



## Leadership Corner

### Our time is now

By G. Michael Lane, Jr., MA, MPH, Deputy  
Director of Administrative Operations

**This is our time** – our time as a Community Services Board – to shape the future of our behavioral health system to meet the needs of our community residents, including those with mental illness, substance use disorders, and/or intellectual and developmental disabilities. With the rapidly changing health care landscape, federal and state mandates, the ongoing intersection of behavioral health with criminal justice, and the growing public recognition that mental health is essential for overall health, we have many new challenges and opportunities. In the few weeks I have worked with the CSB, I have already witnessed Fairfax County's commitment to marshal resources to support and meet the complex needs of people we serve. Through an incredibly talented and supportive CSB Board, and



with the strong support of the county Board of Supervisors, the CSB has a wealth of key resources to help us navigate uncharted waters and continue to build a fully integrated and responsive system.

With this support of the Fairfax County Board of Supervisors, CSB Board, local residents, partners, and advocacy groups, I believe **the time is now** to fully realize an integrated health/wellness and behavioral health system throughout all of our sites that is responsive to the needs of the community. Research has demonstrated that persons with serious mental illness have a reduced life expectancy of 25 years due largely to preventable chronic health conditions; we must treat the whole person. However, the CSB cannot evolve into an integrated system alone. We need multi-agency collaboration with our Fairfax County partner agencies (e.g., health department, housing, family services, law enforcement and criminal justice). For example, through the recently commissioned Diversion First initiative (*more info on page 7*), I had the privilege to witness an incredible number of

stakeholders (49) gather and agree that Fairfax County will transform its crisis intervention services where mental health and law enforcement intersect. Led by Fairfax County Board of Supervisors Chairman Sharon Bulova and CSB Board Chairman Gary Ambrose, this initiative will establish an effective diversion-oriented system of care to reduce the number of people with mental illness, co-occurring substance use disorders, and intellectual/developmental disabilities in jails and detention centers. With additional ongoing leadership and support from Deputy County Executives Patricia Harrison and Dave Rohrer, Sheriff Stacey Kincaid, Chief of Police Ed Roessler, Chief of Fire and Rescue Ritchie Bowers, our magistrates and judges, and human services partners, the chance of success in implementing the diversion oriented system of care is indeed great. **Our time is now** for Diversion First!

As I continue on my listening tour, I have been struck by the passion, commitment, and expertise of the staff.

*Continued on Page 2*

## County firefighter will bike 3,000 miles to raise awareness about mental illness

Brenda Pamperin takes hard work in stride. She says that her lifelong passion for bicycle riding helped prepare her for her career as a Fairfax County firefighter, which also involves rigorous physical training, safety gear and heavy equipment.

Brenda is now preparing for the ride of her life – a 3,000 mile long trek across the southern part of the U.S., from San Diego, California, to St. Augustine, Florida – to benefit and raise awareness about mental illness. Donations will help support two organizations – the National



*"Ride to Awareness" participant, Brenda Pamperin, lifts the bike that will carry her across the country*

Alliance for Mental Illness (NAMI) and Mental Health America – that help individuals and families who face this challenge. Brenda is one of two riders from Northern Virginia. Thanks to their participation, some of the funds will go directly to our local NAMI chapter, NAMI of Northern Virginia.

An experienced long distance biker, Brenda says long distance biking is "a great way to see the world." Some of her past rides have included a trip from Yorktown, Virginia, to West Bend, Wisconsin, and a ride in Iowa with 10,000 other bicyclists.

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## Leadership Corner (from page 1)

Many CSB staff members have spent their entire careers dedicated to this field. I also get the sense that staff is aware that we can do better and sometimes do it differently. It is important that we have a community that allows for sharing of ideas and information so that we can harness new ideas and continue to assess our processes and outcomes. I am a firm believer in building a work environment that allows and promotes a culture of openness and responsiveness. In my new leadership role with the CSB, I intend to continue to shepherd this transformation, and I know that our other leaders feel the same way. **This is our time** to build an open and responsive communication culture!

As for processes and outcomes, we all have a duty and responsibility to collect and provide a lot of data. I recognize this can be a burden. When I worked as a clinician serving youth, charting was just a requirement, not something I enjoyed or really saw the value of, apart from meeting job expectations. However, after working in the field of research and policy, my thinking on this has evolved. Good data can have a profound impact on policy decisions that can improve the types of services offered and enhance the delivery system. It is so important to measure how well we are doing in meeting the complex needs of people served, whether to improve evidence-based treatment service plans or change the process. **The time is now** to embrace the importance of data.

Many thanks to all who have been so generous with your time to help me get acclimated in my new role. I look forward to continuing opportunities to listen and learn as I meet more of our CSB team. I am excited about working with you, day to day, to make a positive difference in the lives of the individuals and families we serve.

In closing, I want to share a quote that really speaks to me and, I hope, will resonate with many of you: "Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can." (John Wesley)

Please feel free to stop by my office (840C, Pennino Building); my door is always open.

*Editor's Note: G. Michael Lane, Jr., MA, MPH, is the CSB's new Deputy Director of Administrative Operations. Michael comes to the CSB with a wealth of experience first in behavioral health serving primarily high-risk youth, followed by more than ten years in policy and behavioral healthcare administration. Most recently he served as Senior Director of Operations & Planning for the National Association of State Mental Health Program Directors Research Institute. Michael is a graduate of Boston University School of Public Health (MPH in health policy/management), the University of Hartford (MA in Clinical Psychology), and Hampden-Sydney College (BA, Psychology).*

## New Process for Medicare Part D Open Enrollment

October 15 – December 7



For the 2016 Medicare Part D Drug Prescription Plan Open Enrollment period, the FAST (Financial Assessment & Screening Team) benefits and enrollment staff will work **exclusively with CSB case managers and support coordinators** to initiate appointments for individuals who may require assistance to select their first Part D plan or to choose a replacement plan for plans that have been discontinued or those with increases in monthly premiums or changes in their drug formularies. Appointments with the FAST/Patient Assistance Program teams

will be scheduled by the case manager through Credible. Unlike previous years, there will be no appointment books maintained at front desks.

Visit the [Medicare Part D Prescription Drug Plans page](#) on FairfaxNet for complete details.



## Firefighter's ride (from page 1)

This ride will be different. "There will just be 10 of us, riding together for two months," says Brenda. "And we are riding for a cause."

Brenda's own family was touched by mental illness when a beloved aunt died by suicide. Brenda remembers her aunt as loving and kind. "But like so many others, she lost her battle with depression," she observes. "I am riding to honor my aunt and to make a commitment to help others."

After the ride, Brenda plans to take a [Mental Health First Aid](#) course and continue to learn about resources and ways to help. Meanwhile, she hopes her participation in the Ride to Awareness will inspire others to learn more.

The ["Ride to Awareness"](#) will start September 14 and last two months. You can read more about the project and [follow Brenda's blog](#).

## Step In Speak Up!

Training on supporting LGBTQ youth  
now available through EmployeeU



The CSB offers Step In, Speak Up!, a free, 30 minute online training to help concerned adults support youth who may be struggling due to harassment or exclusion related to sexual identity, sexual orientation or other differences. The training simulations are classroom-based, but the information and practice skills can apply in many settings and are useful for anyone who works with youth including parents, school staff, scout leaders, coaches, faith communities, and more.

The course is available to employees through [EmployeeU](#) [keyword 'step in'] – if you take the class through EmployeeU, it will automatically be added to your training record.

You can also encourage community members to take the class, part of the CSB's free suite of online youth suicide prevention trainings. The community can access the classes at [www.fairfaxcounty.gov/csb/at-risk/](http://www.fairfaxcounty.gov/csb/at-risk/).



# Program Spotlight

## CSB's Mobile Crisis Unit

*MCU brings on-the-scene emergency mental health services*

The Community Services Board's Mobile Crisis Unit (MCU, or "Mobiles" as the staff calls it) responds to psychiatric crisis situations in the community, including emergencies when individuals are unwilling or unable to come to the CSB emergency services office.

Staffed by a rotating team of CSB emergency services personnel, the MCU operates 7 days a week, from 8 a.m. to midnight. With only one MCU to cover the county's entire 399 square miles, they are in constant demand. Requests for MCU assistance must be re-prioritized continually so that the most critical calls are handled first. Fortunately, plans are in place to add another MCU soon. Funds for this purpose are included in the county's FY 2016 budget carryover request that the Board of Supervisors will be considering on Sept. 22.

Who does the MCU serve? "You name it," responds **Jim Kelly**, manager of CSB Emergency Services.

The MCU responds to emergency requests from local, state and federal authorities. Some of these include police and other law enforcement agencies, community colleges, county and city schools, the CIA, Fort Belvoir, Homeland Security, the FBI, the Secret Service, Dulles Airport, and local hospitals. In addition, the MCU is on call 24/7 to respond to hostage/barricade situations and major emergencies in the region when emergency mental health expertise is required, such as occurred after 9/11 and the Navy Yard shootings. The MCU also responds to requests for assistance from other Fairfax County government agencies. And, of course, individuals and families in the community can request MCU assistance.

**Belinda Massaro** became the new manager of the CSB's Mobile Crisis Unit in May 2015. With over 20 years' experience working with the MCU and emergency services, Belinda has watched the demands on the MCU grow in recent years and looks forward to the



*Some of the clinicians who cover the Mobile Crisis Unit staff – Back row: Chris Tull, Steven Black, Khadijah Shaw, and Bibi Ortiz-Levine. Front row: Mike Ricker, Daniel Stanto, Larry Spahr and Scott Carter.*

opportunity to set up a second MCU, if the funding is approved.

"The comments we hear from the community are generally very positive – if we are able to send the MCU to the situation," Belinda explains. "Families are so grateful for the assistance in very difficult situations when their loved one is unwilling or unable to come to our offices for help and we can go to them instead."

"The problem," she continues, "is that with so many competing demands on our one MCU, we just can't always respond as quickly as people need."

Belinda says she hopes having a second mobile crisis team will enable CSB to be available more often for outreach to individuals who are at risk. She knows that this can have a life-changing impact. For example, she described a situation involving an individual who had been unwilling to receive services for years. After continued outreach visits from the MCU team, the individual gradually warmed to the idea of receiving CSB help. Today, he is in recovery and employed, says Belinda, something his family considers to be "a miracle."

As part of their training, all CSB emergency services staff members spend some time working with "mobiles." Some thrive on the variety and unique challenges this work presents.

"I like going into a situation that's most

likely chaotic," says Belinda, "where people at the scene are hoping for some guidance, and I am intervening in a very crucial moment in a person's life."

"It is very rewarding when you see how you affect people in a positive way in their own environment, in that moment," she adds.

What makes it hard, she says, is "when we connect with someone, we have good ideas, but we can't access the resource; for example, when it takes hours to find a bed for someone at a psychiatric hospital."

**Ari Silber** has been a primary MCU clinician for a year, having worked in CSB emergency services for four years. This is how he puts his PhD in Clinical Psychology to good use.

"It's exciting to come to work each day, not knowing what you're going to see," he says. "The work is like nothing else I've experienced."

MCU clinicians have to make quick decisions in often very challenging situations and must know how to communicate quickly and effectively with other key players (police, magistrates, hospitals, etc.). The MCU clinician works as part of a team; two clinicians are in the car when the team is deployed to a situation.

"There is a high level of camaraderie in mobiles," Ari explains. "Working with a partner is key." The reward, he says, comes "when you feel you have done something that really helps someone and brings some peace."

He continues: "We meet folks in a crisis and help them through it. That's satisfying. We don't always know what happens next, but in that moment of crisis and acuity, we know we were able to do something that helped."

*To contact CSB Emergency Services (and the Mobile Crisis Unit) call 703-573-5679. CSB Emergency Services is available 24/7, 365 days a year, and is located at the Merrifield Center, 8221 Willow Oaks Corporate Dr., Fairfax, VA 22031.*

## Straight from the horses...lessons for healing



*By Gina Haynes and Jalna Harris, Certified Peer Specialists*

On July 2, the Gartlan CSB Peer Support Group took group therapy to a whole new level. Twelve people boarded two Fairfax County vans and embarked on a 90 minute ride to “**Project Horse**” to experience the power of non-riding, equine therapy. This therapy is beneficial to individuals experiencing mental health challenges such as depression, anxiety and PTSD.

Upon arriving, our group was greeted warmly by three equine therapists: Darcy Woessner, Executive Director of Project Horse, Maria Kimble, and Leslie Roberts, who works for CSB Wellness & Health Promotion and was using her volunteer leave to work with Project Horse. [Learn more about the County’s volunteer leave program at right.) They escorted us to a pasture nestled near the Blue Ridge Mountains where we sat in chairs neatly arranged in a circle. We learned that each horse in the Project Horse herd had faced tough circumstances, overcome challenges, and had gone on to lead a happy, productive life. Darcy and Leslie previewed the three hours of activities they prepared for us. The treatment goals included learning assertiveness and boundary setting skills, as well as practicing the dialectical behavioral therapy skills of observation and mindfulness.

Elaine had this to say after the observation activity with Killian, a white gelding: “Being with Killian made me feel accepted in a way that I don’t accept myself a lot. I felt so calm and peaceful after being with him.” Next the participants partnered with a horse for

a meditation exercise. Jon said, “Placing my hands on the horse, closing my eyes, and syncing my breath with the horse’s was particularly helpful.” After the mindfulness grooming exercise with a gentle mare named Uncanny, Jean said, “I was the most relaxed I have ever been in my life.”

After completing the activities, the group ate lunch in a gazebo and debriefed about the day. Elaine mentioned that Killian was so affectionate, nuzzling her neck, face and hair during the observation activity; however, Bella, a sassy Arabian mare, ignored her. Elaine took it personally, thinking Bella didn’t like her. Leslie, our equine therapist, pointed out that Bella was a bit off that day. Bella taught us a valuable lesson. “It’s not always about you. Sometimes Bella is just having a bad day,” said Leslie. The peer support group laughed and adopted “Bella is having a bad day,” as a motto.

The skills and lessons participants took away from Project Horse would not have been possible without the unwavering support of Bob MacMurdo, Gartlan Center Behavioral Health manager, and funding from the Gartlan Advisory Board whose members understood the value of experiential learning.

We organized the Project Horse outing as part of the Gartlan Peer Support Group, which we co-facilitate. The group meets every Thursday at 3:30 p.m. Maryann Cheney, also a Gartlan peer specialist, and Jean Terrill, peer specialist apprentice, facilitated the outing as well. Peer support group attendance increased by 30% the week following this outing. The word is out: Horses are effective therapists!



**Make a difference in our community by volunteering!**

*Full-time merit employees (with their supervisor’s approval) can use up to 16 hours of volunteer leave each year. [This is pro-rated for part-time employees.] You can volunteer during work hours where you live or work.*

*Volunteer activity leave offers employees the opportunity to help local nonprofits, government agencies, houses of worship and other organizations by providing volunteer services to those in need. The 16 hours of leave does not have to be taken at the same time and can be divided throughout the year.*

*For a list of community volunteer opportunities, see [www.volunteermatch.org](http://www.volunteermatch.org) or [www.volunteerfairfax.org](http://www.volunteerfairfax.org).*

## Register now for annual wellness conference

Get ready! It’s almost time for this year’s conference – Together on the Pathway to Wellness: Investing in Yourself!

The CSB co-sponsors this daylong event along with the Wellness and Recovery Committee on Friday, October 16, from 8:30 a.m. to 2:15 p.m. at the Northern Virginia Community College Annandale Campus.

Individuals can explore how to:

- ⊙ Build and grow good relationships,
- ⊙ Stay healthy and feel good, and
- ⊙ Have fun!

Learn more about the conference or register online – some scholarships are available.





## Fun and games at Residential Treatment staff appreciation picnic

*Peggy Cook, LPC, LSATP  
Director, CSB Residential Treatment Services*

It takes a lot of effort and dedication to work in Residential Treatment Programs. You have to be willing to work evenings, weekends and holidays. You have to be willing to work with individuals who have high levels of need who also present with some challenging behaviors. But, you never get bored and often get to witness some true miracles. Luckily Residential Treatment Services has staff who are up for the challenge and consistently go above and beyond, all the while having a smile on their face (at least most of the time). To show

appreciation, the Residential Treatment Managers decided to sponsor a Team Building and Staff Appreciation Picnic.

The picnic aligns with our CSB Strategic Plan to promote a positive work culture and environment that supports the CSB mission, vision and values. Managers and staff from Fairfax Detox Center also



*Jerry Proctor, Larry Peacock and Atenie Beyene have a water balloon fight at the Residential Treatment services staff appreciation picnic.*

participated, helping to make the event even more memorable.

The event was held on June 10 at Crossroads during lunch time. The Program Directors/Managers donated the food and the desserts were provided by hosting a "Bake-Off" where staff were encouraged to bring in their special

homemade goodies. Individuals receiving services at Crossroads served as judges for the bake-off. The competition was fierce, but Vostina DiNovo from New Generations won the event with her signature chocolate pecan cream cheese bars, a recipe that an individual receiving services at New Generations shared with her years ago. After the judging was over, everyone enjoyed tasting some of the desserts.

After lunch, several picnic-style team-building games occurred – egg and spoon relay, balloon relay and water balloon toss. Staff who chose to participate returned to work a bit soggy as the water balloon toss culminated in a water balloon fight. It's always amusing to throw a water balloon at your supervisor...all in good fun!

Overall, it was a great opportunity for managers to show appreciation for staff while having some good, old-fashioned team building and fun. Special thanks to Crossroads for hosting the event.

## CSB partners with NovaSalud on HIV and HCV awareness

The CSB is grateful to have NovaSalud, Inc. as a partner in promoting good health for the people served by the CSB.

NovaSalud, Inc. promotes HIV/AIDS awareness, risk reduction behavior, and makes referrals to supportive care and treatment services through culturally-competent and language-appropriate HIV/AIDS services and prevention education in Northern Virginia.

NovaSalud's goal is to break down barriers to HIV/AIDS services and fight the social stigma surrounding HIV and AIDS. They provide HIV prevention services at more than 45 locations within the community.

NovaSalud has been working closely with the CSB since June 2013, conducting HCV and HIV testing and counseling at our centers at no cost to the individuals we work with. From March through July this year, they provided 153 HIV antibody rapid tests and 41 HCV rapid tests to people receiving CSB services. NovaSalud has an office at Merrifield where they



provide testing twice monthly, and they also go out to seven other CSB locations at least monthly: Gartlan Center, Fairfax Detox, Cornerstones, Crossroads, A New Beginning and New Generations. Soon they'll also add monthly testing at the Northwest Center.

NovaSalud's rapid HIV screening tests are preceded by pre-test counseling and followed by post-test counseling. From pre-test to post-test counseling, the entire testing procedure takes about 20 to 30 minutes. The test is 99.9% accurate but is used for screening purposes only. If the rapid test is positive, a confirmatory test

will need to be performed. NovaSalud will work closely with any individual who receives a positive result on either test to make sure s/he receives the appropriate confirmatory test, and gets linked to any other necessary services. Timely knowledge of HIV status and treatment benefits the individual and society by reducing morbidity, improving health and reducing the risk of

further infection.

For more information on connecting an individual you work with NovaSalud, Contact Louella Meachem, our Director of Nursing and HIV/HCV Coordinator. Learn more about NovaSalud at [www.novasaludinc.org](http://www.novasaludinc.org).





## Our heart in art – Project In-Sight 2015

*By Tameka Tunsil and Ilonka Sabic-Lukic, Project In-Sight Co-Coordinator*

Self-expression has long been recognized as having healing value. Self-expression is liberating and reveals the inner world of the artists as seen in their chosen art form. Works of art of all kinds may also portray the confounding experience of someone who is dealing with mental health issues, family problems, or other troubling life circumstances. In the Project In-Sight art exhibit, experience and vision converge in the works displayed on the walls of the Northwest Center in Reston.



*Project In-Sight team members Latasha Scott, Nina Sax Moore, Heather Hill, Adi Moorman, Ilonka Sabic-Lukic (seated), Tameka Tunsil, Barbara Mewborn, Andrea Mangram and Connie Ortiz.*



Project In-Sight comes to life each year as people receiving services at the Northwest Center submit creative works

to be displayed at the center for public viewing. The exhibit is non-competitive and all works are accepted, whether simple or complex. Affirmation of the artist is central to this event. This is the eighth year for Project In-Sight and we are so pleased to be able to offer this opportunity for self-expression and creativity.

The center also hosts an open house reception as a kick-off for the annual exhibit. The reception this year was another great success! There was a good showing of visitors, participants enjoyed showing

their artwork, socializing, savoring the yummy food and listening to pleasant guitar music. Family members and friends delighted in taking photos of their artist's works, kids and adults appreciated the creativity of our balloon artist, and were able to spark their own creativity by making artful greeting cards.

To those individuals who chose to reveal a part of themselves in this exhibit over the years – many thanks! Each and every effort is greatly appreciated and we hope to see you again in 2016!



## Carter is this year's "Most Valuable Job Coach" for CEP

The Cooperative Employment Program provides job placement and supported employment services to individuals with intellectual disabilities.

When the team was asked to nominate one of their peers as "CEP's most valuable job coach of the year," they unanimously decided that **Kimberly Carter** was most deserving.

Kim is recognized by her colleagues for her passion, dedication and work ethic. She is an excellent advocate that strives to help everyone reach their full potential. Kim is always making connections and generating opportunities in the community to benefit the Cooperative Employment Program.

According to her coworkers, she is "kind, caring, fair, confident, reliable, flexible, optimistic, patient and helpful"....the list goes on! Kim is the epitome of a team player and truly a pleasure to work with. Congratulations, Kim!



*CEP's Sarah Bonuccelli, Ricky Ramlochan, Clarence Parkinson, Kimberly Carter, Karen Case and Denise Sequiera.*



## Diversion-Oriented System of Care Collaborative

You may have seen CSB staff wearing these “Diversion First” buttons and wondered what it’s about. Fairfax County community and government leaders have launched an effort, called *Diversion First*, following national efforts (visit the [Stepping Up Initiative](#) website for information, webinars and other materials for background) and local commitments to reduce the number of people with mental illness in local jails by diverting non-violent offenders experiencing mental health crises to needed treatment instead of incarceration.

At the inaugural meeting of Diversion First, local leaders announced a commitment to set up a basic jail diversion program by January 1, 2016 with the following initial components in place, to be expanded and further developed over the next 3 to 5 years:

- ⊙ The establishment and ongoing involvement of an oversight stakeholders group called the *Diversion-Oriented System of Care Collaborative*.
- ⊙ Ongoing Crisis Intervention Team (CIT) training, following state model requirements, for local law enforcement personnel;
- ⊙ A therapeutic Crisis Assessment Site at the new CSB Merrifield Center, where law enforcement officers

## DIVERSION FIRST

will be able to transfer custody of nonviolent offenders who may need mental health services to a CIT-trained officer there, instead of taking them to jail;

- ⊙ A second CSB Mobile Crisis Unit to increase the county’s capacity to provide emergency mental health personnel in the field; and
- ⊙ A Mental Health Docket in the Fairfax County Court system and diversion interventions at the magistrate level;
- ⊙ Mental Health First Aid training for first responders and jail-based staff.

The CSB is a leader in this innovative community, collaborative effort and we have multiple representatives on the Diversion-Oriented Systems of Care Collaborative work group. Learn more about this initiative on the [Diversion First](#) page on the CSB website. These initiatives will change the way we engage in services with people and will improve outcomes for people with mental illnesses who are involved in the justice system.

## Crisis and suicide prevention textline – New number, same quick response!

As of Sept. 1, PRS CrisisLink has a new number for its crisis text line. Texting the word “CONNECT” to 855-11 replaces texting to 703-940-0888. The old number will remain operational for a short time, referring people to the new number. The number was updated to provide additional security and privacy protections.

When someone texts “CONNECT” to 855-11, a PRS CrisisLink crisis worker sends a text response within minutes. Individuals can also call the hotline at 703-527-4077 or 1-800-273-TALK (8255) to speak with a trained crisis worker.

PRS Crisis Text Connect is a service of the CSB in partnership with PRS CrisisLink. Learn more on the [PRS CrisisLink website](#).

PRS  
**CrisisText**  
connect



**Updated posters are available on the [CSB Publications web page](#) and hard copies will be distributed in the next several weeks.**

## Outstanding CSB staff win awards

On July 24 at the countywide employee awards ceremony in the Government Center Forum, three CSB employees were recognized with Outstanding Performance Awards, which recognize employees who perform the duties and responsibilities of their positions in an outstanding manner, generally well above expectations. OPAs may be given for consistently high performance, significant benefit to county operations, or exemplary performance on a specific project or assignment. The awards were presented by County Executive Ed Long and Deputy County Executives Rob Stalzer and Pat Harrison.



Abdul Boulahssas (pictured above), Food Service Supervisor, was the only kitchen staff at New Horizons, a 24/7 treatment program, for almost two years. And now, due to staffing turnover, he is stepping up again.



Aimee Francois (pictured above), Mental Health Therapist, consistently performs at a high level and despite staffing issues, increased her case load and adjusted her schedule to ensure that the individuals she works with still receive excellent service.



Daniel Rodriguez (pictured above), Substance Abuse Counselor, served as acting manager to assist the Crossroads Youth program for nine months. He worked tirelessly, with good humor and an incredible “can do” spirit.

Congratulations Abdul, Aimee & Daniel!

## ITC celebrates 5th annual graduation!

*By Karen Mead, ITC Service Coordinator Supervisor*

The 5th Annual ITC Graduation Celebration was a star-studded event for Infant & Toddler Connection graduates and their families on August 19 at Daniel's Run Elementary School.

The graduation celebration is held each year to commemorate the accomplishments of both children and family members while receiving Early Intervention Services. ITC graduates transition from receiving ITC services to activities in the community – private preschool, private therapy or public school early childhood special education services. Channel 16 covered the graduation event and [posted a video on YouTube](#) which included interviews with Allan Phillips, Director of ITC, and several ITC families with children who were graduating.

The event was attended by 70 graduates and about 250 family members who joined in the festivities with refreshments



**Deputy County Executive Pat Harrison handing a new graduate her balloon.**

and activities. As families arrived, they registered, received an "ITC Graduate" shirt and stopped at the "ITC Photo Booth," where pictures of the graduate and their family members were taken. The excitement continued as the children and families walked down a hallway past balloon bouquets and entered the multipurpose room with bubbles, art wall, PlayDoh, and coloring!

The Great Zucchini!, "Washington's most popular entertainer for toddlers,"

performed for the families with lots of interactive fun! Laughter and cheers filled the room throughout the performance.

Allan Phillips was Master of Ceremonies for the graduation. Each ITC graduate came forward accompanied by members of their family to receive a "Certificate of Graduation" in front of a huge balloon arch in the shape of a star. A host of VIPs – Deputy County Executive Pat Harrison, CSB Executive Director Tisha Deeghan, Deputy Director Michael Lane, Assistant Deputy Director Lyn Tomlinson, as well as CSB Board Chair Gary Ambrose and CSB Board members Lori Stillman and Molly Long – took care in presenting each child with a purple or silver balloon of their very own and congratulating parents as well.

It was a truly touching and memorable graduation for all who attended!

## Celebrating whole health at Gartlan with Neighborhood Health!

On August 26, Gartlan Center staff worked with Neighborhood Health to hold an educational luncheon at the Gartlan Center. Neighborhood Health operates the clinic at the Gartlan Center, staffed by Dr. Ali Shahcheraghi (Dr. Shah).

The event was attended by more than 60 individuals receiving CSB services, who enjoyed a barbecue lunch and learned about several health-related topics. Dr. Shah spoke to the group about the importance of accessing health care and the convenience of having Neighborhood Health on-site at Gartlan. He also talked individually with guests at the luncheon.



**Dr. Shah talks with a guest at the luncheon.**

Neighborhood Health staff talked with visitors about various topics, including financial independence and the amount of sugar in different beverages, as well as providing basic health screenings and eligibility screenings.



**Carlos Ramirez, Eligibility Specialist for Neighborhood Health, talks with an individual about health care options.**

CSB staff provided information about our smoking cessation program and encouraged people to consider quitting smoking.

Staff members from the Gartlan Center were also able to meet Dr. Shah and talk with Neighborhood Health's eligibility workers to become more familiar with enrollment in Neighborhood Health services.

It was a wonderful, welcoming event that further solidified our relationship with

this important health care partner.

People receiving CSB services can receive a variety of primary health care services from Neighborhood Health at the Gartlan clinic, including routine physical exams and preventive care, flu vaccinations, care for chronic conditions like high blood pressure or diabetes, and more. The clinic is open to anyone in the community.

CSB staff can talk with [Amy M. Smith](#) or [Dewayne Mack](#) at the Gartlan Center with questions about accessing Neighborhood Health services.

Visit the [Neighborhood Health, Inc. Website](#) for more information.



**An AmeriCorps volunteer discusses financial literacy tips.**



## "Hall of Expression" comes alive again!



*By CarLa Bryant, Program Coordinator, Assisted & Community Residential Services*

The hallway leading to the Community Living & Treatment, and Support Coordination suites on the third floor of the Pennino Building was dedicated as the "Malamphy Hall of Expression" in 2009. Named after an individual who was served through the former Intellectual Disabilities Services area, who had great artistic abilities and left us with a piece of his legacy.

The original purpose for the hallway was to house a variety of artwork on loan from around the Northern Virginia community. The objective dissipated somewhere along the way, but is recently being revived through the works of some of the individuals who live in the CSB's directly operated group homes of the Assisted Community and Residential Services today. The first installment of the revival includes six paintings of cherry blossoms that were done in the spring as part of monthly Art Exploration classes.

The Art Exploration class started five years ago and is going strong, even after the turnover of the instructors who originally created the class. The current instructors, Adam Ferguson and Catherine Tribone, took over the class in February and haven't missed a beat

in providing regular and imaginative opportunities for the individuals to explore their creative energies and learn new artistic techniques.

Art Exploration is held once a month in the evenings at the Government Center. Individuals who participate are guided in creating art projects, which are adapted to fit each person's abilities. In past classes, they've created holiday cards, watercolor paintings, scrapbooks, and other projects.

Participants leave each class with a completed piece.

If the participants would like to loan their artwork to be displayed on the Hall of Expression, we will proudly hang it there for all to see. The individuals who see their work hanging on the hall derive a sense of accomplishment and pride in seeing their work displayed.

Employees who regularly walk through that hallway have expressed appreciating seeing the wall come alive again.

Art Exploration is always looking for visiting artists within the CSB who would be willing to come and share their talents and show the class a new medium. If you are interested in sharing your artistic skills, please contact: [Adam Ferguson](#) or [Catherine Tribone](#) to arrange leading a class.

Stop by to see the terrific artwork the next time you're at the Pennino Building!



## The EAC – Advocating for YOU!

*By Eileen Yates, Mental Health Therapist*

My interest in becoming the CSB's representative on the Employee Advisory Council comes from my desire to advocate for the needs of others.



The EAC provides many opportunities to advocate and voice concerns of all employees in Fairfax County. I would bet that not many employees really know what the EAC does and how it functions – we are really more than an office appliance purchaser! I have been with the EAC for three years now and I am starting my second term as your representative. I want to be sure all of you know what I can assist with and the many ways the EAC helps.

The EAC fights for raises. This last budget cycle was an important one because the new pay plan had promised the Market Rate Adjustment, then it was cut. We met with the Board of Supervisors to express the dissatisfaction of a broken promise and pay plan, the very first time this pay plan went into effect. We also go to the budget hearings to speak to the board in that venue. If you are interested in advocating for the budget, it's important that you attend these hearings – we'd love to see you there!

We meet with the County Executive and the Director of Human Resources once a month to discuss issues that are of concern to staff. If you have an issue that you think the County Executive should know about, send me an email or call and I will bring it to the EAC meeting.

The EAC sends representatives to attend workgroups on various issues, from healthcare and retirement boards to personnel committees...we have a voice in many of these arenas. I am currently sitting on a workgroup that is focused on Bullying in the Workplace.

The EAC can also help employees with the grievance process. If you feel like you have been treated unfairly and would like to find out more about the grievance process, there are links on FairfaxNET or you can contact me to discuss your issue. We will help navigate the grievance process with you.

*Continued on Page 10*

## Continuing to fill the GAP in health services

Since mid-January 2015, the CSB has assisted 300 individuals with mental health screenings necessary to obtain free health benefits in Virginia. As a result, approximately 50 percent have been approved for the **Governor's Access Plan (GAP) for the Seriously Mentally Ill** based on both a diagnosis of serious mental illness (SMI) and financial/non-financial criteria. For the CSB, GAP covered services have the potential to generate between \$4,000 and \$10,000 of reimbursement annually per beneficiary.

GAP provides physical and behavioral health services for low-income, uninsured Virginians between the ages of 21 and 64 who have a serious mental illness. The plan offers a limited package of health benefits for Virginia residents with incomes below 65 percent of the federal poverty level (\$7,657 for a single adult), who aren't already covered by Virginia Medicaid or other health insurance, and who have a diagnosis of serious mental illness (SMI) such as major depression, bipolar disorder, psychotic disorders, schizophrenia, and post-traumatic stress disorder.

Once approved for GAP, beneficiaries can seek medical and behavioral health services from the existing Medicaid provider network and the Magellan of Virginia behavioral health network; the CSB is a provider in both networks. GAP benefits include behavioral health services, primary and specialty care, lab work, diagnostic services and pharmacy.

GAP Case Management is a new covered service that the CSB is providing and has several required activities including notification to Magellan of medical or psychiatric status changes. Integrating the required activities of GAP Case Management into other required Magellan activities has served CSB clinicians Martha Dunn-McCue and Aimee Francois well. For GAP enrollees, the Supportive Residential Services supervisor and therapist have shared that their checklist now includes:

- ⊙ Prepare Magellan's GAP Case Management Service Authorization.
- ⊙ Contact Primary Care Physician to notify them of individual's enrollment in GAP.
- ⊙ If PCP is the Community Health Care Network (CHCN), document efforts to locate a new PCP to include contacting the CSB Healthcare



### Bridging the Mental Health Coverage Gap in Virginia

Integration Specialists working with HealthWorks and Neighborhood Health. *(At present, individuals who obtain Medicaid or GAP health benefits lose their CHCN enrollment.)*

- ⊙ Contact Woodburn Place Crisis Care if GAP enrollee is admitted to that level of care. Woodburn Place will prepare Service Authorization.
- ⊙ Notify Magellan Care Manager of critical and urgent medical or psychiatric status changes or a sentinel event.
- ⊙ In creating an initial treatment plan, document GAP Case Management in each goal.
- ⊙ Review treatment plan (service plan) monthly and document the need for GAP Case Management; if no changes, clone the ISP and note "No changes this month" in Comments section.
- ⊙ Document the individual's involvement in the treatment plan.
- ⊙ Reminder of GAP recertification process one year from coverage effective date.

Starting September 11, DMAS and Magellan will host a monthly GAP call just for individuals with mental health issues, family members of individuals with mental health issues and mental health advocates to discuss the GAP project. On the second Friday of each month from 11 a.m. to noon, individuals may call 1-866-842-5779 and listen for the instructions to enter Conference Code 7439901269.

For more information on GAP, visit the [CSB FairfaxNet GAP SMI page](#).

CSB EAC representative (from page 9)



Advocates for a better workplace.

We have two craft fairs each year for employees (usually in the spring and fall). These Craft Fairs are open to all employees and retirees who have items to sell; you just pay for a table and set up shop! *(You will need to have leave approved to participate as a vendor.)*

We also set up tables during the employee health fair to give you more information about things we are working on for you. We also have a display at the Fairfax Fair Sneak Peak – last time we had popcorn and lots of movie tickets as giveaways!

And, finally, we do have a budget each year with which we can help purchase appliances for the office or help to fund a party for staff – for instance, a staff person asked for help in purchasing items for a staff picnic, I was able to give them some funds for that picnic. It is a limited fund, so I try to spread the money out to various sites. I think many staff was able to enjoy the Edible Arrangements that I sent out to various locations this summer.

I really enjoy representing the CSB on the EAC. I am more than willing to hear your concerns or suggestions, so feel free to [contact me](#) anytime. Also, you can see more information about the EAC at our website at [www.fceac.org](http://www.fceac.org).

## Merrifield Peer Resource Center to open in October!

The Merrifield Peer Resource Center near the first floor lobby will open in October 2015, staffed by four certified peer specialists along with VIVA

volunteers. The Peer Resource Center team consists of Paul Erba, coordinator, Jalna Harris, Gina Haynes and Yvonne Morales. The team is committed to building a community of support, empowerment, and self-advocacy. Look for more details soon!





## Strategy Matters

In the Spring 2015 edition of the Beacon, you were introduced to **Strategy Matters**, a feature column highlighting an element of the CSB Strategic Plan and how the plan is operationalized in day-to-day work at the CSB.

As we approach a new season, which brings about new opportunities, we would like to highlight the CSB's Values statements, and how they speak to our collective and dedicated efforts to continue to support individuals and families in our communities.



### **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.

### **Here's an example.....**

A CSB center conducts a monthly consumer orientation which allows individuals and their family members an opportunity to gain resource information, ask questions and provide input on the types of services they would like made available at the center. Feedback received from participants proved valuable, as it initiated the start of a weekly socialization group at the center. The group focuses on life skills with an emphasis on socialization and nutrition, is now held weekly and is co-led by behavioral health outpatient and residential staff. This is one example of how we strive to incorporate the CSB's value: **respect for the people we serve**. [Feedback from service recipients is encouraged to assess program strengths and areas for improvement].

### **Now let's hear from you!**

How do you incorporate the CSB's Values in your day-to-day work activities? We want to hear from you! Send your examples encompassing any of the three CSB Values by email to Tameka Tunisi. Please send **by Sept. 17** to win a prize that illustrates the CSB's Values.

— The CSB Strategic Planning Implementation Team

## I scream, you scream, we all scream for ice cream!

Adult Behavioral Health Outpatient hosted a "Flash Ice Cream Social" at the new Merrifield Center on August 13. The social provided staff and individuals in care an opportunity to share "a taste" of each program represented. Participants also savored the chance to nurture new and existing collaborations over a variety of flavors, toppings and endless scoops!



**Bharati Patel and John Dobricky, ready to scoop!**



**Nhat Nguyen, scooper at the ready, and LaVurne Williams.**



**LaVurne Williams dishes ice cream while Genesis Williams and Kim Ragin wait their turn. In the background, Georgia Bachman talks with Brittany Reid.**

## CSB Beacon

Published by the

**Fairfax – Falls Church Community Services Board**

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Fairfax, Virginia 22035

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Comments or suggestions? Have an idea for a story?  
Contact Lara Larson at 703-324-7027, TTY 711.

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