



FAIRFAX - FALLS CHURCH

Community Services Board



Resilience. Recovery. Community.

Annual Report for Fiscal Year 2016



FAIRFAX - FALLS CHURCH

Community Services Board

Services for mental health, substance use disorders, and developmental disabilities

CSB Emergency Services – 703-573-5679, TTY 711

Merrifield Center

8221 Willow Oaks Corporate Drive, Fairfax (near Inova Fairfax Hospital)

Available 24/7, no need to call ahead.

If immediately life-threatening, call 911. Ask for a Crisis Intervention Team (CIT) officer.

CSB Entry & Referral – 703-383-8500, TTY 711

Monday through Friday, 9 a.m. to 5 p.m.

Walk-in screenings offered at Merrifield Center for mental health and substance use services.

Think you may need services?

CSB now offers a quick, confidential online assessment you can take from home to help you decide.

www.fairfaxcounty.gov/csb

Developmental Disabilities Services – 703-324-4400, TTY 711

Monday through Friday, 8 a.m. to 4:30 p.m.

Infant and Toddler Connection – 703-246-7121, TTY 711

Online referral via www.fairfaxcounty.gov/csb/itc/

CSB provides services throughout the county. Main offices are in Fairfax (Merrifield Center), Alexandria (Gartlan Center), and Reston (Northwest Center). Administrative offices are in the Pennino Building in Fairfax.

www.fairfaxcounty.gov/csb



Annual Report for Fiscal Year 2016

Resilience. Recovery. Community.

If you live in Fairfax County or the cities of Fairfax or Falls Church, the CSB is your link to:

- Resources for mental health and substance use treatment and recovery.
- Supports that help people with developmental disabilities work and thrive in the community.
- Early intervention services for infants and toddlers with developmental delays.



In FY 2016
(July 1, 2015 – June 30, 2016),
the CSB served **22,105** people!

**Individuals (all ages) who
received services from the CSB***

22,105

**Individuals who received
CSB Emergency Services**

5,253

**Children who received
Infant & Toddler Connection
(ITC) services**

3,559

**Individuals with intellectual
disability who received support
coordination, residential, and/or
employment and day services***

3,397

**Unduplicated count. Many individuals received more than one of these services.*

Message from the Chair and the Executive Director

This report is for you, our community, with sincere thanks. Your consistent, strong support makes it possible for us to do the hard work you expect of us.

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



Gary Ambrose
CSB Chair



Tisha Deeghan
CSB Executive Director

We are using innovative, evidence-based practices to give you the best services we can and to meet the goals outlined in our [Strategic Plan](#). We are weaving primary health care services into our behavioral health settings. We have streamlined our assessment process so people can get help sooner. In the wake of a statewide redesign of Medicaid waiver services, we are helping hundreds of newly eligible people with developmental disabilities get needed supports and services.

We are providing alternatives to incarceration for people with mental illness, co-occurring substance use disorders, or developmental disabilities who commit low-level offenses and need treatment and supports, not jail. We are on the front lines in a dangerous, nationwide opioid abuse epidemic. And we are at the forefront of local and regional efforts to prevent the tragedy of suicide.

We are not in this alone. Hundreds of partner agencies and individuals are working with us to provide important services throughout our community. Everyone reading this report can be part of the effort to erase the persistent cultural stigma surrounding mental illness, substance use disorders and other disabilities. This stigma often prevents people from seeking help. And we know that the earlier someone gets help, the better chance they have for a successful outcome. This is true with a toothache or a broken leg. It is similarly true for infants who have developmental delays, teens who experience a first psychotic episode, adults who develop substance use disorders, and families trying their best to provide for a loved one with a developmental disability.

You can be part of the solution! We invite you to read our report and learn more about us. Visit our website, follow us on [Facebook](#) and [Twitter](#), take one of our trainings, or volunteer with us.

Together, we are making a positive difference.

Gary *Tisha*

Integrating primary care into behavioral health settings

People with mental illness in the U.S. die as many as 25 years earlier than people without mental illness, due to preventable causes such as hypertension and diabetes. By providing primary health care services and resources at our CSB behavioral health homes, we are helping reduce this disparity.

In FY 2016, 65 percent of individuals served in CSB behavioral health programs reported having a primary health care provider. This is an improvement from FY 2015, when only 47 percent of the people served in these programs reported having a primary health care provider.

BeWell

CSB launched its “BeWell” initiative to improve overall health outcomes for people with serious mental illness. Participation is voluntary and open to individuals already receiving CSB services. BeWell participants are matched with health coaches who themselves have lived experience with mental illness or substance use and are now in recovery, eager to help others. Incentives, such as passes to county recreation centers, and support groups on health topics – such as nutrition, weight reduction, and smoking cessation – provide additional encouragement. The program is supported with federal grant funding of \$1.6 million over four years.

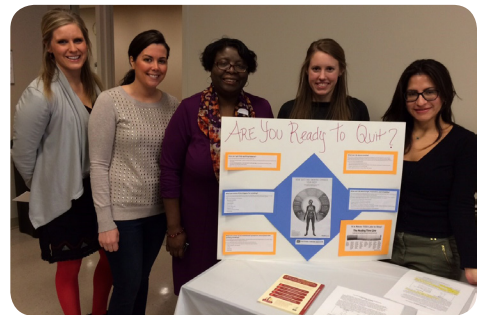


“BeWell started me on my wellness journey. In the last 6 months I have made more strides and more progress than I have in many years. The staff and leadership paid attention to the detail of my care. The recreation passes were where it all began.”

– BeWell participant

“The recreation passes were a thank you incentive for joining BeWell. She said that it got her out of her comfort zone and into a new environment with positive energy. In six months, she had lost 52 pounds! Her enthusiasm and appreciation reminded me that it’s the little things we do, as well as the big things, that really make a difference.”

– Pounh Zeraat, CSB Health Integration Specialist



CSB Nursing Director Louella Meachem (center) with George Mason University nursing students at a BeWell health fair at the Merrifield Center.

Streamlining procedures for quicker service

For someone with serious mental health or substance use issues, there may be only a small window of time during which they recognize their need for help and are willing and able to receive it. If they have to wait too long to be assessed for services, their condition can deteriorate and the chance to intervene successfully may be lost.

Walk-in screenings and same-day assessments

New in FY 2016 – CSB assessment staff members are all trained to assess for substance use disorders as well as for mental health and co-occurring disorders. Two previously separate assessment teams have been merged into one. Anyone can now walk into the Merrifield Center, without prior appointment, and receive a free, face-to-face screening. If the screening determines they are eligible for services, they can usually be seen that same day for a full assessment. This streamlined process has eliminated assessment wait lists, so people can get help sooner.

In February 2015, there were 216 people waiting for assessments. Depending on the type and location of the desired service, people were having to wait from 4 days to 6 weeks just for an assessment to determine their eligibility. Now, thanks to the system changes, the assessment wait list is gone.

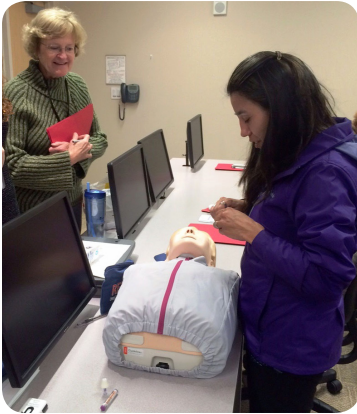
Help is here. Prevention works. Treatment is effective. And recovery is possible.



In FY 2016, CSB conducted 1,272 walk-in screenings and 2,500 assessments for mental health and substance use services.

CSB Board Chair Gary Ambrose (far right) and the CSB Board recognized the work of the team that carried out changes to the screening and assessment process. Many additional team members were part of the transition.

Saving lives



REVIVE! training participants practice administering life-saving naloxone.

In FY 2016, our staff trained 640 people in how to administer the medication naloxone (Narcan®) to reverse the symptoms of an opioid overdose.

Heroin and opiate addiction in the U.S. is now at epidemic proportions, and our community has not been spared. In 2015, more Virginians died from drug overdoses than from car accidents, including 18 Fairfax County residents who died from heroin overdoses.

Our CSB is working hard to prevent such deaths and to help people achieve recovery. We provide prevention and treatment for opiate use, as well as medication assisted therapies. We are out in the community, giving presentations and frequent news media interviews about opiate use and resources for treatment. And we are providing life-saving “REVIVE!” training that teaches ordinary people how to rescue someone who is experiencing a potentially fatal opioid overdose. Visit www.fairfaxcounty.gov/csb/revive for class information.

Suicide prevention is another urgent concern for our community. Our CSB offers excellent, evidence-based [suicide prevention training](#), free of charge, from our website. Through interactive role playing with an online “avatar,” participants learn how to recognize signs of psychological distress, and how to communicate appropriately and connect the person with appropriate support. In FY 2016, 11,952 people took the [online suicide prevention training](#) offered through our web portal.

Our CSB participates in the [Suicide Prevention Alliance of Northern Virginia \(SPAN\)](#), and works with other CSBs and groups in Northern Virginia to raise awareness and share resources.



Our interactive online suicide prevention training gives you real-time feedback as you “talk” with characters on the screen.

People with mental illness need treatment, not jail

DIVERSION FIRST

CSB is a founding partner in Fairfax County's Diversion First initiative, that offers alternatives to incarceration for people with mental illness, developmental disabilities, and co-occurring substance use disorders who come into contact with the criminal justice system for low-level offenses.

In January 2016, CSB and county partners opened the Merrifield Crisis Response Center (MCRC). Located with CSB's emergency services at the Merrifield Center, the MCRC is an assessment site where crisis intervention team (CIT) trained police officers and deputy sheriffs are on duty to accept custody when a patrol officer brings in someone who is experiencing a mental health crisis and needs a mental health assessment. The ability to transfer custody at the MCRC enables patrol officers to return quickly to their regular duties and facilitates the efficient provision of appropriate services for the individual in crisis.



Diversion First partners are working together to help people get treatment and support.

In the first half of calendar year 2016, CSB conducted 473 mental health evaluations related to emergency custody orders*, compared with 200 such evaluations during the first half of 2015. This was an increase of 136% in one year.

From January through June 2016, law enforcement officers brought 771 people to the new MCRC for emergency assessment by CSB staff. Of those 771 individuals, 209 had potential criminal charges but were diverted from potential arrest to mental health services.

**An emergency custody order gives a law enforcement officer permission to take a person into custody temporarily (up to 8 hours) in an emergency situation. This provides time for CSB staff to evaluate the person and find a treatment facility for them if necessary.*

Everyone's community – Services for people with developmental disabilities

Northern Virginia Training Center closes, and a new life in the community begins

In January 2016, Virginia officially closed the Northern Virginia Training Center (NVTC) in Fairfax. This was part of Commonwealth's plan to move from an institution-based service system for people with developmental disabilities to a community-based system. Well before the closure date, CSB staff had successfully moved all 89 Fairfax residents of NVTC to new homes and community-based supports. This required careful coordination with many community partners and sensitive, diligent interaction with residents and their families to ensure a smooth transition for all.



CSB provides supports to local businesses to encourage employment of people with disabilities.

CSB takes on major new responsibilities as Virginia redesigns the Developmental Disability service system and Medicaid waivers

As FY 2016 came to an end, CSB prepared to take on major new responsibilities with the redesign of Virginia's Developmental Disability and Medicaid waiver system. Medicaid waiver funds certain community-based services for people with developmental disabilities. The CSB has traditionally provided support coordination and other community-based services for people with intellectual disability. Resources and additional staff are being added in FY 2017 so that CSB can provide such services equitably for all individuals with developmental disabilities who are eligible for waivers.

1,039 people with intellectual disability living in the Fairfax-Falls Church community who met the criteria for "urgent need" were still waiting for Medicaid waivers at the end of FY 2016. With the redesigned system effective in FY 2017, people with other types of developmental disabilities will also be eligible for Medicaid waivers, all of which require funding from the Commonwealth.

CSB's Self-Directed Services program wins VACo award

For many people, employment and day support services are key to living successfully in the community. Given the increased demand for these services, CSB continually seeks ways to maximize resources without sacrificing quality. In FY 2016, our innovative Self-Directed Services (SDS) program received an award from the Virginia Association of Counties (VACo) for achieving this.



With SDS, families decide how to focus their available resources to best address their loved one's needs and interests.

provide practical training in safety skills, such as crossing streets, interpreting stop lights and other signals, and asking for help from appropriate sources. With SDS, families decide how to focus their available resources to best address their loved one's needs and interests.

Families participating in SDS enter into service agreements with the CSB and receive funds to purchase training, support, and supervision services to access activities they believe are meaningful and beneficial to their family member. Companions, recruited and compensated by families, help individuals identify activities they would like to do, accompany them to the activities, and support them while the activities take place.

The activities may be recreational, educational, vocational, or volunteer in nature, or they may

"Self-Directed Services have given us the flexibility to provide our daughter with a unique experience of vocational and life skills training in the least restrictive environment, helping her develop vocational experience, independence and confidence."

Partners in delivering services

The CSB wishes to acknowledge our deep appreciation to the businesses, community organizations and individuals who contribute their time, talent and resources to help further our mission.



CSB and partner organizations are working together to improve health outcomes for people we serve. Pictured here are staff from PRS, Neighborhood Health, Inova Health System, Fairfax County Health Department and CSB.

In FY 2016, the CSB's intern and volunteer program had 177 participants who provided 28,819 hours of service to the CSB community. The estimated dollar value of these precious volunteer hours, according to the Virginia Employment Commission, was \$751,894.

You can be part of the solution

There are many ways that you can be part of the solution for a healthier community.

Take our free REVIVE! training and learn how you can save the life of someone who is overdosing on heroin or opiates. In FY 2016, CSB trained 640 people. Visit www.fairfaxcounty.gov/csb/revive for the class schedule.

Take our award-winning Mental Health First Aid (MHFA) course (go to www.fairfaxcounty.gov/csb/mental-health-first-aid to sign up for a class). You can learn critical basic tools, as you would in a CPR or medical first aid course, to help out when you encounter someone who appears to be having a mental health issue. In FY 2016, 920 people became MHFA certified; in total the CSB has trained more than 3,000 people.

Take one of the CSB's free, quick online trainings to practice what to say and do to help someone who may be feeling hopeless or even contemplating suicide. Go to www.fairfaxcounty.gov/csb/at-risk to take a class.

As a community, the more of us who learn these skills, the better able we'll be to erase stigma, identify risk, and prevent tragedies. Working together, we can help make sure that all of our residents can access the wonderful quality of life Fairfax County has to offer.

Stay in touch

Subscribe to CSB News (www.fairfaxcounty.gov/csb/news/news-list.htm) to receive emailed updates 3-4 times a month about CSB people and programs in the news, upcoming events, links to helpful resources, and much more. Like us on [Facebook](#) and follow us on [Twitter](#) for all the latest CSB updates.

Persons Served

<i>Characteristics of Persons Served by CSB Service Types</i>						
		<i>Intellectual/ Developmental Disabilities</i>	<i>Mental Health</i>	<i>Substance Use Disorder</i>	<i>Early Intervention (Infant & Toddler Connection)</i>	<i>Ancillary Services*</i>
FY 2016 Persons Served		1,969	6,884	1,658	3,559	15,154
Age	0-11	3%	7%	1%	100%**	8%
	12-18	6%	19%	13%		17%
	19-26	27%	10.5%	16%		19%
	27-59	58%	52%	66%		49%
	60+	6%	11.5%	4%		7%
Gender	Female	40%	46%	29%		42%
	Male	60%	54%	71%		58%
Race***	Asian	13%	8%	3%	15%	9%
	Black/African American	13%	20%	19%	8.5%	19%
	White/Caucasian	62.5%	42%	50%	42%	44%
	Other	11.5%	30%	28%	34.5%	28%
Hispanic Origin***		11%	24%	23%	21%	23%

Numbers served are unduplicated in each service type, but individuals may be served in more than one service type.

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

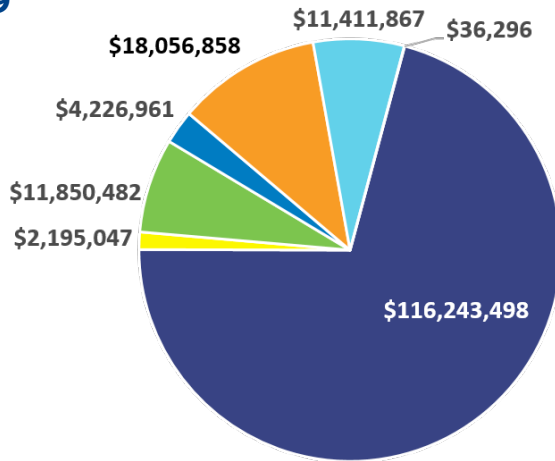
*** All served by Infant and Toddler Connection are ages zero to three.*

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

Financial Data

FY 2016 Revenues

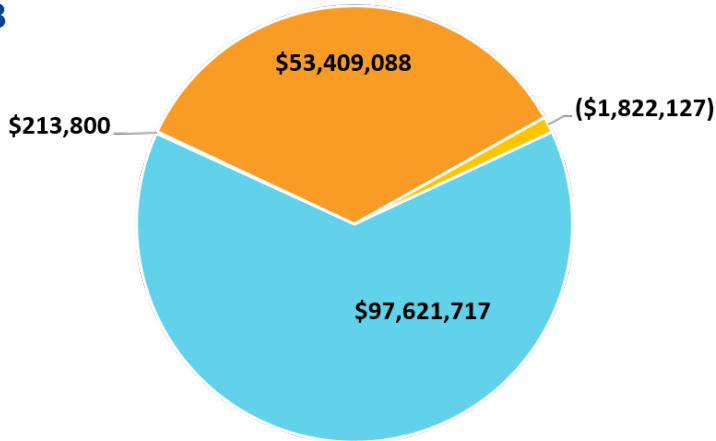
\$164,021,009



■ Fairfax County
 ■ Cities
 ■ State
 ■ Federal
 ■ Fees
 ■ Beginning Balance
 ■ Other

FY 2016 Expenditures

\$149,422,478



■ Personnel Services
 ■ Capital Equipment
 ■ Operating Expenses
 ■ Recovered Costs

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 2016 ending fund balance is \$14,598,531.

Community Services Board Members

FY 2016 Board Officers

Gary A. Ambrose
Chair

Suzette Kern
Vice Chair

Bettina M. Lawton
Secretary

FY 2016 Board Members

Braddock District
Molly E. Long

City of Fairfax
Diane R. Tuininga

City of Falls Church
Vacant*

Dranesville District
Katherine C. Kehoe

Fairfax County At-Large*

Gary A. Ambrose
Pamela K. Barrett
Ken Garnes

The Honorable Jane H. Woods

Hunter Mill District
The Honorable Katherine K. Hanley**
Bettina M. Lawton

Lee District
Suzette Kern

Mason District
Sheila Coplan Jonas

Mount Vernon District
Paul V. Luisada, M.D.

Office of the Sheriff
Captain Spencer R. Woods**
Captain Basilio 'Sonny' Cachuela

Providence District
Jeffrey M. Wisoff**

Sully District
Dallas "Rob" Sweezy**
Sarah J. Meiburg

Springfield District
Lori Stillman

**Edward E. Rose II joined the Board representing the City of Falls Church in September 2016.*

Daria Akers joined the Board representing Fairfax County At-Large in November 2016.

***Four members went off the Board during FY 2016.*

Visit www.fairfaxcounty.gov/csb/board for detailed CSB Board information.

Join us at a CSB Board meeting

The Fairfax-Falls Church Community Services Board normally meets at 5 p.m. on the fourth Wednesday of each month. Meetings are held at the Merrifield 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/board to confirm times and locations.

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 delay, intellectual 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.

Adopted June 2014



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

www.fairfaxcounty.gov/csb
Email: wwwcsb@fairfaxcounty.gov



A Fairfax County, Virginia publication

Published January 2017



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