

RESOURCES

Arlington County Crisis Intervention Center
703-228-5160
Available 24/7/365

Arlington County Mental Health and
Substance Abuse Services
Main Phone 703-228-5150
Fax: 703-228-5234
TTY: 703-228-5242

Arlington County
Violence Intervention Program
703-228-5150
Evenings and weekends call
703-237-0881

Arlington County
Domestic Violence Hotline (24 Hours)
703-228-4848

Arlington County
Senior Adult Mental Health
(over age 60)
703-228-1700

Arlington County
Child and Family Services Division
(through age 17)
703-228-1550

Arlington County
Developmental Disability Services
703-228-1700

Arlington County
Parent/Infant Education (PIE)
(children 0 through 3)
703-228-1630

Children's Regional Crisis Response
1-844-N-Crisis (627-4747)

National Suicide Prevention Hotline
1-800-273-TALK (8255)
Available 24/7/365

National Hopeline Network
1-800-SUICIDE (784-2433)
<http://hopeline.com/online/>
To chat with a Crisis Intervention
Specialist Available 24/7/365

Suicide Prevention Alliance from NOVA
suicidepreventionNVA.org

Crisis Link
703-527-4077
Text "Connect" to 85511
Available 24/7/365

VeteranCrisisLine.net
1-800-273-8255 & then press 1
text to 838255, chat on-line
Available 24/7/365

YourlifeYourVoice.org
1-800-448-3000 (email, chat, text, apps)

To Write Love On Her Arms
twloha.com, text TWLOHA to 741-741

National Alliance on Mental Illness (NAMI)
Virginia
1-888-486-8264

Local NAMI (Arlington)
703-236-6022

Doorways for Women & Families
24-Hour Domestic & Sexual Violence Hot-
line 703-237-0881

Arlington County Community Services Board FY 2017 Annual Report



Sequoia I 2100 Washington Boulevard



Sequoia III 2120 Washington Boulevard



Sequoia II 2110 Washington Boulevard

Anne Hermann
CSB Chair



Deborah Warren
CSB Executive Director

Partnership

The past year generated incredible and positive changes for Arlington CSB as you can see from this report. Many new developments were initiated and strengthened in FY 17 including Zero Suicide, InSHAPE, Developmental Disabilities Waiver single point of entry and Mental Health First Aid for our partners among others. To address the devastating opioid epidemic, the CSB developed Office-Based Opioid Treatment (OBOT) and the Arlington Addiction and Recovery Initiative (AARI), a growing stakeholder group. The CSB served more than 7,000 persons.

This vital work is only possible with a strong partnership between CSB staff and the CSB Board who are truly dedicated volunteers. In support of client services, whether by advocacy or oversight, the Board's efforts rely on excellent communication between the Board and staff as represented by the CSB Executive Director and staff liaisons to CSB Committees and actively supported by staff across all CSB programs. CSB staff and Board are working collaboratively for the expansion of critically needed psychiatric beds at the Virginia Hospital Center, in addition to programmatic oversight, and will continue to do so in 2018.

What makes an unstoppable partnership? What makes OUR relationship unstoppable?

We share a vision of healing and hope. We support each other. Our partnership is grounded in an unwavering belief in the integrity of our goals and the importance of person-centered care. We trust that we have each other's backs in this challenging work. We know that together we can achieve far more than we can alone. We respect and appreciate our differences, knowing that diverse perspectives only enrich our collaboration. We are committed to focusing on solutions rather than dwelling on the problems. We are mutually committed to open and honest communication in the interest of moving the work forward. We listen and are willing to be challenged. We pay attention with an open mind and are responsive when called upon to act. We celebrate each other's achievements and provide a safe environment in which to experiment with new approaches. Our partnership is based in service. We are all about helping our clients achieve a full recovery and a fully integrated life.

In an environment of uncertainty and fiscal scarcity, we share a belief in the efficient stewardship of public dollars to support the most vulnerable. We understand that Arlington's resources are finite, and that we must be creative in addressing new, emerging trends. A growing need to address gaps in services for individuals with autism has led the CSB to identify ways to achieve a study of needs without using County dollars. A shift to value-based reimbursement will enhance our focus on effective outcomes.

We know there are many challenges ahead, and we are optimistic about our ability to tackle them together!

Anne Hermann (CSB Chair) and Deborah Warren (CSB Executive Director)



Back row: J. Deane, J. O'Keefe, L. DeMaria, L. Kelleher

Middle row: A. Hermann, A. McClure, C. Takemoto, C. Skelly,
A. Patton-Smith

Front row: W. Bert, F. Haltiwanger, J. Del Toro

Absent: S. Alonge, L. Gosling, J. Ternent, A. Omara, D. Mitchell

PARTNERS IN THE COMMUNITY



Arc of Northern Virginia
 Arlington Food Assistance Center (AFAC)
 Arlington Street People Assistance Network (ASPAN) Shelter
 Arlington THRIVE
 Alcohol Action Safety Program (ASAP)
 BJ's Wholesale Club
 Bridges to Independence
 Capital Bikeshare
 Catholic Charities
 Central Library
 Cherrydale Church
 City of Alexandria Opiate Treatment (Methadone) Program
 Community Living Alternatives
 Community Residences
 Community Systems, Inc.
 Culpeper Garden
 Demeter House
 Didlake, Inc.
 ENDependence Center of Northern Virginia
 E-Tron
 Every Citizen Has Opportunities (ECHO)
 Fellowship Health Resources
 Friends of Clarendon House
 Friends of Guest House
 Giant
 Good Neighbor Homes
 Hartwood Foundation
 Independence House
 Inova Trauma Center
 JBM-HH Bowling Center
 Jewish Foundation for Group Homes
 Job Discovery, Inc.

L'Arche of Greater Washington
 Linden Resources
 Lomax AME
 Macedonia Baptist Church
 MVLE Employment Services
 National Alliance on Mental Illness (NAMI)
 National Counseling Group
 Neighborhood Health
 New Hope Housing
 Northern Virginia Juvenile Detention Center
 Offenders Aid and Restoration (OAR)
 Office of the Commonwealth Attorney
 Old Dominion Conservancy
 Passion.Experience.Relevance.Knowledge (PERK) Consulting
 Pathways
 Pentagon Mixed Martial Arts (MMA) Program
 Phillips Programs
 Phoenix Bikes
 Potomac River Running
 Psychiatric Rehabilitation Services
 Real Training LLC
 Resources for Independence Virginia
 Royal Care Pharmacy
 Service Source
 St. Charles Borromeo Catholic Church
 St. Coletta of Greater Washington
 St. John's Community Services
 Stop Child Abuse Now (SCAN) of Virginia
 The Virginia Cooperative Extension
 Trader Joe's
 Virginia Hospital Center
 Volunteers of America Chesapeake
 Washington Metropolitan Area Transit Authority





The InSHAPE Program for clients provides health coaching by a health mentor (certified personal trainer and health coach). Currently there are 25 participants, 31 clients on the waitlist, and 26 pending medical clearance to be placed on the waitlist. There have been 98 referrals agency-wide since the program began in May 2016.

A group, facilitated by a nurse, is being offered exclusively to clients on the InSHAPE waitlist that utilizes the NEW-R curriculum (Nutrition and Exercise for Wellness and Recovery). The group is offered in both English and Spanish, on alternating weeks. We are interested to see what impact this early prep work has on clients who will eventually join the InSHAPE program and begin working individually on their health and wellness goals.



Clients from the InSHAPE Program took part in the Arlington Police, Fire, and Sheriff 9-11 Memorial 5k

First STEP Program

The First STEP Program is a coordinated, specialty care program which services 18 to 29 year olds with serious mental illness (including first episode psychosis). The program goals are to live independently in the community, reduce the frequency of hospitalizations, pursue employment and educational goals, and develop a social support system to enhance recovery.

- * Fiscal Year 2016 - 216 young adults served
- * Fiscal Year 2017 - 249 young adults served

Developmental Disability Services Bureau

- * Recognized Arlington Public Schools' Program for Employment Preparedness (PEP) at the 2017 annual Proclamation for "Including People with Intellectual and Developmental Disabilities" awareness month. PEP is a community-based program that provides supported work experiences, travel training, and independent living training to students, including those with developmental disabilities.
- * Supported the transition of 8 individuals from group home settings to living arrangements in their own apartment settings.
- * Worked collaboratively with the County Attorney's Office to support filing of guardianship for 6 individuals for which it supports.
- * Under Waiver redesign, became the front door for all DD Waiver intake services effective July 1, 2016.

Mental Health First Aid

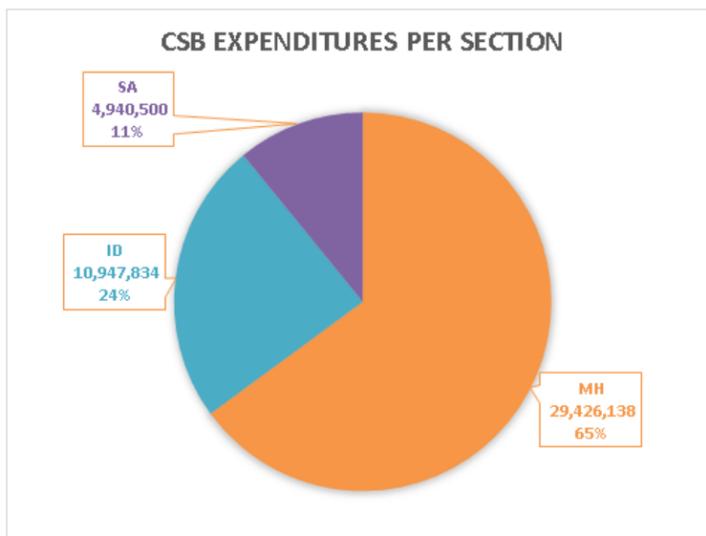
A total of 86 individuals have been trained in Adult Mental Health First Aid, including staff from the Arlington County Department of Human Services and Trinity Episcopal Church as well as community members.

A total of 122 individuals were trained in Youth Mental HealthFirst Aid in FY 2017. Individuals representing the following groups were trained:

- ♦ Arlington Public Schools (APS)
- ♦ APS Bilingual Family Liaisons and HILT
- ♦ General staff and administration
- ♦ The Out of School Time Council
- ♦ Arlington Housing Committee
- ♦ YMCA
- ♦ APS After School Care Staff
- ♦ Parks and Recreation



During FY 2017, the Children's Behavioral Health Bureau Prevention Program provided six Mental Health First Aid Youth trainings with 64 participants.



7007
Number of clients served
by all CSB programs

Average Client Income
All CSB Programs
Average Income: **\$15,553**
% below **\$25k: 85%**

WORKS IN PROGRESS

Substance Abuse Program Assessment

In the Fall of 2016, the Behavioral Healthcare Division's adult substance abuse services completed a program evaluation to assess current services, identify gaps and develop a strategy to improve services. The evaluation allowed the staff to look at all services available to individuals who need treatment for substance use disorders. Priorities were determined and an action plan was developed. The goal of the program evaluation was to determine what changes need to occur to ensure that individuals who need treatment for substance use disorders in Arlington County get the highest level of treatment.

Same Day Access

The State of Virginia has mandated that all CSBs will implement Same Day Access (SDA) by 2019. Arlington is currently meeting with consulting firm, MTM, and anticipates implementing SDA in the fall of 2017. SDA is a system of practices enabling an agency to see clients on a walk-in basis for their initial assessment. In addition, SDA typically results in an individual being able to meet with a clinician within seven days; an improvement over current response times.

In addition to the intake process, SDA includes collaborative documentation, Just In Time (JIT) prescribing, and actively managing episodes of care (utilization management). The state has also mandated a primary care screening be conducted along with SDA.

OBOT

The Office-Based Opioid Treatment (OBOT) program, launched in April of 2017, is a response to the growing opioid epidemic that has negatively impacted Arlington County.

OBOT is an evidence-based program that uses medication-assisted treatment in the form of Buprenorphine (Suboxone), group and individual therapy, peer-support services, community-based 12-step support groups, and urinalysis. OBOT has successfully employed an interdisciplinary team of professionals across BHD including a psychiatrist, nurse, nursing supervisor, mental health therapist, peer-support specialist, and supervisors from the Substance Abuse Bureau.

Since its launch, OBOT has received 24 referrals, 14 of which have completed induction onto Suboxone. Over 330 hours of individual and group therapy have been provided, and over 130 urine screens have been collected to assist clients on their road to recovery. As the program continues to grow and expand, OBOT will continue to develop program policies that meet client needs as well as the needs of the Arlington County community at large.

Trauma-Informed Care Highlights

- * Provided Trauma-Informed Care trainings and education and awareness programs for over 700 people within and outside DHS including Arlington County staff, schools, courts, community partners, and clients.
- * Conducted three detailed program assessments of the physical environment to determine the safety and security of programs. As a result, modifications were made with artwork, furniture, doors, lighting and signage.
- * With client input, created a list of helpful resources and tools that was added to the BHD website to assist clients, particularly after normal business hours.
- * Monthly Trauma-Informed Care Tips were emailed to all DHS staff throughout the year.

ZERO Suicide Zero Suicide is a commitment in health and behavioral health care to suicide prevention in health and behavioral health care systems, and also a specific set of tools and strategies. It is both a concept and a practice.

The Arlington Zero Suicide Committee is comprised of representatives throughout the Department of Human Services and individuals with lived experience.

The committee has focused its efforts in 3 broad categories:

Training and Treatment. This workgroup has continued to engage DHS staff and community partners in a number of trainings designed to help people recognize and respond to individuals in crisis. These include Kognito, Mental Health First Aid and Applied Suicide Intervention Skills Training (ASIST). The committee successfully secured state funding to provide clinical staff with training in the Collaborative Assessment and Management of Suicidality (CAMS), an evidence based intervention approach. This training will occur in the Fall of 2017.

Risk Assessment. The CSB has recently started using of the Columbia Suicide Severity Screening Tool, which provides specific guidance on suicide risk assessment at each clinical encounter. This group has also helped modify the Risk Management Plan process so that high-risk cases are more easily identified, and alerts were created to improve communication of risk across programs.

Engagement. This group has worked to improve resources available to clients, including resource cards, safety plans, and toolkits which clients can access in times of crisis.

A few words from our program participants....

"Since 2012, I've received better care from psychiatric services and counseling through the County than in the private sector. The art group continues to give me confidence (art shows) and supports my recovery through creativity."

~ Judy L.



"I have benefited from the Social Club for many years. Because I don't have a car, I am glad to get out in the community to do things I otherwise wouldn't be able to. Museums, hikes, putt-putt golf, malls, and in-house dinners and movies all have enriched my experience and added to my well-being. I like socializing with the other members and feel better when I participate."

~ Anonymous



"I really appreciate all services received. Ms. America Caro, Kevin Thorne and Kasia from the HSC shelter, really mean a lot to me considering my situation. Josette Millman has been a good person too. I think everyone is doing a great job trying to help me. They treat me like a mother and father, which I have lost. Thank you very much for all you have done and continue to do daily."

~ Mr. James Shivers



What has been the most helpful about the services you received?

From a parent:

- * "Affordability, professional and kind staff, caring and non-judgmental."
- * "That they communicate with staff at school, tutors or outside providers who work with my daughter."
- * "Understanding my son's issues and how to help him."
- * "The level of care is outstanding and the sliding scale made it possible to get help for our daughter."
We will always be very very grateful."

From a client:

- * "Learning coping methods and receiving medication."
- * "Listening to my needs and understanding."
- * "I have a person I can tell anything and they keep it confidential."



"Through my services, I have been given the tools to battle my anxiety attacks, help me to love myself, and be strong enough to stand up to those who did not have my best interest at heart. Now that I can do all of those things and more: I have graduated from college and I have a full time job, which gives me the means to fully support myself."

~ Anonymous

Together,
moving forward



"I am so grateful that I now experience a "normal life." The Clarendon House staff and the program in general have helped me in every possible way. I sometimes wonder how nice it would be if there were Clarendon Houses with staff like ours over the U.S. and all over the world."

~ Sherry Coles

"I have been a member of the Clubhouse for 3 months and this is an excellent program. Staff are supportive and caring. I especially enjoy the Social Club because I look forward to the activities and the time spent there. Robin, who is in charge of the social club, is an awesome and caring person who helps me and who is supportive. I want to thank the program for being there."

~ Gloria

