



FAIRFAX - FALLS CHURCH

Community Services Board

Orientation Guide to Our Service System



October 2016

Fairfax-Falls Church Community Services Board
*Orientation Guide to
Our Service System*

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Welcome



As Executive Director of the Fairfax-Falls Church Community Services Board (CSB), I would like to welcome you to our agency.

Perhaps you are seeking a service for yourself or someone you care about to address challenges associated with mental illness, substance use, or intellectual and developmental disabilities. Perhaps you are interested in volunteering with us or taking a Mental Health First Aid class. Or perhaps as a

local resident, you want to know more about how your tax dollars are being used.

This booklet is intended to give you a quick introduction to our service system – who we serve, our philosophy and mission, as well as the service options and programs we offer to the residents of Fairfax County and the cities of Fairfax and Falls Church.

We work in partnership – with individuals, their families, partner agencies, faith groups, schools, businesses, and community members – in a shared effort to help the people we serve overcome challenges and live self-determined, productive, and valued lives within our community.

Together, we can make a difference!

Sincerely,

A handwritten signature in cursive script that reads "Tisha Deeghan". The signature is written in dark ink on a light-colored background.

Tisha Deeghan
Executive Director

Introduction

This handbook provides an introduction to the Fairfax-Falls Church Community Services Board (CSB) and its interconnecting components. Information includes demographic data for the Fairfax-Falls Church area, an overview of the CSB, a description of the process that occurs when an individual initiates service, and an overview of CSB functions and programs.

Demographics

The Fairfax-Falls Church community has long been considered one of the country's most affluent areas characterized by a rapidly growing diverse population, high median income, relatively low unemployment and a high median education level. More than one million people reside in Fairfax County, making it one of the most populated jurisdictions in the Commonwealth of Virginia. The population in the City of Fairfax is about 24,000 and about 11,000 in the City of Falls Church. The CSB service area includes the three jurisdictions.

Fairfax County has...

- More than 580,000 jobs.
- 395 square miles (land).
- A median household income of \$102,500.
- About 5% of residents with incomes below the poverty level.
- About 33% of residents who speak a language other than English at home.

The U.S. Census Bureau estimated in 2013 that ethnic minorities comprised nearly 53% of the Fairfax County population:

Fairfax County Racial/Ethnic Origin Composition	
American Indian/Alaskan Native	.2%
African American	9.7%
Hispanic/Latino	16.2%
Asian	18.4%
Other race / multiracial	8.1%
Total	52.6%

This data demonstrates that Fairfax County continues to be a culturally diverse community.

Overall, the Fairfax-Falls Church community is a large and rapidly growing area that continues to be heterogeneous, affluent and well educated. Despite the high degree of affluence in the area, there are still a number of residents who live under the constraints of low income, unemployment, under-employment, homelessness, with many residents diagnosed with a developmental/intellectual, mental health, alcohol/drug, and/or a co-occurring disability. As the only government provider of behavioral health care services for Fairfax County and the two cities, we must remain aware of the complexity of the issues faced by those who, from time to time, need the assistance of agencies like ours.

Additional demographic information about the community can be found at www.fairfaxcounty.gov/government/about/data/.

Fairfax-Falls Church Community Services Board

The Fairfax-Falls Church Community Services Board, established in 1969, is empowered by state code to plan, provide and evaluate services for individuals with developmental delay, intellectual, mental health, and alcohol and drug disabilities for the residents and municipal employees of Fairfax County and the cities of Fairfax and Falls Church. The CSB is governed by a sixteen-member citizen board appointed by elected officials of the three local jurisdictions. The Executive Director of the CSB, Tisha Deeghan, is responsible for planning, development, and operations of the entire CSB system. The CSB is a “quasi-county” agency, and, as such, follows all county financial and personnel policies and procedures.

Our CSB is the largest of the 40 community services boards in the Commonwealth of Virginia. A majority of our funding comes from the three local jurisdictions, primarily Fairfax County. Additional funding comes from the Virginia Department of Behavioral Health and Developmental Services, the federal government, insurance, and revenue generated through fees for services.

CSB Vision

Everyone in our community has the support needed to live a healthy, fulfilling life. *(Adopted June 2014)*

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. (*Adopted June 2014*)

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 their 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.

The agency Vision, Mission and Values are the foundation of the CSB Strategic Plan. The plan can be viewed at:
www.fairfaxcounty.gov/csb/about/strategic-plan.htm.

CSB Services

Established in 1969, the CSB has grown and changed over the years to meet the needs of our diverse community.

Our community is not static and neither are our services or delivery system. The CSB continues to change and mature as we respond to new initiatives and priorities. The service structure is designed to be fluid based on individual needs. We want to deliver the right services to people, at the right time, and in the right place based on individual needs, not according to a specific disability or label.

The following list highlights the CSB service system. Because people often need more than one CSB service, processes and services have been designed to address the complex needs of the people we serve. An integrated service system is easier for individuals served and staff to navigate. Services are organized according to how they are provided and whether they are low or high intensity – not by disability areas.

The CSB has two main clinical service divisions:

- **Acute & Therapeutic Treatment Services**
 - Engagement, Assessment and Referral Services
 - Emergency and Crisis Services
 - Detoxification Services
 - Infant & Toddler Connection
 - Residential Treatment Services
 - Youth and Family Intensive Treatment Services
 - Youth and Family Outpatient and Day Treatment Services
- **Community Living Treatment and Supports**
 - Assisted Community Residential Services
 - Behavioral Health Outpatient and Case Management Services
 - Employment and Day Services
 - Forensic Transition and Intensive Community Treatment Services
 - Jail-Based Behavioral Health Services
 - Support Coordination Services
 - Supportive Community Residential Services

The CSB also offers services that cut across these service areas. These cross-cutting services include:

- Access to entitlements
- Consumer affairs
- Housing
- Medical services
- Nursing services
- Peer support

The service areas and cross-cutting services work hand in hand to address and support the individual and their goals. The CSB foundational supports include:

- Budget
- Business support specialists
- Communications
- Corporate compliance/risk management

- Electronic health record/informatics
- Facilities management
- Human resources
- Partnerships
- Quality assurance/improvement/data management
- Resource development
- Volunteers and interns
- Workforce development

CSB Service Locations

The CSB provides services in the community and at sites located across Fairfax County and the cities of Fairfax and Falls Church. The major CSB outpatient sites include:

- Merrifield Center in Fairfax
- Northwest Center in Reston
- Springfield Center and
- Gartlan Center in the southern part of Fairfax County.

The major sites offer a variety of services, including outpatient therapy, case management and community-based supports. The Merrifield and Gartlan Centers also offer on-site primary health care services provided by partners of the CSB. All sites and services provide primary health care linkages to CSB partners at Merrifield, Gartlan, or at health care providers and sites in the community. Additional CSB sites and services in the community include intervention, detoxification, crisis care, employment and day supports, jail-based staff, and a large continuum of residential services.

Individuals and CSB Services

Getting Started

How does someone find out if CSB services are right for them?

If someone needs help, CSB's Entry and Referral staff can talk with them about their situation and suggest services that may be of help.

They can either call our staff at **703-383-8500** or just come in between 9 a.m. and 5 p.m., without appointment, to the CSB Merrifield Center, at 8221 Willow Oaks Corporate Drive in Fairfax. Free parking is available in the garage behind the building.

To find out about CSB services for individuals with intellectual and developmental disabilities, call 703-324-4400.

For information about the Infant & Toddler Connection program (for infants and toddlers up to age 3), the number to call is 703-246-7121; online referrals are also available in English and Spanish.

What if it's an emergency?

The CSB provides emergency behavioral health services 24/7, 365 days a year for all residents of Fairfax County and the cities of Fairfax and Falls Church.

Anyone can call CSB Emergency Services at 703-573-5679. Or just come directly to Emergency Services at the Merrifield Center, day or night, without appointment. CSB Emergency Services is located on the lower level (back entrance) of the Merrifield Center, at 8221 Willow Oaks Corporate Drive in Fairfax, near Inova Fairfax Hospital.

For substance use emergencies, another resource is the Fairfax Detoxification Center at 703-502-7000. This number is also answered 24/7, 365 days a year.

If the situation is immediately life-threatening, dial 911 and ask for a Crisis Intervention Team (CIT) officer.

Is there a cost to the individual for CSB services?

Fees are charged to offset the cost of providing treatment services. The CSB also accepts insurance, Medicaid, and other sources of payment. Fees are based on a sliding scale, according to the person's ability to pay. No one is refused service because they think they are not able to pay.

First Contact

A person interested in CSB services may telephone CSB Entry and Referral Services or walk in to one of the major CSB site locations for information and screening services. People are immediately referred to an emergency service if they appear to be at risk to self or others. People may also be referred to detoxification services.

People who do not present an immediate risk to self or others are referred for a screening. Information from the screening helps clarify what services may be needed and whether the person is within the priority populations that the CSB serves. Most non-emergency CSB services are primarily for people whose conditions seriously impact their daily functioning. People are referred to other service providers in the

community if they are not among the priority populations the CSB serves. (See the website [www.fairfaxcounty.gov/csb/about/priority-populations.htm] for a description of CSB priority service populations.)

A person who is among the priority populations served by the CSB will then be asked to participate in registration services, which includes a review of fees for services. After registration, the individual can participate in a same-day assessment appointment, or schedule an assessment for a later date. Information from the assessment helps determine the types of services that will meet the person's needs.

Services could include case management, intervention, treatment, or community-based supports and services to help the person live successfully in the community. Some services may be provided by peers, people who are now in recovery and understand what it's like to live with behavioral health challenges. The person receiving services is assigned a staff member who coordinates the needed services in the CSB.

Beginning Services

Upon initiating services, the individual and their assigned staff member will begin discussing an individualized service plan that meets their needs. If the person chooses to continue with services, the staff member will ask them to sign a form that says they have discussed the plan, participated in developing it, and agree with it. Together they will periodically collaborate to review and update the service plan to make sure it is meeting identified needs. Service could be increased, decreased, or other service components added or reduced.

Informed Consent

The individual, or authorized representative, must give permission before receiving services. This is called 'informed consent.' If the individual is unable to give informed consent, an appropriate representative will be asked to assist the individual.

Rights of Persons Receiving Services

CSB services are required to meet human rights standards based on the Code of Virginia, Chapter 10, Sections 37.2-400. New staff members are required to attend a competency-based Human Rights training during the orientation phase of employment. A staff member must provide information to individuals they support about their rights when they are admitted to services and annually after that.

These rights include:

- To be treated with dignity and respect.
- To be well informed about their service plan.
- To participate in the development of their service plan.
- To have an authorized representative make decisions for them.
- To be accompanied by a trusted person (or persons) when participating in services planning, assessments and evaluations.
- To make informed decisions about their service plan.
- To privacy, safety and confidentiality.
- To be protected from abuse, neglect and exploitation.
- To receive services without discrimination as prohibited by law.
- To access information in their service records.
- To have their complaints resolved.
- To ask questions and be told about their rights.
- To get help with their rights.

If an individual believes that they are not being treated fairly, there are actions they can take to voice their concerns. The staff member should consult with their supervisor on grievance and complaint procedures.

Confidentiality

The CSB staff members collect, generate, and retain individual health information which is considered privileged. This information is referred to as Protected Health Information, or PHI. An individual's health information, which includes physical, behavioral, psychological, and psychiatric information, is confidential and federally protected by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). In addition, any individuals receiving services for issues related to alcohol and/or drugs are protected by a more stringent federal public health confidentiality regulation, 42 CFR, Part 2. HIPAA and 42 CFR, Part 2. Some of the persons receiving services are also protected by the Family Educational Rights and Privacy Act (FERPA). New staff members are required to attend confidentiality awareness training, with annual refresher training thereafter.

Electronic Health Record

CSB staff members document individuals' services in an electronic health record (EHR), called **Credible**. EHRs provide many benefits to services

and supports, particularly across a service system as large and complex as the CSB. The EHR is networked across the service system, providing access and up-to-date information to staff members whenever and wherever an individual comes for services. The EHR promotes efficiencies and quality of care that were not possible before in paper-based/site-based records. Data from the EHR is also used to meet reporting requirements (state and local). Staff members receive EHR competency-based training pertinent to their function in the organization, and ongoing technological support. Individuals served also have access to their electronic records through an online client portal.

Fees

Fees are based on the Community Services Board's fee policy. The individual is expected to pay each time they visit. Persons in residential services generally pay once a month. Monthly statements are mailed to the individual's current address unless that presents a problem for them, in which case another arrangement may be made.

The CSB will not refuse services because someone is unable to pay. If the person cannot afford the cost of service, they may request a financial review. The financial review takes into account their family income, family size, the availability of health insurance and related co-payment responsibilities.

Completion of Services

When the individual and their service provider agree that the individual's goals have been achieved, services will be considered completed and formal involvement with the CSB will end. Many individuals transition to services offered in the community.

Online Resources

- Fairfax-Falls Church Community Services Board website
www.fairfaxcounty.gov/csb
- Guidelines for Assigning Priority Access to CSB Services
www.fairfaxcounty.gov/csb/about/priority-populations.htm

Fairfax-Falls Church Community Services Board

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