

FAIRFAX - FALLS CHURCH

Community Services Board

50 Years of Service



Serving our community since 1969

Annual Report for Fiscal Year 2019



Services for mental health, substance use disorders and developmental disabilities

In an emergency, 24/7...

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

Merrifield Center, 8221 Willow Oaks Corporate Drive, Fairfax, VA 22031 (near Inova Fairfax Hospital)

Fairfax Detoxification Center – 703-502-7000, TTY 703-322-9080

4213 Walney Road, Chantilly, VA 20151

If you or someone you care about may be at risk of suicide, don't hesitate to reach out for help right away. These resources are available 24/7:

- Text "CONNECT" to 855-11 to contact PRS CrisisLink.
- Call PRS CrisisLink at 703-527-4077.

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

If it's not an emergency...

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

Monday through Friday, 9 a.m. to 5 p.m., with extended youth hours until 7 p.m. on Tuesdays.

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

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

CSB offers a quick, confidential online assessment you can take from home to help you decide. Go to www.fairfaxcounty.gov/community-services-board or bit.ly/TestYourMood.

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

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

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

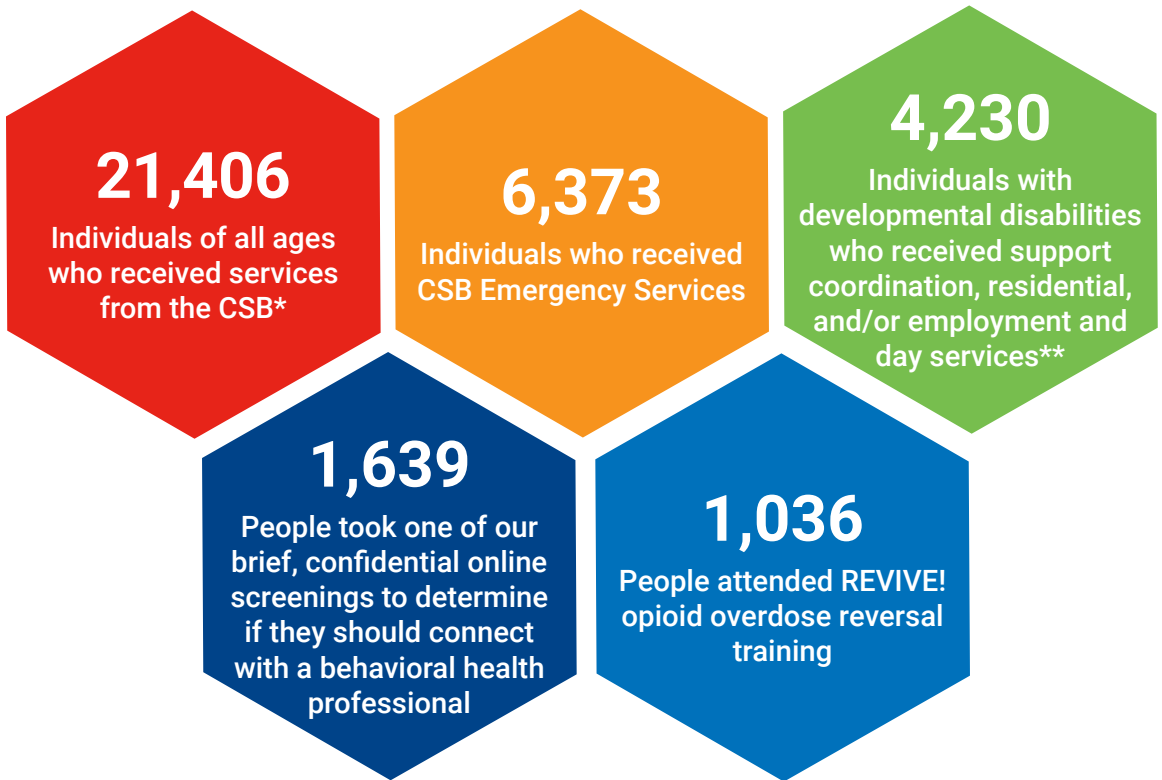


Annual Report for Fiscal Year 2019

Serving our community since 1969.

If you live in Fairfax County or the cities of Fairfax or Falls Church, 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.



* Unduplicated count. Many individuals received more than one service (assessments are included).

** Unduplicated count. Many individuals received more than one service (does not include assessments).

Message from the Chair and the Executive Director

We proudly present the Fairfax-Falls Church Community Services Board's (CSB) Fiscal Year 2019 Annual Report.

Throughout FY 2019, CSB staff and community partners have continued to work diligently to provide high quality services for individuals with mental health issues, substance use disorders and/or developmental disabilities so that they and their families can live long, healthier lives with resources that meet their needs and embody the principles of resilience and recovery.

This was an especially exciting year as the CSB celebrated 50 years of outstanding service to our community and we honored our staff throughout the year. We recognize our 1,480 member staff to be the best in the Commonwealth – dedicated, passionate and accountable.

The CSB has continued to be a statewide leader in multiple areas including implementation of services and standards under the Commonwealth's STEP-VA (System Transformation Excellence and Performance in Virginia) initiative, addressing the heroin and opioid epidemic, and strengthening the [Diversion First](#) countywide initiative which helps further the decriminalization of mental health and substance use disorders. This year Virginia expanded Medicaid and the CSB has supported more than 900 individuals in applying for this vital benefit. Individuals with developmental disabilities are receiving person-centered services which allow them to live and thrive in their community. Our CSB continues to meet these challenges head-on while working side-by-side with community partners, leaders, individuals receiving CSB services, families and YOU to develop fresh ideas and innovative approaches to provide opportunities and resources for people served by the CSB.

We invite and encourage you to stay involved – or become involved – with helping us develop, plan and deliver support for people served by the CSB as well as the general community. Join our new Fairfax Prevention Coalition. Visit our website at www.fairfaxcounty.gov/csb. Follow us on social media. Come to our [CSB Board or committee meetings](#), which are open to the public.

Thank you for your continued support.



Bettina M. Lawton, Esq.
Chair, CSB Board



Daryl Washington
CSB Executive Director

Bettina M. Lawton *Daryl A. Washington*

Making a difference to the residents of Fairfax County and the cities of Fairfax and Falls Church for 50 years



WHEREAS, the Fairfax-Falls Church Community Services Board, also known as the CSB, was established to provide community mental health services and supports for individuals with intellectual disabilities in 1969; and

WHEREAS, the mission of the agency is to provide the resources, supports and information to help empower all individuals in our community to live, work and enjoy their best lives while respecting all people served, and providing high quality services; and

WHEREAS, the CSB has accomplished much during its first 50 years, including working hard to meet the ongoing challenges of the nationwide opioid epidemic head-on and has empowered many thousands of individuals to live lives in recovery and to realize their full potential; and

WHEREAS, services are currently provided to over 20,000 individuals and families annually, in addition to providing timely, accurate and relevant mental health information and resources to the general public; and

WHEREAS, throughout its existence, thousands of passionate, dedicated staff, partners and volunteers have represented Fairfax County and the cities of Fairfax and Falls Church as members of the Community Services Board; NOW THEREFORE

BE IT RESOLVED, that the Fairfax County Board of Supervisors, on behalf of all residents of Fairfax County, recognizes and congratulates the Fairfax-Falls Church Community Services Board for its fiftieth anniversary and deeply appreciates the outstanding dedication, commitment and service to residents of Fairfax County and the cities of Fairfax and Falls Church.

Fairfax County Board of Supervisors
May 21, 2019

CSB's greatest resource: our staff

In an ever-changing community, the basic mission of the Fairfax-Falls Church Community Services Board remains unchanged: to help empower all individuals to live, work and enjoy their best lives. In celebration of the CSB's 50th anniversary in 2019, the CSB honored our clients, partners and staff. In the spirit of dedication, innovation, and passion, the CSB's solid foundation remains strong for an even brighter future for the individuals we serve in many decades to come.



Bringing System Transformation Excellence & Performance (STEP-VA) in Virginia to life

As part of the System Transformation Excellence & Performance (STEP-VA) initiative, on July 1, 2019, same-day assessment and primary health care screening became mandatory services for every CSB in the Commonwealth. Our CSB has been a statewide leader by providing behavioral health screenings to 1,764 individuals and assessments to 3,464 individuals in FY 2019. In the same time frame 7,298 individuals were served in behavioral health outpatient services, 458 were served in intensive outpatient services, and 2,042 were served in behavioral health residential services.

To support the primary health care needs of individuals served by the CSB, we work to connect people with primary health care providers to help them strive toward and enjoy full health. Research indicates that people with mental illnesses die 25 years younger than the general population, not from their mental illness, but from lack of access to health care to treat chronic, often preventable health conditions. Of the individuals receiving ongoing CSB services, 71% are linked with a primary health care provider and more than 3,500 have received a primary health care screening. In the past year, over 1,100 individuals were screened for metabolic syndrome, a substantial health risk among individuals who also have a significant behavioral health issue. Individuals who are identified as having metabolic syndrome are receiving additional support and care coordination services.



To expand the idea of “whole health” throughout the community, the CSB’s BeWell team hosted a community series of “Food, Mood and Behavior” forums throughout the year. Programs were widely attended and are continuing at our Northwest Center in Reston this fall.

Continuing to divert individuals with behavioral health issues from incarceration

Diversion First continues to be a priority for the CSB. During calendar year 2018, Emergency Services staff provided 6,665 services at the [Merrifield Center](#). Of that number, law enforcement was involved in 2,278 cases at the [Merrifield Crisis Response Center](#) (MCRC), with 1,616 emergency custody orders. Since January 2016, over 1,500 individuals were diverted from potential arrest.

The CSB strengthened its partnership with the courts by helping to launch a Supervised Release Non-Compliance Docket, Mental Health Docket and Drug Court.

The Supervised Release Non-Compliance Docket (SRP) is for defendants who are on active pre-trial supervision, have mental health and/or substance abuse issues, and are alleged to have violated the terms of probation, including treatment requirements. SRP is held twice weekly and sees between 15-18 cases per session. Since its inception in August 2018, this docket has served over 180 individuals.

The Mental Health Docket works in conjunction with the SRP as another option for those experiencing mental health/co-occurring issues. It allows Commonwealth and defense attorneys to require a defendant to complete different phases of treatment until they “graduate,” at which time the defendant’s charges will be resolved.

The Drug Court, which works with defendants who have alcohol and/or other substance use disorders, has served 17 individuals since November 2018.

In addition, the CSB continued to support the Veterans Treatment Docket, a hybrid drug and mental health docket, serving veterans with substance use disorders and/or mental illness issues. Since its launch in 2015, 47 individuals have participated in the veterans docket.

The CSB also continued to strengthen first responders’ knowledge about working with individuals who have mental health issues by providing [Mental Health First Aid](#) training to 571 deputies, correctional health nurses, and administrative staff, and provided Mental Health Literacy training to 1,238 Fire & Rescue personnel.



Strengthening community crisis services and helping with the statewide psychiatric bed shortage

The statewide psychiatric hospital system is experiencing a bed crisis, with every state psychiatric bed being filled and beyond best practice capacity multiple times during the past year.

One of the ways to alleviate unnecessary psychiatric hospitalization is by having a strong regional continuum of crisis services.



Our CSB received regional funding to begin providing detoxification services at a 16-bed crisis stabilization facility. Allowing individuals to enter the Crisis Stabilization Unit (CSU) to detox from alcohol or drugs will help alleviate some strain on the hospital census.

In order to meet the needs of the community, CSB emergency services added a second [Mobile Crisis Unit](#) to provide on-scene evaluation, treatment and crisis intervention. During calendar year 2018, 911 individuals were served, and 1,220 contacts were made in the community by our Mobile Crisis Units.

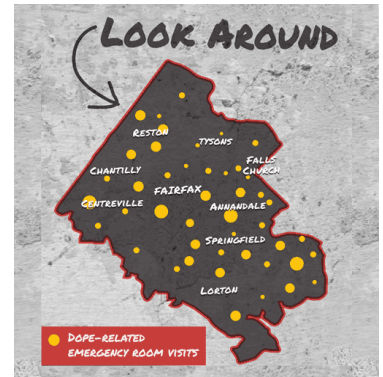
In addition, a co-responder model was launched, which partnered the CSB with Fairfax County Police, Sheriff's Deputies, and Fire & Rescue. The Community Response Team (CRT) has identified and provided



community interventions with several “super-utilizers,” who cycle through public safety, behavioral health services and emergency rooms. Cycling through multiple systems often leads to fragmentation of services and a poor prognosis. The goal of the CRT is to intervene and provide customized, collaborative services focused on better outcomes and more efficient use of resources.

The Fairfax-Falls Church CSB and Region 2 CSBs have also strengthened youth crisis services, serving 472 individuals and families in the youth regional crisis program. The program expanded so that every individual who requested services was able to access them. This fiscal year, community crisis services for individuals with developmental disabilities were also reinforced, with 114 adults with developmental disabilities receiving crisis services, 1,868 hotline calls answered, and 12 individuals served at the 24-hour crisis facility. In addition, 74 youth with developmental disabilities received crisis services and 757 hotline calls were taken.

CSB clients help shape #CouldBeYou opioid awareness campaign



A new, heavily digital, public education campaign targeting people from ages 14 to 34, features the experiences and suggestions of people in treatment with the CSB specifically for opioid dependencies. So far, the campaign has reached more than 675,000 people and the campaign's videos have been viewed more than 3.7 million times.

The campaign emphasizes the randomness of opioid dependencies and that anyone can be impacted by the epidemic. Most of the images and messages focus on a loss of life's potential and of futures that have been sacrificed by struggles with substances like opioids.

CSB clients provided input on the messaging as it was being developed. Comments about the campaign videos and images included:

- "These videos give me hope. I don't feel hopeless after watching them."
- "These videos are very relatable."
- "The song choices really speak to me."
- "I like that it uses the word 'dope.' That's what we say – not opioids. 'Dope' can cover a broad range of drugs and it's a very good choice to use that word."
- "This is a strong message and the videos are powerful. Love them."

#CouldBeYou is funded by the Fairfax County Opioid Task Force and made possible through generous funding from the Fairfax County Board of Supervisors, who are implementing active and multi-pronged strategies to address the heroin and opioid epidemic. In addition to this campaign, the Board has also funded additional school substance abuse counselors, a new anti-drug community coalition, additional treatment capacity, and drug take-back boxes at all local police district stations. The Board of Supervisors also filed a lawsuit against opioid manufacturers to hold them accountable for the significant impact caused by manufacturing and marketing drugs of highly addictive ingredients.

Continuing to save lives with REVIVE! opioid overdose reversal training

There were 114 opioid related deaths in the Fairfax-Falls Church community in 2017, and 83 deaths in 2018. Overdoses continue to be a significant problem and overdose deaths now exceed motor vehicle deaths. Targeted outreach to individuals at risk of overdose, increased availability of treatment services, and efforts to train individuals in the use of naloxone made a difference. **REVIVE!**, a program to train lay people to identify the signs of overdose and to administer opioid overdose reversal medication (naloxone), is very robust in our community. To date, more than 3,400 individuals have been trained through REVIVE!. People who have been trained include individuals with an opioid use disorder, their family and friends, as well as concerned members of the community.



REVIVE! classes

In FY 2019, 72 classes provided throughout our community.

Take a REVIVE! class

Go to www.fairfaxcounty.gov, and search 'revive' to find a class

Person-centered services for individuals with developmental disabilities hit an all-time high



In FY 2019, 4,929 individuals with a developmental disability received [Support Coordination Services](#), an increase from 4,644 in FY 2018. Support Coordination continues to work to implement and monitor mandatory quality improvement measures to support the Commonwealth's compliance with the Department of Justice Settlement Agreement (DOJSA), including tracking the numbers of individuals with developmental disabilities who are employed and ensuring the provision of individual choice of desired supports and services.

The CSB is working to ensure better coordination of services and supports for individuals with complex developmental and co-occurring behavioral health disorders. In April 2019 the CSB began designating psychiatry clinic hours for individuals with developmental disabilities who are experiencing significant barriers in finding community psychiatric services.

Some 100 support coordinators were oriented to Older Adult Services (age 50+) through presentations and tours of Senior and Adult Day Health Centers. These efforts have resulted in an increase in the number of individuals attending community-based, age-appropriate, inclusive older adult centers.

During FY 2019, over 1,400 persons received CSB Developmental Disability [Employment and Day Services](#) (EDS). Choices included programs from over 30 different community providers, all with a variety of service options. Over 540 persons were employed, collectively earning \$5.2 million in FY 2019 which enabled them greatly increased economic inclusion in our community. The [Self-Directed Services](#) (SDS) program expanded to provide increased customized service options to approximately 170 people. This popular program enables participants to use traditional EDS funding to establish a unique service program specifically tailored to their needs and circumstances. Everyone desiring an EDS placement, including all Fairfax Public Schools Special Education graduates, received services in either a first or second choice option.



Striving for inclusion on every level for people with developmental disabilities

The CSB helped lead the first-ever Fairfax County Disability Inclusion Conference at the Government Center in May. Approximately 400 people attended to discuss ways the county can foster a more inclusive environment, bridging the gap with the disability community. The event was co-sponsored by The ARC of Northern Virginia and Fairfax County, with a featured keynote speech by Frank Stephens. Frank is an actor who appeared in the Emmy-winning program *Born This Way*. He advocates for inclusion in the U.S. and across the world. A native of Fairfax County, Frank received a standing ovation at the event as he urged attendees to do more to address inclusion in our communities.



Medicaid expansion enables expanded benefits for CSB clients

Many people receiving CSB services became newly eligible to apply for Medicaid benefits this year and helping them to enroll was a major focus of CSB's Financial Eligibility team. Efforts that included reaching out to all CSB clients and providing one-on-one counseling helped more than 900 CSB clients apply for Medicaid benefits. People previously not eligible to receive benefits were thrilled to learn about the changes which included new income eligibility rules and lowering of the age of eligibility to 19.



Lilian Carreira, CSB's Financial Eligibility Manager, helped lead a successful team that met with CSB clients to discuss Medicaid expansion and eligibility.



Staff held open enrollment fairs at each of CSB's main sites, including the Merrifield Center. One-on-one communication with clients was vital to the success of the initiative.

Suicide prevention efforts soar in 2019

Suicide is the tenth leading cause of death in the United States and more than 44,000 individuals commit suicide every year in the U.S. Studies show that when firearms are accessible, individuals are more than three times likely to die by suicide and that most people who commit suicide use firearms (61%) or poisons (19%). Limiting access to firearms and poisons (known as lethal means restriction) for a person in crisis is an essential strategy for preventing suicide.

The CSB began offering free locking medication boxes and trigger locks that fit a wide variety of firearms to community members in 2019. This suicide prevention effort,

[Lock & Talk Northern Virginia](#), is regional and part of the [Suicide Prevention Alliance of Northern Virginia](#) (SPAN) programming.

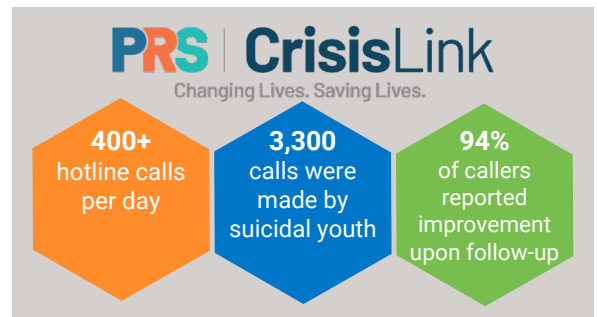
Talking about the problem of suicide can save lives, reduce stigma and encourage help-seeking behaviors. CSB staff worked to produce Lock & Talk Northern Virginia public service announcements, which air on local Comcast stations across the region. Promoting safe and responsible care of lethal means, while encouraging community conversations around mental wellness, are vital to our mission of suicide prevention and wellness promotion.



Lock & Talk Virginia Region 2
Community Services Boards are
providing Lock Boxes FREE of Charge.



Through a partnership with the CSB, in FY 2019 PRS CrisisLink answered 42,327 calls, conducted 1,697 text conversations with nearly 25,000 texts, and made 3,671 follow-up calls to individuals who were actively suicidal.



Peer Specialist Training Academy teaches peers to help others live in recovery

The CSB stepped up its peer specialist recruitment and training practices by creating a new Peer Specialist Training Academy that began in June 2019. A three-month pilot program, the academy provides on-the-job training for Peer Support Specialists in the skills and knowledge they need to succeed in their roles.

The academy's first cohort included eight staff who rotated their time among eight programs including residential, detoxification, and jail-based services, as well as the Medication-Assisted Treatment Clinic.

According to Michael T. Lane, Director of Individual and Family Affairs and manager overseeing the new academy, this is an exciting opportunity for the community as well as for the CSB. "Peer support services are a win-win for the individuals we serve and the employee. It is deeply rewarding to provide support to people struggling with similar mental health and substance use challenges that the employee did. Our clients often relate better to someone who has had those challenges. Peers assist in developing problem-solving, decision-making and coping skills; they provide meaningful connections that others can't, and they offer and demonstrate that recovery is possible."

The goal of the academy is to help participants learn how the CSB organization and the wider human services system functions. It also provides opportunities to equip peer specialists with a set of skills they'll need to perform in their jobs, such as mentoring, setting boundaries, sharing lived experience and delivering individual and group peer support. Weekly group supervision and one-



on-one mentoring with an experienced peer specialist provide spaces to reflect on their practice.

At the close of the Academy, successful graduates will be placed for ongoing employment within CSB programs.

The CSB employs 1,480 people; of those, 42 are peer support specialists.

CSB Peer Specialists support Sheriff's Office STAR Program

Peer recovery specialists also provide hope and support to inmates at the Fairfax County Adult Detention Center who are beginning their recovery from substance use and are committed to continuing their recovery after they are released. Striving to Achieve Recovery, the highly structured, intensive program known as STAR, was launched by the Fairfax County Sheriff's Office in 2018. The program includes CSB peer recovery specialists who facilitate groups, teach recovery skills and support participant networking and connections with social, recreational, spiritual, volunteer, educational and vocational resources.



Earlier this spring, Nick Yacoub, a CSB peer recovery specialist assigned to the STAR unit, offered Peer Support Specialist Training to several of the inmate participants. The 72-hour training provides non-clinical, wellness-focused, trauma-informed support.

“The most important parts of the training,” said Yacoub, “are knowing and adhering to a peer code of ethics and using lived experience in appropriate ways to help people discover and build a recovery lifestyle for themselves. A lot of that involves studying best practices, holding people in unconditional high regard, explaining individual advocacy, using recovery-oriented language, and developing person-centered approaches. We help people to express and achieve personal goals for wellness, recovery, resiliency and self-advocacy, which are essential for a successful post-release life.”

Persons served

Characteristics of Persons Served by CSB Service Types					
		<i>Developmental Disabilities</i>	<i>Mental Health</i>	<i>Substance Use Disorder</i>	<i>Ancillary Services**</i>
FY 2019 Persons Served* <i>Based on state reporting categories</i>		2,349	7,348	1,582	18,770
Age	0-11	4%	7%	0.5%	8.5%
	12-18	8%	21%	8%	20%
	19-26	26%	11%	13.5%	19%
	27-59	55.5%	49%	73%	45%
	60+	6.5%	12%	5%	7.5%
Gender	Female	37%	47%	31%	40%
	Male	63%	53%	69%	60%
Race***	Asian	13%	8%	3%	9%
	Black/African American	13%	20%	19%	21%
	White/Caucasian	61%	44%	53%	47%
	Other	13%	28%	25%	23%
Hispanic Origin (any race)***		13%	24%	20%	22%

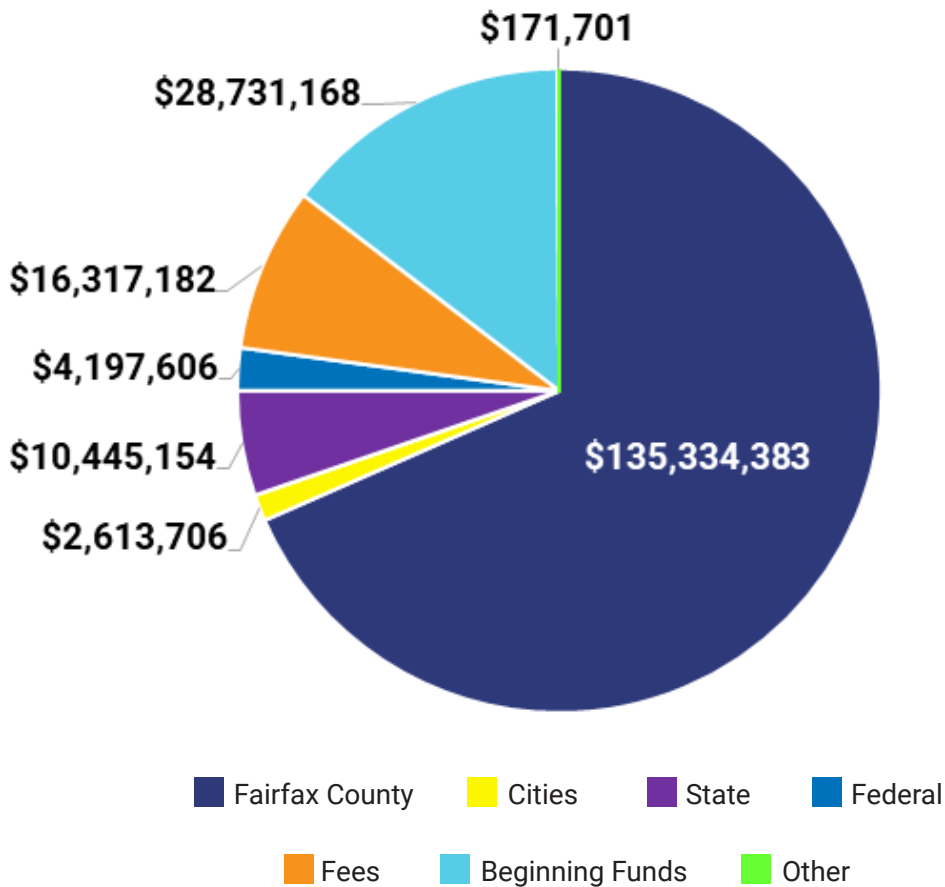
* Numbers served are unduplicated in each service type. Individuals may be served in more than one service type.

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

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

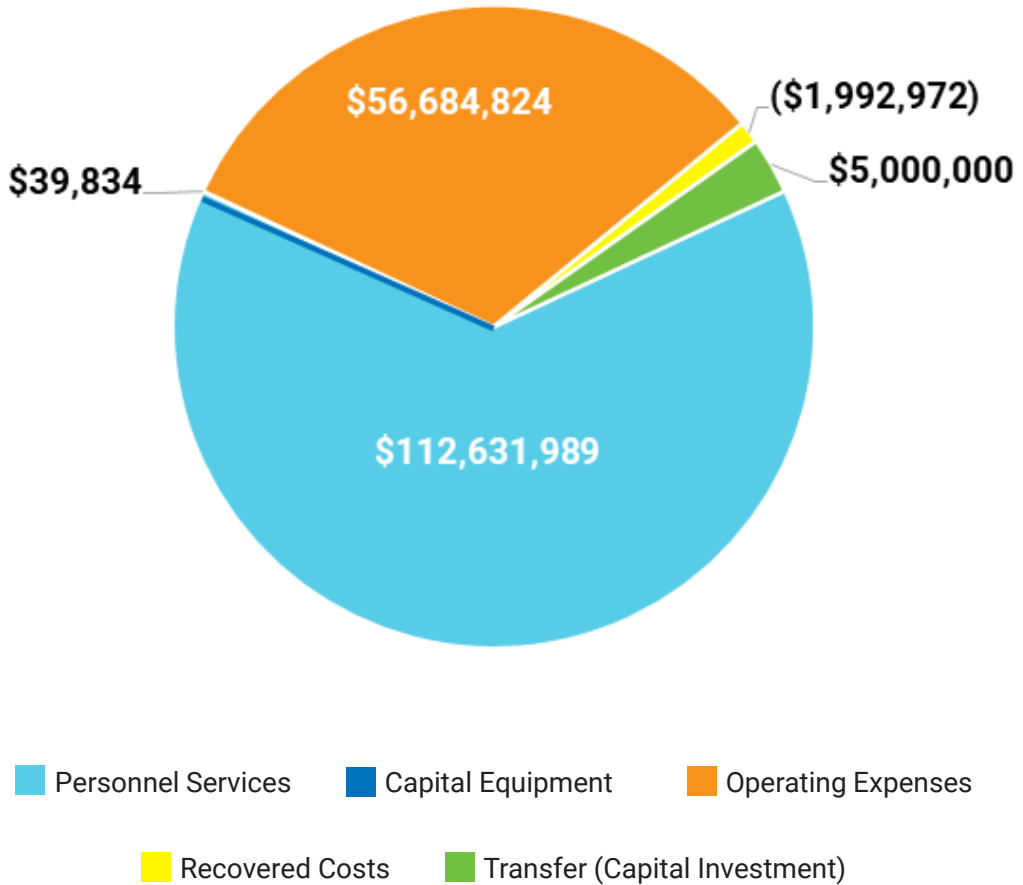
Financial data – FY 2019 Revenues

\$197,810,900



Financial data – FY 2019 Expenditures

\$172,363,676



*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 2019 ending fund balance was \$25,661,360.*

Community Services Board members

FY 2019 Board Officers

Suzette Kern
Chair

Bettina M. Lawton, Esq.
Vice Chair

Edward E. Rose III
Secretary

FY 2019 Board Members

Braddock District
Rachna Sizemore Heizer

City of Fairfax
Diane R. Tuininga

City of Falls Church
Edward E. Rose III

Dranesville District
Jennifer Adeli

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

Hunter Mill District
Bettina M. Lawton, Esq.

Lee District
Suzette Kern

Mason District
Sheila Coplan Jonas

Mount Vernon District
Garrett McGuire

Office of the Sheriff
Captain Basilio 'Sonny' Cachuela Jr.

Providence District
Nancy Scott

Springfield District
Thomas Burger

Sully District*
Evelyn Spain
Adrienne Walters

**The following members left the CSB Board during FY 2019: Adrienne Walters (Sully District), Gary Ambrose (At-Large), The Honorable Jane H. Woods (At-Large).*

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, 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.

Be part of the solution!

Join us. Learn more about CSB services and get involved in the well-being of your community.

Attend a CSB Board meeting



Meetings held on the fourth Wednesday of each month.

Follow us on social media



Train with us

In person or online



Revive
Opioid Overdose and
Naloxone Education

at-risk

Volunteer with us



Engage with us



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.

Adopted June 2014



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

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



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