

Norfolk CSB Insider

E-Newsletter

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Norfolk Community Services Board

Issue 14



Norfolk CSB Welcomes New Executive Director, Maureen Womack

The Directors and staff of Norfolk Community Services Board welcomes Maureen Womack as Executive Director. Ms. Womack relocated from Davis County, Utah, where she served as Chief Executive Officer of Davis

Behavioral Health for over 10 years. She has also held leadership positions in behavioral healthcare in Mississippi and Alabama.

As a strong advocate for consumers, Ms. Womack is a consensus builder dedicated to establishing community partnerships to increase service capacity and revenue growth. She has considerable background in working with local, state and federal governmental officials. Ms. Womack holds both a Bachelor's and a Master's Degree in Psychology and has been a Presidential Scholar. She is active in the National Council for Community Behavioral Healthcare and is a member of the American College of Healthcare Executives.

Ms. Womack's office is located at Olney Road Center, 225 West Olney Road in downtown Norfolk. She can be reached at 757-823-1600.

Legislative Update from the General Assembly Advocacy Efforts Prove Successful

Many are feeling the strain of the economic climate, especially Norfolk CSB consumers. That is why Norfolk CSB's Community and Governmental Relations Committee met with members of the Norfolk delegation to the General Assembly to relate Norfolk CSB's impact and value in the community.

The meetings helped encourage legislative support by connecting our Senators and Delegates with the latest information concerning Norfolk CSB's services and the greatest needs of consumers. The meetings were held prior to the 2009 session. Board members and management staff met with Senators Yvonne Miller, Ralph

Northam, Delegates Johnny Joannou, Kenneth Melvin, Paula Miller, Kenneth Alexander, and Algie Howell.

Some of the issues addressed include:

Moratoria on the downsizing of Eastern State Hospital and Southeastern Virginia Training Center.

We faced the downsizing of 90 beds at Eastern State and the closing of Southeastern by June 2009. Though downsizing will continue at Eastern State, the budget passed by the General Assembly includes language directing the Department of Mental

Health, Mental Retardation, and Substance Abuse Services to lease two buildings at \$1.00 a year to Community Service Boards in Health Planning Region Five to provide transitional services until community facilities are developed. Southeastern will be open until July 2010, and the budget includes funds to build a 75-bed facility on the site in Chesapeake and develop Intermediate Care Facilities and group homes in the community. More details will come out in the near future concerning the plans for Southeastern and development of community homes.

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Project Homeless Connect

544 homeless people attended the 7th Project Homeless Connect held on February 19, 2009 at Scope in downtown Norfolk. Project Homeless Connect connects Norfolk's chronically homeless population with community resources and services. Visitors received dental and medical services, housing information, lunch, and employment opportunity information. Norfolk Community Services Board was there to provide information about mental health and substance abuse services, Shelter Plus Care, and to provide assistance in the medical unit. Donated clothing and other items were available, and Norfolk CSB provided 350 tote bags for visitors to carry items in.

Event sponsors included United Way of South Hampton Roads, Baylor Construction, Nancy Chandler and Associates, Virginia Department of Labor, Norfolk Foundation, several military units, and Farm Fresh, which donated 1,200 meals.

Thank you to the following volunteers and supporters:

Christopher Young	Jeffrey Segbers	Brad Lazernick
Wanda McBride	Stephanie Bayles	Patricia Meyer
Shana Baum	Debra Hopkins	Harriette Barnes-Parker
Duane Miller	Alberta Thomas	Angela Hicks
Joshirlon Capeheart	Karen Martin	Sheila Trapp
Rene Faulkner	Stephen Burke	Jacqueline Spratley
Karen Stone	Brandi Whitman	Richard Fox
Angela Kennedy	Bill Forte	Anthony Crisp
Kathryn Kennedy	George Tucker	Aileen Smith
Jennifer Arthur	Jacqueline Schaeede	Brenda Wise
Kevin Cuffee	Sandra Harrington	Maureen Womack
James Taylor	Jacqueline Baker	Gail McLemore
Shirley A. Lockett	Shelby Gorham	Sandy Johnson
Michelle Grindstaff	Malini Peck	



March is National Mental Retardation Awareness Month!

Mental Retardation Awareness Month is recognized by Norfolk CSB every March.

Mental Retardation Services' Annual Resource Fair will be held on Thursday, March 19, 2009 from 4:30 p.m. to 6:30 p.m. Visitors will learn about available services, opportunities, and MR Waiver providers. The Annual Fair is an opportunity to link consumers to new options and choices while providing advocacy efforts to ensure continued funding and services for the future. This year's fair will be held at the Murray Center, located at 455 East Brambleton Avenue. Refreshments will be served.

The Norfolk Alliance for Persons with Mental Retardation (NAPMR) will meet immediately following the Resource Fair. This is a perfect time for family members to consider participating in an organization that provides advocacy and support to persons with mental retardation and families.



Catch the Buz

SAMHSA Report Reveals That Less than Half of Those with Serious Psychological Distress Received Mental Health Services

An estimated 24.3 million people over the age of 18 experienced serious psychological distress in the past year, and only 44.6 percent of them received any kind of mental health services.

“This report shows that mental health problems affect almost 10 percent of people over age 18 years old, but less than half receive services that could help improve their situation,” said SAMHSA Acting Administrator Eric Broderick, D.D.S., M.P.H.

- The Serious Psychological Distress Rate was significantly higher among young adults aged 18 to 25 than those among ages 26 to 49 or 50 years and older.
- Young adults aged 18 to 25 experiencing Serious Psychological Distress were far less likely to receive mental health services as compared to the other age groups.
- Less than 30 percent of blacks and Hispanics experiencing these disorders received mental health services compared to whites with Serious Psychological Distress.

The Report is drawn from SAMHSA’s 2007 National Survey on Drug Use and Health (NSDUH) which collected data from a representative sample of 45,000 civilian, non-institutionalized adults throughout the United States.

“As we focus on advancing and protecting the nation’s health we must ensure mental health services are part of the solution,” Broderick said.

Source: www.samhsa.gov

Norfolk CSB In the News:

Director of Administration Brenda Wise was interviewed for WTKR Channel 3’s Taking Action segment regarding Governor Kaine’s decision to close Southeastern Virginia Training Center by June 20, 2009.

Drug Court Administrator Dawn Obliskey was recently interviewed on Norfolk Perspectives, one of the City of Norfolk’s many public programs.

Russell D. Evett, MD, former Board Chair, was honored by Norfolk City Council on Tuesday, March 10, 2009. He received a plaque commemorating his service and leadership to Norfolk CSB and the city community.

Thank you, Dr. Evett, for your dedication.



New Board Officers 2009



Timothy A. Coyle
Board Chair

Joined the Board in July 2001. He became Chair on January 1, 2009 after serving as Treasurer in 2007 and 2008 and Secretary in 2006. He is an attorney with Crenshaw, Ware & Martin.



Linda Horsey, EdD
Board Vice Chair

Joined the Board in July 2001 and became Vice Chair on January 1, 2007 after serving as Treasurer in 2005 and 2006 and Secretary in 2004. She is an adjunct professor at ODU and has been a counselor with The Therapy Center.



Lewis J. Taylor, PhD
Board Treasurer

Joined the Board in December 2004. He became Treasurer on January 1, 2009 after serving as Secretary in 2007 and 2008. He is a clinical psychologist in practice at Hampton Roads Behavioral Health, P.C. in Norfolk.



George H. Tatterson, Jr. CPA
Board Secretary

Joined the Board in July 2006 and became Secretary on January 1, 2009. He is a retired Partner with the accounting firm of Craver Green and Company, PLC.

New Hires



Latonia Edmonds
Clinician
Outpatient Services



Jeffrey Segbers
Case Manager III
PACT



Amber Richey
Case Manager III
Infant Development Services

NOT PICTURED

Adrienne Lopez
Case Manager II
PACT

Catherine Cushman
Case Manager II
MH Case Management

Stephanie Bayles
Mental Health Professional
MH Case Management

If you are a new employee, and weren't included in this issue or a previous one, please notify PR and we will include you next time.

Oh Happy Day

Employee Birthdays and Anniversaries are updated and listed every quarter on Norfolk CSB's Intranet. If you notice a missing or incorrect listing, please contact Public Relations at 823-1687.



Sheila Trapp, Ph.D., Program Supervisor, HIV and Specialized Supportive Services, earned her Doctor of Management in Organizational Leadership from the University of Phoenix. Her dissertation title is Spiritual Intelligence: A Study of Public Servant Leadership in Behavioral Healthcare.

"The process of this endeavor is quite rewarding, but an eye opener as to how far I can push myself. I have tapped into some natural talents and gifts that will make me a better leader and manager. I am very moved by this accomplishment, but a person who humbly and responsibly says thanks to all who participated in the interviews and to everyone at Norfolk CSB who had to put up with me when my stress level was through the roof."

Clients Share What Makes Them Feel Welcome

Norfolk CSB's Process Action Team 1 conducted a survey to determine *How do our consumers and their family members define welcoming?* The team gave a presentation to Staff Leaders on February 25, 2009 regarding their findings:

87 percent reported that it is important that staff greet them with a few friendly words and a smile upon entering the agency.

92 percent reported that it is important that staff are positive, knowledgeable, and pleasant.

Clients surveyed receive services most often from Virginia Beach Boulevard, at 45%.

51 percent reported that it is important that staff are dressed professionally. 37% stated it doesn't matter.

61 percent reported that it is important that the wait area is comfortable and has display racks with available resources and other literature. 29% stated it doesn't matter.

47 percent reported that it is important that the waiting area is decorated. 39% stated it doesn't matter.

64 percent reported that it is important that a snack machine and water cooler be in the wait area.

50 percent reported that it is important that the agency have a designated child-friendly area.

PAT Team 1 Members:

Cynthia Bell
Joshalan Mack
Denise Brown
Lisa McDonald

Theresa Johnson
Starla Etheridge
Shirley Luckett
James Strickland

Vonda Thomas
Michelle Sampson
Sandra Lee

Legislative Update...

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Medicaid Waiver Slots.

Norfolk CSB advocated for additional waiver slots for consumers. 200 Waiver slots were restored and will be available in July 2009, and 200 additional slots were allotted for January 2010.

Norfolk CSB currently has over 90 consumers on the urgent waiting list and over 75 on the non-urgent list. When the Board is notified of the number of slots awarded locally, the Waiver Committee will facilitate the process of assigning waivers based on need.

Drug Court Funding.

Despite a very close call, funding for Virginia's Drug Courts was maintained in the budget.

Part C/Early Intervention Services.

Norfolk CSB urged the Norfolk delegation to support funding for growth in referrals to Part C/Early Intervention Services. Delegate Algie Howell attended Infant Development's Holiday Celebration in December.

Additional Part C supplemental funding will be provided in the budget for Infant and Toddler Services.

Additionally, funding for the Commonwealth Center for Children and Adolescents was restored in the budget passed by the General Assembly.

Looking to the future, the Community and Governmental Relations Committee will meet with city council members in late March.

Afterward, the counselors are always willing to go over what I may have learned for the day. They review cases and issues that were discussed in group and answer any questions I have.

What is your favorite aspect of interning here?

The best part of interning with the Forensic Services Program is the staff. I have learned so much from them and they have been nothing but eager to teach me. I could tell from the first day that I was working with a team that was passionate about their jobs. They really make a difference in their clients' lives. I could only hope to matter that much to my future clients and make that kind of difference in their lives.

Intern Corner



Koren Moore
Forensic Services

Koren earned her Bachelor of Science degree in Psychology with a minor in criminal justice from Old Dominion University in December 2008. She is in the process of applying to Graduate School to pursue a Master of Social Work and hopes to begin in the Fall of 2009.

What interested you in working for Norfolk CSB, specifically in the Forensic Services Program?

Since becoming an employee of Norfolk CSB in February 2007, I have come to see that the CSB is

not just an organization, it is a family. All of the employees have been nothing but supportive of my efforts to attain my education. From their encouraging words, to being patient with my busy schedule, I feel as though the employees of the CSB were my own personal cheering section during my last year of college.

My ultimate goal is to counsel individuals in need of services in a correctional setting. I figured the Forensic Services Program would be the best place for me to start. I am able to gain valuable knowledge while getting hands-on experience.

Describe your typical day.

A typical day for me would involve observing a group session between the counselor and the clients. My role is to be attentive while also giving my input where I feel is needed. The counselors all give me free range to express myself in the groups and they ensure that the clients show me the same respect and courtesy that I give to them.

The Virginia Department of Mental Health, Mental Retardation, and Substance Abuse Services (DMHMRSAS) has been renamed the Department of Behavioral Health and Developmental Services (BHDS). The change goes into effect July 1, 2009.

"In 2006, Virginia's mental health care system received a D grade. Three years later, it has moved up to a C. It took a profound tragedy to move Virginia forward, but concerns exist that the state may still retreat."

-NAMI

Outpatient Clinic Open at Olney Road

Norfolk CSB, in partnership with Old Dominion University, has established the Olney Road Counseling Center to provide affordable therapy services for clients with acute situational mental health and/or co-occurring substance use problems. Services are offered to adults, adolescents, children and their families. Services will focus on the reduction of symptoms in

order to help clients improve their quality of life. Each client will receive an assessment and services will be developed based on the individual's needs. Individual and group counseling services are available.

Service fees will be determined on a sliding scale based on income. Medicaid and other

third-party insurances are accepted.

Issues amenable to therapy may include:

- Anger/Stress Management
- Anxiety
- Depression
- Grieving and Loss
- Parent-Child Conflicts
- Self-Esteem Issues
- Job Loss

[For more information or to schedule an assessment, please call \(757\) 823-1617.](#)

“What Looks Crazy On An Ordinary Day” by Kimberly



Artwork submitted by a Norfolk CSB client.

Announcements

Mental Retardation Services has moved! Mental Retardation Services, previously located at 248 West Bute Street, has now moved to 225 West Olney Road. The new phone number is (757) 823-1616.

2009 MR Staff Photo ►

Infant and Toddler Connection of Norfolk has moved! Infant Toddler Connection of Norfolk has now moved to 6411 Tidewater Drive. The phone number is (757) 441-1186.



Mutual Education, Support and Advocacy (MESA) Classes: Tuesdays at 7 p.m. through May 12, 2009 at Hospitality Center. Free educational classes about mental illness. Ideal for family members, friends, caregivers, and anyone who works with individuals with mental illness. Call John Creekmore at (757) 441-1170 for more information.

The 2008 Annual Report has been published. Printed editions are available at service sites, and the online edition can be viewed on Norfolk CSB's website, www.norfolkcsb.org.



◀ **Norfolk CSB MR Services staff raised over \$1,800 for the 2009 Polar Plunge benefiting Special Olympics Virginia.** Case Managers Holly Edwards and Michele Pagelsen dressed in costume and jumped into 40 degree ocean waters during the annual fundraiser event. Public Relations Assistant Lisa Dalrymple raised \$185.00.

Expressive Therapy Group. The new Expressive Therapy Group which is being offered at Olney Road Center meets on Wednesdays from 2:00-3:30 p.m. It is an "open" group, and clients can enter at any time, and graduate when they meet their goals. Group size at any time is restricted to a maximum of 10 members, and clients must schedule an intake appointment at Outpatient Services. The Expressive Therapy Group is free of charge.

Guy Avenue Apartments recently renovated its community room. The new room has been met with a very positive response from consumers. One resident stated that the room was "very therapeutic." Photo ►

