from the Adult Detention Center continued to be trained in REVIVE! and received naloxone and FTS upon release.

Individuals participating in CSB treatment services currently receive relapse prevention education. Consideration is being given to offer this education to the general public, possibly by offering county provided training or partnering with community organizations.

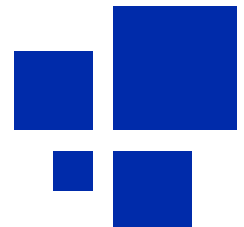
Our continued countywide and community partnerships through the Opioid and Substance Use Task Force have resulted in increased availability and awareness of drug storage and disposal options, expansion of treatment and peer support options, expansion of the Drug Treatment Docket and jail-based and post-release support for individuals receiving medication for opioid use disorder and more.

Anticipated funding from opioid settlements (the lawsuits filed by government agencies against numerous corporations for their role in the opioid epidemic) will also provide additional resources for state and local jurisdictions, including Fairfax County, to address the opioid epidemic. Details on the timing and amount of the multiple opioid settlements will continue to roll out in the next fiscal year and beyond.



More than
850
Individuals were trained in REVIVE!

More than
200
Individuals served by CSB in the Adult Detention Center's jail-based MAT program since January 2022



Decriminalizing Mental Illness



Diversion First is a cross-system initiative providing alternatives to incarceration for people with mental illness, co-occurring substance use disorders and/or developmental disabilities who come into contact with the criminal justice system for low-level and/or non-violent offenses. This program continues to have a positive impact in our community and is possible due to Fairfax County's tremendous commitment and solid partnerships between the Fairfax-Falls Church Community Services Board, Office of the Sheriff, Fairfax County Police Department, Fire and Rescue Department, Courts, Department of Public Safety Communications (DPSC), other county agencies and the community.

Diversion First uses the Sequential Intercept Model, a national framework to inform strategies and community-based responses to the involvement of people with behavioral health issues in the criminal justice system.

The Merrifield Crisis Response Center (MCRC) continues to grow to meet community needs to provide a continuum of crisis services. The MCRC provides onsite medical assessment, a partnership with Neighborhood Health, a Federally Qualified Health Center, to divert individuals from local Hospital Emergency Rooms. In the coming year, the CSB will add 23-hour crisis stabilization, a service designed for individuals who may need ongoing assessment and crisis intervention in a safe environment that is less restrictive than a hospital.

In FY 2022, the CSB and Fairfax County Police Department launched a co-responder team, comprised of a Crisis Intervention Team (CIT) trained police officer and a CSB Crisis Intervention Specialist. The team responds to calls for public safety services related to behavioral health issues and provides crisis de-escalation, resources and linkages to needed services. Future plans include expanded teams including Peer Support Specialists and a CSB "Behavioral Health Liaison" based at the Department of Public Safety Communications.

The CSB continues to provide Mobile Crisis Unit (MCU) services for individuals who are experiencing a mental health emergency and who need, but are unwilling or unable to seek, mental health treatment. community-based services. In addition, the Community Response Team (CRT), a CSB collaboration with Fire and Rescue provides outreach and care coordination to frequent utilizers of public safety services, with the goal of better outcomes for individuals served and more efficient utilization of public safety resources. To date, more than 600 individuals have been referred to the CRT program, and the program plans to add a second team to expand services in FY 2023.

The CSB also supports the Sheriff's Striving to Achieve Recovery (STAR) program, a peer led, trauma informed, jail-based addiction recovery program. In addition, the CSB Jail Diversion program, comprised of clinicians, peer support specialists and medical staff, provide intensive, community-based case management to individuals involved in the criminal justice system, assisting critical needs such as treatment, health care and housing.



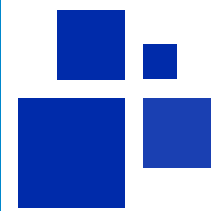
↑ 33%

Increase in the number of jail inmates referred to CSB Jail-Based services from 2015 to 2021

80%

Individuals transported to the MCRC by law enforcement in 2020 who did not have a repeat visit related to criminal justice involvement within a year

↓ 35%



decrease in the jail behavioral health population with misdemeanor charges from 2015 to 2021

↑ 37%

Increase in the number of Merrifield Crisis Response Center (MCRC) cases from 2016 to 2021

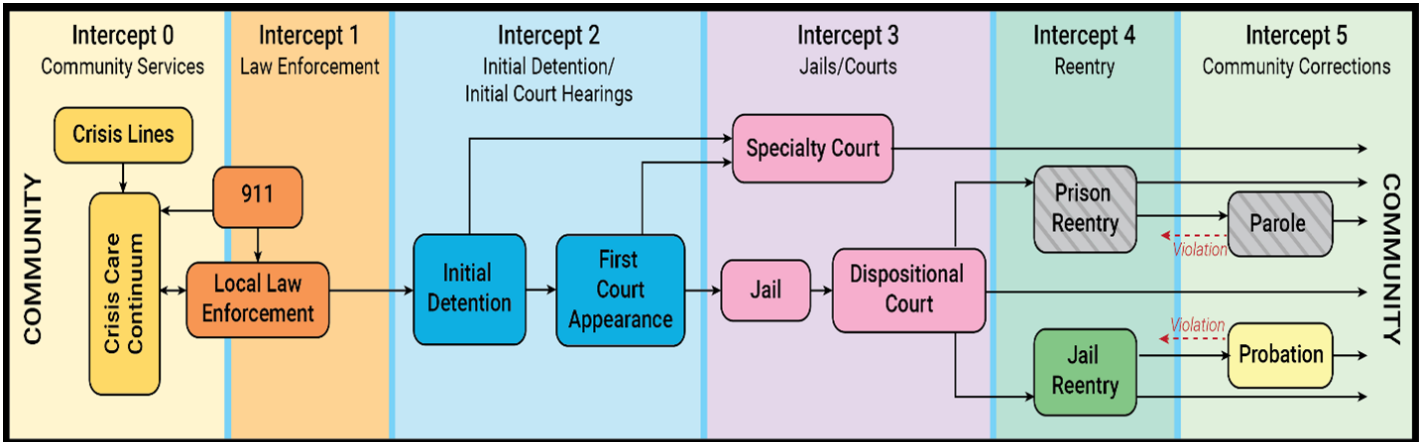
The CSB has a strong partnership with the specialty dockets, providing program and treatment coordination for participants of the Veterans Treatment Docket, Drug Court and Mental Health Docket. Those who are diverted to one of these dockets participate in a structured program integrating treatment with court supervision. The CSB also closely collaborates with Court Services to serve individuals in the Supervised Release Program, which provides intensive supervision in the community in lieu of incarceration.

Diversion First also includes a robust system of community-based behavioral health treatment, peer recovery support and housing to support stability, self-sufficiency skills and long-term independence. Diversion First is grounded in the commitment of multiple agencies to collaboratively, develop innovation solutions, and fill identified gaps to serve this vulnerable population.

More than
600
Individuals referred to
the Community Respose
Team (CRT) program
(to date)



(Members of the Community Response Team)



(Source: SAMHSA)

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Marcus Alert/9-8-8

The Marcus Alert is a Virginia law named for Marcus-David Peters, a 24-year-old teacher who was killed while in a mental health crisis by a Richmond City Police officer on May 14, 2018. The Marcus Alert is Virginia’s comprehensive behavioral health crisis response system that is being implemented in phases across the Commonwealth. In Virginia, it complements the national 9-8-8 initiative. The system will ensure 9-1-1 operators, law enforcement and behavioral health agencies work together to improve responses to individuals in a behavioral health crisis. We are leading this effort locally and collaborating with public safety partners from multiple agencies and jurisdictions.

The Marcus Alert system:

- Responds to crisis situations based on need and local resources available
- Requires localities to adopt 3 protocols:
 - Divert behavioral health calls from 9-1-1 to a Regional Crisis Call Center
 - Ensure law enforcement backup for mobile crisis teams
 - Develop specialized law enforcement responses to behavioral health situations

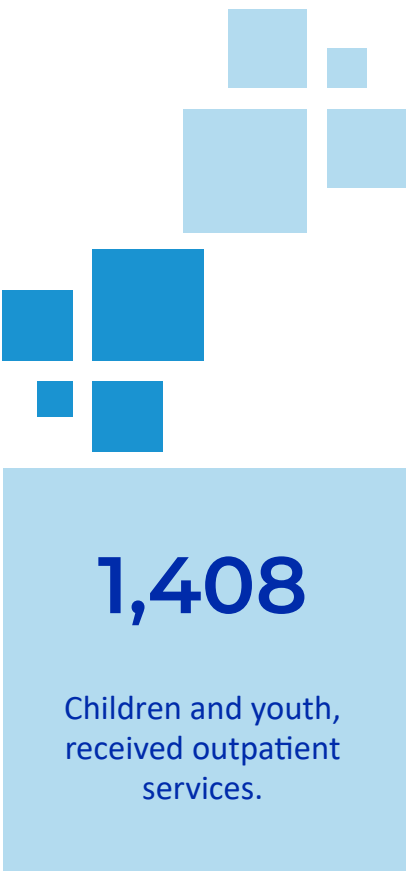
The Commonwealth of Virginia continues to build infrastructure:

- To enhance community-based crisis services
- To support 9-8-8 and the Commonwealth’s comprehensive crisis support system commonly referred to as Marcus Alert

Fairfax County is continuing to respond to community needs and expand crisis services:

- County services continue to include the Merrifield Crisis Response Center (open 24/7) at the Sharon Bulova Center for Community Health, operated by the CSB
- Continued expansion of co-responder teams

Collaboration on a local plan started in FY 2022 and implementation is expected in FY 2024.



Youth & Family (Y&F)

FY 2022 saw two community trends driving the work of the Youth and Family Service area. The return of students to on-site learning in the spring of 2021 resulted in a surge of referrals from Fairfax County Public Schools (FCPS) to the CSB. Early in calendar year 2022 the opioid epidemic began directly impacting Fairfax youth. Our newest collaboration with the schools resulted in our new direct referral process. While the numbers are not yet large, the CSB has seen a continual increase in referrals of opioid using youth, primarily from public safety agencies. Many of these youth needed more intensive services than outpatient and Y&F collaborated with community partners to put them in place. We quickly mobilized additional resources and increased our partnerships to address the needs to our community.

Healthy Minds Fairfax, a program of Y&F, coordinates a full range of mental health and substance abuse services for children and youth across multiple county agencies, the school system and private treatment providers. We work to help youth and families in the Fairfax-Falls Church community access mental health and substance abuse services and improve the quality of those services.

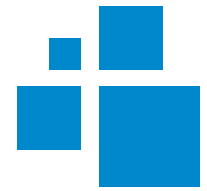


- We continued to build and strengthen our partnerships with stakeholders & community service providers towards meeting the needs of the children’s mental health crisis and filling the gaps in services as well as providing more resources.

Highlights of our work during FY 2022 include:

- We enhanced COVID-19 response for the school direct referrals, to meet the need of mental health needs of children in the school that the staff were seeing as children returned to classrooms.
- 300 referrals were referred during this fiscal year.
- The Student Assistant Program (SAP) is a collaboration between the CSB and Fairfax County Public Schools (FCPS) to assist students and their families with substance use disorder treatment and/or education. We received over 100 referrals.
- A new partner, Safespot, provided forensic interviews for abused children and referred traumatized children in need of Trauma-Focused Cognitive Behavioral Therapy.
- In collaboration with Children’s Services Act (CSA) staff, we increased case management capacity, expedited access to CSB intensive care coordination services and created policies expanding emergency access to CSA services for youth at risk of hospitalization.
- We obtained three grants – two to expand services and one to provide training. The Screening Brief Intervention and Referral Treatment (SBIRT) and Adolescent Community Reinforcement Approach (ACRA) grants helped with expansion of services and the Substance Abuse Evidence Based Treatment grant provide training to staff to enhance skill to meet the need of the high-risk clients.
- We began preparation for the launch of the FY 2023 youth medication assisted treatment program. The program’s inception is one of many CSB and county responses to the opioid crisis plaguing our youth. Our Y&F program has become one of very few referral sources for youth using opioids. Their needs often stretch beyond the levels of care provided to assist with the statewide gap in services and community’s eminent need for higher levels of care for this population.

We accomplished all of this despite have a forty percent turnover in staff.



300
Referrals from FCPS directly to Youth and Family program sites and many more through Entry and Referral

14
Additional FCPS schools received in-school treatment

25
Students in FCPS elementary schools, in addition to all middle and high schools, receive short-term behavioral health services through Healthy Minds Fairfax.

↑ 67%
Increase in Families received support through peer partners from FY 2021 to FY 2022

398
Children and youth received short-term treatment, up from 245 in FY 2021

17
clinicians trained in the Adolescent community Reinforcement Approach (ACRA)

Office of Individual and Family Affairs (OIFA) and Peer Support

The Office of Individual and Family Affairs works to promote inclusion and provide support to people receiving CSB services and their family members, assuring that their interests are represented and their input is considered in all planning and policy development for the CSB.

Our Peer Outreach Response Team (PORT) provides outreach, engagement and resource navigation to individuals who have serious opioid and other substance use challenges. This may include experiencing overdose, substance use emergencies, relapse and other concerns. The team includes Certified Peer Recovery Specialists (CPRS) with lived experience of mental health challenges and/or substance use disorders. CPRSs emphasize a recovery-oriented framework. Their goal is to build a powerful peer connection, supporting individuals in identifying and moving toward the recovery pathway that works for them.

Anyone can refer individuals to PORT, including local wellness and recovery centers and behavioral health clinicians. PORT also partners with the Fairfax County and City Fire and Rescue Departments and the Fairfax County Police Department to connect individuals encountered for non-fatal overdoses with recovery resources.

PORT connects with individuals through ongoing telephone contact and face to face meetings at the participants' home or in a community setting. No additional treatment or clinical assessment is required to participate. The length of service is usually three to six months but can be extended up to a year for individuals who are actively engaged in the program.

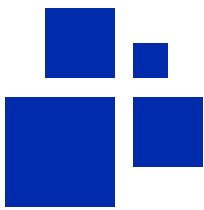
In addition, PORT works to promote inclusion and provide support to individuals receiving CSB services, and their families, to help them grow as self-advocates, assuring that the interests of people in recovery are represented in our community.

PORT services can benefit individuals with substance use disorders, including those who:

- Have recently overdosed or have a history of overdoses
- Were recently released from jail, detox or residential treatment
- Are on Medication Assisted Treatment, like Suboxone
- Have struggled with relapse
- Are working on recovery from multiple substances
- Are currently in treatment for substance use disorder

Developmental Disabilities (DD) Services

Support Coordination provides services to 5242 individuals. Services provided include Assessment and Eligibility, Targeted Case Management, Monitoring Case Management and Transition Case Management. There are 1672 DD Waiver recipients who are currently receiving Targeted Case Management, 3570 individuals who receive monitoring case management and approximately 135 graduating students receiving Transition Case Management to obtain employment and day services following graduation. Support Coordination continues to provide services in the field and adhere to the Department of Justice Settlement agreement measures which is due to end December 31, 2023.



538

Total referrals to PORT

478

Individuals by public safety to the CSB Peer Outreach Response Team through the 4Recovery Project

224

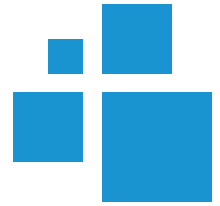
Received services in Individual Supported Employment (ISE)

221

Received services in Group Supported Employment (GSE)

817

Received services through Day and Sheltered Service providers



Employment & Day Services providers continued in-person service delivery in FY 2022 and continue to gradually increase service capacity as site capacity and staff resources allow. Contracted Employment and Day Services providers continue to have staffing challenges and continue recruitment efforts to increase capacity.

CSB contracted service providers served 81% of all individuals enrolled in Day, Sheltered, and Group and Individual Supported Employment. Staffing shortages resulted in a moderate increase in the time to treatment performance metric. It is anticipated that employment sites will continue to see a slight increase in services in the fall of 2022. In a typical year, more than 1,500 individuals are served in Day Support, Sheltered, and Group and Individual Supported Employment.

<p>14 Town Halls</p>	<p>1st Non-safety agency to hire a director of diversity, equity, inclusion and belonging</p>
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Commitment to Diversity, Equity, Inclusion & Belonging (DEI&B)

The CSB continues to support the County’s mission to racial and social equity through meaningful community involvement when planning, developing, and implementing policies, practices, and initiatives. We are fully committed to the purpose of the One Fairfax Policy which is evidenced through the investment in our staff, and the equitable and effective delivery of services to the community. Diversity, Equity, Inclusion and Belonging (DEI&B) are important to the CSB and we are striving to ensure we operationalize these principles into our daily delivery of programs and services.



Our Town Hall events bring all the CSB staff across the agency together with a purpose of discussing important topics. Held virtually and in-person, they are also a valuable way for CSB staff to hear from leaders, speak to leaders, and provide recommendations and suggestions directly to leadership. Ensuring staff are seen and heard is important to the CSB, and our Town Halls serve as an opportunity for staff to do both. The events continue to be well attended and we see engagement from staff at all levels. The CSB’s Culture Sessions have been well received and attended by CSB staff as well. Partnering with a nationally recognized organization, these sessions provide important opportunities for staff to share concerns and insight into the CSB’s culture.

In the summer of 2021, we launched an agencywide culture assessment. Staff input from this assessment led CSB leadership to seek out staff recommendations for change – creating a safe and inclusive environment, one in which leadership hears directly from employees regarding what they specifically need to feel seen and heard. Over the last fiscal year, we have implemented several effective methods to listen and learn from our staff.

Focus Areas include:

- Addressing racial disparities across all program areas
- Improving the health of African-American women
- Analyzing workforce equity in recruitment and retention/hiring/promotional opportunities
- Investigating language barriers that impact underrepresented individuals from diverse backgrounds

6
Culture Sessions

23
Staff trained to facilitate Culture Sessions

57
Equity Team members

Investing in Our Greatest Resource

Throughout FY 2022, we continued to invest time and attention into our greatest resource – our staff. We were focused on maximizing employee engagement and retaining employees. We held regular Town Halls which continue to garner new ideas and build trust. Employee appreciation events were well attended and appreciated by staff. And, our employee newsletter, the CSB Bulletin, continued to be a vital communication tool for new and important information. To promote and support a culture of wellness among our hard-working staff, we partnered with Project Passport to deliver four virtual two-hour sessions addressing emotional awareness, stress management, fear management, and trust and team building. The results were impressive.

Our partnership with Project Passport continues with:

- Additional hands-on, blitz-style retreat experiences
- A LEAD WELL Program for those who lead and supervise others
- The development of a CSB Wellness Guide



42%

Felt more satisfied with CSB*

58%

Felt more productive at work*

63%

Of staff felt more prepared to deal with issues they face, including struggles with work/life balance and personal family issues*

37%

Felt more engaged in their work

CSB Spirit of Excellence Awards

In addition to participating in countywide awards programs for staff, the CSB also has its own recognition program — the CSB Spirit of Excellence Awards.

The CSB Spirit of Excellence Awards recognize one outstanding individual or one team of two or more outstanding individuals whose performance and actions promote, reinforce, or exemplify the CSB's vision, mission and values in one of the five areas below or the Partnership Award, the Random Act of Kindness Award, the One Fairfax Award, and the Caring Hearts Award.

To be considered for a CSB Spirit of Excellence Award, an individual or team must make a deliberate, obvious, and valuable contribution through actions in one of the following areas:

- Leadership
- Customer Service
- Innovation
- Stewardship
- Good Samaritan

*As a result of participating in Project Passport.

Business Operations and Facility Management

The CSB's Business Operations and Facility Management team does the critical, behind-the-scenes work to support our clinicians and support staff as well as help the individuals we serve save time and money. These teams focus on five service areas:

- Benefits and Prescription Access
- Client Access Services Team
- Contracts and Credentialing
- Facility and Emergency Management
- Medical Records

Their work ranges from helping individuals gain access to social services such as Medicaid, Low-Income Subsidy, Medicare Part D evaluations, Supplemental Nutrition Assistance Program (SNAP), General Relief, Medical Care for Children Partnership (MCCP), Northern VA Dental Clinic, and the Patient Assistance Program (PAP). In support of the CSB's revenue capture for services provided, the Contracts and Credentialing team executed three new insurance contracts in FY 2022.

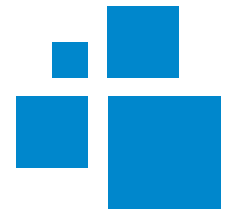
The Business Operations and Facility Management team focused on modernization and increased use of technology to make work more efficient and accurate in FY 2022. Examples include:

- Established an online request and tracking system to support the clinical staff's option to request scheduling of appointments
- Developed an automated user satisfaction process with dashboards to measure the 2,000+ workorders across CSB's seventeen facilities
- Created a database to track the status of credentialed staff as they go through the insurance paneling process
- Implemented a new automated Release of Information log that helps to maintain compliance with the 10-day response deadline, track responses to subpoenas, and meet deadlines for DBHDS and MCO's service audits (More than 1,100 requests have been processed since it launched in January of 2022.)

Over 3,000 Individuals received prescription coverage, had insurance eligibility confirmed, and were added to pharmaceutical assistance programs, resulting in more than \$4 million saved in client prescription subsidies.

More Savings and Increased Efficiencies

We saw more savings and increased efficiencies through our Project Management Review (PMR) Board. FY 2022 was the first full year of this formal project governance structure which supports and manages improvements and changes across the agency. The structure is overseen by the CSB's Project Management Office (PMO). Its process is used to collaborate and communicate on large-scale priority projects for the agency and resulted in five large-scale service improvement projects and seven operational improvement projects in FY 2022.



400

Individuals obtained validated Guardianship documentation

19,538

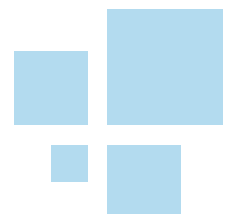
Services were provided

267

Individuals received Medicaid coverage (in partnership with Department of Family Services)

233

License, registration, and certification reimbursement requests processed



Wellness, Health Promotion and Prevention

Our Wellness, Health Promotion & Prevention (WHPP) team strengthens our community's emotional health and ability to handle challenges related to mental health concerns and substance misuse through trainings, workshops, presentations, and campaigns.

470

Individuals received
Mental Health
First Aid training

4,736

Individuals
have received
REVIVE! training
(since inception)

More than

850

Individuals
were trained
in REVIVE!

Trainings



Mental Health First Aid is a course where participants learn to recognize the signs of a mental health or substance use disorder, help someone in a crisis, and identify support resources. This course is for adults, youth, older adults, professionals in high education and public safety. This course is also offered in Spanish.



Adverse Childhood Experiences (ACE) Interface is a presentation to help understand the impacts of childhood adversity and trauma on development and how to build resiliency and improve well-being.



REVIVE! Rescuer Training is a training to better understand opioids and how opioid overdoses happen. Participants learn the signs of an overdose and how to respond to an overdose emergency.



QPR (Question, Persuade, Refer) is a suicide prevention program where participants learn to recognize the warning signs of a suicide crisis and how to question, persuade, and refer someone to help.



Talk. They Hear You. empowers parents and caregivers to talk with children and teens about alcohol. Participants will understand the risks and triggers of underage drinking and how to play a role in prevention.

Initiatives



Test Your Mood is a quick, free and confidential online screenings for mental health. Resources for a variety of mental health issues are offered as well. This is available in Spanish. bit.ly/TestYourMood



Fairfax Prevention Coalition (FPC) is a community-based partnership to combat substance misuse in our community.



Suicide Prevention Alliance of Northern Virginia (SPAN) is a regional alliance committed to building on strengths and empowering communities to prevent suicide.



Lock & Talk: Lock Meds. Lock Guns. Talk Safety. promotes safe and responsible care of lethal items to prevent their misuse and encourages communities to talk about mental wellness.



Counter Act is an initiative that helps assess the availability of tobacco products in the community and educates tobacco vendors on not selling tobacco to minors.

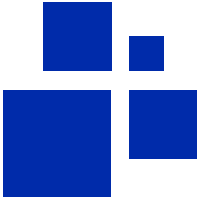


Al's Pals equips teachers to create safe, empathic classrooms that teach children 3 to 8 years old to self-regulate, form caring relationships and make safe and healthy choices.

750

Naloxone kits
distributed via
the REVIVE!
trainings

71
Volunteers
donated time
and talents



2,467
Individuals received
direct support from
volunteers

45%
CSB programs
with an active
intern or
volunteer

\$28.54
The value of
a volunteer's
time per hour

More than
94,000
Hours were
submitted

\$268,417
Savings from
donated volunteer
hours



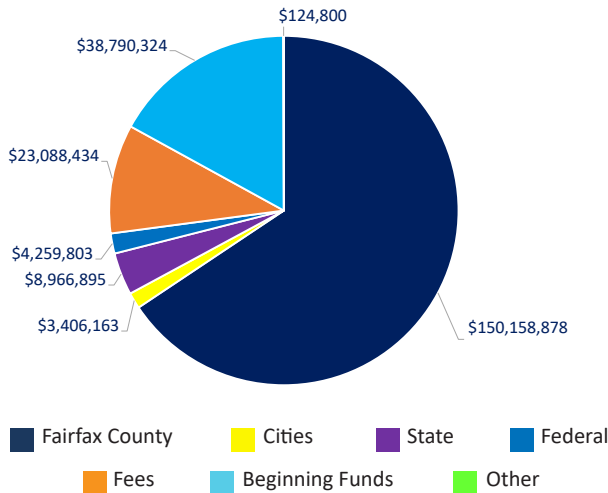
Volunteer & Intern Program (VIVA!) Program

The CSB's Valued Interns & Volunteers in Action (VIVA!) Program has become a valuable resource for the individuals served by the CSB, since it supports the CSB's lines of business by contributing to the agency's overall mission. The VIVA! Program provides placements for interns and volunteers throughout the CSB service system. Our participants gain valuable experience and skills as well as give back in meaningful ways. Their work helps to expand and enhance our services. Their contributions make a powerful impact on the individuals with whom we work and promote recovery and empowerment. CSB VIVA! volunteers and interns may provide direct service, offer administrative support, or help with special projects. All members of the CSB VIVA! Program receive orientation and on-site training, skill development and supervision in an environment rich with opportunities for professional and personal growth. Their impact continues to be seen across the agency. This program is also an invaluable investment in the future of our organization and workforce.

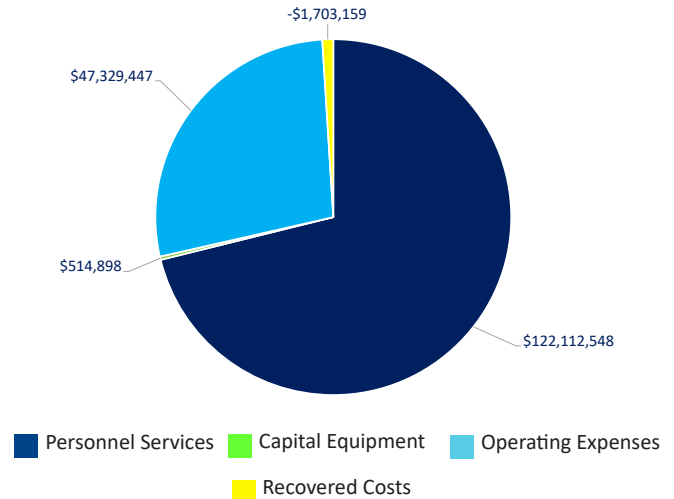


Financial Data – FY 2022 Revenues & Expenditures

\$228,795,297



\$168,253,734



Operating expenses include amounts paid to vendors for contracted services, rent, etc. Recovered costs include reimbursements for CSB services provided to other county agencies. FY 2021 ending fund balance was \$25,808,083.

Individuals Served

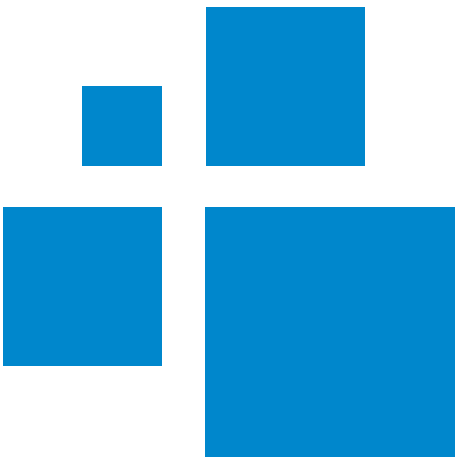
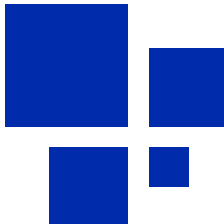
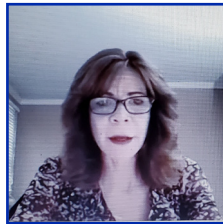
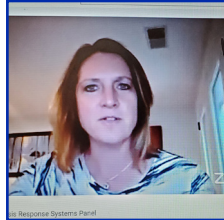
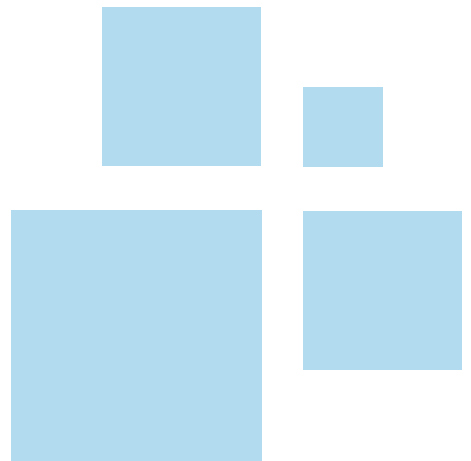
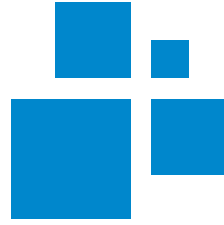
Characteristics of Individuals Served by CSB Service Types					
		Developmental Disabilities	Mental Health	Substance Use Disorder	Ancillary Services**
FY 2022 Individuals Served* (Based on state reporting categories)		2,481	6,061	1,003	18,177
Age	0-11	4%	5%	0%	7%
	12-18	8%	19%	6%	19%
	19-26	26%	11%	14%	20%
	27-59	54%	50%	75%	45%
	60+	7%	15%	5%	9%
Gender	Female	37%	49%	30%	40%
	Male	63%	51%	70%	60%
Race***	Asian	14%	10%	5%	11%
	Black/African American	13%	23%	20%	22%
	White/Caucasian	58%	40%	50%	43%
	Two or More Races	5%	6%	7%	6%
	Other	10%	21%	18%	18%
Hispanic Origin (any race)***		13%	25%	25%	25%
Preferred Language****	English	94%	88%	92%	89%
	Spanish	3%	8%	8%	8%
	Other	3%	4%	0%	3%

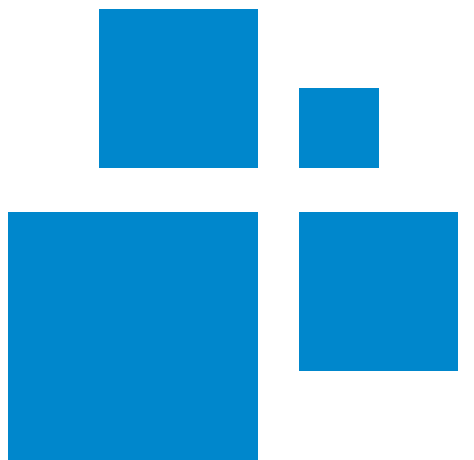
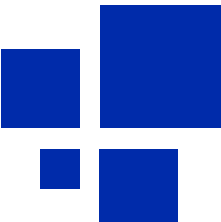
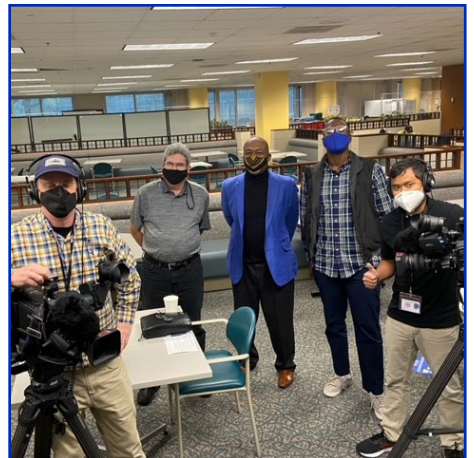
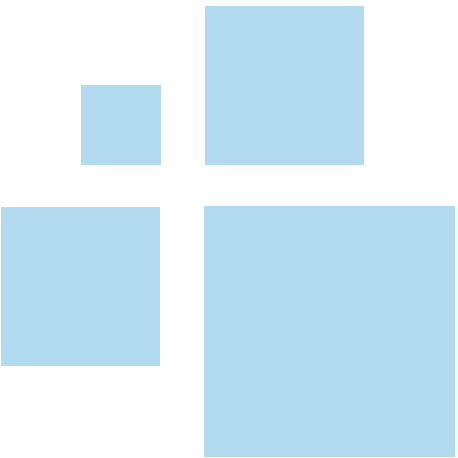
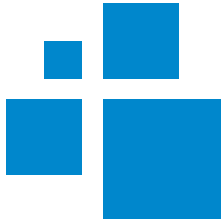
*Numbers served are unduplicated in each service type. Individuals may be served in more than one service type.

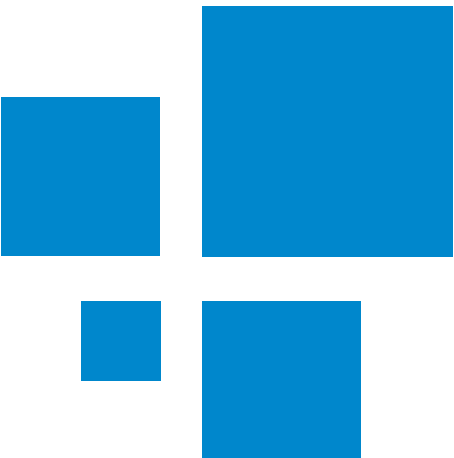
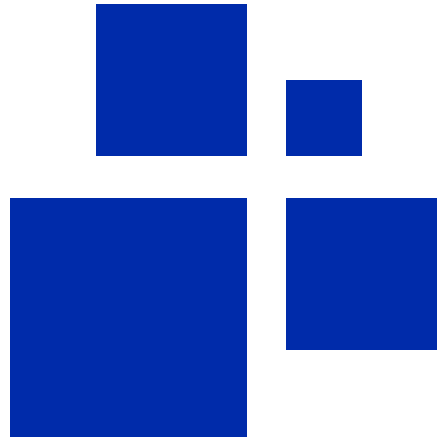
**Ancillary services include, but are not limited to, emergency services, assessment, monitoring, forensics, and Program to Assist in Transition from Homelessness (PATH).

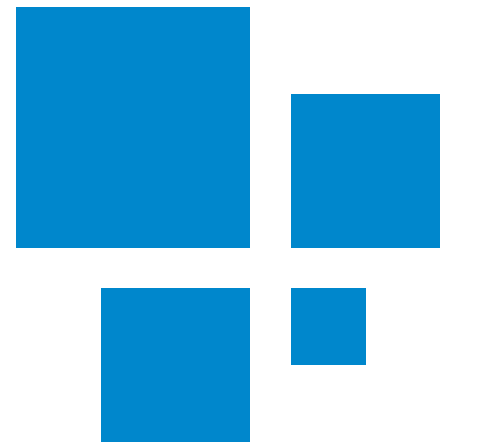
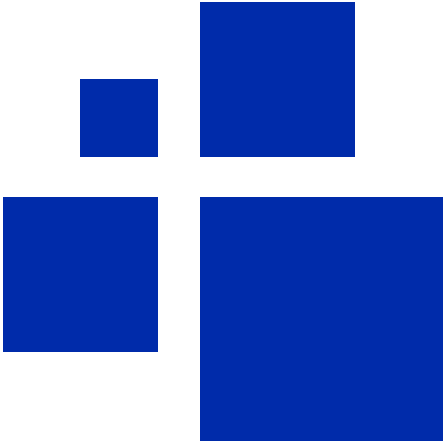
***Blank/unknown values are excluded from percentage calculations for race/Hispanic origin.

****For preferred languages other than English and Spanish, Korean and Vietnamese were among the most common.









Our Vision, Mission and Values

Where We Want to Be – CSB Vision

Everyone in our community has the support needed to live a healthy, fulfilling life.

What We Do – CSB Mission

To provide and coordinate a system of community-based supports for individuals and families of Fairfax County and the cities of Fairfax and Falls Church who are affected by developmental disability, serious emotional disturbance (youth), mental illness and/or substance use disorders.

What We Believe In – CSB Values

In achieving our mission and vision, we value:

- **Respect for the people we serve.**

Individual dignity and human rights protection are at the center of the CSB service philosophy. Each individual is involved in developing service plans which address his/her needs and preferences. Feedback from service recipients is encouraged to assess program strengths and areas for improvement.

- **Quality in the services we provide.**

The CSB offers a comprehensive menu of preventative and responsive services that meet the needs of individuals who live in the Fairfax County community. Services are provided by qualified professionals using methods proven to achieve positive, measurable outcomes.

- **Accountability in all that we do.**

The CSB recognizes its responsibility to the Fairfax County community by striving to provide services to people with limited resources or complex needs in an effective and efficient manner. Policies and procedures are communicated and accessible to all individuals and organizations with whom we work and process improvement is anchored in continuous data review.

Applying for Services

Phone

CSB Entry & Referral, 703-383-8500
Monday-Friday, 9 a.m. to 5 p.m.

Emergency Services, 703-573-5679
Available 24/7

Fairfax Detoxification Center, 703-502-7000
Available 24/7

Walk-In

Come directly to the Sharon Bulova Center for Community Health (formerly Merrifield Center) (8221 Willow Oaks Corporate Drive, Fairfax VA 22031) for a screening Monday-Friday, 9 a.m. to 3 p.m.

Emergency Services (lower level), 703-573-5679
Available 24/7

For Individuals We Currently Serve

Accessing Case Managers, Therapists,
and Medication

In addition to in person services, the CSB offers telehealth services such as therapy, counseling, case management and prescribing, by phone or video. These easy-to-use and convenient services include video and teleconferencing. Contact your therapist or case manager to learn more about these services.

In a Behavioral Health Emergency

- In a life-threatening emergency, dial 911.
- Dial 988 for 24/7 Suicide Prevention Lifeline and behavioral health support.
- Emergency Services (Lower level of Sharon Bulova Center for Community Health, formerly Merrifield Center), 8221 Willow Oaks Corporate Drive, Fairfax VA 22031), 703-573-5679, available 24/7
- Crisis stabilization services are available.
- Fairfax Detoxification Center, 4213 Walney Road, Chantilly, VA 20151, 703-502-7000, available 24/7

Locations

Chantilly Center, 703-968-4000
14150 Parkeast Circle, Chantilly, VA 20151

Gartlan Center, 703-360-6910
8119 Holland Road, Alexandria, VA 22306

Northwest Center Reston, 703-481-4100
1850 Cameron Glen Drive, Reston, VA 20190

Heritage Center, 703-533-0180
7611 Little River Turnpike, East Building,
Suite 200, Annandale, VA 22003

South County Center, Outpatient: 703-704-6355,
Youth: 703-704-6707
8350 Richmond Highway, Alexandria, VA 22309

Sharon Bulova Center for Community Health
8221 Willow Oaks Corporate Drive
Fairfax, VA 22301

- Emergency Services (lower level), 703-573-5679 Available 24/7
- Addiction Medicine Clinic (first floor), 703-559-3188
 - Monday-Thursday, 9 a.m. to 6 p.m.
- Main Lobby, 703-559-3000
 - Monday-Thursday, 8 a.m. to 7 p.m. and Friday 8 a.m. - 5 p.m.

Note: Hours vary by location, please call ahead to verify hours of operation.

Services Offered

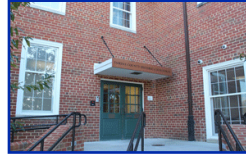
- Individual Therapy
- Case Management
- Group Therapy
- Medication Administration
- Clinic Medical Services
- Pharmacy Services
- Emergency Services
- Detox Services
- Adult Residential
- Youth MAT
- School Based Services
- Student Assistant Program



FAIRFAX - FALLS CHURCH

Community Services Board

Sharon Bulova Center for Community Health



Juvenile Forensics

Reston Office



Fairfax Detoxification Center

Pennino Building



Chantilly Office

Gerry Hyland Government Center



Cornerstones

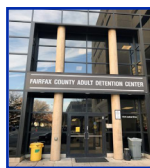
A New Beginning



Gartlan Center



Crossroads



Adult Detention Center



Heritage Center

12011 Government Center Parkway, Suite 836, Fairfax, VA 22035-1100
703-324-7000, TTY 711

www.fairfaxcounty.gov/csb • wwwcsb@fairfaxcounty.gov



@FairfaxCSB



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To request this information in an alternate format, call 703-324-7000, TTY 711.