



Real Lives – Real Help

FY 2011 Annual Report

Real Lives – Real Help

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Who We Are

The Fairfax-Falls Church Community Services Board (CSB) is the public agency responsible for planning, organizing and providing services for residents of Fairfax County and the cities of Fairfax and Falls Church who have mental illness, substance use disorders, and/or intellectual disability. Most CSB services are primarily for people who are disabled by their conditions. The CSB also provides early intervention services for infants and toddlers with developmental delays.

Programs are directly operated or provided by private organizations and are licensed by the Virginia Department of Behavioral Health and Developmental Services. The CSB was established in 1969 by the joint action of Fairfax County and the cities of Fairfax and Falls Church. The CSB functions as a part of the Fairfax County Human Services system. The State Code requires that every jurisdiction in the Commonwealth of Virginia have a CSB.

Our Vision

People receive timely, individualized, quality services when and where they need them, in addition to active support, resulting in acceptance in the community.

Our Mission

The Fairfax-Falls Church Community Services Board partners with individuals, families, and the community to empower and support Fairfax-Falls Church residents with or at risk of developmental delay, intellectual disabilities, mental illness, and alcohol or drug abuse or dependency.

We provide leadership to ensure the integration of the principles of resilience, recovery and self-determination in the development and provision of services. We maintain accountability by ensuring that continuous system improvement is anchored in best practice, outcome and effectiveness measurement, and the efficient use of resources.

As the public support network, we provide services which assist, improve and maximize the potential of individuals affected by these conditions and strengthen their capacity for living self-determined, productive and valued lives within our community.

The Fairfax-Falls Church Community Services Board normally meets
at 7:30 p.m. on the fourth Wednesday of each month.
Meetings are held at the Fairfax County Government Center in Fairfax, Virginia,
and the public is encouraged to attend.

Call the Board Calendar at 703-324-7035, TTY 711
or visit our website at www.fairfaxcounty.gov/csb
to confirm times and locations.

Message from the Chair and the Executive Director

In 2011, the Fairfax-Falls Church Community Services Board launched a major organizational transformation to better serve those who need us most. People with mental illness, substance use disorders, and intellectual and/or developmental disabilities often have complex needs. Services are being combined and delivered in new ways to get the right services, at the right time, in the right place to people according to their needs, not according to specific disability labels.

New in 2011:

- **Intensive Community Treatment** teams are reaching out to adults who are homeless and need treatment for serious mental illness or substance use disorders.
- **Intensive Care Coordination** is provided in the home, school or other community setting for children and youth who are at risk of residential placement.
- People who have received CSB services are teaching others throughout the community how to develop **Wellness Recovery Action Plans (WRAP)**.
- **CSB nurses** are now routinely screening and providing early intervention for hypertension, diabetes and other common yet preventable causes of death.
- **Onsite pharmacy services** at two CSB outpatient sites provide medications for individuals' primary health care as well as behavioral health treatment.
- The CSB **Financial Assessment and Screening Team (FAST)** is helping people access resources for which they are eligible to pay for both primary and behavioral health care.
- **Fairfax REACH (Resilience, Education, Advocacy, Community, Hope)**, a nonprofit charitable organization, has been formed to further the mission of the CSB.

In this year's report, you will see statistical evidence and compelling individual stories illustrating the profound impact of CSB services. These are stories of hope and resilience in the face of immense life challenges. Thanks to the strong support of the residents of Fairfax County and the cities of Fairfax and Falls Church, the CSB was able to help more than 20,000 people in 2011.

Visit our website to find out more: www.fairfaxcounty.gov/csb.



Martha Lloyd
CSB Chair



George Braunstein
CSB Executive Director

Handwritten signatures of Martha Lloyd and George Braunstein in black ink.

Finding a Way Home

As of June 2011, **1,650 CSB clients** (people with intellectual disability, mental illness or substance use disorders) needed affordable housing.

Of these, 95 percent (1,564) needed supportive services to get and maintain housing in the community.

70 percent (1,152) could afford to pay no more than \$205 per month toward rent.

13 percent (213) had experienced homelessness.



John had lived with serious mental illness for years, isolated and virtually estranged from family. He started CSB services in 2003 in their supportive apartment program. At that time, he was working part-time and attending Northern Virginia Community College.

John participated fully in the program. He met weekly with his case manager/therapist and received mental health support services to help him with aspects of independent living such as budgeting, organizing, and shopping. While in the program, John began to reconnect with his siblings.

John graduated with an associate's degree from NVCC and was accepted into the engineering program at George Mason University. After two semesters, during which John experienced side effects from his medications, he took an 18 month sabbatical rather than request any type of accommodation that would reveal his disability. John worked with his psychiatrist to mitigate the medication side effects.

Working full time at this point, John moved into a Fairfax County rental program for people receiving CSB services. This arrangement allowed him to live independently in an affordable apartment, but still keep the "treatment team" he trusted – his residential case manager, psychiatrist and mental health support services staff. The team continued to support him through some job changes.

John's family and his therapist encouraged him to return to school. His CSB case manager reconnected him with his George Mason University advisor, who helped John request reasonable accommodation supporting educational success. John is now on target to graduate with his bachelor's degree in engineering from George Mason University in December 2012.

Living in the Community



Many other people like Cheryl and Ann will be able to move from state institutions to homes in the community as a result of a settlement agreement between the Commonwealth of Virginia and the U.S. Department of Justice that expands community services for people with intellectual and developmental disabilities. The CSB will be helping to implement this new vision.

Cheryl and Ann met as children in the 1960s at the Central Virginia Training Center (CVTC) in Lynchburg, VA. As was customary at the time, each girl's parents sought support from an institution to help manage the great amount of care needed by a child with disabilities. The girls' mothers got to know each other and often travelled together to visit their daughters. During their years together in Lynchburg, Cheryl and Ann formed a friendship that continues today.

In 1974, as young women, Cheryl and Ann moved together from CVTC to Northern Virginia Training Center in Fairfax. The two loved dancing and were able to travel about the grounds independently. In 1992, when they were in their 40s, Cheryl and Ann moved together to a CSB group home in Fairfax. In 2007, they moved again to a barrier-free home, with bedrooms across from each other.

In 2011, the two ladies took their first vacation together, venturing out to Ocean City, Maryland. CSB staff who accompanied them wanted to ensure that this trip would hold fond memories for these two lifelong friends. They took pictures of the ladies exploring the shapes and textures of sea shells, putting their feet in cool sand, feeding seagulls, sitting on the ocean view balcony, watching and listening to the sounds of waves coming on shore and, of course, strolling the boardwalk and enjoying chocolate ice cream.



These ladies continue to share a wonderful life journey and still have more adventures ahead!

Making it Work

Over 2,250 people received CSB employment or day activity services in FY 2011.

- More than 685 were employed.
- 45% of those employed obtained jobs with benefits.
- Average earnings were \$11.50 per hour.
- Total earnings were over \$6 million dollars.

Having employment or a day activity enriches the life of the individual as well as the community.



Work can be transforming – having a job is one of the keys to living in a community and being self-sufficient. Sometimes a little extra help and creativity can make a big difference in peoples' lives.

Sara has been involved with the CSB Supported Employment Program for two years. When staff first met her, Sara had severe depression and was living with her family in a homeless shelter. Sara had been a homemaker for many years, and did not have a successful history of employment outside the home. She had resigned herself to staying home rather than deal with the stressors that seemed to come up every time she tried to keep a job. Working with an employment specialist who tailored the job search to her unique needs, Sara began to feel optimistic that this assistance might alleviate the issues that had kept her from successful work in the past. Sara eventually obtained a job at a local pet store. She and her employment specialist met before and after her work shifts, developing strategies to be successful. Sara continued to move forward, and she and her family were able to move out of the shelter and into an apartment about a year ago.

Sara continues to do well at work and in all aspects of her life!

Accessing Health Care



The Fairfax County Health Department reported that 93 percent of the patients who had their first primary care medical screening at a CSB site were able to transition successfully to the county's regional health center and kept their first appointment there. This high rate of success was impressive given these individuals' significant medical and mental health issues and the difficulty they would otherwise have had navigating the system.

Life expectancy for people with serious mental illness in the U.S. is 25 years less than for the general population. Most of these early deaths are due to common preventable conditions, such as hypertension and diabetes. In partnership with health care providers and organizations, the CSB has launched several efforts to ensure that people receiving CSB services can also access primary care:

- The CSB, the county's Community Health Care Network (CHCN) and their contracted provider, Molina Health Care, work in partnership to provide behavioral and primary health care services to CSB and CHCN clients. A physician from Molina Health Care provides initial assessments and referrals for primary health care services through "gateway" clinics at two CSB outpatient sites. CSB reciprocates by providing behavioral health services to patients at three CHCN primary health care clinics.
- Amerigroup, a Medicaid managed care provider, now deploys a case manager weekly to the CSB's Gartlan Center to connect people with Medicaid-funded supports and care providers. This care coordination is having a major positive impact on individual lives and will be expanded to other CSB clinic sites in 2012.
- CSB medical staff members are integrating primary health care services into Crisis Stabilization and Detox Services to provide integrated health care access to people experiencing a psychiatric and/or detox emergency.
- In partnership with the George Mason University School of Nursing, CSB nurses have been trained to screen and provide early intervention for hypertension, diabetes and other common yet preventable causes of death.
- Onsite pharmacy services are now provided by QoL Meds at two CSB outpatient sites, improving consumers' access to all medications they require, for primary health care as well as behavioral health treatment.
- Everyone who receives CSB services is now asked whether they are receiving primary health care. The CSB's Financial Assessment and Screening Team (FAST) helps them access health care resources for which they are eligible.

Getting Off to a Great Start

The need continues to grow for our youngest community members. In the past two years, there has been a 39 percent increase in service needs for infants and toddlers with developmental delays. The longer a child this young has to wait for services, the greater the risk of missing a critical window of opportunity for effective intervention. Infant and Toddler Connection services help very young children develop to their full potential and reduce the need for special education services when they enter school.



Patrick is a beautiful 16 month old boy with a smile that lights up the room. He also has a medical condition so serious that both his kidneys have been removed while he waits on a transplant list for a new kidney.

Patrick lives in a busy household with his parents, two older brothers and their pet dog and cat. He has been hospitalized multiple times, has some home nursing care, and sees numerous medical specialists weekly. He also has early intervention services through the Infant & Toddler Connection of Fairfax-Falls Church.

Patrick's mother, Kelly, says that when they first realized Patrick was sick, early intervention from the Infant & Toddler Connection wasn't on her "radar." But she quickly saw that his multiple hospitalizations and health issues made him "get behind" developmentally. "He had a lot going on inside that slowed him down on the outside," she said.

Patrick receives a variety of services from the Infant & Toddler Connection including physical and speech therapy as well as other supports. ITC staff have helped Patrick grow and develop at his own pace, his mother said, giving her much-needed hope.

"You see what I don't see," Kelly told the ITC staff. "You help me see the vision of what Patrick may be able to achieve in the future. You have helped me just as much as you've helped him."

Thinking Outside the Box



In its first year of operation, the Intensive Community Treatment Team served 44 individuals (most were chronically homeless) and succeeded in connecting 31 of them with housing through various programs (Section 8 vouchers, permanent supported housing, transitional housing for people with substance use disorders, etc.). Most of the people served were also successfully connected with entitlements such as Medicaid, Medicare, and SSI/SSDI. For recently housed individuals, the team continues to provide varying levels of services and supports depending on need.

In 2011 the CSB launched its new Intensive Community Treatment (ICT) Team to help people with severe symptoms access services and supports they need to be able to function effectively in the community. Most of the people the ICT Team sees are chronically homeless. The team reaches out to people where they live, which may be a homeless shelter or a tent in the woods.

“I know I have supports when I need them.” For seven years, Chick was homeless, living in the woods. A veteran of the Vietnam War, Chick had been further traumatized after the events of 9/11. A medical crisis finally propelled him into county services. The ICT Team helped Chick secure SSDI benefits, get a Project Homes voucher and, for the first time in many years, move into his own apartment. The team continues to help Chick maintain his medical needs and carry out daily activities at his new home.

The ICT team includes medical, vocational and mental health professionals and peer specialists. The team provides direct services and also links people to other supports, such as housing, medical care, benefits (SSI/SSDI, food stamps, general relief), employment and training, transportation, legal help, personal identification documents, food, clothing and other supplies.

Over time and in incremental steps, even individuals who have long resisted treatment for serious mental illness or substance use disorders are responding to this approach and are accepting help.

Supporting Each Other in Recovery

The CSB contracts with 22 certified peer facilitators providing Wellness Recovery Action Plan (WRAP) training workshops throughout the county. During the last six months of 2011, more than 120 people had been introduced to WRAP and a new way of thinking about themselves and their recovery.



“This past year has been very eventful for me,” explains Christine, who since June 2011 has been working part-time as a WRAP facilitator, showing people with mental health challenges how to develop a Wellness Recovery Action Plan (WRAP). Just a year earlier, Christine had experienced a trauma and was homeless. At one of the county drop-in centers, Christine met with CSB staff and advocated for a housing program she knew she was qualified for. Today, she posts her WRAP in her kitchen to keep it present in her life as she grows.

“My wellness ‘toolbox’ is very full,” Christine explains. By “toolbox” she means those practices and supports that she knows from personal experience help maintain her recovery, from simply keeping consistent sleep patterns and walks in the park to focusing on positives with hope and commitment. The plan also lists early warning signs that she can recognize so that she can take action to prevent problems from escalating.

“It’s about what works for the individual that makes a WRAP effective, and that’s where I get excited when the workshop participants bring out the things that work for them,” Christine says.

A WRAP includes a daily maintenance plan. “The daily maintenance plan reminds me about things I must do every day to stay on track, such as getting my eight hours of sleep, taking my meds on schedule, making sure I have breakfast, checking in with my ‘supports’ – friends and family, making my appointments.”

In her WRAP workshops, Christine says, “I try to inspire people to see the empowerment of recovery, of taking back control over their mental health challenges, to see that they really do have a way to recover.” WRAP has put it all together for me, mapping out my recovery, making it much easier to maintain a healthy balance in my life.”

Having helped train over 50 people so far, Christine says “it just gets better and better.”

Making a Difference



The CSB VIVA Program (Valued Interns, Volunteers and Advocates) supports the CSB mission with opportunities for community members to contribute time and talent to help people served by the CSB. VIVA participants provided over 25,273 hours of services which is valued at over half a million dollars!

(Source: <http://www.vaservice.org/>)



“The people I met and the training I attended through volunteering have created valuable experiences for me in many areas of my life – spiritually, mentally, and professionally.” – CSB Volunteer



Persons Served

Total (unduplicated) number of persons CSB served in FY 2011 was 20,058.

<i>Characteristics of Persons Served by CSB Program Areas</i>					
		<i>Alcohol & Drug Services</i>	<i>Mental Health Services</i>	<i>Intellectual Disability Services</i>	<i>Infant & Toddler Connection</i>
FY 2011 Persons Served*		5,153	12,390	2,319	2,801
Age	0-3				100%
	0-17	16%	18%	20%	
	18-22	16%	10%	15%	
	23-59	66%	64%	61%	
	60+	2%	8%	4%	
Gender	Male	72%	54%	59%	65%
	Female	28%	46%	41%	35%
Income Level	\$0 - \$9,999	47%	58%	89%	
	\$10,000 - \$24,999	29%	26%	7%	
	\$25,000 +	24%	16%	4%	
Race	Asian	5%	9%	12%	12%
	Black/African American	19%	26%	13%	9%
	White/Caucasian	47%	59%	65%	66%
	Other	29%	6%	10%	13%
Hispanic Origin		29%	19%	14%	24%

**This is an unduplicated count of persons served within each program area; some people receive services from more than one program area.*

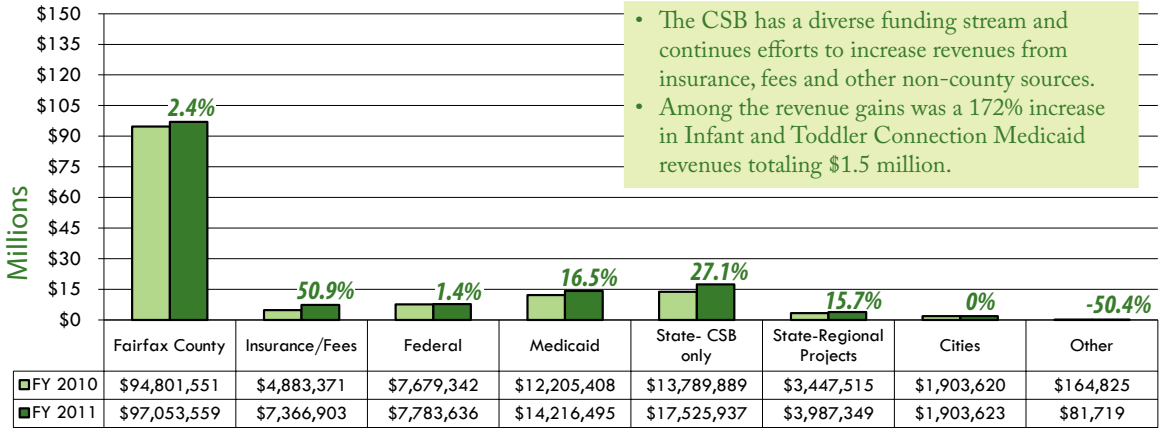
Core Services Delivered

<i>Core Services Delivered by CSB Program Area</i>				
<i>FY 2011 Persons Served*</i>	<i>Alcohol & Drug Services</i>	<i>Mental Health Services</i>	<i>Intellectual Disability Services</i>	<i>Infant & Toddler Connection</i>
Outpatient/Case Management	2,566	5,467	1,371	
Day Support	393	507	476	
Employment	485		775	
Residential	429	1,132	340	
Detox	770			
Early Intervention	438			2,801
Inpatient	43	144		
CSB Emergency	8,483			

** This is an unduplicated count of persons served within each service area; some people receive services from more than one service area.*

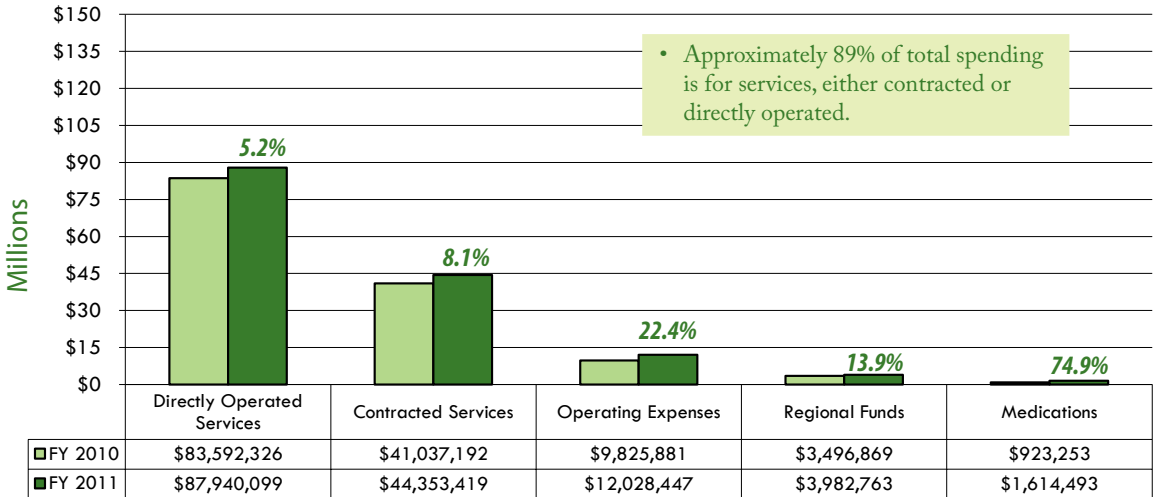
Financial Data

Revenues – Changes Between FY 2010 and FY 2011



FY 2010 = \$138,875,521 FY 2011 = \$149,919,221 8.0%

Expenditures – Changes Between FY 2010 and FY 2011



FY 2010 = \$138,875,521 FY 2011 = \$149,919,221 8.0%

Partners in Delivering Services

Alexandria Community Services Board • Alexandria Dental Care • Alternative House • Alternative Paths Training School • Alzheimer’s Family Day Center • Anasazi Software • Axiom Link • Arlington Community Services Board • Bakers Home • Beaugard Medical Center, LTD • Behavioral Care Services • Benedictine School, Inc. • Behavioral Therapeutic Consultation Services • Bioethical Services of Virginia, Inc. • Birmingham Green Adult Care Residence • Blue Ridge Speech and Hearing Center • Burke Family and Cosmetic Dentistry • Care Resources • The Center for Clinical & Forensic Services • Century Cleaning • Chesapeake Children’s Therapy Center, LLC • Chimes Virginia, Inc. • Clinica of Virginia • Community Concepts, Inc. • Community Living Alternatives, Corp. • Community Residences, Inc. • Community Systems, Inc. • Consumer Wellness Center of Falls Church • CrisisLink • Dalgrow Corporation • Department of Rehabilitation Services • Didlake, Inc. • Dulles Family Medicine, P.C. • Durman Associates • Dr. Damita Edwards, DDS, PLLC • E-TRON Systems, Inc. • Every Citizen Has Opportunities, Inc. • Fairfax County Department of Family Services • Fairfax County Housing and Community Development • Fairfax County Public Schools • Falcon Express Transportation, Inc. • Family Preservation Services, Inc. • Gabriel Homes, Inc. • Gateway Homes, Inc. • George Mason University • George Washington University • Good Shepherd Housing and Family Service • Greater Prince William Arc/INSIGHT • Hartwood Health Care Center of Manassas Foundation, Inc. • Hearing Community Services, Inc. • Heart Starts LLC • ICON Inova Comprehensive Addiction Treatment • Jewish Foundation for Group Homes • Joseph Hyde Consulting Services • Laboratory Corporation of America • Langley Residential Support Services • Laurie Mitchell Employment Center, Inc. • Linden Resources, Inc. • Lockheed Martin Desktop Solutions, Inc. • Loudoun Community Services Board • Ludington Area School District • Marian Manor • Mary Washington Hospital • Mentor ABI, LLC • Multicultural Clinical Center • MVLE, Inc. • National Alliance on Mental Illness-NoVA • New Year Technology, Inc. • Northern Virginia Family Service • On Our Own of Fairfax County • Pathway Homes, Inc. • Phillips Programs • Phoenix Houses of the Mid-Atlantic, Inc. • Physician Billing and Collections, Inc. • PORTCO, Inc. • Prince William Community Services Board • Prince William Hospital • Providers Plus • PRS, Inc. • QoL Meds • Rehabilitation Associates, P.C. • Resourceful Futures, LLC • Resources for Independence of Virginia • Reston Drop-In Center, Inc. • Second Genesis, Inc. • ServiceSource, Inc. • Social Work p.r.n. • St. Coletta Society of Great Washington • St. John’s Community Services-VA • Step by Step Pediatric Therapy Services • Therapy 4 Kids, LLC • Trilogy Integrated Resources, Inc. • United Community Ministries • United Methodist Family Services • Virginia Hospital Center • Virginia Psychiatric Company, Inc. • Visions Family Services • Wall Residences • Wesley Housing Development Corporation • Wingspan, LLC • Woods Services Inc. • Wynbridge, Inc.



This lists the CSB’s contracted or legally mandated service delivery partners. The CSB also wishes to acknowledge our deep appreciation to all the other businesses, community organizations and individuals who contribute their time, talent and resources to help further our mission.

Community Services Board Members

FY 2011 Board Officers

Martha Lloyd
Chair
Lee District

Major Mark Sites
Vice Chair
Office of the Sheriff

The Honorable Jane H. Woods
Secretary
Fairfax County At-Large

FY 2011 Board Members

Renee M. Alberts
Fairfax County At-Large

Pamela K. Barrett
Fairfax County At-Large

Mary Ann Beall
Providence District

Susan Beeman
Mason District

Jessica Burmester
Braddock District

Lynne R. Crammer, M.A.
Fairfax County At-Large
Immediate Past Chair

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City of Falls Church

Diane Hofstadter
Sully District

Glenn Kamber
Hunter Mill District

Jean P. McNeal, Ed.D.
Dranesville District

Mattie L. Palmore
Mount Vernon District

Lori Stillman
Springfield District

Woody Witt
City of Fairfax

For the current list of CSB Board members, please visit our website at www.fairfaxcounty.gov/csb.

Numbers to call for help for yourself or someone you care about...

24-Hour CSB Emergency Services

Phone: 703-573-5679/TTY: 703-207-7737

CSB Entry and Referral Services

Phone: 703-383-8500/TTY: 711

Fairfax Detoxification Center

Phone: 703-502-7000/TTY: 703-322-9080

Fairfax-Falls Church Community Services Board

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A Fairfax County, Virginia publication

Published March 2012