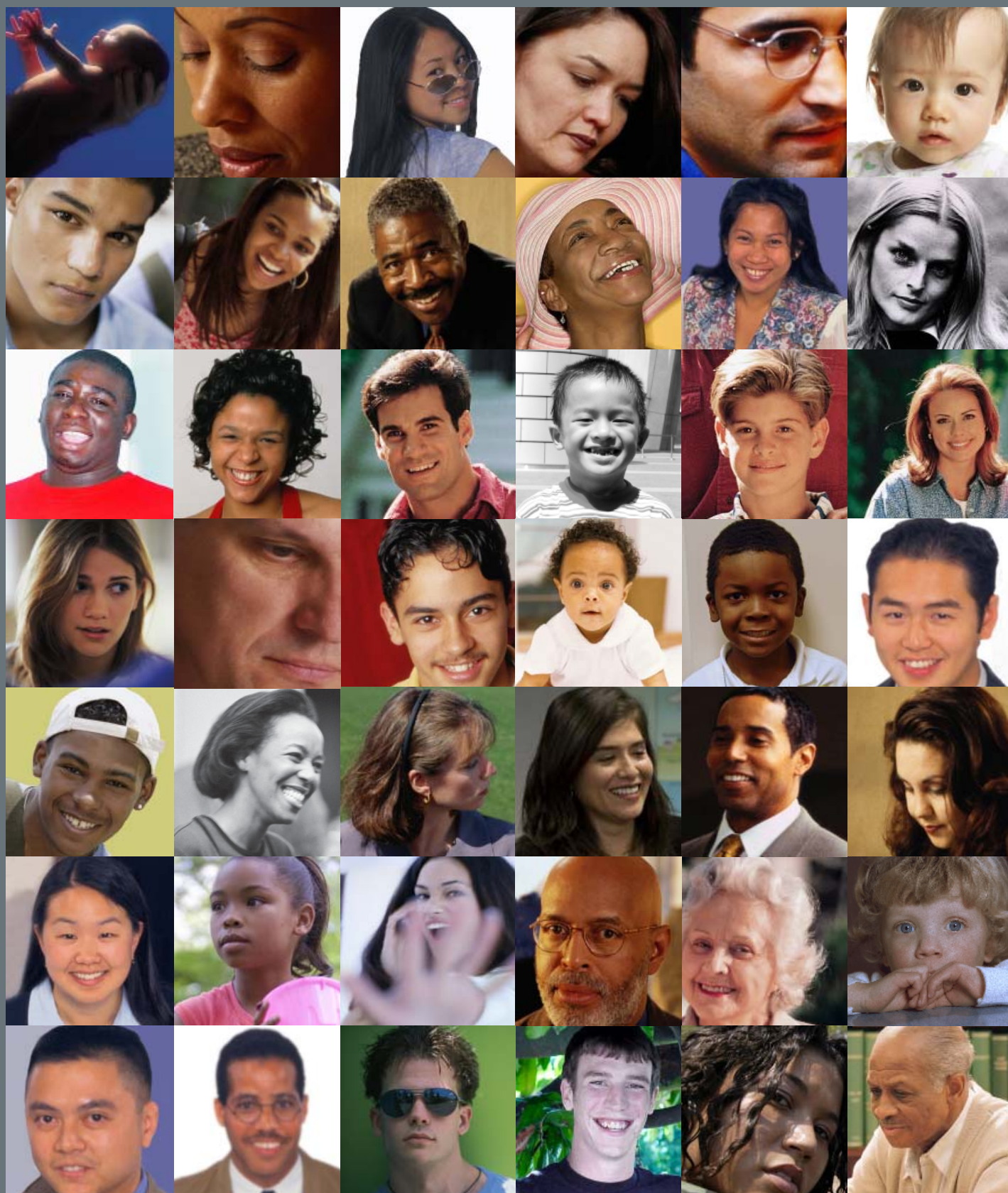


Norfolk Community Services Board



On the Cover

The people on the cover represent all age groups, from newborn infants to the most senior members of the community. We serve them all—many as consumers, even more as friends and family members.

Norfolk CSB serves individuals with intellectual disability and/or mental health and substance abuse disorders. Intellectual disability is usually diagnosed in childhood and affects about three percent of the population—regardless of race, gender, or social standing. Mental health and substance abuse disorders can strike anyone in any group at any age.

These disorders can make it more difficult for people to navigate through life. With rehabilitation and treatment, however, their symptoms may improve or disappear and make possible a life that is filled with potential and accomplishment, friends, work and the joy we all seek in life.

Norfolk Community Services Board
225 West Olney Road
Norfolk, Virginia 23510-1523
(757) 823-1600
www.norfolkcsb.org

Challenge the Myths, Bust the Stigma

Almost every day on the streets of Hampton Roads, we pass by people who are homeless and rarely give them a second glance.

Families with relatives who have a mental health or substance abuse disorder or intellectual disability often suffer alone despite available support and resources.

It doesn't have to be this way. We can challenge the myths and bust the stigma associated with behavioral health disorders and homelessness. We can be a welcome ear or share a personal experience to break the silence that keeps people from being open about the illness and seeking the help they need.

Together we can stop the perpetuation of misunderstanding and stigma about intellectual disability, mental health and substance abuse disorders.

Help us Bust the Stigma

Please take this handy pocket guide to use as a reference or to share with someone you know. By spreading the word that Recovery is Possible and Help is Available, we reduce the stigma often attached to seeking behavioral health care. Once the stigma is gone, more people will feel free to get the help they need to achieve their own recovery.

**Norfolk
Community
Services
Board**

*Challenge the Myths
Bust the Stigma*

*a ready reference
pocket guide*

Who We Are

Norfolk CSB is a dynamic City of Norfolk agency. We plan, implement and monitor the delivery of services for individuals with mental health or substance abuse disorders and/or intellectual disability (previously called mental retardation).

Ours is a complex mandate because many consumers are at or below the poverty level, have significant health issues, are sometimes homeless, and have limited family or social supports. Norfolk CSB is the safety net for these vulnerable Norfolk residents.

We have a strong commitment to Norfolk's youth through prevention and early intervention services. We do ongoing outreach to identify infants and toddlers with developmental delays and we work cooperatively with Norfolk Public Schools to provide evidence-based prevention programs such as "Alternatives to Violence" that have been proven to be effective.

Our Mission is "To provide a system of mental health, intellectual disability and substance abuse

prevention, treatment and rehabilitation services for citizens of Norfolk." These straightforward words have guided the organization's growth and development for over forty years.

If you need a speaker

Our Speakers Bureau is available to speak at meetings or conduct workshops on topics related to the services we provide. We are also available to participate in health fairs and other public events.

If you need our help

please contact us
at either of these numbers:

823-1600 Main Telephone Number

664-7690 Emergency Services
24 hours a day
7 days a week

Board Members

Officers

Timothy A. Coyle, J.D., Chair
Lewis J. Taylor, Ph.D., Vice Chair
Kathleen M. Weaver, R.N., B.S.N., Treasurer
George H. Tatterson, Jr., C.P.A., Secretary

Members

William H. Graves, III, Ed.D.
**Chair, Community and Governmental
Relations Committee**

Dana L. Redding
Chair, Programs and Services Committee

Leigh Baltuch, M.D.
Pastor Kenneth Bryant
Gary R. Hammond
Linda Horsey, Ed.D.
Carleton B. Hunt
Reverend Robert G. Murray
Lafayette H. Richardson
Pamela A. Wright

In Memoriam

Former Board Member **Arthur S. Kaplan, M.D.** passed away on April 14, 2009. He served on the Board for over eight years and was Chair from January 2005 through December 2006.

Former Board Member **Dan Goldman** passed away on July 6, 2009. He generously shared his public relations expertise with the CSB.

Norfolk Community Services Board is composed of a maximum of fifteen members.

They must be residents of the City of Norfolk and are appointed by Norfolk City Council. They serve a three-year term and may be reappointed.

Norfolk CSB members volunteer their time and meet monthly to set the policy and direction of Board activities.



Timothy A. Coyle

Fiscal Year 2009 brought about a season of change for Norfolk Community Services Board, as it did for the City of Norfolk, the nation and the world. The year saw fewer resources and greater need. It was also a time to focus on core services and to learn to do without some things we previously looked upon as necessities.

State and local governments were scrambling for funds, businesses were trying to stay afloat, employees were working harder, unemployment rates climbed and the needs of our most vulnerable citizens were greater than ever.

This is the scene Mrs. Maureen Womack, our new Executive Director, walked into on February 17, 2009. She relocated to Norfolk from Davis County in Utah, where she was Chief Executive Officer of Davis Behavioral Health, Inc. for over ten years. She previously held leadership positions in Gulfport, Mississippi and Mobile, Alabama. She holds both a Bachelor's and Master's degree in Psychology, is very active in the National Council for Community Behavioral Healthcare, and is a member of the American College of Healthcare Executives.

Mrs. Womack is a strong advocate for consumers and is an outstanding consensus builder in establishing community partnerships to increase service capacity and revenue growth. She has considerable background in working with local, state and federal governmental officials and knows well the critical public policy issues.

Make no mistake—there will be many challenges ahead in 2010, but when I step down from the Board at the end of December, it is with confidence that Norfolk CSB will be in the capable hands of a dedicated Board of Directors, with a fine leader in Mrs. Womack, and a talented and hard-working staff.

On a personal note, it has been a privilege to serve on the Norfolk CSB. It is a first-rate agency whose work is as important as any in the City. With our new Executive Director on board and with the continued support of the City, Norfolk CSB is poised to go from a very good organization to a great one.

Sincerely,

Tim Coyle

Dear friends and colleagues,

It's time we said good-bye to the year 2009 as it will soon become our history. However, before we say auld lang syne let me just say what an honor it has been to serve as Executive Director for the past 11 months. Norfolk CSB was handed many challenges in 2009. What follows is a recap of some of them.



Maureen Womack

- Decreasing revenues and shrinking budgets with increased requests for services requiring a measured, ethically-based allocation of resources.
- The downsizing of Southeastern Virginia Training Center and Eastern State Hospital.
- The proposed closing of the Central Pharmacy which provides medication to indigent patients.
- The move to a managed-care environment with the implementation of prior authorizations and medical necessity determination for Medicaid services.
- Increased accountability in corporate compliance and cost containment through Medicaid Integrity Audits.
- Enhanced preferred practices emphasizing choice and consumer participation in decision making, role attainment, illness management and recovery, medical homes, peer specialists, trauma-informed treatment and employment.
- The need for consistent standards, uniformity in processes and decisions driven by our mission, performance data and clinical outcomes.
- The complexity of incorporating an electronic health record and information management system.
- Healthcare reform and the struggle to maintain parity for behavioral health care.
- The need for increased collaboration and coordination with community partners and academic institutions.

Norfolk CSB's staff of dedicated professionals, with the guidance of a committed Board of Directors and management team, rose to meet each of these challenges. The staff dealt with them professionally and creatively, minimizing the impact on consumers and their families. I applaud the dedication of CSB staff and thank them for their unwavering commitment.

(Continued on page 7)



Once in foster care and group homes due to his diagnoses and behavioral problems, Lance now happily resides back at home with his mom, LaVerne.

Lance is 21 years old and attends school during part of the day. His behavioral problems have greatly improved with the one-on-one help of in-home staff who work with him after school. They also help him with his communication skills.

This help was made possible through an MR Waiver which Norfolk CSB staff helped Lance's mom obtain. "Norfolk CSB is a blessing," she said recently.

Lance has many challenges—Intellectual Disability, Autism, Intermittent Explosive Disorder and Oppositional Defiant Disorder—but they do not have him.



Brian at 21

One year old Brian had asthma and underwent three ear surgeries. "I would clap and he wouldn't turn his head," said his mother.

His parents received the information and support they needed from the Infant Program to take the right steps to protect Brian's future.

Brian received speech and physical therapy. With the program's help, he was able to get the surgery that prevented permanent damage to his hearing. "Eight months after the operation his speech just took off. If not for the program, he would have been wearing hearing aids for the rest of his life," said his mother, Maureen.

Brian graduated from high school with honors and will complete his second year of college this spring.



Angelo's Story
Prevention and Youth Services



Angelo is 7 years old and is in second grade in elementary school. He recently made the honor roll and was named Student of the Month, which he displays in this picture.

Things weren't always this bright for him, though. He has ADHD and had depression, and once lost his hair due to stress.

Just eight months ago he was withdrawn at school, lashing out at classmates and teachers and making failing grades. The school gave his grandmother a list of places she could call to find help for Angelo. "Norfolk Community Services Board was the first place I called, and I thank God that I did," she said.

Angelo has witnessed much tragedy in his young life. His mother died of cancer when he was only three, and just days later his father had a massive heart attack that prevents him from playing ball and doing other fun things with Angelo. Two years ago, his grandfather died from lung cancer.

Now Angelo lives with his grandmother, who is always at home to ask about his day when he comes in from school. "I would do anything for that boy," she said.

Dee's Story
Mental Health Residential Services



Dee was abused as a child and had her first psychotic episode when she was 17. "My family told me I was bad...just worthless. It made me very shy and afraid of people. For a long time I just wanted to be left alone."

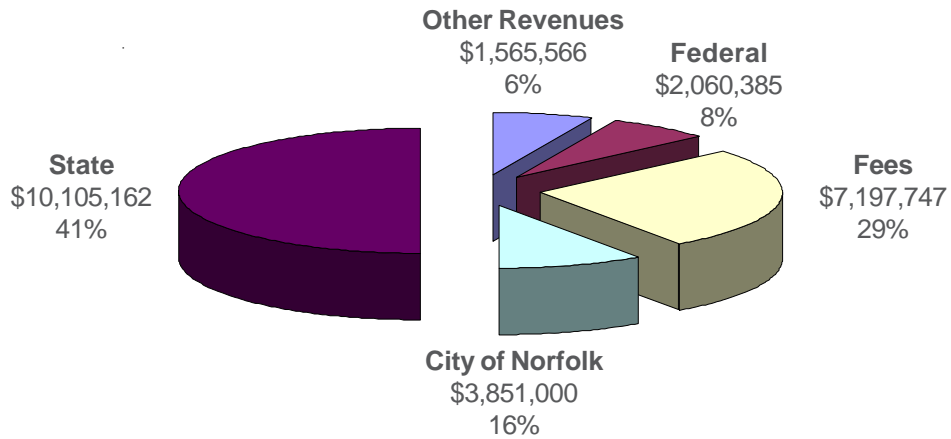
Dee credits her vast support system at Norfolk CSB and the friends she has made for aiding her recovery. Residential services staff helped her learn valuable life skills such as budgeting, cooking, and medication management. "Budgeting was the worst. I thought I'd never get it right."

Dee now works as a hostess at a local restaurant and has her own apartment. She is a published poet, attends a local community college full time and plans to transfer to Norfolk State University to earn her degree in human services. "I want help people who are going through what I've been through."

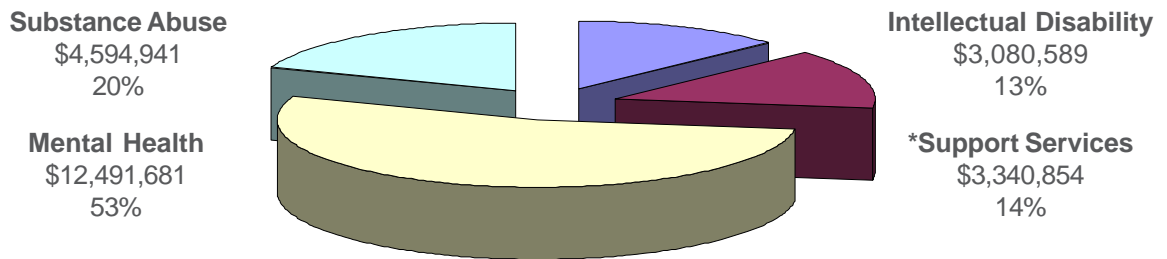
"I don't know where I'd be without Norfolk CSB. My advice for anyone struggling like I did is to never give up—you're not a failure unless you fail to try. And don't hesitate to ask for help."

Resources and Expenditures

Resource Partners \$24,779,860



Expenditures by Category

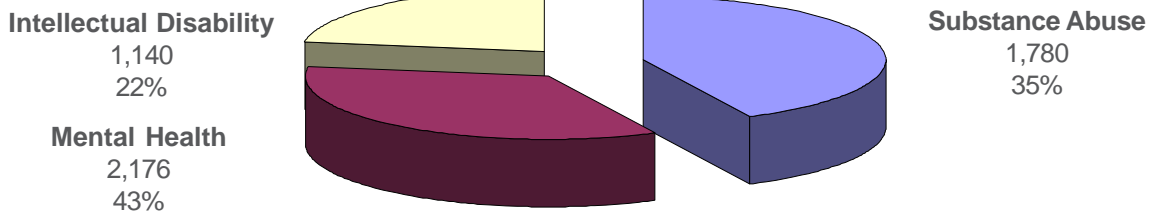


*Support Services include Boardwide functions such as Human Resources, Information and Technology, Financial Management, etc.

The financial audit of Norfolk Community Services Board was conducted for the year ended June 30, 2009 by KPMG.

Services Provided

Individuals Served

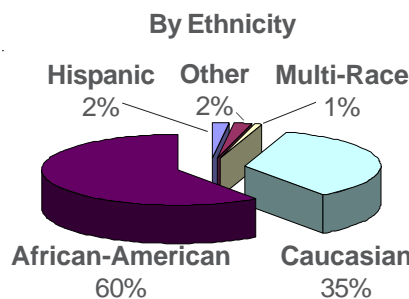


In addition, 62,136 individuals received information, education and referral services through community events such as health fairs and through Norfolk Public Schools.

Demographics About The People We Serve

By Age

00 - 02.....	Infants	3%
03 - 12.....	Children	2%
13 - 17.....	Teens	2%
18 - 22.....	Young Adults	5%
23 - 59.....	Adults	71%
60 - 74.....	Mature Adults	9%
75+	Seniors	8%



By Gender

	Female	Male
Mental Health	48%	52%
Intellectual Disability	41%	59%
Substance Abuse	39%	61%
Boardwide	44%	56%

Achievements of Fiscal Year 2009

2,121	Norfolk residents in crisis due to significant psychological problems were seen by our Emergency Services staff. This mobile crisis team provides evaluation and crisis intervention in people's homes, local emergency rooms, and elsewhere 24 hours a day, 7 days a week.
33,422	telephone contacts were handled through our emergency hotline, which is 664-7690.
33,094	students received mental health and substance abuse information, education and referral services through Student Assistance Counselors in ten selected Norfolk Public Schools.
29,042	contacts with residents were made by Prevention Services staff, primarily through community events such as health fairs and speaking engagements with local groups.
540	individuals were served in the first full year of operation of our nine-bed residential Crisis Stabilization Program. This program allows individuals to receive community assessment and treatment and assures continuity of care for ongoing recovery. Without the program, these 540 individuals in our region would have been admitted to area psychiatric hospitals, jails or detention facilities, all of which are more expensive alternatives.
176	toddlers graduated from our Infant and Toddler Connection program. Forty percent of these children will no longer need supports and services to further their development. With a national average of \$7,500 per year for each child in Special Education, this represents a potential savings to our school system of \$532,500.
273	individuals were able to take advantage of our new walk-in clinic for Outpatient Services. People can walk into our Olney Road site from 7:00 a.m. until 7:30 a.m. weekdays and get the help they need. This year at Olney Road we conducted 94 intakes, and provided treatment to 175 individuals. This Norfolk CSB - Old Dominion University Graduate Counseling Program partnership has allowed us to offer affordable mental health and substance abuse counseling in an outpatient setting.
150	Norfolk Drug Court participants graduated over the past 10 years of its existence. Not only does Drug Court help participants achieve recovery, it also saves the additional \$16,000 to \$23,000 a year per participant it would cost to incarcerate them.
472	is the number of residents and their families that Intellectual Disability Services case managers work with at any given time, linking them to services and supports, enhancing community integration, and advocating for individuals in response to their changing needs.
Police Training	Emergency Services staff provided training to new recruits of the Norfolk Police Department plus on-going crisis counseling training to veteran officers on the force.
June 2009	Norfolk Public Library staff received training to enable them to assist an increased number of individuals seeking mental health, intellectual disability and substance abuse services.
August 2008 February 2009	Norfolk CSB participated in Project Homeless Connect at the Scope arena. It is a City-wide collaborative which connects Norfolk's chronically homeless with community resources and services. Each event was attended by approximately 500 citizens with no place to live.
2009 Best Practices Award	from the Virginia Department of Aging was made to Norfolk CSB and four other CSBs who partnered to fund a regional Southside Geriatric Project to help senior adults with dementia and other mental health and substance abuse issues remain in the community and out of psychiatric hospitals.

On July 1, 2009, Intellectual Disability Services replaced the term Mental Retardation Services. The name was changed to better describe the individuals receiving services. Nine percent of the population is born with a developmental disability, and this new name will allow for the addition of a broader array of services in the

Now, it is time to look forward to 2010. Our challenge is to balance our mission-based strategic plan and to anticipate and adapt to these rapidly changing times. The masterfulness of Norfolk CSB's strategic plan is its simplicity in emphasizing timeless and meaningful outcomes.

The Annie E. Casey Foundation pioneered a common language strategic planning process for Norfolk CSB. The purpose of this planning model is to have the strategic plan stated in common language enabling all community partners to collaborate in the successful attainment of the outcomes. The primary purpose of common language is improved outcomes for individuals in need.

The result is three strategic goals:

1. improve the health of the individuals we serve;
2. assist the individuals we serve to effectively manage their illness;
3. support the individuals we serve in finding a meaningful role of their choice in our community.

To meet these strategic goals we are forging new partnerships, integrating primary care and examining the services we provide to ensure they provide optimal benefit to an individual's recovery.

Sincerely,

Maureen Womack

How You Can Help

The year 2010 will be a year in which Norfolk CSB and the residents we serve will need all the help we can get.

If your organization has a job opening that might be suitable for the people we serve, please let us know.

If your service organization or business can support a project to offer help for Norfolk CSB consumers, please give us a call.

If you wish to make a contribution of any type that will help our organization provide for the needs of our consumers that are not already funded—such as dental care—please let us know. Any financial contribution is tax-deductible.

If you have any questions about how you can help, please call us at 823-1600.

Success Stories

Norfolk Drug Court is an arduous one-year program that helps participants achieve recovery—not just for a year, but for the rest of their lives. The program cost for each participant is approximately \$5,500, whereas jail costs between \$23,000 and \$28,000 per year.

Substance abuse treatment works. Here are just five of the people who—given the choice of jail or Norfolk Drug Court—opted for Drug Court and achieved recovery.

Still in recovery 8 years later

James' Story. *"I found myself incarcerated and facing a possible life sentence for felony drug charges. When I sold my sons' toys to buy heroin, my girlfriend put me out of the house. Soon after that, I saw my own brother murdered during an argument over drugs."* James now has a good job and his two sons are doing well.

Still in recovery 7 years later

Geraldine's Story. *"I was a crack cocaine addict for thirty years. I have a criminal record that includes manufacturing and distributing drugs, possession and sale of a controlled substance."* Geraldine now makes a good living as a machinist.

Stayed in recovery the rest of her life

Lydia's Story. *"I experimented with crack cocaine for the first time at age 38. I was hooked after that first night."* Lydia was active in her church and back in school until she passed away. She was in recovery until her death.

Still in recovery 8 years later

Dwayne's Story. *"At age 16, I just wanted to be 'cool.' I used to practice injecting water into my veins so that when I shot heroin with the older guys I would look like I knew what I was doing. Before long, I was addicted, and I began stealing to support my habit."* Dwayne started and leads the Drug Court Alumni group.

Still in recovery 7 years later

Jim's Story. *"I grew up in Detroit, Michigan, in a home that was filled with chaos and alcoholism. I ended up with a ten-year crack cocaine addiction and twenty years of alcohol abuse."* James has his own masonry business and is a certified preacher.