CSB Deputy Director
Clinical Operations

Assistant Deputy for Acute & Therapeutic Treatment Services
- Engagement, Assessment & Referral Services
  - Call Center
  - Walk-in & Engagement Services
  - Assessment Unit
  - System Navigation
- Diversion and Jail-Based Services
- Residential Treatment & Detox Services
  - Cornerstones
  - Crossroads
  - A New Beginning
  - Steps to Recovery
  - Contracted Services (SUD)
  - General Case Management
  - New Generations
  - Residential Admissions Unit
  - Fairfax Detoxification Center
  - Detox Diversion
- Wellness, Health Promotion & Prevention Services, and Nursing
  - Community wide prevention and promotional efforts such as Mental Health First Aid, skill building and awareness issues
  - Promotes and implements community capacity building activities
  - Initiates/maintains ongoing collaboration with human services agencies, schools and community coalitions
  - Fosters and supports evidence-based practices, programs and services
- Youth and Family
  - Behavioral Health Outpatient & Case Management Services
  - Juvenile Forensic Services
  - Care Coordination
  - Hospital and Residential Discharge Planning

Assistant Deputy for Community Living Treatment & Supports
- Behavioral Health Outpatient & Case Management Services
  - Case Management for persons with Serious Mental Illness (SMI)
  - Adult Outpatient Treatment (Mental Health & Substance Use Disorder)
  - Related Medication Clinics
  - Adult Partial Hospitalization
- Support Coordination
  - Eligibility Screening & Intake for Developmental Disability Waivers (DDW)
  - Support Coordination for persons with DDW
  - Case Management for persons on the DDW waitlist
  - Youth in transition from school
- Intensive Community Treatment Services
  - Intensive Case Management
  - Program for Assertive Community Treatment (PACT)
  - State Hospital and Forensic Discharge Planning
  - Mandatory Outpatient Treatment (MOT) & NGRI (Not Guilty by Reason of Insanity)
  - Project for Assistance in Transition from Homelessness (PATH) & Hypothermia
- Supportive Community Residential Services
  - A continuum of residential supports for adults with SMI
  - Group Homes & Apartments (e.g. New Horizons and RIC-Residential Intensive Care)
  - Drop-In life-skill, medication, and community supports
  - Contract monitoring of residential service providers
- Employment & Day Services
  - Range of DD & Behavioral Health Employment & Day services
  - Self-Directed Services
  - First Episode (Turning Point)
  - Psychosocial rehabilitation
  - Contract monitoring of BH & DD Employment and Day Service Providers.

Cross Cutting Services
- Medical Services
- Housing
- Special Projects
- Consumer and Family Affairs

Episodic Treatment
- Medical Services
- Housing
- Special Projects
- Consumer and Family Affairs

Community Living
- Medical Services
- Housing
- Special Projects
- Consumer and Family Affairs
### Business Operations/Facilities Management
- Oversight of CSB administrative support activities
- Financial assessment/screening for public assistance and health care programs
- Coordination of free medication to pharmaceutical assistance programs
- Business process management related to health care
- Maintenance of the CSB medical records
- Oversees the Credentialing program to ensure staff licensing standards and revenue maximization
- Manages all aspects of CSB facilities.
- Serves as subject matter expert to architects, planners and project managers on construction and rehabilitation projects impacting CSB services.
- Integrates strategic goals into Capital Planning process
- Oversees CSB emergency management and COOP Operations

### Financial
- Programmatic and strategic financial support for CSB operations, as well as transactional support for daily operations
- Budget oversight, including creation and management of CSB annual budget
- Responsible for medical billing process

### Communications
- News media liaison
- Public information
- Website
- Guidance/consultation for internal and external communication

### Human Resources
- HR Operations/Payroll
- Employee Relations
- Staffing
- Workforce Planning

### Analytics & Evaluation
- Manages and coordinates the Community Services Performance Contract
- Manages agency data and performance management activities
- Oversees the agency strategic plan
- Coordinates data quality improvement strategies

### Informatics Support
- Electronic Health Record (EHR-Credible)
- Telecommunications & Asset Management (Phones, Desktops/Laptops, Tablets)
- Local EHR Help Desk Operations
- Data Analysis and Reporting (Business Intelligence)
- Telehealth Support
- County DIT Liaison

### Compliance and Risk Management
- Manages the CSB’s Corporate Compliance Program focusing on State, Federal healthcare regulatory requirements, best practices and internal as well as external audits
- Integrates Medicaid, Medicare and other third party payer requirements into clinical and administrative operations
- Upholds Quality Assurance program for program licensing, human rights, risk management, adverse incident analysis, and improvements to ensure safety

### Talent Development
- CSB-wide talent development program management and consultation
- Behavioral health training and development coordination and support
- Regulatory compliance training coordination, support, and tracking
- CSB Employee U support and administration