



2012 Message

FY 2012 aptly could be called "The Year of the Children". Thanks to CSB advocacy, and with the support of the Arlington County Board, a Juvenile Court Liaison position was created to divert seriously emotionally disturbed children from the juvenile detention system into treatment. A new *one-stop access point* to CSB services for children with serious emotional disturbance called "*The Front Door*" was launched and, by adding several Case Managers, wait times reduced. A new Contract Manager closely monitored home-based children's services.

**James Mack
Chair**

The County Board also backed CSB efforts to continue the *Supported Employment and Education* program for adults in recovery from mental illness and substance abuse and to provide jail-based mental health services. And through coordinated efforts, the Mary Marshall Assisted Living Residence opened its doors to over 50 older adults receiving CSB services. Going forward, the CSB will be seeking adequate state support for community placement of Arlingtonians with intellectual disabilities leaving state-run institutions, the restoration of state psychiatric hospital beds, and funding for regional crisis intervention and stabilization services for mentally ill children and older adults. The successes profiled in this FY12 Annual Report exemplify CSB efforts to better serve almost 6,000 of our most vulnerable citizens with mental health, substance abuse and intellectual and developmental disabilities.

Front Door Services That Make A Difference!

The Behavioral Healthcare Bureau of the Child and Family Services Division initiated "**The Front Door**" - a one-stop shop for children & families in distress to learn about mental health services, schedule initial visits, and obtain information and referrals. A new, streamlined intake process cut wait times, and allowed more thorough assessments.

The Crisis Intervention Center (CIC) for people with mental illness in crisis began operations in October 2011. Over 65 people attended the **Open House**, including State Senator Barbara Favola, Arlington County Sheriff Arthur and Police Chief Scott, Sheriff's Department leaders and other County dignitaries. As a result of the CIC's collaboration with its criminal justice partners, **136** people were diverted from jail in FY12. In spring 2012, the Arlington Crisis Intervention Team received an Award from the Northern Virginia NAMI chapter for their work in our community.

Portraits of Success

Independent Living

A young adult client with a history of a mood disorder, self-injurious behaviors, learning disability, and an eating disorder made dramatic improvements with the psychiatric care received at the Drewry Center. Prior to receiving CSB services, he had several psychiatric admissions. With the help of his case manager, support services worker, and psychiatrist, he had recovered to the point that he was able to move out of his group home and into his own apartment as a participant in the **Permanent Supportive Housing** program.

Mary Marshall Assisted Living Residence "A Place to Call Home"

The Mary Marshall Assisted Living Residence, an assisted living facility for low-income older adults with mental illness, substance abuse problems and/or intellectual disabilities, opened its doors on February 15, 2012 on a tree-lined street in South Arlington. The residence features 52 comfortable, private rooms with private bathrooms - many even include kitchenettes. Rooms are clustered around shared community living areas, offering a unique mix of community and privacy. A full schedule of activities and assistance with Activities of Daily Living such as medication monitoring, social services & therapeutic recreation are tailored to residents' interests and abilities. Residents can play cards, enjoy arts & crafts, or do a variety of leisure activities indoors or on one of the outdoor patios. A state-of-the-art dining area provides delicious, nutritious meals and socialization opportunities. The Mary Marshall Residence is a place that people can truly call home!



Sobriety and Work through Coordinated Care

A 58 year old adult with a long history of alcohol abuse entered the CSB's Substance Abuse program after discharge from the Intensive Care Unit due to severe, life-threatening alcohol intoxication. This scary ordeal left her with a strong desire to turn around her life. She was referred to the RPC shelter daily until a bed became available. She worked with a case manager and attended the relapse prevention and Alcoholics Anonymous groups.

Thanks to these services, she found a part time job helping others look for work. She said she felt good about the contribution she was making to society. Even though she battled homelessness, she never missed a day of work. Through the coordination between her case manager and A-SPAN homeless shelter, she found a clean, safe apartment furnished by the SHARE program. After 10 years of living with extensive dental issues, her case manager helped her obtain dentures through Northern Virginia Family Services. She also utilized the ANSHI primary care clinic at the Drewry Center to address some ongoing medical problems. She has maintained 3 years of sobriety and continues to give back to those who can benefit from her story and experiences.

Work for People with Intellectual & Developmental Disabilities (IDD)

Job Discovery, Inc., partnered with the Mary Marshall Assisted Living Residence to **employ 4** Arlington residents with IDD in housekeeping services.

FY 12 Highlights

Two Intellectual & Developmental Disabilities Services

programs received County funding & private donations for safety & accessibility renovations & program enhancements.



The ServiceSource Foundation & private donors renovated The Garden Room & an outdoor space at the Community Integration Center (CIC)

County funds provided new, non-skid cushioned floors in two foyers at the Community Integration Center (CIC) at Woodmont

A kitchen & bathroom at a group home were renovated with County funds & are now safer & more accessible



The Children's Behavioral Healthcare Bureau launched a new initiative to divert young people with mental health issues from the juvenile court system, and to better link those already court-involved to community-based services. The new Court Liaison, who provided screenings, information, referrals and care coordination services, has worked with more than 150 youth since the program's initiation. All of these young people, half of whom were previously unknown to the Department of Human Services, were screened and linked to needed behavioral health services.

New!

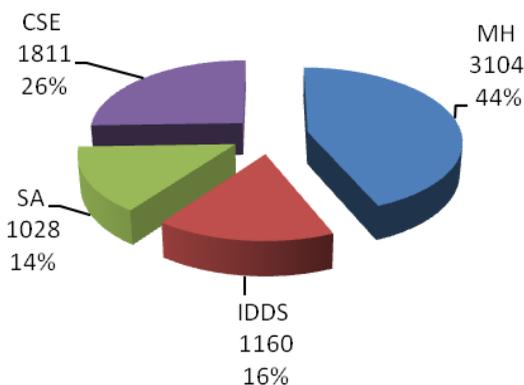
Clients whose primary diagnosis is substance abuse began receiving primary health care services in the Alexandria Neighborhood Health Services, Inc. (ANHSI) clinic located at Drewry Center.

Previously, only those with mental health or co-occurring disorders were eligible. Since opening its doors in FY10, through the end of FY12, **over 600 clients** were referred.

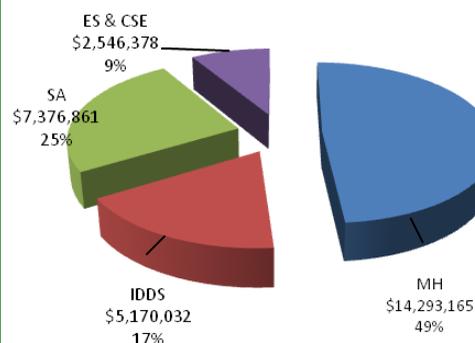
FY12 Evidence-Based Practices

- The Children's Behavioral Healthcare teams completed comprehensive training and consultation in Dialectical Behavioral Therapy (DBT), an evidence-based practice designed to treat people with self-destructive, self-harming behaviors and significant difficulty managing emotions. After a DBT adolescent group with 6 teens was formed, no further known incidents of self-harming behaviors were reported.
- The Psychiatric Services Bureau implemented the Substance Abuse & Mental Health Services Administration (SAMHSA) Medication Treatment, Evaluation and Management (MedTEAM) Tool Kit. This guide provides step-by-step instructions for public programs to implement the safest, most evidence-based medication management.
- In the Behavioral Healthcare Division, many evidence-based practices (EBPs) have been implemented, including:
 - Ongoing & Expanded EBPs**
 - * Multi-family Group Psycho-Education
 - * Cognitive Behavior Therapy (CBT)
 - * Exposure Therapy
 - * Program of Assertive Community Treatment (PACT)
 - * Intensive Case Management
 - * Supportive Housing
 - * Therapeutic Community in the Jail
 - * Supported Employment
 - * Dialectical Behavior Therapy (DBT)
 - NEW EBPs in FY 12**
 - * Supported Education
 - * Eye Movement & Desensitization Reprocessing (EMDR)
 - * Illness Management and Recovery (IMR)
 - * Motivational Interviewing (MI)
- The Behavioral Healthcare Division hired a part-time Wellness & Recovery Manager to lead the transformation of the Division towards a more recovery-oriented approach. In her first year, the Manager coordinated a staff recovery training through Boston University; managed two consumer-operated program contracts; and attended conferences related to recovery and the benefits of utilizing certified peer specialists and recovery coaches.

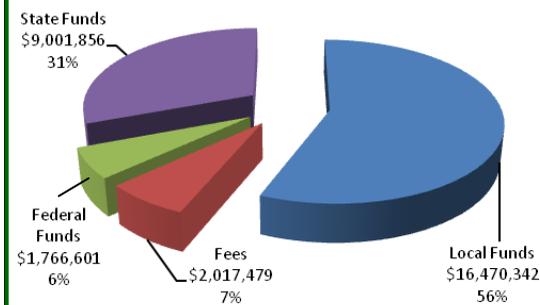
Client Utilization By Disability



Expenditures by Disability



Revenue by Funding Source



Key
 MH: Mental Health CSE: Client Services Entry
 SA: Substance Abuse ES: Emergency Services
 IDDS: Intellectual & Developmental Disabilities

*Opening
Doors to
Wellness &
Recovery*

FY 2012

*24-hour
Emergency
Mental Health
Services*
703-228-5160

*Adult
Mental Health*
703-228-5150

*Senior Adult
Mental Health*
703-228-1700

*Substance
Abuse*
703-228-4900

*Intellectual &
Developmental
Disability Services*
703-228-1700

*Child and Family
Services*
703-228-1550