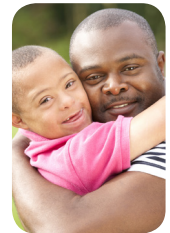




FAIRFAX - FALLS CHURCH

Community Services Board



**Forging connections.
Finding solutions.
Saving lives.**

Annual Report for Fiscal Year 2017



FAIRFAX - FALLS CHURCH

Community Services Board

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

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

Merrifield Center

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

Available 24/7, no need to call ahead.

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

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

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

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

Think you may need mental health or substance use disorder services?

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

www.fairfaxcounty.gov/community-services-board

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

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

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

Online referral via www.fairfaxcounty.gov/community-services-board/infant-toddler-connection

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

www.fairfaxcounty.gov/community-services-board



Annual Report for Fiscal Year 2017

Forging connections. Finding solutions. Saving lives.

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

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



In FY 2017
(July 1, 2016 – June 30, 2017),
the CSB served **23,212** people!

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

23,212

**Individuals who received
CSB Emergency Services**

5,833

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

3,642

**Individuals with developmental
disabilities who received support
coordination, residential, and/or
employment and day services***

3,336

**Unduplicated count. Many individuals received more than one of these services. Does not include assessments.*

Message from the Chair and the Executive Director

This report is for you, our community, with sincere thanks.

With your partnership and support the Fairfax-Falls Church Community Services Board (CSB) served over 23,000 residents of Fairfax County and the cities of Fairfax and Falls Church in the past fiscal year. These were people of all ages who were affected by developmental disability, developmental delay, serious emotional disturbance, mental illness and/or substance use disorders. Thanks to you, and with your help, we have saved lives.



Suzette Kern
CSB Chair



Tisha Deeghan
CSB Executive Director

We are forging ahead on the front lines in a dangerous, nationwide opioid abuse epidemic. We are providing alternatives to incarceration for local residents who need mental health treatment and support, not jail. We are providing life-changing, intensive case management and outreach to people with serious mental illness living on the fringes of our community. Through early intervention and support, we are helping infants and toddlers with developmental delays set a positive course for life.

People we serve are already reaping the benefits of our efforts to integrate primary health care services into our behavioral health settings, with significant improvements in key health indicators. Chronically homeless individuals with serious mental illness have been able to move “home,” into supported environments conducive to recovery and wellness, thanks to housing initiatives launched by CSB and community partners in FY 2017.

We are committed to providing inclusive, community-based services for individuals with developmental disabilities. In FY 2017, CSBs throughout Virginia assumed responsibility for eligibility determination and case management for individuals with developmental disabilities in addition to intellectual disability. We are working with the community to find innovative and equitable ways to address this challenge.

Our success depends on strong collaboration with our valued community and county partners. We invite you to read our report and learn more about us. Visit our website, subscribe to our e-newsletter, follow us on Facebook and Twitter, take a training, come to a CSB Board meeting, volunteer with us.

We all do better when we all do better! Together, we are making a positive difference.

Suzette Tisha

Life-changing help for people with serious mental illness



What happens when someone's mental illness or substance use disorder is so acute, so disabling, that they can't connect with the people who could help them?

CSB's Intensive Community Treatment Services staff (pictured above) works with people who have acute symptoms of mental illness, often combined with substance use disorders and complex medical conditions. Some live in the woods or in homeless shelters. Some are being discharged from psychiatric hospitals or released from jail. Most have experienced trauma and physical hardship. Many have become alienated from friends and family.

Michael Britt works with the Intensive Case Management (ICM) team at CSB's North County (Reston) office. "People who come to ICM have a lot of instability – they may have co-occurring substance use disorders, medical problems, as well as acute psychiatric symptoms. There's a lot of trauma history; many people aren't used to having a safe place," he observes.

Michael says his first task is to help the person feel safe, then build from there. "I help them get food, something practical," he explains. "They see I don't judge them, and they start to feel safe."

Michael has witnessed "some dramatic turnarounds," when he and his coworkers were finally able to connect with someone who had been very ill for years and resistant to services. One woman had been living in a dumpster, barely able to communicate due to her trauma. Michael and the team helped her stabilize her symptoms and get housing. Today she has reestablished communication with her family, attends a church, and has made friends. "Those things are pretty special," Michael says.

Intensive Community Treatment Services provide intensive, community-based case management and outreach to individuals with acute and complex needs, including homeless and court-involved individuals, as well as discharge planning for individuals in state psychiatric hospitals.

Diversion First – Building on progress

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



The Diversion First program was chosen, following a highly competitive selection process, to participate in the 2017 National Behavioral Health Design Institute in Rockville, Maryland.

Sponsored by the Substance Abuse and Mental Health Services Administration (SAMHSA), the Laura and John Arnold Foundation, and the National Association of Counties (NACo), the Design Institute advances the work of jurisdictions committed to meeting the needs of persons with complex physical health, behavioral health, and social service needs while reducing unnecessary use of jails and high-cost emergency rooms.

Nine Fairfax County community leaders (pictured above), including public safety, CSB and other human services staff, worked with peers from across the nation to address complex issues involved in diversion. The Institute helps jurisdictions take the next step in planning and implementing data-sharing strategies to improve service delivery and health outcomes.

Diversion First aims to prevent repeat encounters with the criminal justice system, improve public safety, promote a healthier community, save public dollars and – most importantly – help people who are in crisis recover and take control of their lives.

In the first half of 2017, CSB conducted 656 mental health evaluations related to emergency custody orders.* This was a 39% increase from the number of evaluations conducted in the same time period in 2016, and a 228% increase compared with the same time period in 2015. More than 600 people have been diverted from potential arrest to mental health services since the launch of Diversion First in January 2016.

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

Saving lives, on and off duty

Jashan Grewal, a CSB substance abuse counselor, was driving home from work, thinking about her clients at A New Beginning, a residential treatment program that helps men and women begin the difficult road to recovery from addiction.

Navigating a long line of cars, she saw a young man lying face down on the side of the road, a bicycle nearby. She pulled over and ran to check on him. Jashan immediately suspected, based on her training, that the man was experiencing the effects of an opioid overdose. She knew he needed help immediately, so she called 911. In less than a minute, paramedics arrived and administered naloxone, a medication that reverses the effects of opioid overdose. After the second dose, the man was revived. Jashan was grateful to have been there in time to help save his life.


Earlier Jashan had taken CSB’s Revive training, which teaches how to recognize an opioid overdose and what to do, including how to administer naloxone. She knew about the epidemic of heroin and opioid addiction that afflicts our country and our community. But this was the first time she had personally witnessed an overdose.

”I felt nervous, and I didn’t know what to expect,” she said, “even though my job teaches me to be prepared for crisis every day,” Jashan said she was thankful she had taken the Revive course. “I knew what to look for and how to immediately recognize overdose; I knew that quick action could save his life.”



CSB’s Jashan Grewal used what she had learned in Revive training and helped save someone’s life.

In FY 2017, CSB trained 356 people as Revive lay rescuers. Trainings are widely publicized and are offered to anyone who is interested, including individuals receiving CSB services, staff, community partners and members of the public. Since the launch of the program, CSB has trained more than 1,000 people. Find a class at www.fairfaxcounty.gov/community-services-board.

<p>Should you talk to someone about a drug, alcohol or mental health problem?</p> <p>Help is here, now. 24/7</p> <p>Fairfax-Falls Church Community Services Board (CSB)</p>	<ul style="list-style-type: none">● CSB Emergency Services 703-573-5679, TTY 711● Call 911 for a life-threatening emergency.● Fairfax Detoxification Center 703-502-7000, TTY 703-322-9080● CSB Entry and Referral Services 703-383-8500, TTY 711● Suicide prevention hotline 703-527-4077 or text "CONNECT" to 855-11 
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CSB has created new wallet-sized information cards designed for quick, easy access to CSB resources and phone numbers.

Cards are being distributed to people at risk of overdose, and to anyone in the community, upon request.

Inclusive services for people with developmental disabilities

Self-Directed Services celebrates 10 years of flexibility and opportunity

In 2017, the CSB's Self-Directed Services (SDS) program celebrated its 10th year of helping individuals with



developmental disabilities find activities and supports that are a good fit for them. One parent observed: “SDS funding has allowed flexibility and opportunities for my daughter to fully participate in activities that are more meaningful and, most importantly, her choice. We are grateful she has this choice!”

The SDS program provides a programmatic and cost-saving alternative to traditional day support and employment services. Families enter into service agreements with the CSB and receive funds to purchase community-based support services to access activities they believe are meaningful and beneficial to their family member. Services can include community participation and integration; training in safety, work/work environment, and social/interpersonal skills; and participation in recreational activities, work, or volunteer activities. SDS staff helps the family identify resources and provides technical assistance.

Self-Directed Services foster the individual’s ability to acquire, retain or improve skills that build positive social behavior, interpersonal competence and greater independence. One mother summed up her enthusiastic support of the program:

“I have been fortunate to be part of the SDS program for several years, for the benefit of my adopted daughter Elena. This program has been focused on using funds for activities, not just care, which is exactly what Elena wants. I also appreciate networking with other parents in similar situations, and the support from CSB staff has been great.”



Jesse, with support from a coach compensated by his parents using Self-Directed Services funds, is hard at work disinfesting toys at a local private school.

The number of families participating in SDS has nearly tripled in the past three years, from 30 in FY 2014 to 88 in FY 2017.

Helping a mother help her child

“I love them, every single one,” says Catherine Murphy, when asked about her experience with CSB’s Infant and Toddler Connection (ITC) staff. “They were the first people who listened to me.”

Catherine had noticed that her son Liam was not moving in the same way as other children his age. “Something’s off,” she said to the pediatrician several times, but the doctor said that Liam’s development was normal, right on time. Catherine continued to notice what appeared to be an unusual weakness on Liam’s right side and eventually decided to call ITC to share her concerns.

“They were so compassionate,” Catherine recalls. “They really got it.”

Although the information Catherine provided for ITC’s “ages and stages” questionnaire did not indicate delayed development, the eligibility team noted her concerns and observations about Liam’s quality of movement and decided to bring Catherine and Liam in to the office for a full assessment.

The physical therapist on the team immediately noticed a difference in how Liam was using his right side. Liam was found eligible for ITC services based on his atypical motor development and started weekly physical therapy sessions with ITC. He immediately started showing improvements. Catherine also learned ways for Liam to strengthen his weak side during his play and daily activities.

In addition, ITC sent the family information about physical medicine doctors in the area. Catherine and Liam met with one of the doctors, who recognized the difference in the child’s quality of movement on his right side. The doctor told Catherine that he suspected Liam may have had a stroke in utero.

Catherine had her answer, and she had the strategies she needed to help Liam strengthen his weakened side. “It’s totally different now,” the grateful mother says. “You should see him on the playground!”



Liam, at right, heads for the soccer field with his big brother.

The average monthly number of children seeking and/or receiving early intervention services from CSB’s Infant and Toddler Connection program has grown by more than 20% in the last three years– from 1,380 per month in FY 2014 to 1,615 per month in FY 2017.

New community initiative supports emotional wellness in youth and families

Healthy Minds Fairfax is a new collaborative effort to help children, youth and families in our community access mental health and substance abuse services through a coordinated network of county agencies (including CSB), schools and private providers.

According to James Gillespie, CSB's director of Youth and Family Behavioral Health Services, elevating awareness and helping families navigate access to care is a major component of the initiative: "When people are seeking help – it may be during a crisis, or, at least extremely stressful circumstances – we're trying to make it easier for families to find, use, and pay for mental health and substance abuse services in our community." Gillespie serves as director of Healthy Minds Fairfax.



Healthy Minds' new website, www.fairfaxcounty.gov/healthymindsfairfax, provides links to information about crisis services, treatment and counseling, and prevention resources. One of the goals of Healthy Minds Fairfax is to increase public awareness and reduce the stigma associated with mental health and substance use issues, which can prevent people from seeking the help they need.

Partners in delivering services

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



Community partnership in action: Glynis Laborde, Inova Safety Net Clinics Director; Florence Hagan, Quality Improvement Nurse Manager, CSB; Laura Yager, Office of the County Executive; Carmen Regan, Northern Virginia Dental Clinic; and Cynthia Sturdevant, Neighborhood Health coordinated a Multicultural Health Fair at the Merrifield Center.

In FY 2017, the CSB's intern and volunteer program had 255 participants who provided 24,770 hours of service to the CSB community. The estimated dollar value of these precious volunteer hours, according to the Virginia Employment Commission, was \$667,810.

Volunteer gardeners transform the grounds of Woodburn Place Crisis Care

In 2017, more than thirty volunteer Green Spring Master Gardeners spent over 1,000 volunteer hours transforming the grounds of Woodburn Place Crisis Care, a 16-bed regional facility that provides an alternative to psychiatric hospitalization.

The volunteers worked closely with CSB's Amy Miller, who directs the crisis care facility, and CSB staff members Doug Caffrey, Bryan Pashigian and Kelsey Gibby, to create three distinct gardens: vegetable, woodland meditation

and sensory. The goal was to create settings that would bring about feelings of calmness, safety, serenity, and receptivity. And joy. Clients learned that the garden spaces had been created through voluntary efforts and were encouraged, knowing that all the work had been done for them, because people cared about them.

Clients and staff enjoyed the results of months of work with a bountiful yield of tomatoes, peppers, cucumbers, blackberry bushes and more. The woodland meditation garden, landscaped with donated hydrangeas, camellias, and azaleas, provides a perfect space for practicing mindfulness. Walking through the Sensory Garden can provide an opportunity to see, smell, taste, hear and touch more than two dozen varieties of carefully selected plant materials.

Volunteers and others in the community supplemented the modest county funds for the project by donating materials and plants. Merrifield Gardens, Ports Professional Tree Service, Green Spring Gardens, and the Horticulture Department of the National Gallery of Art also made donations. This generous community effort will reap benefits for years to come.



CSB hosts life-saving community conversations

Hundreds of people throughout the community came to learn, seek help, and engage with CSB's staff and community partners during open forums in 2017.

In January, residents learned about CSB's opioid dependence treatment program called CORE, an acronym for Coordinating Opioid Recovery and Empowerment. They also learned about signs and symptoms of drug use, detoxification, treatment, peer support and opioid overdose reversal training. Attendees at the standing-room-only event included parents seeking help for their children, people living in recovery, current CSB clients, public officials and professional service providers.



CSB's Executive Director Tisha Deeghan (far right) took questions from the audience and directed them to panelists from Fairfax County schools, government and community during the NEXUS forum.

In April, the CSB and NEXUS, a committee of the Gartlan Center Advisory Board, welcomed Dr. Lisa Horowitz for a community presentation on research tools for detecting depression and suicidal outcomes among youth. CSB Executive Tisha Deeghan led a panel discussion on prevention efforts underway in the community. The forum was attended by parents, educators, clinicians and suicide survivors.

For Mental Health Month in May, the CSB hosted a forum on teen resilience and coping strategies, which included a panel discussion of emotional issues and challenges today's teens are facing, and how to know when to seek support. A teen who struggled with depression and substance abuse, sought help, and is now in recovery, shared his personal story with a packed room of parents, friends and professionals. He shared insights about succumbing to pressure, what parents don't know, and how they can better connect with their children.



Parents and professionals at the May forum on teen mental health talked with staff from Inova Kellar Center, PRS Inc. and Fairfax County Public Schools.

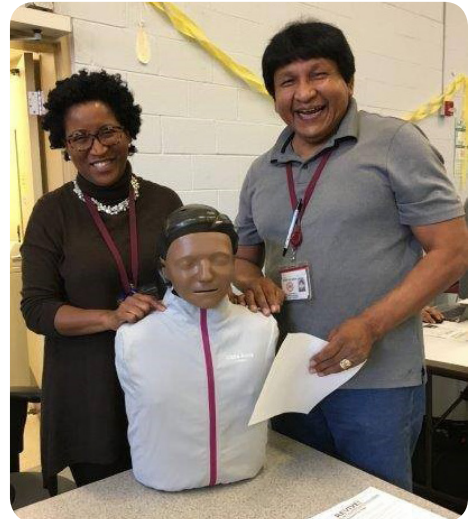
BeWell – Healthy outcomes for body and mind

People with serious mental illness in the U.S. die an average of 25-30 years earlier than individuals in the general population. Chronic diseases account for 7 of the 10 leading causes of death. Most commonly identified health conditions among people with SMI are diabetes, high blood pressure, and obesity.

The integration of primary and behavioral health care continues to be a strategic priority for the CSB. Clients are reaping the benefits of our “BeWell” initiative, now in its second year of a four year grant. Health coaches, who themselves have lived experience with mental illness or substance use and are now in recovery, help participants – all of whom are current CSB service recipients – achieve their personal health improvement goals.

Participation in BeWell is voluntary; over 325 people have enrolled so far, and many are experiencing significant improvements in key health indicators, including blood pressure and body mass index.

One client shared the following: “My health coach, Erina, goes over and beyond her duty to make sure I’m healthy. Once a week she checks my weight. Every three months she does a reassessment of my weight management, my blood pressure, and other health challenges. I’ve been very motivated to move forward because of Erina and the BeWell team. They helped me sign up for a water aerobics exercise class to help with my back pain because of surgery. I am very appreciative of their assistance and I highly recommend them.”



BeWell health fairs are held at sites where clients gather and learn about strategies to improve physical health. Pictured here are CSB staff who presented information about the REVIVE! program during a recent health fair at the Gartlan Center.

A recent mortality study of Fairfax-Falls Church CSB clients mirrors the national statistics:

- There is a 27 year difference in life expectancy for CSB clients with serious mental illness compared with that of the general population in Fairfax.
- For individuals with substance use disorders, the difference is even greater – 30.5 years compared to the general population.

By providing primary health care services and resources at our CSB behavioral health sites, we are working to reduce this disparity.

New housing, new hope



The first SUSTAIN tenant smiles after signing the lease for his new apartment. Pictured with him are (left) Artisha Jones, Housing Specialist with New Hope Housing Inc. and (right) Gloria Larson-Jadali, CSB Behavioral Health Nurse. (Photo courtesy of New Hope Housing Inc.)

CSB and New Hope Housing Inc. launched a new project in FY 2017 with funding through a multi-year, \$1.4 million state grant to develop permanent supportive housing options for adults with serious mental illness. SUSTAIN (Supported Upward Stability through Advocacy in New Housing) combines affordable rental housing with supportive services to address the treatment, rehabilitative, and recovery support needs of participants. With additional local funding, CSB further expanded this model to help individuals who come into contact with law enforcement or the justice system through the county's Diversion First effort.

In FY 2017, 16 individuals were placed in newly developed supportive housing units through the SUSTAIN project, and another 8 people had moved into housing through the Diversion First project.

Art as a recovery tool

Self-expression has long been recognized in the mental health community as having healing value. Works of art may also portray the confounding experience of someone who is dealing with mental health issues. Project In-Sight is an annual exhibit of art and poetry created by members of the CSB's Northwest Center community, including youth and adults receiving CSB services, family members, friends and staff.



SJB's "The Big City"

Be part of the solution!

Want to learn more about the CSB and the services we offer? Come join us!

Follow us on social media.



Tweet. Post. Engage with us.

Read our weekly CSB News.

Train with us.



Mental Health First Aid
REVIVE!

Online youth suicide prevention training

Volunteer with us.



Attend a CSB Board Meeting.



Monthly meetings held on the fourth
Wednesday of each month.

Persons served

<i>Characteristics of Persons Served by CSB Service Types</i>						
		<i>Developmental Disabilities</i>	<i>Mental Health</i>	<i>Substance Use Disorder</i>	<i>Early Intervention (Infant & Toddler Connection)</i>	<i>Ancillary Services*</i>
FY 2017 Persons Served <i>Based on state reporting categories</i>		2,116	7,003	1,648	3,642	16,617
Age	0-11	3%	6.5%	.5%	100%**	8%
	12-18	7%	20.5%	9.5%		19%
	19-26	26%	11%	16%		20%
	27-59	58%	50%	69%		46%
	60+	6%	12%	5%		7%
Gender	Female	38%	48%	32%	37%	42%
	Male	62%	52%	68%	63%	58%
Race***	Asian	13%	8%	2%	16%	9%
	Black/African American	12%	19%	20%	8%	19%
	White/Caucasian	63%	43%	51%	41%	45%
	Other	12%	30%	27%	35%	27%
Hispanic Origin***		11%	25%	21%	21%	23%

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

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

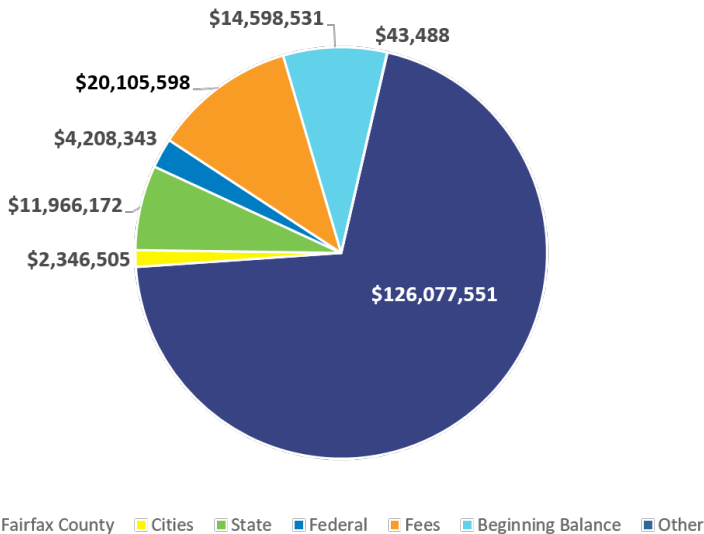
*** All served by Infant and Toddler Connection are ages zero to three.*

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

Financial data

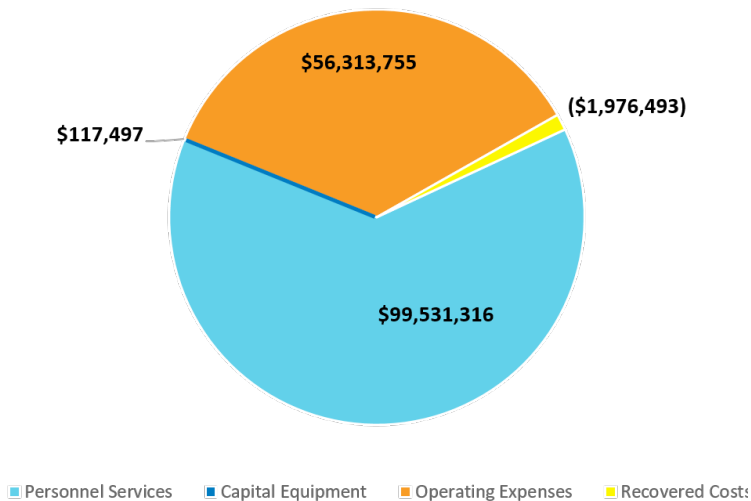
FY 2017 Revenues

\$179,346,188



FY 2017 Expenditures

\$153,986,075



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 2017 ending fund balance was \$25,360,113.

Community Services Board members

FY 2017 Board Officers

Suzette Kern
Chair

Bettina Lawton
Vice Chair

Edward E. Rose II
Secretary

FY 2017 Board Members

Braddock District
Molly E. Long

City of Fairfax
Diane R. Tuininga

City of Falls Church
Edward E. Rose II

Dranesville District*
Katherine C. Kehoe**

Fairfax County At-Large
Daria Akers
Gary A. Ambrose
Ken Garnes
The Honorable Jane H. Woods

Hunter Mill District
Bettina M. Lawton

Lee District
Suzette Kern

Mason District
Sheila Coplan Jonas

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

Office of the Sheriff
Captain Basilio 'Sonny' Cachuela

Providence District*
Vacant*

Springfield District*
Lori Stillman**

Sully District*
Sarah J. Meiburg**

**The following people joined the CSB Board in FY 2018: Jenifer Adeli (Dranesville District), Thomas Burger (Springfield District), Nancy Cromwell Scott (Providence District) and Adrienne Walters (Sully District).*

***Three members went off the Board during FY 2017.*

Visit www.fairfaxcounty.gov/community-services-board/board for detailed CSB Board information.

Join us at a CSB Board meeting

The Fairfax-Falls Church Community Services Board normally meets at 5 p.m. on the fourth Wednesday of each month. Meetings are held at the Merrifield Center in Fairfax, Virginia, and the public is encouraged to attend.

Call the Board Calendar at 703-324-7035 (TTY 711) or visit the Board meeting schedule page on our website at www.fairfaxcounty.gov/community-services-board/board to confirm times and locations.

Where We Want to Be – CSB Vision

Everyone in our community has the support needed to live a healthy, fulfilling life.

What We Do – CSB Mission

To provide and coordinate a system of community-based supports for individuals and families of Fairfax County and the cities of Fairfax and Falls Church who are affected by developmental delay, 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.

Adopted June 2014



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Fairfax, Virginia 22035-1100
703-324-7000, TTY 711

www.fairfaxcounty.gov/community-services-board
Email: wwwcsb@fairfaxcounty.gov



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