# **Awards and Appreciation Ceremony**

**November 12, 2020** 

Welcome and thank you for attending the 9th Annual CSB Awards and Appreciation Ceremony. The world has changed tremendously since the last time we gathered. However, your dedication and hard work has not wavered. Every single day you make a difference for the individuals we serve, our communities, and our workplace. You continue to be a source of constant and enduring strength that tie our lifesaving and lifechanging CSB services and programs together. As we celebrate the nominees and award winners today, we also celebrate our dedicated and passionate staff and community partners who help make the CSB a pillar in our community. It is an honor to recognize these shining stars who were nominated by colleagues, people served, or residents of the larger Fairfax-Falls Church communities for their remarkable contributions that embody the CSB's mission, vision, and values.

On behalf of the CSB Board, Executive and Senior Leadership Teams, and the people we serve, I offer my sincerest congratulations to all who were nominated and to those being recognized today. I also want to thank the CSB Awards Team for all their hard work to ensure the contributions of their colleagues are noticed and acknowledged. Finally, many thanks to staff who took the time to bring these tremendous stories front and center for well-deserved recognition.

Thank you for your hard work and service,

Daryl Washington
Executive Director

# **Today's Schedule**

- Welcome and Recognition of Guests
- Opening Remarks
- Fairfax County Awards Recognition
- CSB Spirit of Excellence and Honors Awards
- Closing Remarks and Recognition of CSB Awards Team



#### **Team Excellence Awards**

#### Winter 2019

### Spring 2020

### **Outstanding Performance Awards**

#### **Summer 2019**

- Christopher Barrows, Behavioral health Supervisor
- Shelia Peters Lee, Developmental Disability Specialist
- Louella Meachem, Service Director

#### Winter 2019

- Brittany Anderson, Behavioral Health Specialist
- Nicole Brandon, Behavioral Health Specialist
- Nikkimah Davis, Behavioral Health Supervisor
- Monica Foote, Management Analyst
- Lauri Griffith Huitema, Behavioral Health Supervisor
- Sana Lankford, Behavioral Health Supervisor
- Sholeh Jafari, Administrative Assistant
- Rosaline Nankam, Behavioral Health Nurse Supervisor
- Wanda Orr, Behavioral Health Nurse Supervisor

#### Spring 2020

- Heather Allison, Case Manager
- Kimberly Berlin, Case Manager
- Dana Blanshan, Developmental Disability Specialist
- Andrew Fishell, Behavioral Health Specialist
- Bernadette Landry, Substitute Relief Counselor
- Lori Nevada, Behavioral Health Specialist

CSB Honors Awards recognize individuals or teams of individuals for their exemplary performance in one or more of the following service areas: Customer Service, Good Samaritan, Innovation, Leadership and Stewardship. Partnership Honors Awards are presented to outstanding non-CSB employees or outstanding teams comprised solely of non-CSB employees for their exemplary performance in one or more of the service areas above. Random Act of Kindness Honors Awards are presented to individual CSB employees for their single, one -time action.

**CSB Spirit of Excellence Awards** recognize outstanding individuals or teams of two or more outstanding individuals whose performance and actions promote, reinforce, or exemplify the CSB vision, mission and values. To be considered for a CSB Spirit of Excellence Award, an individual or team must make a deliberate, obvious and valuable contribution through actions in one of the following areas: Customer Service, Good Samaritan, Innovation, Leadership or Stewardship. The Spirit of Excellence Partnership Award is presented to an outstanding non-CSB employee or outstanding team comprised solely of non-CSB employees whose performance and actions make a deliberate, obvious and valuable contribution in one of the areas above. The Spirit of Excellence Random Act of Kindness Award recognizes a CSB staff member who makes a deliberate, obvious, and valuable contribution through a single, one-time action.

**Spirit of Excellence Awards** 

CSB

## **Customer Service**

- Paul Coble (Supported Community Residential Services) Paul worked with an individual who was homeless, out of work, and, for years, was skeptical of taking psychiatric medications (though she was diagnosed with a major psychiatric illness). She is now applying for housing, working part time, about to take psychiatric meds, and has some insight into her illness.
- Community Response Team: Shane Brillhart (Fairfax County Fire and Rescue Department), Robert Wakeley (Community Response Team and Mobile Crisis Unit), and Adam Willemssen (Fairfax County Fire and Rescue Department) While working on this Community Response Team, Shane, Robert and Adam received a report from the Fairfax County Police Department that they were looking for two missing/endangered juveniles. They kept an eye out during their shift and saw the two juveniles in the community. The team was able to approach the individuals and used counseling skills to build rapport and delay them from fleeing so FCPD could respond and return them to their parents.
- Crystal Davis (Youth and Family, Intensive Services) Crystal worked with a family that faced very high insurance co-pay while also still paying off other medical debt in addition to a CSA co-pay. Crystal noticed inaccuracies in the billing invoices and spent weeks corresponding with the residential facility billing department, the County fiscal team, the family's insurance, and the family. The outcome was a refund to the family of \$2,662 and the County CSA program of \$7,870.
- Valanda Engram (Community Readiness and Support Program) "Valanda has been our son's case manager and has supported him through the CSB's CRSP program for almost three years. Her compassionate care for our son, who struggles with both developmental delays and serious mental illnesses, has been a lifeline for him and for us."

- Entry and Referral Youth Walk-In Team: Diane Hattler, Brian Marvin, Maurice Martinez, Jisel Perilla, and Zach Scott. This team meets face to face with every individual who walks in for same day access to services. No matter how high the volume of walk-in individuals, every person will receive a free screening to determine their level of risk. The team never lets an individual or family leave without resources, guidance, and direction.
- Sara Hauserman (Behavioral Health Outpatient Services) "Ms. Hauserman leads our group sessions twice per week and is always prepared with an innovative and therapeutic approach to the course material. She is non-judgmental and understands the multi-faceted arena of substance abuse and mental illness. I look forward to coming to group and she has helped me overcome numerous internal and interpersonal conflicts that have tormented me for a long time."
- Program for Assertive Community Treatment (PACT) Team: Felicia Aboagye, Nyrisha Beckman, Gary Carter, Susan Cottrell, Nina Dodson, Gladys Gwananji, Christopher Harris, Dr. Anjuli Jindal, Rebecca Knowles, Lindsay Mogard, Anwaar Smith, Cicely Spencer, Dr. Tom Thornburgh, and Catherene Wood. The Fairfax PACT team is well-established in the state and serves as a mentor site for other startup PACT teams in Virginia. Visitors from as far away as Israel have come to consult with the team and shadow staff on community-based interventions. "Meeting individuals where they are" is not just a slogan, it is how the team operates each day.
- **Project for Assistance in Transition from** Homelessness (PATH) Team: Angela Amas, Maryann Cheney, Nella Leppo, Shaun Hampton, Christa Holt, Dr. Diana Mata, Ramonia Morant, Cordelia Nieketien-Tawari, Neva Ortuno, Patricia Pennant, Melvin Walking Eagle, and Jessica Weinstein. PATH serves individuals with serious mental illnesses who are homeless or on the verge of becoming homeless who, for a variety of reasons, often refuse to accept services and/or shelter. They partner with the Lamb Center, New Hope Housing, FACETS, and Cornerstones to perform joint street outreach and coordinate case management plans to help individuals living in the streets, woods, or shelters obtain housing, financial entitlements, identification documents, and legal resources.

- Adam Ranjo (Diversion First/Jail Based Services) Adam had been the primary provider for a Mental Health Docket participant who is historically resistant to treatment and struggles with intense paranoia, making it difficult for him to develop trust with treatment providers. Adam demonstrated an extraordinary amount of patience when working with this individual, frequently arriving at his residence several hours before a court hearing to help him mentally prepare for the ordeal of going to court.
- Isaac Rashid (Behavioral Health and Outpatient Services) Isaac's dedication to his work, clients, and stakeholders is superior. He is one of the first nurses that a prescriber, case manager and client will go to for help solving medication issues. Isaac treats every service recipient and colleague like they are the most important person in the world.
- Tahictic Scott (Support Coordination Services) "Ms. Scott began working with my son, who has autism, when he graduated from Grafton School. She was instrumental in helping us find group homes, day services, a behavioral therapist, and a new psychiatrist. Ms. Scott often is on the job late into the evening and on weekends. She regularly attends all his meetings and will visit his group home at 6:30 a.m. to ensure he, and the others living there, are being well cared for."
- Jackie Tyler (Supported Community Residential Services) Jackie tirelessly worked with one of her service recipients who was diagnosed with throat cancer, and his elderly mother. She was with him from the beginning of the treatment process until now, when radiation treatment has completed. She helped him get to appointments, listened to what the doctors were saying, picked up medicines, managed medicines, managed his diet and activity level. His elderly mother reported that she was so thankful for Jackie's help.
- Youth/Family and Adult Outpatient and Case Management Engagement Team: Napoleon Corleto, Jennifer Crittenden, Michael James, and Shafiq Qureshi. This team developed the Engagement Program initiative to reduce missed service appointments across all CSB outpatient sites. They work collaboratively with individuals and families to reduce missed appointments and overcome barriers to determine the cause of missed appointments and engage those in care to return to treatment.

• Youth and Family Services Team: Kendra Rascoe and Megan (Wallace) Bateman. Kendra and Megan were assigned to work with a very challenging young person who was in a residential treatment facility after repeatedly running away from home. Upon discharge from the facility, she continued to run away from home on an almost daily basis and was in danger of returning to a residential treatment center and being institutionalized. Kendra and Megan worked seamlessly as a team and with the family, and were finally able to break the cycle of runaway-hospitalization-residential treatment.

### **Spirit of Excellence Awards**

- Robert MacMurdo (Intensive Community Treatment Services) "Mr. MacMurdo assisted our son, who had been in a psychiatric hospital setting for three months, through a troubling and serious mental health crisis in 2016-17. He understood that our son, in addition to being on the Autism Spectrum, also had developmental delays. Mr. MacMurdo helped our son be placed in a group home for adults with developmental disabilities and later into a 1-bedroom apartment. Our son is happily occupying his own apartment and beginning to live a more independent and fulfilling life."
- Pathway Homes Team: Cyrus Eftakhari, Anibel Herrera, Diane Malaquias, David Simmons, and Jean Terrill. When a residential contract provider abruptly changed, the CSB and this team immediately engaged in an extremely collaborative process to ensure that none of the 60 individuals impacted by this change would lose their housing. The transition process entailed prescriptive planning, detailed communication, engagement of individuals and their service providers, accountability to the process and quick action. The staff at the Department of Behavioral Health and Developmental Services offered glowing feedback at the successful conclusion of the process.

## **Good Samaritan**

#### **Honors Award**

• Danielle Mackall (Administrative Services) "Danielle took the initiative to engage with me, a recently hired CSB employee and new to the CSB and the medical and local government sectors, and started training me in the day-to-day duties of a CAST administration. She went the extra mile to explain things and encouraged me to reach out to her no matter where I was stationed at the Merrifield Center. She was not asked to train me by her supervisor nor did I reach out for help. I aspire to embrace my role with the CSB in the exemplary way Danielle has."

### **Spirit of Excellence Award**

• Janice Jackson (Administrative Services) Janice is the "front door" for the Juvenile Forensic Evaluation Program team. She schedules and manages our appointments, organizes the court orders and referral information for our evaluations, takes care of office supplies, and is our "go to" person for Credible. She is forward thinking and devoted to the fidelity of our team's work. Janice is called upon to assist additional CSB programs and teams (both youth and adult) who are without their own administrative staff member without compromising the work she does for her team.

### **Innovation**

- A New Beginning Stabilization Team: Gregory Adams, Idean Fortune, Jashan Grewal, David Rhee, Katherine Robinson, Lidia Rodriguez, and Lisa Taylor. This newly established team readied the A New Beginning program for Medicaid Expansion (ARTS) to serve individuals who can now access this service through their insurance. They were the first residential team to review ARTS regulations and translate those regulations into everyday practice. They developed a curriculum as well as new forms, new documents, new procedures, and research to make sure they were utilizing resources to the full capacity and staying within compliance standards.
- Detox Services) Catherine assisted the program in developing and implementing an internal quality assurance process which is an important element to prepare for Medicaid Expansion (ARTS) and continue to satisfy the requirements for Department of Medical Assistance Services. She facilitates a weekly clinical chart review to identify discrepancies in clinical documentation (Credible), to provide feedback for error prevention/training to the clinical team, and to ensure timeliness and quality of clinical documentation.
- Deborah Gray (Supportive Community Residential Services) Deborah, as a member of the New Horizons team, has sought and successfully implemented several new opportunities to help residents and staff be more involved in the community and with each other. She independently planned and implemented ongoing Saturday afternoon outings that residents will now alter their weekend plans and passes so that they will be able to attend. She also independently implemented and leads monthly resident group efforts to decorate the facility common area with appropriate holiday and seasonal decorations.

- SharePoint Team (Support Coordination Services): Stephanie Adkins, Cassie Astrin, Charlene Blaha, Dana Blanshan, Mary Neufeld, and Casey Roberts. In response to an internal assessment, the support coordination department looked for a means of consolidating information and a single site for forms. This team, working with a general management directive to "improve communication in the department," learned SharePoint and collectively developed a Support Coordination SharePoint site.
- VA DBHDS Regional Support Team (Support Coordination Services): Erin Lauer and Emlyn Podesta. Erin Lauer and Emlyn Podesta. Erin and Emlyn collaborated with the Virginia Department of Behavioral Health and Developmental Services on the Regional Support Team (RST) committee which was convened in response to the U.S. Department of Justice Settlement. The committee's metrics are closely monitored by DBHDS' Commissioner to ensure that all citizens with a developmental disability in the Commonwealth are offered the choice of the least restrictive housing options. Emlyn and Erin helped streamline the process and ensure that all Support Coordinators are trained in the RST referral process.

### **Spirit of Excellence Award**

• Turning Point Team: Megan Downey, Jacqueline Blake, Amanda Davis-Scott, Crystal Edmonds, Giselle Gaitan-Valdizan, Marisa Gentile, Lauren Hillegas, Dr. Alexander Isaac, Dr. Anjuli Jindal, Amy Nguyen, Dr. Kathryn Walseman, and Laura Wrona. The Turning Point team is a multi-specialty coordinated care program for individuals with new onset of schizophrenia. Team members created a vibrant community of parents, service recipients, staff, and program alumni by programming family support groups, client outings, and holiday meals. Case managers meet clients in the community where they can be engaged in treatment and developed specialized treatment methods on their own to break through to their non-verbal clients.

# Leadership

- Donna Chittum (Human Resources) Donna displays a deep understanding of all county recruitment and on-boarding policies and procedures. She took time to learn about CSB recruitment and hiring processes and provided recommendations to revamp those processes including drafting templates that CSB HR currently uses. Donna is an incredible leader.
- Hyesun Jeong (Youth and Family Outpatient Services) In December 2018, the CSB, Fairfax County Public Schools, and Juvenile and Domestic Relations District Court partnered to create the Student Assistance Program (SAP) to provide substance use assessments, prevention and treatment to adolescents who are at risk or are actively using substances. Hyesun, who was hired as the program's case manager and is now the senior clinician in a two-staff program, was integral to enhancing and further developing the SAP program and processes which realized an increase of participating high schools from 6 in the first year to 30.
- Sharan Kaur (Human Resources) Sharan was tasked with managing multiple competing priorities to include collaborating with hiring managers on a huge volume of recruitments and hiring packet reviews, training a new team member, managing position management workflow requests, and creating/updating hundreds of position descriptions for the workforce planning process. Sharan has also been a great instructor, often sitting with our hiring managers one-on-one to assist them with submitting their recruitment requests, writing their ads and supplemental questions. She maintains great energy and a positive outlook.

### **Spirit of Excellence Award**

• Amy Miller (Crisis Care) Crisis Care is going through massive changes currently and Amy Miller has been instrumental in these changes going smoothly while always maintaining a positive attitude. The program started to accept temporary detainment orders and Amy ensured that all staff were trained, comfortable with, and prepared for the transition. The most impressive component may be that the program is preparing to move in the next year and Amy is pulled into multiple meeting consistently to ensure the transition is moving along. She is also working to prepare Crisis Care to accept medical detox, which is a large leap for Crisis Care. Amy goes above and beyond her routine job duties and responsibilities because it is not every day you have to architect two major programmatic changes while also balancing moving a program.

# **Stewardship**

### **Spirit of Excellence Award**

 Addiction and Recovery Treatment Services Implementation Team: Devin Arnold, Brian Anderson, Hossein Bakhtar, Bernadette Boozer-Madison, Sara Bryant, Michelle Gonsalves, Sean Graham, Carmen Ip, Vanessa Jenkins, Darcy Kipp Kim, Annie Le, Peggy Morris, Allyson Mosher, Nhat Nguyen, Bharati Patel, Laura Sauer, Bill Strobel, Sebastian Tezna, Ben Wagner, Andrew Wheeler, and Michael Yancey. In 2017, Virginia's Medicaid program launched an enhanced substance use disorder treatment benefit, Addiction and Recovery Treatment Services (ARTS), which provides treatment for those with substance use disorders across the state. Through 2019, this multi-disciplined team came together from across the county several times per month to work on the necessary tasks to move forward with ARTS billing. The CSB has billed \$219,000 since August 1, 2019 for this initiative and collected \$113,000. The enhanced revenue will generate improved access to treatment services across the county.

# **Random Act of Kindness**

### **Spirit of Excellence Award**

• Lee Ann Dispirito (Supportive Community Residential Services) For the past two holiday seasons, Lee Ann organized a call out to all staff at the Merrifield Center to contribute money for the day and night porters at the Merrifield Center. These individuals work very hard to keep the building neat and clean for visitors and staff. In 2018, Lee Ann collected over \$800 that was shared among 14 porters. In December 2019, she collected \$585 that was shared among 15 porters.

# **Partnership**

- Northern Virginia Coalition of Service Providers: Kenan Aden and Sandy Pullara (MVLE Inc.). Kenan and Sandy facilitate and coordinate Coalition meetings and activities, respectively. The Coalition, whose membership includes human services agencies, governmental departments, and others, serves more than 5,000 individuals throughout Northern Virginia. Kenan and Sandy serve in their respective Coalition roles in addition to their "regular" job/position responsibilities. Their dedication and hard work to support and drive the Coalition have helped to strengthen the provider system in Northern Virginia over the years.
- The Arc of Northern Virginia Services Team: Alexandra Chevez, Hillary Deichman, Lisa Fong, Caroline Girgenti, Ana Hughes, and Cheryl Johnson. The Arc of Northern Virginia's Services Team is endlessly dedicated to the families they serve. They do everything from help people manage dangerous crises, to getting new services lined up as needs change, to helping people successfully move to their first home. When things are tough, they are quick to open a dialogue and bring creative solutions to bear that are making community a possibility for all.
- ECHO Transportation Team: (Donald Coates, Lanie Greene, and Beverly Sheppard). This team is responsible for transporting 25-30 people with disabilities daily to and from their homes to worksites in Fairfax and Loudoun counties. Their day often starts at 6:30 a.m. and ends at 6:30 p.m. Last year, they drove a combined 98,750 miles. This extraordinary team embodies excellence and superior performance in helping men and women with disabilities overcome the transportation barrier to work.

- Ed Hemphill (Volunteer) Ed has volunteered for fifteen years as an unpaid representative payee for a great number of clients receiving services from the Program of Assertive Community Treatment and the South County Intensive Case Management teams. He has partnered with clinicians in both teams to help individuals manage the limited social security entitlements they receive and save emergency funds and budget funds for planned or unexpected expenses. He provides the services out of an altruistic and compassionate drive to help those who are less fortunate.
- Tanisha Holmes (Cigna) In her role as a therapist for the Employee Assistance Program, Tanisha is called upon to provide a debriefing during a time of loss or crisis. She has met with the Intensive Community Treatment services team on five separate occasions over the past year, responding quickly and always accommodating. Staff have benefited from the opportunity to share their grief and loss and also recognize their success in each situation.
- Sean McGinnis (Hartwood Foundation) Sean and his team work collaboratively with the CSB's Developmental Disability Services Support Coordinators to ensure that people in need of an emergency bed are quickly referred, assessed, and admitted. This process has often been done in 24 hours or less. Sean and his team also work closely with hospitals, pharmacies, and families to obtain all the necessary documentation for admission to a friendly, safe home environment for individuals who may have otherwise been homeless or in an institutionalized until a permanent placement is identified.
- Kelly Gomes Melendez (Infant and Toddler Connection). Kelly mentored a Fairfax County employee she met through the County's mentoring program, giving her time freely, often traveling across the county for short, but regular, meetings with her mentee. Kelly has an extraordinary approach, positive attitude, and good work ethic that enabled her mentee to better serve her team and the families they serve.

- Melissa Osborne (County Executive's Office) Melissa's timely assistance and offer to help whenever needed enabled the Health Integration program to meet grant requirements during a time when transition to new project management caused confusion and uncertainty. Every question and request for assistance was met with a genuine kindness and willingness to help, even when tasks took longer than anticipated.
- **Recovery Program Solutions of Virginia Team:** Jerome Hughes, Lisa Goodwin, and RPSV's staff, Board, and volunteers. Lisa and Jerome founded Recovery Program Solutions (RPSV), a peer-run organization, to bring new life and a fresh spark to community mental health and addiction recovery programs. RPSV's programs are designed to maximize participant self-determination and recovery, to promote access to treatment, and to stave off costly psychiatric hospitalizations for individuals with mental illness, substance use disorders, and subsequent homelessness issues. Jerome, Lisa, and the entire RPSV team are at the ready to support their neighbors in need and are honored to do so by operating five Peer Recovery Centers across Northern Virginia.
- The Honorable Tina Snee (General District Court)
  Judge Snee has led efforts to improve access to
  needed services and supports that help reduce
  contact with the criminal justice system and
  enhance an individual's success in living healthy
  and fulfilling lives. In 2019, she led efforts in the
  General District Court to launch the Mental Health
  Docket, a key piece of the Diversion First initiative.
  This docket partners those working within the
  criminal justice system (judges, attorneys and
  probation officers) with treatment professionals
  (CSB and at times private providers) and individuals
  in meeting treatment goals designed to enhance
  connections to community-based activities and
  away from the criminal justice system.

### **Spirit of Excellence Awards**

- Claire Gesalman Claire, whose son participates in the Self-Directed Services program, helped reenergize the SDS family support group. Her work with the family group includes establishing and growing a website so SDS families can share information and engage in real-time conversations. Claire freely shares her many years of experience hiring care givers and reporting SDS funds on her annual IRS forms and makes herself available to families when they have questions specific to their own situation.
- U.S. Geological Survey The U.S. Geological Survey (USGS) has built an alliance with school districts across the nation that have school-to-work transition programs for students ages 18-22 with cognitive and other disabilities. The STEP UP program (Secondary Transition to Employment Program) connects students, many on the Autism Spectrum, and USGS research scientists on projects to preserve at-risk data, locate and tag features on maps, identify bird calls, and many other activities. USGS began this special collaboration with Fairfax County Public Schools' Secondary Transition to Employment Program (STEP) by hosting a single student at USGS's national headquarters in Reston in 2012. After a recent USGS presentation to the National Science Foundation (NSF) in Alexandria, VA, NSF entered into a partnership with a STEP site at FCPS' Mount Vernon High School, where students now participate in data collection projects/ scanning records with great success.



# **THANK YOU FOR JOINING US!**





**CSB Awards Team** 

- ★ Michael Britt Intensive Case Management
- ★ Deborah Brown Acute Care Services

Community

Services Board

- ★ Owen Duncanson Support Coordination Services
- ★ Lisa Flowers Office of Communications
- ★ Joel Friedman Employment and Day Services
- Seble Gebre Human Resources
- ★ Jennie Jackson Residential Treatment
- ★ **Ashleigh Kinch** Assisted Community Residential Services
- ★ Lara Larson Office of Communications

**★ Martha McCue** – Supportive Community Residential Services

through Jan. 31, 2021

- ★ Michael Neff Administrative Operations
- **★ Matthew Scott** Support Coordination Services
- ★ Carol Taylor Administrative Support Services
- \* Tameka Tunsil Behavioral Health and **Outpatient Services**
- ★ Ben Wagner Office of Compliance and Risk Management
- ★ Season Zellman Assisted Community Residential Services

See you next year!