

Service Handbook

Welcome

Welcome to the Alexandria Community Services Board. Thank you for choosing us. When parts of your life aren't working the way you want, asking for help may require strength and courage. We are here to help you choose a path to recovering satisfaction in your life. We do this through an assessment and service planning process that is focused on your concerns, your strengths, your abilities and preferences. There are many services for you to choose from.

Our mission is to provide compassionate and effective services that support self-determination, recovery and resiliency for City of Alexandria residents affected by mental illness, intellectual disabilities, and substance use disorders. Our vision is for persons whose lives are affected by mental illness, intellectual disabilities and substance use disorders to be able to achieve and maintain the highest possible level of satisfaction in relationships, work and community life.

We achieve our mission through commitment to you and our programs. We hope that your experience here will be a positive one. We look forward to working with you to help you achieve your goals. If you have any questions that are not addressed in this handbook, please ask a member of our staff.

Services

The CSB offers a variety of treatment and rehabilitation services for persons living with mental health or substance use problems, or an intellectual disability. All information regarding your services is kept confidential according to federal and state laws. See the brochure entitled *Confidentiality and Your Service Record* for more information. Any resident of the City of Alexandria is eligible to receive services. Our services are offered primarily in English and many in Spanish. If you need assistance with interpretation in any language, please notify the intake worker or your service provider. Services can also be arranged for individuals with hearing impairments. All sites are accessible to persons with mobility impairments.

The services listed below are provided at different locations (see back cover). Public transportation is convenient to all CSB sites. If you need assistance with transportation, please ask.

- Mental health and substance abuse therapy including individual, group and family therapy; psychological testing; specialized programs for children and families and in-home counseling services for the elderly or children in crisis.
- Emergency mental health services to provide 24-hour-a-day telephone and face-to-face crisis intervention services to individuals having a serious mental health and/or substance abuse problem.
- Evaluations of children up to age 3 to assess physical and cognitive development and to provide early intervention to those with disabilities.
- Psychiatric and nursing services to provide medication, medication monitoring and health

education.

- Detoxification support 24- hours- a -day to provide a short-term treatment environment for persons who are withdrawing from alcohol or drugs and who do not require medical care. The Detox Program works with individuals to accept ongoing treatment as appropriate.
- Opioid treatment to help adults stop using narcotics by prescribing and monitoring the medications Methadone or Buprenorphine. Participants attend regular counseling sessions and work toward abstaining from illegal drugs and alcohol while in the program.
- Case management to promote individual empowerment through the acquisition of resources and skills that help individuals reach an increased level of independence.
- Residential programs including group homes and assisted-living apartments to provide living arrangements, support, supervision, training and rehabilitation for persons with mental illness, an intellectual disability or for those who are recovering from substance dependency.
- Vocational Services to help people with disabilities to develop job skills and obtain employment.
- Day support programs to provide daily support and rehabilitation for persons with a mental illness or intellectual disability.

Limited Services may be available to individuals referred by others. These services are intended to assist the individual in making decisions about changing behaviors that others have indicated are problematic or in learning specific skills to change those behaviors.

For persons who would like to be tested for HIV, tuberculosis or hepatitis while receiving services with us, please call our Mill Road office at 703-838-4525.

Fees and Payment Plans

There is a fee for all services. If you are unable to pay the full cost of your services, we can establish a reduced fee and a payment plan. Please inform us if you have insurance. Your insurance may cover some of the charges.

Assessment and Service Planning

Your first appointment will include an evaluation to determine your needs and preferences. This evaluation will be the basis for service recommendations for you to choose from. It is your choice whether to accept the recommendations. We cannot provide services to you if you or your legal representative do not give written consent, unless it is an emergency.

You will be assigned a service coordinator who will continue to assess your service or treatment needs. If you have chosen to receive treatment services, you and your service coordinator will develop a treatment plan. This treatment plan will guide you and your service coordinator in monitoring progress toward your goals. The plan will be reviewed or revised with you regularly as your needs and preferences change.

Often, individuals choose to receive services from more than one program. Each program will orient

you to their services and activities, program rules, emergency procedures and transition and discharge criteria.

Health Care Decisions

If at some point you need help making treatment decisions, you may have a person of your choice assist you. If you need help finding someone, we will assist you. This person is called an “authorized representative.” The authorized representative may be a family member, friend or someone else who you select.

You have the right to formulate advanced directives. We want to know and respect your decisions about health care in the event that you are unable to make decisions for yourself. Virginia law does not recognize psychiatric advance directives. See your service coordinator for more information.

Discontinuing Services

Please inform your service provider if you are unable to attend scheduled appointments or participate in your rehabilitation activities. If you do not attend and have not informed your service provider, your services may be discontinued. Each program’s criteria for ending services will be explained to you during the program orientation.

If at any time you decide to discontinue services, inform your service coordinator. We will review your treatment and discuss future plans to help you transition successfully.

Code of Ethics

Our licensed and certified staff are highly qualified and current in their fields of expertise. Our staff come from diverse backgrounds and provide culturally sensitive services. We value our high level of professional and ethical conduct. The following Code of Ethics helps to ensure that staff relationships with the consumers receiving services are for the benefit of the individuals receiving services only. Employees will not :

- Discriminate against or adversely treat persons receiving services and their families on the basis of race, gender, age, sexual orientation, religion, culture, national origin, marital status, education, disability or political affiliation.
- Accept gifts or give any gifts to persons receiving services.
- Provide services to anyone with whom they have had a previous or current social, familial, romantic, sexual or business relationship.
- Sponsor current or former CSB consumers in self-help groups such as Alcoholics Anonymous.
- Acknowledge consumers in public places *unless* consumers acknowledge them first.
- Give their home, cell or pager numbers, or their personal e-mail or web site addresses to current or former CSB consumers.
- Transport consumers in the employee’s personal vehicle

- Give loans to consumers or personally safekeeping consumer money.
- Buy from consumers or sell goods or services to them or refer consumers to staff's own private practice or engage in any business dealing.
- Have social, romantic or sexual relationships with current consumers and their family members or anyone living in the home of a consumer, or within a period of five years following the consumer's discharge.

Please report any of the above violations to the CSB's Corporate Compliance Officer by calling 703-838-4455 or TDD: 703-838-5054.

Service Satisfaction

We are committed to providing quality care that meets your satisfaction. To assess satisfaction with services we:

- Make follow-up calls to selected individuals who have completed one or more programs. If we call you, we will not identify who we are or why we are calling to anyone other than you. We will ask you questions about how you liked the services you received. You may use this opportunity to make comments or suggestions.
- Request each year that you complete a questionnaire in each program you receive services from to determine your level of satisfaction with our services. This questionnaire may be completed at the CSB or by mail.
- Solicit your input and feedback through focus groups, ad hoc committees, suggestion boxes and public hearings.

If you have a complaint, please speak with your service provider. More information is available in the *Rights and Responsibilities* brochure.

Changing Your Provider

If at any time you wish to change your therapist, case manager, psychologist, psychiatrist or other provider, you may do so by completing a Provider Change Request card. These cards are available in the reception area at all CSB sites. The ability to change a provider may depend upon program staff availability.

Additional Information

The Alexandria Community Services Board (CSB)

The CSB is a group of 16 volunteers appointed by the Alexandria City Council. The CSB selects an executive director who also serves as the director of the Department of Mental Health, Mental Retardation and Substance Abuse. The CSB oversees the use of public funds to provide services

through this Department or to purchase services from private contractors. The Department has an administrative section and three service divisions: Acute Care and Emergency Services, Extended Care Services and Child, Family and Prevention Services. Please ask if you would like the names of any staff members or other organizational information.

The CSB strives to operate in an ethical and lawful manner. Please report anything that you believe to be an improper business practice to the CSB's corporate compliance officer at 703-838-4455 or TDD: 703-838-5054. It is a CSB policy not to discriminate in the admission to CSB programs and activities on the basis of race, color, age, sex, sexual orientation, handicap, religion or national or ethnic origins. Programs and activities are accessible to people with physically handicapping conditions. If you require accommodations, please call the number shown above and we will try to assist you.

Involvement in CSB Programs and Services

We encourage program participants or their family members to volunteer on our boards and committees, each of which designates a certain number of slots for these volunteers. Examples of these include the Local Human Rights Committee, Ethics Committee and the Community Services Board. To obtain an application and more information, please call the Volunteer Coordinator at 703-838-4455.

Additional Questions

If you have additional questions, or would like further information about the CSB, please ask any CSB program staff. We will gladly assist you.

Program Locations

720 N. Saint Asaph St., Alexandria, VA 22314, 703-838-6400, TDD: 703-838-5054: Emergency Mental Health Services (24-hour phone line, 703-838-6400), Adult Mental Health Services, Youth and Family Services, School-Aged Prevention Services, Administrative offices

2355-A Mill Road, Alexandria, VA 22314, 703-838-4525, TDD: 703-838-4235:
Substance Abuse Services, Opiate Replacement/Methadone Services.

2355-C Mill Road, Alexandria, VA 22314, 703-838-4482, 24-hour phone line, TDD: 703-838-4235:
24-Hour Drug and Alcohol Detoxification Services

3105 Colvin Street, Alexandria, VA 22314, 703-519-5932: Intellectual Disability Case Management Services, Alexandria Vocational Services

4480 King Street, Alexandria, VA 22302, 703-838-5067, TDD: 703-838-5054:
Parent-Infant Education Services, Child Assessment and Treatment Center for Health, Residential Case Management Services, Extended Care Administration, West End Clubhouse (703-838-4706).

1900 North Beauregard Street, #200, Alexandria, VA 22311, 703-838-4381: Home Based Services, Preschool Prevention Team, System of Care, Center for Alexandria's Children

