

Norfolk Community Services Board

2008
Annual
Report



Norfolk
CSB
Olney
Road
Center

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



Russell D. Evett, M.D.

Message from the Chairman

Fiscal Year 2008 was a year of change for Norfolk Community Services Board. One of the major changes occurred in February 2008, when the Board's headquarters moved to 225 West Olney Road—that's the photograph you saw on the cover of this report.

On June 30, 2008, George W. Pratt, Ed.D. retired as Executive Director. George had been in that position for twelve years and with the CSB for twenty-two. We will have the pleasure of welcoming Maureen Womack, our new Executive Director, on February 17, 2009.

At the end of the fiscal year we began the process of setting up the Outpatient Counseling Center at our Olney Road site, in partnership with the Old Dominion University Graduate Counseling Program. We are happy to be able to offer affordable therapy to Norfolk's residents who need public mental health and substance abuse outpatient care.

It is our privilege to work every day to help consumers learn how to manage their mental illness, mental retardation and/or substance use issues. You will see in this report the stories of how two of them were able to build a better life in the community in spite of their disabilities—and how two others achieved complete recovery.

For nine years I have been able to see firsthand the amazing things that can be accomplished when help is there for those who need it and hope is restored to people who thought there was none left for them. It has been quite a journey.

Russell D. Evett

Accomplishments of FY 2008

July 1, 2007 - June 30, 2008

- **The Crisis Stabilization** unit was established in December 2007 and served 234 individuals through June 2008. This program provides intensive treatment to people while saving the expense of psychiatric hospitalization.
24-Hour Emergency Services staff responded to 34,000 telephone calls and provided 1,696 face-to-face interviews with people in crisis.
- **Case Management** across the system provided 123,712 hours of service to consumers to secure safe and affordable housing and access to medical and other services that are their lifeline to a successful life in the community.
- **Norfolk Drug Court** had 60 participants and 25 graduates in Fiscal Year 2008. These 60 people have joined the work force, pay taxes, paid all fines and court costs, recovered their lives and reconnected with family. Norfolk Drug Court celebrated its tenth anniversary in 2008. It has had 150 graduates, only 2% of whom are likely to reoffend.
- **Mental Health Court** saved \$1.63 million in jail costs, according to an 18-month evaluation study by the Social Science Research Center at Old Dominion University. Jail time was reduced by 11,610 days during enrollment in Mental Health Court and by 9,600 days after program completion. Only 3 out of 24 graduates reoffended after completion of the program.
- **The Infant Development Program's** enrollment increased by 23% to 532. 44% of the 149 children who received early intervention services and transitioned out of the program will not need further services. This brings about a potential savings of \$30,000 in additional costs to provide Special Education services to each of these children from grades 1 through 12.
- **Youth Services** staff provided individual counseling to 130 youth at the Norfolk Juvenile Detention Center and linked them to the services they needed upon their return to the community.

In February 2008, Norfolk CSB opened its flagship building, headquarters for the CSB's executive offices and administrative services. Prevention and Youth, Mental Retardation and Outpatient Counseling Services are also housed at Olney Road.

Board Members

Officers

Russell D. Evett, M.D., Chair
Linda Horsey, Ed.D., Vice Chair
Timothy A. Coyle, L.L.B., Treasurer
Lewis J. Taylor, Ph.D., 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
Carleton B. Hunt
Robert G. Murray, D.Min.
Lafayette H. Richardson
George H. Tatterson, Jr., C.P.A.
Kathleen M. Weaver
Pamela A. Wright

“The Infant Program was a great support system for me and my husband and I hope and pray others find out about it.”

“My son received physical therapy once a week in our home, and my husband and I practiced exercises with him 2 to 3 times a day. Before he would only look to the left, but now his eyes follow me if I walk around the room.”



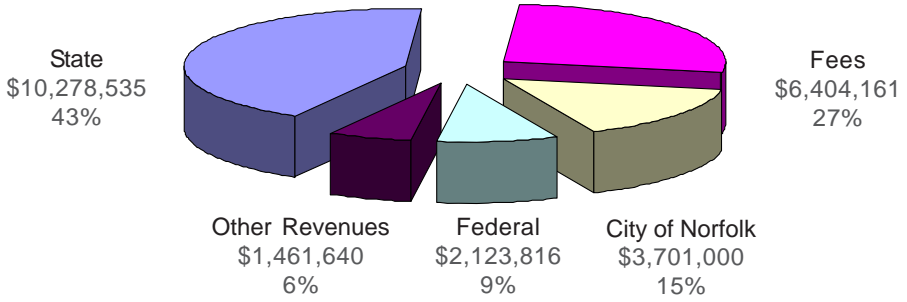
“They saved my life.”

“After 72 psychiatric admissions in 23 years, I couldn’t take it any longer—I tried to hang myself.

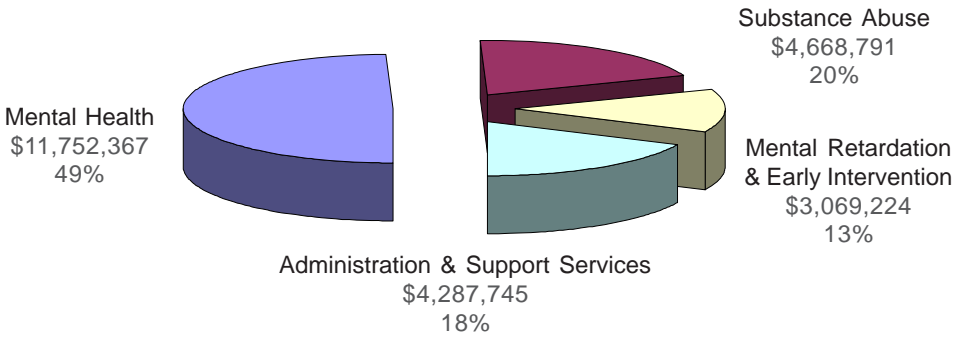
Then I became a client of Norfolk CSB’s Program of Assertive Community Treatment and things started looking up. I am grateful to PACT. They saved my life.”

Resources and Expenditures

Resource Partners – \$23,969,152



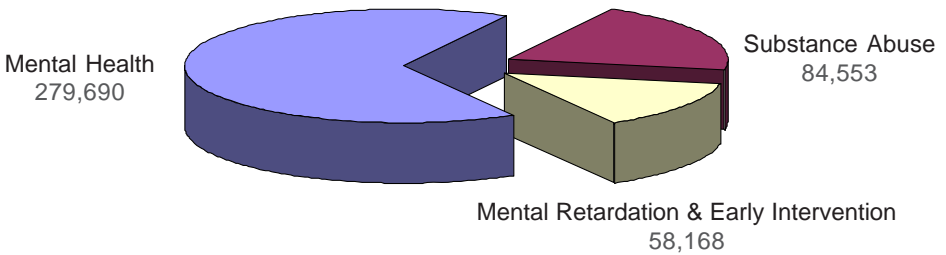
Expenditures by Category



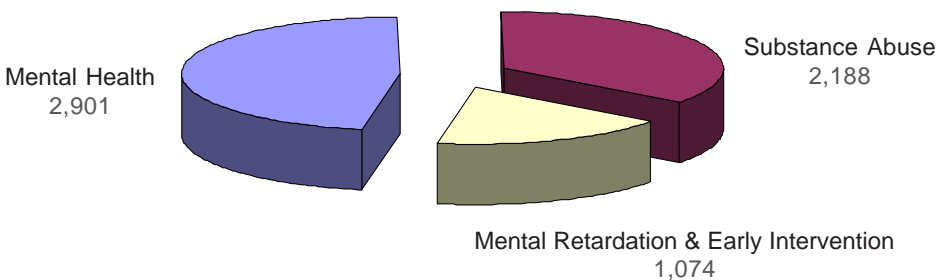
The financial audit of Norfolk Community Services Board was conducted for the year ended June 30, 2008 by KPMG.

Services Provided

Units of Service



Individuals Served





“After a Norfolk CSB presentation on suicide at my school, they referred me to their Prevention and Youth Program. I was hurting from my parents’ divorce and my mother’s alcoholism.

I began attending therapy at the CSB, which helped me improve my relationship with my father. Though I come from a home of substance abuse, I have personally decided not to use drugs or alcohol because I have seen the effect it had on my siblings and me.”

Looking to the future

As with most other organizations and individuals, the economy became the most serious issue facing Norfolk CSB and its consumers as Fiscal Year 2008 came to an end. With the City of Norfolk facing a large budget shortfall and the Commonwealth of Virginia facing its greatest budget shortfall in history, this issue will continue to have a serious impact the services we can offer in Fiscal Years 2009 and 2010.

With adequate funding, nearly miraculous changes can be made in the quality of life of the people we serve. Our consumers are among the City’s most vulnerable residents, with few if any alternatives for treatment and rehabilitation.

Norfolk CSB Board Members and Staff will continue to work with our elected officials at all levels of government as we try to preserve the services our consumers need.

For more information on how you can contribute to the lives of the many people in need, please contact Public Relations Coordinator, 225 West Olney Road, Norfolk, Virginia 23510, telephone number (757) 823-1600.

***“They treated me like a human being.
They gave me back my life.”***

“I was trapped—hiding in my friend’s apartment with a broken jaw and my enemies outside waiting to kill me. My friend eased my pain with heroin. I rolled up my sleeve, put the needle to my vein and was hooked.

I am no longer trapped, instead I am celebrating my freedom from drugs, a freedom that came with the help of Norfolk CSB’s substance abuse program.”

