



FAIRFAX - FALLS CHURCH

Community Services Board



Annual Report for Fiscal Year 2023

MENTAL HEALTH • SUBSTANCE USE DISORDERS • DEVELOPMENTAL DISABILITIES

MORE THAN 50 YEARS OF COMMUNITY CARE

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Representing the Sully District

Captain Daniel Wilson, Vice Chair
Representing the Office of the Sheriff

Andrew Scalise, Secretary
Representing Fairfax County At-Large

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Anne Whipple

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

The Fairfax-Falls Church Community Services Board (CSB) is leading the way in behavioral health services with our dedicated staff and partners providing mental health, substance use disorder and developmental disability services to more than 21,000 people in FY 2023. Our 1,100+ staff and 75 partners work every day to enhance mental health literacy, increase access to services for behavioral health, strengthen the substance use safety-net system, and support individuals with developmental disabilities and their families.

The work of our staff and partners is highlighted in the CSB's FY 2023 Annual Report. It details the positive differences our services are making in the lives of people in our community. The report also reflects the results of our consistent 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.

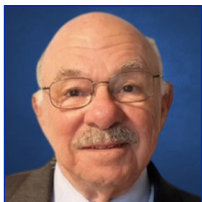
In FY 2023, the CSB provided mental health, substance use disorder and developmental disability services to more than 21,000 people. Some individuals may have received more than one type of service.

- 6,649 individuals received CSB Emergency Services, and 5,200 received walk-in screenings and assessments
- 85% of individuals received emergency services within one hour
- 5,210 people with developmental disabilities received support coordination services
- 1,300 individuals received peer support services in the community

The CSB's accomplishments, priorities and opportunities are discussed in this annual report, including:

- Continued work toward addressing the heroin and opioid epidemic, including the addition of a pilot Youth Medication Assisted Treatment clinic
- Expansion of Diversion First initiatives to enhance ongoing decriminalization of mental illness, including the Co-Responder Program
- Continued implementation of more than 200 quality outcomes measures for individuals with developmental disabilities in the community
- Continued work on reducing time to treatment
- Regional wage parity to sustain longterm staff levels
- Engaged problem solving and partnerships to manage the continuing state psychiatric hospital bed shortage, including the addition of the 23-hour crisis stabilization program at the Sharon Bulova Center
- Expansion of the CSB's ability to maximize service provision revenue
- Establishment of a CSB Data Warehouse to support reporting from multiple data sources to the State's Department of Behavioral Health and Developmental Services and other key decision-making entities
- Earmarked federal funding to establish and update an online platform to assist people exiting state psychiatric hospitals
- Continued advancement of the County's One Fairfax Policy and expansion of language access opportunities to improve service delivery

As we continued to recover from the COVID-19 pandemic and its impacts, the CSB rose to meet the increased demands of the community through its hard-working staff and effective partnerships.



Daniel Sherrange
CSB Board Chair



Daryl Washington
CSB Executive Director

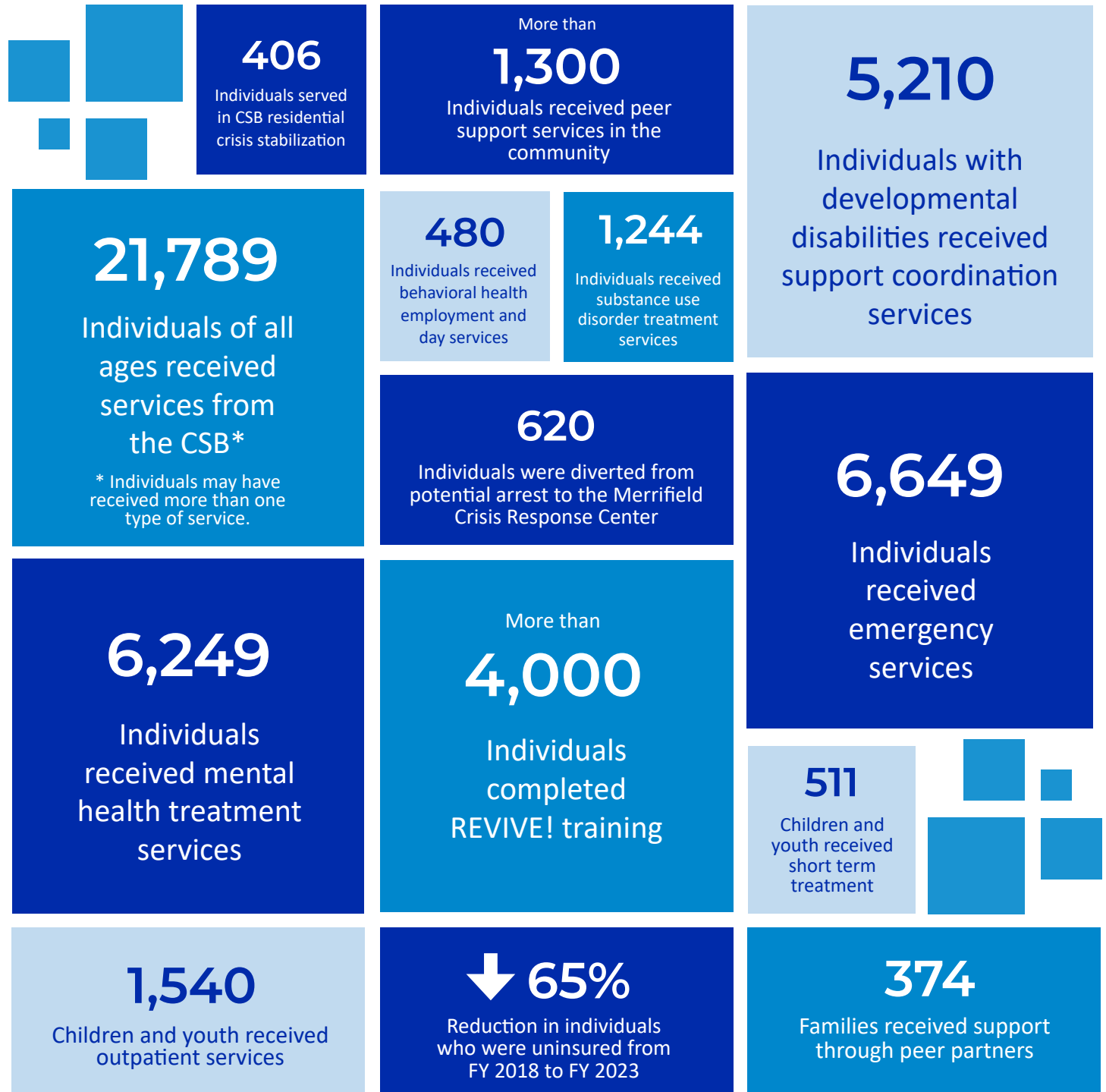
Handwritten signature of Daniel Sherrange in black ink.

Handwritten signature of Daryl Washington in black ink.

Annual Report for Fiscal Year 2023

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 2023, we continued to deliver services and programs to help our community's most vulnerable.



Looking Ahead in Behavioral Healthcare

The CSB is looking forward to the opportunity to transition from STEP-VA to a Certified Community Behavioral Health Clinic (CCBHC) model. The Protecting Access to Medicare Act of 2014 (PAMA) directed the U.S. Department of Health and Human Services (HHS) to publish criteria for clinics to be certified as CCBHCs. In 2015, HHS issued the original CCBHC Certification Criteria, which established a set of uniform standards that providers must meet to be a CCBHC. By meeting these criteria, CCBHCs across the country are transforming systems by providing comprehensive, coordinated, trauma-informed and recovery-oriented care for mental health and substance use conditions. CCBHCs provide:

- Comprehensive, coordinated mental health and substance use services appropriate for individuals across their life span
- Increased access to high-quality community mental health and substance use care, including crisis care
- Integrated person- and family-centered services driven by the needs and preferences of clients and their families
- A range of evidence-based practices, services and supports to meet the needs of their communities
- Services to anyone seeking help for a mental health or substance use condition, regardless of their diagnosis, place of residence or ability to pay

CCBHCs offer bundled payment structures rather than fee-for-service payments as well as reduced regulatory requirements that would benefit the CSB and generate efficiencies to better serve the community. The Fairfax-Falls Church CSB is one of 14 select CSBs in the state to participate in the process to assess readiness to become certified as a CCBHC. The assessment consists of a community needs assessment and self-readiness assessment, which will help evaluate our CSB's current compliance with CCBHC services and criteria. Any gaps identified by the assessment will inform plans for capacity and infrastructure development. The CCBHC implementation process will take place over the next two years and the CSB is well situated to meet certification requirements.

In addition to working toward the transition to a CCBHC, the CSB is continuing to work on strengthening services to meet the needs of our community. Looking ahead, specific areas of focus include:

- Strengthening Youth Mental Health Services
- Strengthening the Crisis Continuum
- Continuing Work Supporting the Community Through the Opioid Epidemic
- Expanding the Developmental Disabilities Services Continuum

These areas are discussed in greater detail throughout the FY 2023 report. The dedicated CSB staff and partners are optimistic about the road ahead and look forward to future innovations and improvements to our services to best serve the individuals in our community.



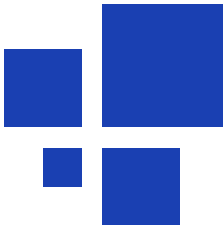
21,789

Individuals received services from the CSB*

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

6,649

Individuals received emergency services



Decriminalizing Mental Illness

The cross-system Diversion First initiative continued to grow in FY 2023. Now in its eighth year of implementation, Diversion First provides 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 offenses. Through strong support from County leadership and solid partnerships between the CSB, public safety agencies, the courts and other county agencies, Diversion First offers a pathway out of the criminal justice system by providing needed services and supports.

In FY 2023, the Merrifield Crisis Response Center (MCRC) increased services to meet community needs. The CSB added 23-hour beds to provide crisis stabilization and ongoing assessment in a safe and therapeutic environment that is less restrictive than hospitalization. In addition, the onsite medical assessment program, a partnership with Neighborhood Health, a Federally Qualified Health Center, expanded its scope to provide primary care services to individuals seeking CSB assessment and/or emergency services.

Crisis response to behavioral health concerns in the community was enhanced in FY 2023 with the Fairfax County implementation of the state Marcus Alert law. Marcus Alert requires public safety and behavioral health agencies to coordinate responses to behavioral health crises and divert individuals to care whenever feasible. Additionally, Marcus Alert supports Regional Crisis Call Centers, which also serve as 988 answering points, that provide free and confidential emotional support 24/7 to individuals who need support or who are experiencing a crisis. Regional Crisis Call Centers work collaboratively alongside first responders and regional and local mobile crisis response teams to comprise the Fairfax behavioral health crisis response system.

The Co-Responder Program is an element of this crisis response system. In FY 2023, the CSB and Fairfax County Police Department expanded the Co-Responder Program, adding additional teams comprised of a Crisis Intervention Team (CIT) trained Fairfax County police officer and a CSB Crisis Intervention Specialist. Teams respond to public safety calls for services related to behavioral health issues and provide crisis de-escalation, resources and linkages to needed services. In FY 2023, Co-Responder Teams responded to close to 1,300 calls for service.

The Fairfax Behavioral Health Crisis Response System

(Marcus Alert/Crisis Services)

- Coordinates specialized responses to behavioral health crises and concerns in Fairfax County
- Diverts low-level behavioral health concerns from 911 to the Regional Crisis Call Center/988

620

Individuals were diverted from potential arrest to the Merrifield Crisis Response Center

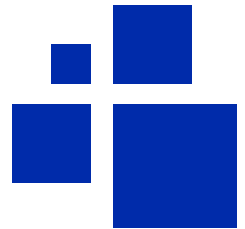


The long-serving CSB Mobile Crisis Units (MCUs) continue to provide community-based crisis services for individuals who need, but are unwilling or unable to seek, mental health treatment. In addition, the Community Response Team (CRT), a CSB collaboration with Fire and Rescue, provides outreach and care coordination to individuals who have unmet medical and behavioral health needs and who frequently request public safety services. In the 4th quarter of FY 2023, the CRT added a second team, expanding its capacity to serve this vulnerable population.

DIVERSION FIRST

The CSB works collaboratively with the Sheriff's Office to provide behavioral health services in the Adult Detention Center. The CSB also supports the Sheriff's Striving to Achieve Recovery (STAR) program, a peer led, trauma informed, addiction recovery initiative. In addition, the Jail Diversion program provides intensive, community-based case management to individuals involved in the criminal justice system to assist with critical needs such as treatment, health care and housing. The CSB has a strong partnership with the courts, providing program and treatment coordination for participants of the Veterans Treatment Docket, Drug Court and Mental Health Docket.

Diversion First includes vital services such as behavioral health treatment, peer recovery support and housing to support stability and independence, and reduce involvement in the criminal justice system.



1,300

Co-Responder Team
responses in the
community

406

Individuals served in
CSB residential crisis
stabilization

More than

80%

Individuals transported to the
Merrifield Crisis Response
Center by law enforcement
did not have a repeat visit
related to criminal justice
involvement within the
following year*

*based on calendar year figures

State Psychiatric Hospital Bed Crisis

In FY 2023, the CSB Emergency Services team conducted 8,767 mental health evaluations. 21% of those evaluations resulted in a temporary detention order (TDO).

1,353 individuals waited in emergency rooms for a period of eight hours to over six days due to lack of psychiatric inpatient bed availability. There continues to be a shortage of psychiatric care beds and the CSB sent 22% of TDO admissions out of the area to find appropriate psychiatric placements. The Northern Virginia region continues to work closely with private hospitals to counteract the shortages. This collaborative partnership increased regional individual acceptance rates by private psychiatric hospitals for those under a TDO from 87% in FY 2022 to 92% in FY 2023. The Northern Virginia region continued to maintain the lowest state hospitalization use of any region in the Commonwealth.

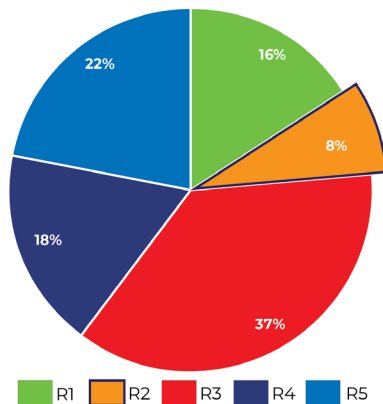
Regionally, we utilized state hospital beds at a rate of just 13% for adults and 10% for older adults (8% for adults and 6% for older adults per 100,000 individuals) despite the region constituting 30% of the population. The Fairfax-Falls Church CSB remains one of the lowest state psychiatric hospital beds per capita users. Amid the state psychiatric hospital bed crisis, Fairfax County's ongoing local investments ensured one of the Commonwealth's lowest per capita hospitalization rates – four per 100,000 locally compared to the statewide average of 11 per 100,000.

The CSB continues to work with regional partners to expand crisis receiving center capacity in the community as an alternative to inpatient hospitalization.

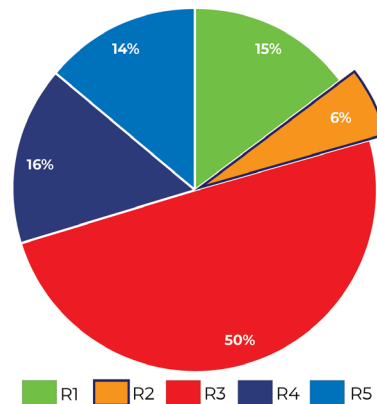
Consistently Keeping Hospital Bed Day Use Low

COMPARISON BY REGION OF FY 2023 ADULT BED USE

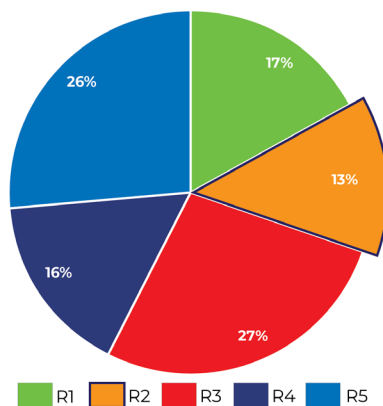
FY 2023, ADULT BED DAY USE, PER 100K



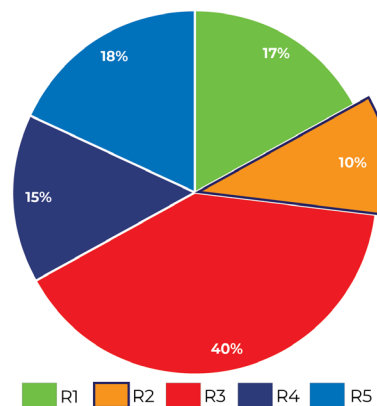
FY 2023, OLDER ADULT BED DAY USE, PER 100K



FY 2023, ADULT BED DAY USE, ACTUAL



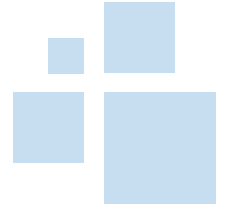
FY 2023, OLDER ADULT BED DAY USE, ACTUAL



* R2 represents 29% of the Virginia state population
 * Fairfax-Falls Church CSB is located in Region 2

Medicaid Renewals

Medicaid annual reviews of eligibility have resumed, and some clients are eligible for autorenewal, while others will need to complete renewal paperwork. The Department of Family Services (DFS) and the CSB have partnered to aid residents served in common to target their renewals and offer personalized support. The CSB is offering clients due for renewal reminders via text, phone calls, and face-to-face interactions to help with completing applications and work closely with a DFS team member until a determination is obtained.



13%

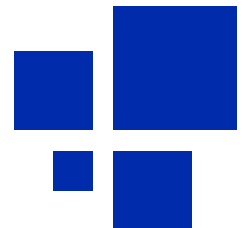
Increase in individuals with a Primary Care Provider

↓ 65%

Reduction in individuals who were uninsured from FY 2018 to FY 2023

↑ 48%

Increase in individuals with Medicaid coverage from FY 2018 to FY 2023

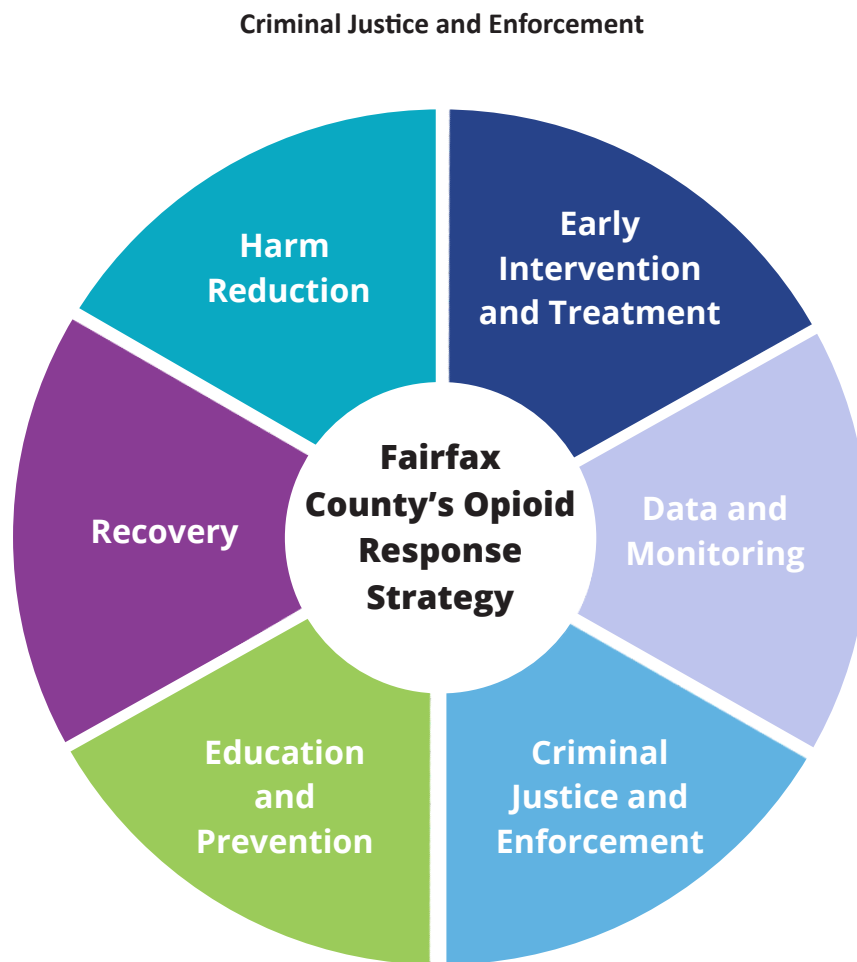


Opioid Response

Addressing the opioid epidemic is a longstanding priority in Fairfax County. Many stakeholders are partnering through the Opioid and Substance Use Task Force to advance the County’s multi-pronged, collaborative opioid response strategy. The Countywide FY 2023 – FY 2025 Opioid Response Plan (the third iteration of the County’s opioid work plan) includes approximately 40 programs and activities across six priority areas.

Collectively, these opioid programs and activities aim to:

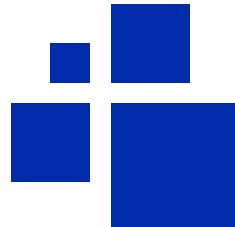
- reduce deaths from opioids,
- improve the quality of life of individuals impacted by opioid use disorder (OUD), including those with OUD and their family and friends, and
- use data to target and assess interventions.



In the Fairfax Health District, similar to other communities across the country, fentanyl is the primary opioid responsible for fatal and nonfatal overdoses. (Detailed information on trends is available on the Fairfax Opioid Overdose Dashboard on the Fairfax County website). In fact, in recent years nearly all fatal opioid overdoses have involved fentanyl, a synthetic opioid used as a substitute or cutting agent in counterfeit (or pressed) pills as well as cocaine, heroin and other illicit drugs. The national challenge posed by illicit fentanyl has been exacerbated by the emerging threat of xylazine – a non-opioid animal sedative not approved for human use that, among other concerning effects, can cause severe skin lesions and death.

In FY 2023, an increase in youth overdoses and the use of fentanyl has been a significant concern, and there is much focus on enhancing youth prevention, treatment, harm reduction and recovery supports. These efforts include: expanding naloxone availability for youth, families and public school staff; providing community presentations in partnership with other agencies; partnering with Northern Virginia Family Services to assist families in connecting and engaging in substance use treatment; and enhancing the local youth substance use treatment continuum.

Simultaneously, many opioid-related programs and activities for individuals 18 years old and older have continued to advance. These include: the Drug Court; jail-based medication for opioid use disorder program (a partnership between the Sheriff’s Office, the CSB and The Chris Atwood Foundation); the 4Recovery Project, which provides post-overdose follow-up with individuals (youth, families and adults) encountered by public safety for an overdose as well as leave behind naloxone in the event of a subsequent overdose; and the opening of a Recovery Community Center (led and managed by The Chris Atwood Foundation in partnership with the CSB and others) in Fairfax City for individuals 18 years old and older with opioid and other substance use concerns with peer recovery specialist services available in English and Spanish.



2,969
Naloxone kits were distributed to reverse a heroin/opioid overdose

594
Individuals served at the CSB's Addiction Medicine Clinic



Youth and Family

The CSB Youth and Family Services area (Y&F) saw its work shaped by national trends that impacted the Fairfax-Falls Church community in FY 2023. These included increased youth mental health challenges as well as growing youth opioid use. Y&F observed that the opioid/fentanyl crisis, impacting both youth and adults, has eroded family stability and resulted in longer time to treatment periods for those seeking help. Upon engaging with Y&F, individuals being served reported challenges stemming from socioeconomic barriers, such as food and housing insecurities as well as the cost of insurance coverage, to other stressors including stigmatization, racism, migration and acculturation issues.

In response to youth needs, Y&F staff worked to build and enhance partnerships to mobilize resources to serve the community. In FY 2023, these efforts included:

- Participation in Regional Consortium trainings for Trauma Focused-Cognitive Behavioral Therapy and Advances in Prevention, Diagnosis and Treatment of Adolescent Opioid Use. Y&F also partnered with the Fairfax Consortium in addition to MATCH-ADTC (Cognitive Behavioral Therapy for children) and Competency Based Supervision.
- Partnerships with the Children's Services Act (CSA) program staff and the Department of Procurement and Material Management's CSA Contracts team that led to the expansion of substance use disorder (SUD) treatment options for youth, with an emphasis on higher levels of care. A new expedited process for accessing SUD services was developed, clinical resources were published, and supports, such as transportation to access care, were expanded for youth and families experiencing socioeconomic hardships.
- Partnership with Healthy Minds Fairfax on the Children's Navigation Plan, focused on increasing young people's access to care. Alongside that plan, a Youth Medication Assisted Treatment (YMAT) clinic was established to provide youth access to the medication supports needed to combat their battles with addiction. In FY 2023, the YMAT clinic served 10 youth, all between the ages of 16 and 18, 90% of which were Hispanic/Latino.

1,590

Children and youth received outpatient services

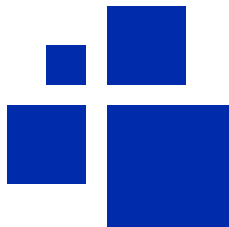
216

Youth served by the Resource Program Youth Team

89

Youth served by the Wraparound Fairfax/ Intensive Care Coordination Team





- Partnership with Public Safety Officers so they can contact the CSB when they identify opioid-using youth after being dispatched to respond to an opioid overdose. Public Safety Officers referred 66 youth to the CSB in FY 2023.
- Placement of eight additional behavioral health clinicians in Fairfax County Public Schools (FCPS) ahead of the 2023-2024 school year. The expansion removes barriers to care by enabling FCPS students to attend behavioral health appointments with a Y&F therapist during the school day. Y&F also continued to provide on-site services at three high schools and planned for a Y&F clinician to be placed in three additional schools. 50 students received their behavioral health treatment at their school during FY 2023.

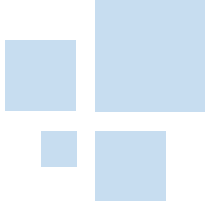
Alongside its partners, Y&F was committed to better understanding the experiences of children, adolescents and their families in identifying the most effective ways to meet their mental health and substance use needs. Each of Y&F’s partnerships utilized the One Fairfax lens to address these needs.

In FY 2023, Y&F continued its expansion of Peer Support for youth and celebrated Children’s Mental Health Awareness Week. Y&F added a new Peer Support position to enable it to continue expanding access to care by harnessing the evidence-based practice of lived experience. Meeting youth where they are was also celebrated during Children’s Mental Health Awareness Week. The CSB sponsored a Youth Advisory Council ART event at the Lorton Community Center and held a “Moving for Mental Health” event at the Providence Community Center. May 2023 was designated as Mental Health Awareness Month and Youth Mental Health Awareness Month in Fairfax County by proclamation presented to the CSB by Supervisor Dalia A. Palchik.

374
Families received support through peer partners

1,683
Youth served by Youth Outpatient and Juvenile Forensics

511
Children and youth received short-term treatment, up from 387 in FY 2022



Recovery Services and Peer Support

The Division of Recovery Services and Peer Support

The CSB Office of Individual & Family Affairs (OIFA) was renamed the Recovery Services Division last year to reflect its purpose to support the recovery of individuals with mental health and/or substance use challenges. The Division oversees several peer recovery programs and contracts throughout the service system. These include:

- Peer Outreach Response Team, providing support post-overdose and with other serious substance use challenges. This program works closely with the County's 4Recovery initiative, partnering with the Fire and Rescue Department, and the Police Department.
- STAR (Striving to Achieve Recovery Program), a substance use recovery program operating in the Fairfax County Adult Detention Center (ADC), in partnership with the Sheriff's Office.
- HOPE, providing substance use recovery re-entry services for individuals leaving the ADC, operated by The Chris Atwood Foundation (CAF).
- Four (4) Wellness & Recovery Centers, operated by our partner Recovery Program Solutions of Virginia.

In FY 2023, a Peer Mental Health Navigation Program was piloted and a new contract was awarded to The Chris Atwood Foundation's fifth Recovery Center.



What is a Peer Recovery Specialist?

A Peer Recovery Specialist (PRS) is a self-identified person who is in successful and ongoing recovery from mental health challenges and/or substance use disorder. Peer Recovery Specialists use their lived experience to support another person's recovery journey.

Peer recovery services are currently available in twelve additional CSB programs throughout the behavioral health service system. In FY 2023, more than 1,300 individuals received peer recovery services.

CSB Programs with Embedded Peer Support

- Emergency Services
- Mobile Crisis
- Crisis Care
- Jail Diversion
- Assertive Community Treatment (ACT)
- Homeless Support (PATH)
- Entry, Assessment, and Referral (EAR)
- Cornerstones Residential Treatment
- Turning Point
- Youth & Family

Developmental Disabilities (DD) Services

Developmental Disabilities (DD) Services

At the close of FY 2023, Developmental Disabilities (DD) Support Coordination Services supported 1,792 individuals with Medicaid Waivers and provided a range of monitoring supports and services to 2,948 individuals on the Priority 1 (P1) through Priority 3 (P3) Waiver Waitlists. 1,151 individuals had P1 status, with more than half on the waitlist for up to 5 years and more than a third on the P1 waitlist for 5-10 years. There were 621 individuals in the eligibility determination process during that time. Support Coordinator recruitment and retention challenges along with an increasing intensity of individual and family support needs continued to drive caseload management for the purposes of rightsizing to ensure the proper balance of support delivery and compliance with regulatory mandates that have increased significantly under the state's DOJ Settlement Agreement.

In FY 2023, Employment and Day Services providers continued in-person service delivery, and increased services as site capacity and staff resources allowed. Contracted Employment and Day Services providers continued to have staffing challenges and also continued recruitment efforts to increase service capacity.

In a typical year, more than 1,500 individuals are served in Day Support, Sheltered, Self-Directed Services and Group and Individual Supported Employment. CSB contracted service providers served 81% of all enrolled individuals in FY 2023. Staffing shortages resulted in a continued moderate increase in the time to treatment performance metric.



1,792

Individuals with Medicaid Waivers received DD Support Coordination Services

220

Received services in Individual Supported Employment (ISE)

224

Received services in Group Supported Employment (GSE)

Prevention and Wellness

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.

885

Individuals received
Mental Health
First Aid training

More than

4,000

Individuals received
opioid overdose
education and
naloxone training

232

Individuals
completed the
suicide prevention
training QPR

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, and professionals in higher 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.



Opioid Overdose and Naloxone Education training includes what to do and not do in an overdose situation, signs and symptoms of an opioid overdose, how to administer naloxone, and what to do afterwards.



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

2,969

Naloxone kits distributed via the REVIVE! trainings



Commitment to Diversity, Equity, Inclusion and Belonging



50
Staff on the CSB
Equity Team



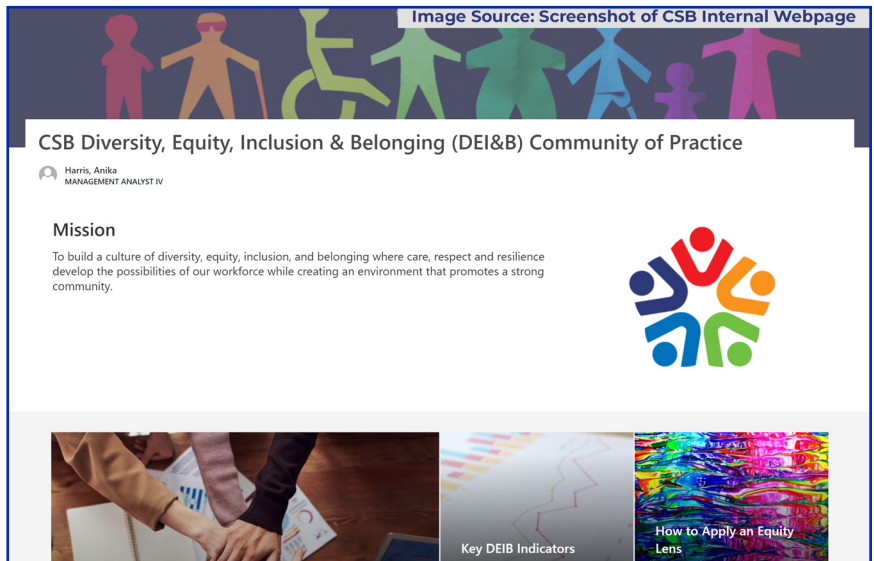
150
Attendees at the CSB's
inaugural Juneteenth
Celebration

The CSB continued to advance the County's One Fairfax Policy on racial and social equity in FY 2023. Its commitment was evident through the support of its leadership and dedicated staff as well as its comprehensive programs and service delivery. As a testament to its dedication, the CSB was the first non-safety entity within the Fairfax County Government to develop a role focused exclusively on fostering Diversity, Equity, Inclusion and a sense of Belonging.

51%
CSB staff completed a
voluntary Government
Alliance on Race and
Equity assessment
survey

Within the CSB, the principles of Diversity, Equity, Inclusion and Belonging are exemplified by the work of its internal Equity Team. Comprised of nearly 50 staff members, including directors, clinicians, support coordinators, human resources professionals and administrative staff, the team is organized into four subcommittees. These groups convene regularly to advance the objectives outlined in the agency's Equity Impact Plan. The team's ongoing growth in cultural competence, fluency and humility is facilitated through team-building activities, workshops, training initiatives and open conversations regarding race and equity.

103
Bilingual
Staff



The CSB takes pride in celebrating its diverse staff, and values the unique contributions, creativity and depth they bring to the agency. In FY 2023, the CSB held its inaugural Juneteenth Celebration to commemorate the holiday. It featured interpretive dances, jubilant songs, a keynote speaker, artistic activities and educational segments highlighting the history and significance of the occasion. Additionally, the CSB planned for the recognition of the contributions made by its multilingual staff, seeking to celebrate their contributions at the CSB's first Bilingual Appreciation Day. That initiative is particularly notable as the demand for multilingual skills continues to grow, placing added responsibilities on those who assist the individuals the CSB serves.

Employing the Government Alliance on Race and Equity's racial assessment allowed the CSB to study its staff's grasp of and comfort with racial equity within the agency. Those results and data will be used to inform the CSB's Equity Team, Diversity-to-Belonging Facilitators and leadership as they engage in cultural dialogue sessions to enhance the agency's culture and climate. Through ongoing trainings, the establishment of a Diversity, Equity, Inclusion & Belonging Community of Practice platform, the provision of resources for staff and leaders, and the orchestration of educational events and initiatives to address community concerns, the CSB demonstrated its commitment to translating racial and social equity goals into tangible actions.



Retention & Recruitment

Retaining Talent

Retaining our talented, hardworking staff is the CSB's top priority. In FY 2023, the CSB provided additional benefits to develop and retain its valuable workforce. They included reimbursement for obtaining a license or credential, and incentives for individuals providing supervision for licensure or for supervising an intern.

The population of Fairfax County is diverse and 40% of residents speak a language other than English at their home. The CSB has recognized that staff competence in communicating in a variety of languages is necessary to meet the needs of the individuals it serves. It has encouraged candidates who are multilingual (possessing fluency in English and another language) to apply for its open positions. To that end, a foreign language skills stipend of up to \$1,300/year has been made available for qualified multilingual CSB employees.

Especially with the return of in-person events in FY 2023, the CSB was able to hold celebrations to recognize talented staff for Administrative Professionals Day, Nurses Day, Volunteer Appreciation Month, the CSB's Annual Spirit of Excellence Event, and the CSB's first Spirit Week.

Did you know CSB employees are allotted \$50 annually for use on CSB branded merchandise? The CSB store was created to foster a sense of agency comradery and pride. Jackets, Yeti water bottles, umbrellas, laptop bags and more were made available to all CSB staff.



Recruiting Talent

The national shortage of workers in critical healthcare fields remained a hindrance to the CSB in FY 2023 as it faced continued staffing shortages. To address the challenge, the CSB continued to prioritize retention, recruitment and hiring.

The CSB expanded its outreach efforts to build and improve upon connections with university partners, specifically targeting nursing, social work, counseling, psychology and other health-related fields. External advertising was expanded to include various health-related associations, newsletters and listservs. The CSB also utilized LinkedIn Recruiter to develop targeted and personalized talent pipelines for hard-to-fill positions. Employing a virtual video interview platform for some jobs introduced a modernized step in the CSB's recruitment processes and enhanced its efficiency in the expedited filling of staff vacancies.

The CSB hosted and participated in various community outreach efforts to promote clinical and support opportunities with on-site tabling at events as well as participation in in-person and virtual career fairs. They included events with:

- American Counseling Association
- Bowie State University
- Coppin State University
- Town of Dumfries, Virginia
- George Mason University
- George Washington University
- Howard University
- Marymount University
- NAADAC (the Association for Addiction Professionals)
- Northern Virginia Community College
- Old Dominion University
- Virginia Association of Addiction Professionals
- Veterans & Military Spouses



CSB Spirit of Excellence Awards

Each year, the CSB recognizes individuals who exemplify excellence at the agency through their demonstrating exceptional performance and engagement, exceeding the requirements of their role, advancing the community in unique and strategic ways, and/or serving as role models to inspire others.

To be considered for a CSB Spirit of Excellence and Honors Award, an employee or team must make a deliberate, obvious and valuable contribution through actions in one or more of the following areas: Caring Hearts, Customer Service, Innovation, Leadership, One Fairfax, Partnership, Random Act of Kindness and Stewardship.

The 12th annual CSB Spirit of Excellence Awards Ceremony was held on June 8, 2023, at the Fairfax County Government Center. Over 100 nominees were honored across different categories. Winners were chosen for awards based on their demonstrating outstanding performance in support of the CSB's vision, mission and values.



Volunteer & Intern Program (VIVA!)

CSB VIVA! IS WHERE COMPASSION AND ACTION UNITE!

The CSB's Valued Interns & Volunteers in Action (VIVA!) Program provided placements for interns and volunteers throughout the CSB's service system. VIVA! interns bring fresh energy and ideas to the agency as well as opportunities for training and to demonstrate the latest trends in professional practice.

The CSB offered university-level students diverse internship and service-learning opportunities in a friendly work environment. All disciplines of study are welcomed. Whether students are interested in a career in healthcare management, social work, community health, counseling or something else, the VIVA! Program provided the opportunity to apply their academic knowledge and skills in a professional workplace.

Volunteer Impact

- 79 volunteers contributed their donated time and talents
 - ◆ 6 Office Aides/Program Assistants
 - ◆ 36 Interns
 - ◆ 4 Psychiatry Residents/Fellows
 - ◆ 13 Healing Garden/Workshop Facilitators
 - ◆ 16 Client Engagement Specialists
 - ◆ 4 Special Events/Projects
- 23,899 volunteer hours were submitted
- 3,226 clients received direct support from volunteers
- Nearly 50% of the CSB's programs had an active intern or volunteer
- The value of a volunteer's time to the CSB was estimated to be \$31.80 per hour, which equates to a total annual savings of approximately \$760,000 for the agency



Regional Services

Responding to Opioid Use

In line with national trends, there has been an increase in youth use of opioids and overdoses in the Northern Virginia region (Region 2). This has impacted a wide range of community stakeholders: schools, hospitals, law enforcement, fire and rescue departments, the juvenile justice system, nonprofits and community partners, and more. The trend has been exacerbated by a lack of appropriate youth treatment options in Northern Virginia and very few options in the greater DC metro region. To address this pressing issue, the Northern Virginia Regional Projects Office, on behalf of the five CSBs in Region 2, applied for a grant through the Opioid Abatement Authority to secure funds to establish regional substance use detoxification and residential treatment services for adolescents. Near the end of FY 2023 the Regional Office received notice that these funds were being awarded. The Region will now work through the next steps in adding this level of care to its substance use treatment continuum.

Crisis Services

FY 2023 marked the first full year of operations for the Regional Crisis Call Center (RCCC), staffed by PRS, Inc. In FY 2023, the RCCC responded to 16,266 calls on the Community Line, and 387 from the Prince William Public Safety and First Responders Line, the first Marcus Alert implementing jurisdiction in Region 2. The RCCC is a critical piece of the region's crisis continuum, and helps ensure that individuals in Northern Virginia who are experiencing a behavioral health crisis are receiving a behavioral health response.

RAFT Dementia Support Program

The Regional Older Adult Facility Mental Health Support Team (RAFT) successfully launched a Dementia Support Program on January 1, 2023. This program fulfilled a vital community need for individuals with dementia and their caregivers to prevent psychiatric hospitalizations and to provide comprehensive education and planning to improve caregiver resilience while improving safety and stability in community placement. In its first six months, the Dementia Support Program held 19 trainings with 752 attendees, provided over 106 consultation hours to 87 people, reached out to 266 organizations, accepted 43 individuals into the program, and provided non-pharmacological interventions to 15 individuals.

Regional Training

Region 2 expanded regional training and coordination services for CSBs with the onboarding of a STEP-VA Regional Training Coordinator and the continuation of a successful regional partnership with George Mason University's Center for Evidenced-Based Behavioral Health. In partnership with George Mason University (GMU), regional trainings were provided that included Trauma-Focused Cognitive Behavioral Therapy, Cognitive Processing Therapy and "Advances in the Prevention, Diagnosis, and Treatment of Adolescent Opioid Use." Consultation calls were available to clinicians following trainings to reinforce application of the acquired skills. Through the Northern Virginia Regional Projects Office partnership with GMU, the region provided over 600 training slots to clinicians supporting Region 2 services. Mobile Crisis Responder trainings were provided by the Regional Training Coordinator along with contracted vendor CR2.

IT Improving Quality of Services

The CSB provides access to the Emergency Department Care Coordination (EDCC) program to assist clinicians with identifying when clients have been seen at other locations to include any of the 106 hospital emergency departments throughout the Commonwealth. This capability enables individuals being served to receive better coordinated care.

The CSB established a consolidated data repository, colloquially referred to as a "data warehouse," which combines information from multiple sources to include the electronic health record. This provides more robust information about care for individuals being served as well as enhanced abilities to develop reports to aid clinical and business decision making.

Large-Scale Projects

The CSB's Project Management Review (PMR) process is used to collaborate and communicate on large-scale priority projects for the agency. Seven large-scale projects were concluded in FY 2023, including five service and two operational improvements. FY 2023 concluded with the CSB's Marcus Alert Local Plan receiving state approval.

Large-Scale CSB Projects Closed in FY 2023



Effective Business Operations

Contracts & Credentialing

The Credentialing Team has credentialed and paneled over 200 current and new staff and submitted 769 enrollment applications to the healthcare organizations.

- Kaiser Permanente – 244 enrollments
- Tricare – 177 enrollments
- Optima – 134 enrollments
- CareFirst – 121 enrollments
- Anthem – 93 enrollments

The Credentialing Team has completed the enrollment of over 345 providers into a statewide registry portal to ensure compliance with the 21st Century Cures Act.

The Credentialing Team oversees the completion of over 600 provider license and certificate renewals annually.

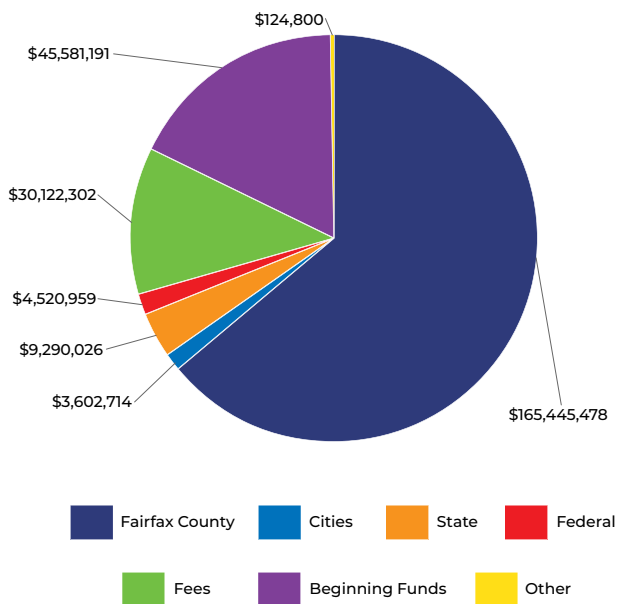
CSB Contracts Division has executed the Commercial product with Kaiser and is now able to serve Kaiser Commercial clients under that contract.

Centralized Scheduling

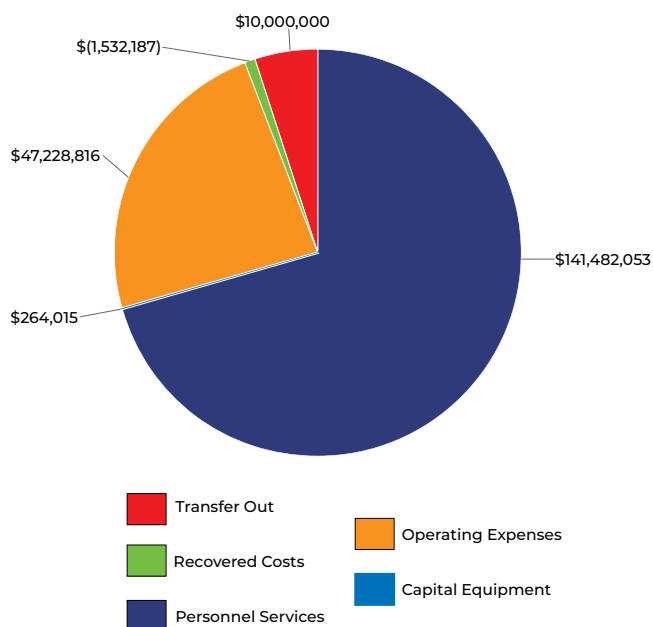
From September 2022 through June 2023, the Client Access Service Team (CAST) completed a total of 4,916 Centralized Scheduling Requests. Six sites and 346 providers utilized it successfully.

Financial Data – FY 2023 Revenues & Expenditures

\$258,687,469



\$197,442,697



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 2022 ending fund balance was \$45,581,191.

Individuals Served

Characteristics of Individuals Served by CSB Service Types					
		<i>Developmental Disabilities</i>	<i>Mental Health</i>	<i>Substance Use Disorder</i>	<i>Ancillary Services**</i>
FY 2023 Individuals Served* Based on state reporting categories		2,610	6,249	1,244	19,315
Age	0-11	2%	5%	0%	7%
	12-18	8%	21%	11%	19%
	19-26	27%	11%	17%	19%
	27-59	55%	48%	66%	46%
	60+	8%	15%	5%	9%
Gender	Female	36%	48%	27%	40%
	Male	64%	52%	73%	60%
Race***	Asian	15%	10%	4%	10%
	Black/African American	14%	23%	20%	23%
	White/Caucasian	56%	39%	44%	42%
	Two or More Races	6%	6%	5%	5%
Other		10%	23%	27%	20%
Hispanic Origin (any race)***		13%	29%	35%	26%
Preferred Language****	English	94%	89%	87%	88%
	Spanish	2%	8%	12%	9%
	Other	4%	3%	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.**

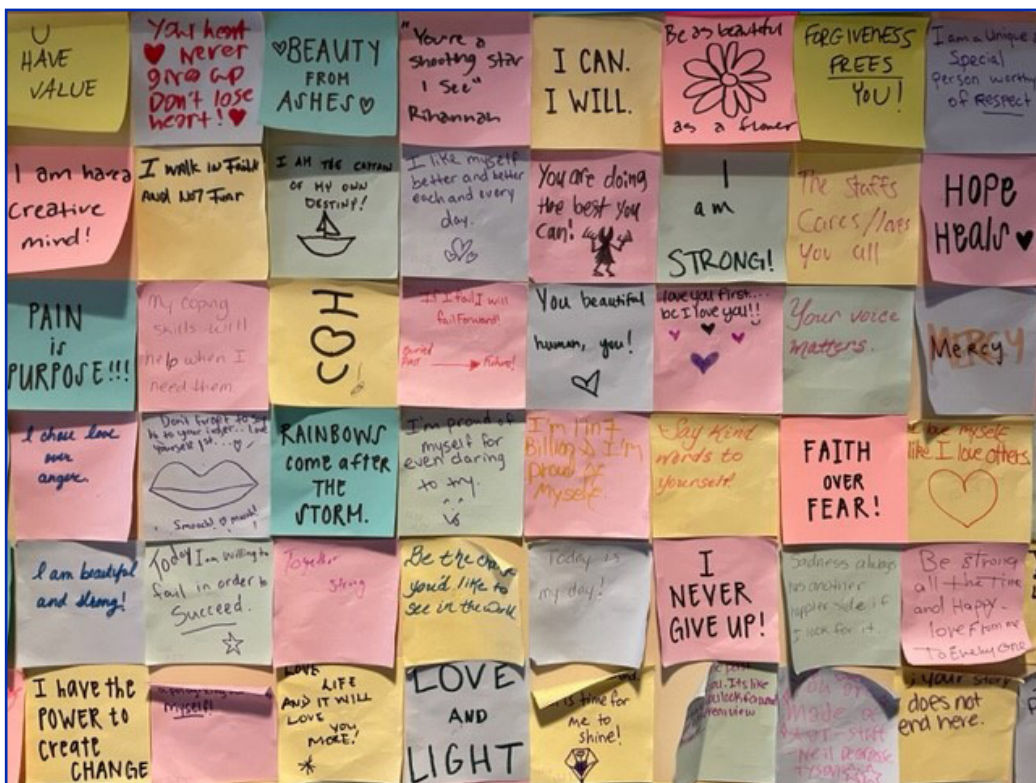
Individual dignity and human rights protection are at the center of the CSB service philosophy. Each individual is involved in developing service plans which address his/her needs and preferences. Feedback from service recipients is encouraged to assess program strengths and areas for improvement.

- **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.



Access to 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

Sharon Bulova Center for Community Health
(Formerly Merrifield Center)
8221 Willow Oaks Corporate Drive
Fairfax, VA 22031

Screenings, Available Monday-Friday, 9 a.m. to 3 p.m.
Emergency Services (lower level), 703-573-5679
Available 24/7

In a Behavioral Health Emergency

- In an 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
- Fairfax Detoxification Center, 4213 Walney Road, Chantilly, VA 20151, 703-502-7000, available 24/7

Intellectual/Developmental Disabilities

For specialized assistance for individuals with intellectual or developmental disabilities who are experiencing a behavioral or psychiatric crisis, call REACH at 855-897-8278.

Locations

Chantilly Office, 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. to 5 p.m.

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

Services Provided

- 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

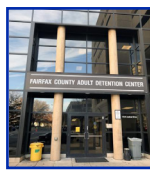
A New Beginning



Gartlan Center



Crossroads



Adult Detention Center



Heritage Center

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

<https://www.fairfaxcounty.gov/community-services-board/about/locations>



@FairfaxCSB



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