

Department of
Community & Human Services



Annual Report Fiscal Year 2013



A Message from the Director

Dear Friends,

I welcome this opportunity to share the FY 2013 activities of the Department of Community and Human Services. These pages highlight our fiscal and program information along with our successes and those of the people we serve.

One exciting accomplishment was the expansion of our delivery of Mental Health First Aid (MHFA) training to the community. Trainers from across our Department offer courses on the initial help given to a person showing signs of a mental health crisis, including a five-step action plan for helping a person until professional help is available.

In the Center for Adult Services, staff of the Crisis Intervention Team (CIT) were awarded the NAMI Northern Virginia Annual Award for outstanding contributions to persons with mental illness. More than 250 City staff have been trained in CIT since its inception in 2009, including police officers, Emergency Medical Services staff and other first responders. CIT training reduces stigma and teaches intervention skills that increase the likelihood that those in crisis will be referred to treatment and not the criminal justice system.

Center for Children and Families staff, together with the Alexandria Community Policy Management Team, progressed toward the goal of bringing children home from residential treatment facilities; preventing children from leaving the community; strengthening community resources; and maintaining services within budget. A 55% discharge rate from congregate care was achieved in FY 13. Their strategies have saved \$2.5 million during the past five years.

We also worked with the community and the Children, Youth & Families Collaborative Commission to develop the draft Children and Youth Master Plan. The Plan sets community-wide priorities and identifies specific action steps to ensure that all children and youth are healthy and safe, academically and vocationally prepared, and socially and civically connected.

In the Center for Economic Support, the effects of a suppressed economy were still evident. The Benefits unit had an average ongoing monthly caseload of 4,884 people receiving food stamps while Medicaid had 10,629 average monthly ongoing individual cases.

I am grateful to our hard-working and compassionate staff, volunteers, members of City Council and all who have supported us.

I am retiring in January 2014, and it is the wonderful employees of DCHS and their work that I will remember fondly. May the courage and determination of our clients and their families be a continuing inspiration to staff as they serve the community.

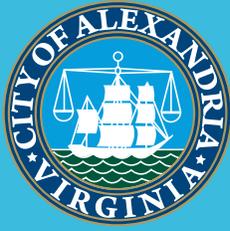
Sincerely,



Michael Gilmore, Ph.D., Director



Director Mike Gilmore and Executive Deputy Director Suzanne Chis watch court proceedings finalizing the adoptions of children at the Annual Adoption Day Celebration.



Department of Community and Human Services Fiscal Year 2013 Annual Report

FY 2013

City Government

Mayor

William D. Euille

Vice Mayor

Allison Silberberg

City Council

John Taylor Chapman

Timothy B. Lovain

Redella S. Pepper

Paul C. Smedberg

Justin M. Wilson

City Manager

Rashad M. Young

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Vision

The Department of Community and Human Services envisions a community in which residents enjoy a sense of well-being, safety and self-sufficiency.

Mission

The Department of Community and Human Services provides effective and essential safety net services that measurably improve or maintain the quality of life for Alexandrians.

Boards, Commissions and Volunteers

The following boards and commissions provide oversight and guidance to DCHS programs:

The Alexandria Community Policy Management Team (ACPMT) sets policy for and administers the Comprehensive Services Act.

The Alexandria Community Services Board (CSB) sets policy for and administers Alexandria's publicly-funded mental health, intellectual disability and substance abuse services.

The Children, Youth & Families Collaborative Commission advocates for children and youth, aged prenatal to 21 years, and their families by advising on policies, promoting the City-wide coordination of services and promoting research and best practices.

The Commission on Aging advocates for issues related to aging and promotes the implementation of the Older Americans Act. The Commission advances services that address the needs of older Alexandrians.

The Commission on Employment is responsible for developing the City-wide plan for employment services that reflects the goals of linking existing City employment and training programs with those of the school system and the Alexandria Chamber of Commerce's economic development program.

The Commission for Women provides consultation to City Council on issues concerning women, with focus on human rights, legislation, HIV/AIDS, the economic and health status of women, breast cancer and domestic violence.

The Economic Opportunities Commission (EOC) advocates for low-income families in Alexandria. The EOC advises the City Council on legislative matters about employment, affordable housing, health care, homeless prevention, utility costs and abusive lending practices.

The Social Services Advisory Board monitors the formulation and implementation of social welfare programs and advises City officials on all public welfare matters.

The Workforce Investment Board supports the employment and training needs of the City of Alexandria and Arlington County. They aim to build a workforce development system that prepares the local labor force for the 21st century.



A child and her mother see a holiday gift being delivered by a volunteer.

Volunteers

The Domestic Violence Program had 80 volunteers who provided 3,408 hours of service answering the 24-hour shelter hotline, facilitating support groups, providing court accompaniment and advocacy, and providing support to shelter residents and children.

The Sexual Assault Center had 47 volunteers who worked 2,850 hours staffing the 24/7 Sexual Assault Hotline.

In the Holiday Sharing Program, 377 individuals and groups sponsored 398 families, 222 seniors or adults with disabilities, and 107 foster children by providing them with food, clothing and gifts for the holiday season. In collaboration with the Community Partners for Children, another 350 families were assisted. Over 170 volunteers coordinated the Holiday Sharing Program, giving 680 hours. Donated gift cards for groceries totaled \$12,665 and gift cards for teens in foster care totaled \$15,960.

The Fund for Alexandria's Child, supported by an advisory council of 15 volunteers, raised over \$72,000 for foster and at-risk children to participate in activities that help to normalize their lives, such as athletic teams, dance classes, holiday gift sharing, prom, graduation celebrations, and transportation to jobs and medical appointments.

Programs of the Alexandria Community Services Board had 60 volunteers who provided over 2,500 hours of service. Representative payees managed the finances of 66 clients with a mental illness or intellectual disability. Companions planned activities with residents of group homes, and guardians served as court-appointed decision makers for clients.

The Alexandria Adult Day Services Center had seven volunteers who worked over 2,300 hours planning and implementing activities with seniors, serving meals and assisting with special events and field trips.

DCHS FY 2013 Financial Information

FY 2013 DCCHS Leadership Team

Michael Gilmore, Ph.D.
Department Director

Suzanne Chis, MSW
Deputy Department Director

Carol Layer, LCSW
Center Director,
Aging and Adult Services

Dennis McKinney
Center Director,
Economic Support

Deborah Warren, DCSW
Center Director,
Children and Families

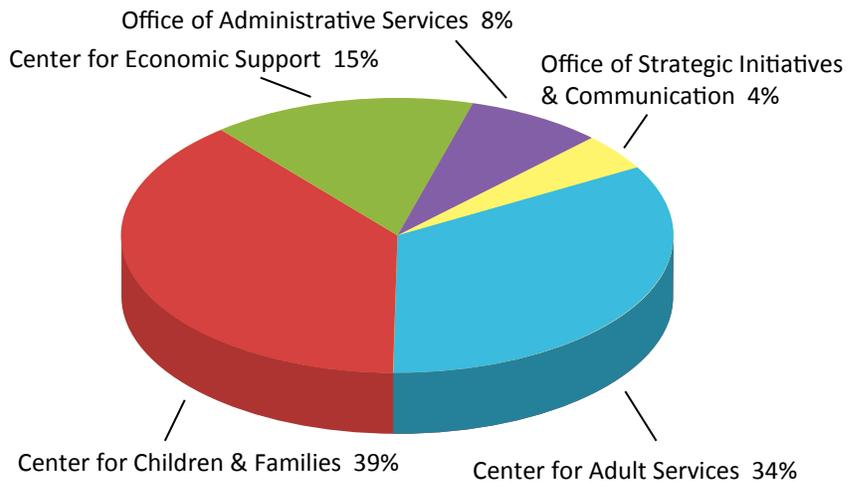
Lisa Baker, MPA
Chief Officer,
Office of Strategic Initiatives
and Communication

Jane Hassell, IMBA, CPM
Chief Officer,
Office of Administrative Services

Jim Fleming, MPA
Fiscal Officer

Jeff Bollen
Human Resources Manager

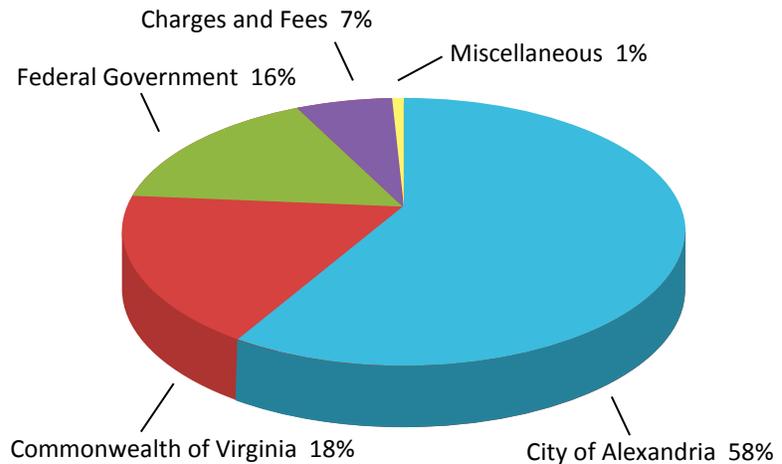
DCCHS Expenditures by Center/Office



Center or Office

Center for Adult Services	\$29,004,018
Center for Children & Families	\$33,415,711
Center for Economic Support	\$13,418,717
Office of Administrative Services	\$6,985,710
Office of Strategic Initiatives & Communication	\$3,570,126
DCCHS Total	\$86,394,282

DCCHS Revenues by Source

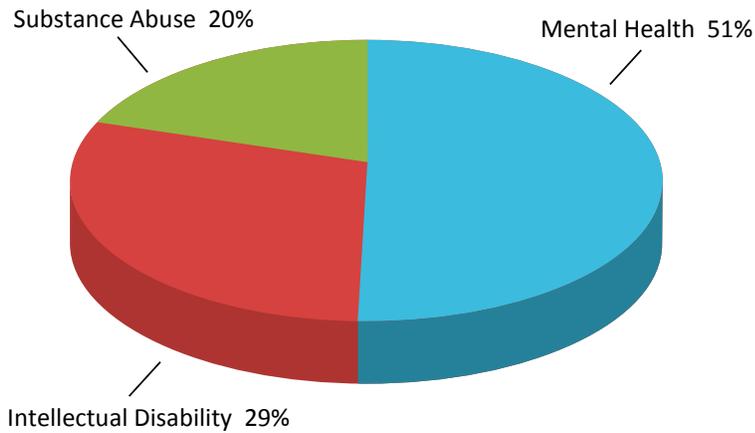


Source

City of Alexandria	\$50,341,533
Commonwealth of Virginia	\$15,726,280
Federal Government	\$14,038,614
Charges and Fees	\$5,813,366
Miscellaneous	\$474,489
DCCHS Total	\$86,394,282

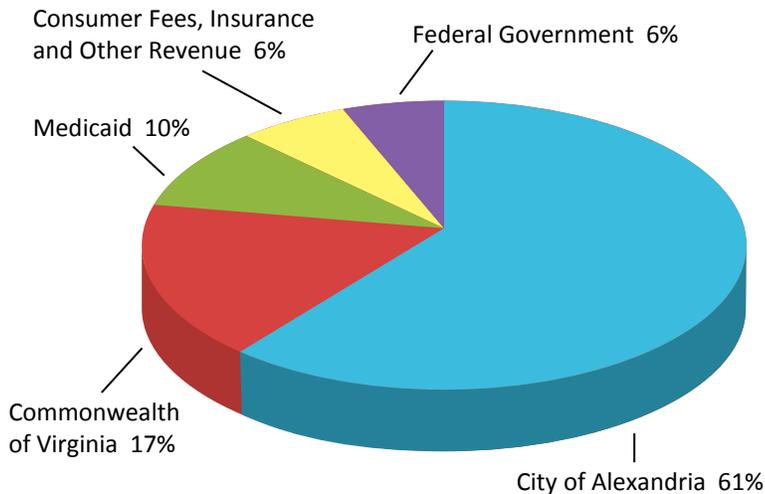
CSB FY 2013 Financial Information

CSB Expenditures by Disability



Disability Area	Amount
Mental Health	\$17,580,211
Intellectual Disability	\$10,229,208
Substance Abuse	\$7,028,897
CSB Total	\$34,838,315

CSB Revenues by Source



Source	Amount
City of Alexandria	\$21,124,590
Commonwealth of Virginia	\$5,955,979
Medicaid	\$3,373,776
Consumer Fees, Insurance and Other Revenue	\$2,253,081
Federal Government	\$2,130,889
CSB Total	\$34,838,315

FY 2013 Alexandria Community Services Board Members

Masharia "Shay" Holman
Chair

Susan Thompson
1st Vice Chair

Roy Richard Shannon, Jr.
2nd Vice Chair

Acquanetta Cleckley

Christine Comer

Erin Croyle

David Giammittorio

Leslie Hagan

Jan Inscore-Boswell

Kimberly Lewis

Roberta New

Douglas Schuler

Eugene Stammeyer

Doris Stanley

Patrice Tighe

Clinical and Emergency Services Division

The Adult Central Intake Team provided “first come first served” same-day intake appointments to clients seeking behavioral health services who chose not to wait for a scheduled appointment. These appointments were utilized by 113 clients in the last 6 months of FY13, helping to decrease wait times and allowing clients to choose how quickly they would like to be seen.

The Alexandria Crisis Intervention Team (CIT) was awarded the NAMI Northern Virginia Annual Award for outstanding contributions to persons with mental illness. Staff was recognized for raising awareness about mental illness and recovery. Over 250 City staff have been trained in CIT since its inception in 2009.

The Sober Living Unit at the Adult Detention Center implemented new evidence-based approaches into the treatment curriculum during the year: Moral Reconciliation Therapy (MRT), MRT Anger Management, and Dialectical Behavioral Therapy.

The High Intensity Drug Trafficking Area (HIDTA) treatment program, a collaboration between Outpatient Substance Abuse Services and Probation and Parole, received an Outstanding Treatment Effort Award at the Washington/Baltimore HIDTA 2012 Awards Ceremony. The HIDTA initiative provides drug treatment services and criminal justice supervision for repeat substance dependent offenders, reducing the recidivism rate from the national average of 70% to a rate of 28% for HIDTA clients.

The Psychiatric Unit worked towards meeting the Meaningful Use (MU) mandate under the Affordable Healthcare Act, which rests on the ‘five pillars’ of health outcomes policy priorities: improving quality, safety, efficiency and reducing health disparities. As part of MU implementation, a pharmacy technician now meets with clients before they see the psychiatrist to take vital signs and update health information.

The Collaboration for Recovery and ReEntry (CORE) program is a partnership between DCHS and State Probation and Parole that provides intensive clinical supports and community supervision to individuals with serious mental illness and a history of involvement in the criminal justice system. The program has seen a 74% reduction in the number of days these clients spend in jail and due to this success, was expanded this year to include the addition of a mental health probation officer.

In Detox services, the clients’ average length of stay in FY13 was seven days, compared to the national average of four days. Clients were engaged in **Substance Abuse Outpatient** treatment an average of nine months compared to the national average of three months. Research indicates that longer lengths of substance abuse treatment correlate with positive outcomes.

Center staff received training in the Milestones of Recovery Scale (MORS). MORS is an effective evaluation tool for tracking the process of recovery for individuals with mental illness and provides easy to use data that allows staff, supervisors and administrators to see how individual programs and agencies are performing. It is a one page, single score assessment that provides a snapshot of an individual’s progress toward recovery.

Highlights of People Served

- Emergency Services provided 24-hour crisis intervention to 687 individuals having a serious mental health and/or substance abuse problem, and an additional 711 persons at the jail.
- The Detox Center served 349 diversion clients, a 25% increase from last year. Each diversion is one fewer arrest, jail booking and court appearance, as these individuals are afforded the opportunity to engage in treatment.
- Outpatient Mental Health Services provided individual therapy, group counseling and/or psychological testing to 553 adults. There were 332 adults who participated in Outpatient Substance Abuse Services.
- The Residential Program served 207 people in group homes and apartments and 52 through Supported Living services.
- Adult Protective Services received 317 reports of suspected abuse, neglect and/or financial exploitation.
- The Companion Aide Program averaged 189 participating seniors at any given time.

Community Support Services Division

Projects for Assistance in Transition from Homelessness (PATH Program), along with a team of volunteers, participated in the annual Point in Time Survey to determine the number of homeless persons on one given day. In the City of Alexandria, 275 persons (single adults and persons in families with minor children) were experiencing homelessness on January 30, 2013. This is a 22% decrease from 2012. Eighty-nine percent were sheltered, while 11% were unsheltered in places unfit for human habitation.

The West End Wellness Center, in its second year after changing from a Clubhouse model, now offers more than 100 different classes with a proactive focus on mental health and recovery to assist participants in developing the life skills necessary to prevent repeat psychiatric hospitalizations and criminal behavior. The Supported Employment program within the Wellness Center received a three-year CARF accreditation for its excellence in assisting individuals with mental illness to obtain employment in competitive settings.

Discharge Planning partnered with the Department of Behavioral Health and Developmental Services to provide mental health training to the Alexandria Public Defenders Office. From FY 2012 to FY 2013, there was a 29% increase in Alexandria residents receiving discharge planning services at Northern Virginia Mental Health Institute. These are individuals who are discharged from hospital to community-based treatment services.

Seminary group home for persons with intellectual disabilities welcomed a new resident who successfully transitioned from Central Virginia Training Center following the Department of Justice Settlement Agreement that moved persons from institutions to the community. Monitoring visits found the new resident was adapting to her environment and enjoying community living after 56 years in an institution. She discovered relatives she had never known, and who now visit.

To forward the Community Services Board Housing Plan goal of increasing best practice residential services, and as part of budget reductions a DCHS transitional apartment program was closed, and a reallocation of \$20,000 in HUD grant money was used by a partner non-profit agency in the Alexandria Partnership to Prevent and End Homelessness to establish a Housing First Permanent Supported Housing program to serve chronically homeless individuals.

Division of Aging and Adult Services

Thirteen staff obtained certification as Information and Referral Services Specialists (CIRS-A), the nationally recognized credential for individuals providing information and referral at No Wrong Door Agencies.

The Adult Day Services Center had a 100% error-free survey/inspection from the Virginia Department of Social Services.

The Senior Taxi Program transitioned to a new model that allows seniors meeting the income guidelines to use the service 24/7 to a destination of their choice. The City subsidy remains 80% of the cost of trips up to \$100/quarter.



A therapist talks to a homeless man about coming to a winter shelter.



Staff and clients at the Alexandria Vocational Services picnic.

The Alexandria Community Policy Management Team (ACPMT) and Behavioral Health for Children and Families

ACPMT and behavioral health staff progressed toward the goal of bringing children home from residential treatment facilities; preventing children from leaving the community; strengthening community resources; and maintaining services within budget. A 55% discharge rate from congregate care was achieved in FY13. Residential and group home placements were used for shorter periods and focused on assessment and diagnosis to support community-based care. The Youth Review Team, comprised of clinical supervisory staff, guided placement decisions for high-risk children and families. The Community Wraparound Team provided needs assessments, wraparound services and intensive care coordination for high-risk children and families. The revised Family Assessment Planning Team (FAPT) process continued to review, recommend and monitor the most effective services for children and families. These and other strategies have saved 2.5 million dollars in five years (FY08 to FY13). Previously, expenditures increased each year.

Child Welfare and Child Protective Services

Child Welfare staff worked to divert children from foster care through a variety of family strengthening initiatives while carefully ensuring safety.

The result has been a steady decline of children in foster care from 215 in FY06 to 83 in FY13 (61% reduction).

Family Engagement staff developed a Fatherhood Initiative to engage fathers identified in child welfare cases. Male staff serves as aides for fathers and work in collaboration with the assigned case worker. The goal is to better connect the father to services and ensure they are part of the case planning process.

At the Annual Adoption Day Celebration, 19 children were adopted by 13 families.



Child with his adoptive parents and family at Adoption Day.

Domestic Violence and Sexual Assault

Domestic Violence and Sexual Assault staff gave 239 domestic violence and sexual assault presentations reaching 4,505 participants. Staff also developed and implemented a Bystander Intervention Training curriculum.

The program recruited and trained more than 60 volunteers who provided 7,052 hours of direct service to victims and survivors of sexual and domestic violence and their children. Services include providing crisis intervention and counseling on the program's hotlines, emergency response to forensic exams, and group counseling for adults and children.

Early Childhood

The Intellectual Disabilities Case Management Team added a support coordinator position which allowed them, for the first time in years, to clear the list of people waiting for case management services and Medicaid waivers.

The Parent Infant Education Program, which provides early intervention services to children from birth to age three, met or exceeded all performance measures for FY13. During this time, they served 535 children with developmental disabilities, providing over 10,000 hours of direct client services and exceeding the state performance contract by 22%.

The Preschool Prevention Team delivered the AI's Pals curriculum to 505 children in 40 preschool classrooms. Of these children, 242 were "at risk" for social skills, and 81% improved their skills.

The Resource Unit provided regulatory oversight to 140 small family day-care providers to ensure a safe environment for children receiving care. Following investigations and monitoring, two providers were closed for non-compliance.

Youth Development

Youth Services staff worked with the Children, Youth & Families Collaborative Commission and the community to develop the draft Children and Youth Master Plan. The Plan sets community-wide priorities and identifies specific action steps to ensure that all children and youth are healthy and safe, academically and vocationally prepared, and socially and civically connected.

The School-Age Youth Development Team provided services to prevent alcohol and other drug use, pregnancy, emotional problems, violence and school drop-out to 608 students and 476 parents, and skill building groups to 532 elementary students.

The Substance Abuse Prevention Coalition of Alexandria launched the Above the Influence Campaign at T.C. Williams. The 20 teen leaders celebrated Kick Butts Day by surveying tobacco advertising in 50 local stores. They recognized Alcohol Awareness Month by engaging 500 peers in alcohol prevention activities during lunch and created a marijuana prevention action plan.

The Alexandria Campaign on Adolescent Pregnancy (ACAP) Personal Responsibility Education Program (PREP) Grant partnered with Capital Youth Empowerment, Community Lodgings, Alexandria City Public Schools, and the Alexandria Health Department to serve 100 youth in the first grant year through the provision of evidence-based pregnancy prevention curricula.



Children at play at a family day-care.

Highlights of People Served

- **The Battered Women's Shelter** had 126 residents and the domestic violence and sexual assault hotline responded to 1,740 calls.
- **Child Protective Services** averaged 47 intakes per month with an average of 148 ongoing cases per month. They completed 509 family assessments and investigations.
- **Foster Care** had an average of 98 ongoing cases per month while Adoption averaged 20 ongoing cases per month.
- **The Community Wraparound and Youth and Family teams** provided mental health, substance abuse and coordination services, reaching 699 children and their families. As a result of Youth and Family Team services, 96% of parents reported improved school attendance and fewer suspensions.
- **Out of School Time Services (Campagna Kids)**, working in partnership with the Department, public schools and with funding support from the City, provided child-care for 1,278 elementary school children before and after school and during breaks. Campagna Kids is offered at 11 elementary school sites.

Center for Economic Support

Office of Community Services

Heating assistance was provided to 811 households and cooling assistance to 559 households from Virginia Energy Assistance.

Homeless prevention funding assisted 200 families in danger of eviction.

The Alexandria Community Shelter and the Alexandria Winter Shelter provided shelter to 598 individuals when prevention was not possible.

Financial stabilization services were provided to 2,969 individuals including assistance with prescriptions, medical services, short-term rentals, utilities, referrals to clinics and referrals to food and clothing closets

Shallow rental subsidies were provided to 78 senior or households with persons with a disability to help them remain in their homes.

Benefits Division

Temporary Assistance for Needy Families (TANF) had an average monthly caseload of 438 ongoing cases containing 935 individuals.

SNAP Food Stamps had an average monthly ongoing caseload of 4,884.

Medicaid had 8,735 average monthly ongoing cases containing 10,629 individuals.

Fee-Based Child Care had an average of 235 ongoing monthly cases.

JobLink

The Virginia Initiative for Employment not Welfare (VIEW) program continued to perform in the top 5% of 120 reporting localities in Virginia. VIEW is designed to assist program participants in obtaining employment with wages and benefits sufficient to make continued or future receipt of public assistance unnecessary. In FY2013, the average wage was \$9.59, seventh highest of the 120 localities. The three-month job retention rate was the second highest for four consecutive years of the seven Northern Virginia localities.



TeensWork! served 356 youth aged 16 – 21 through the Summer Youth Employment Program.

The Youth Job Fair, held at T.C. Williams High School, included 50 employers and drew 321 students, 123 of whom were hired as a result.

Youth attending a job fair at T.C. Williams High School.



JobLink Teenswork staff with a youth employer and employee.

Quality Assurance (QA) staff facilitated the survey of the Intellectual Disability and Mental Health Supported Employment programs, both of which were awarded three-year CARF re-accreditations. CARF's mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of persons served.

Program Evaluation coordinated with Reimbursement in updating Anasazi, now Cerner Behavioral Health System, the database used to manage client health information. These changes meet health insurance requirements and help to ensure maximum reimbursement for services. Program Evaluation also coordinated at the State level through the Data Management Committee to change State reporting specifications to meet Department of Justice requirements for clients with an intellectual disability who now receive services in the community instead of in State hospitals.

Technology Services deployed 150 new computers to users. The Anasazi client database systems were migrated to new hardware which resulted in better performance. The Doctor's Home Page and ATP3 were successfully implemented. The Joblink database was migrated to Harmony and enhancements were added to interface with the new ERP system. The AIMS database was migrated to Peer Place and staff developed a new incident reporting system and strategic planning tool.

Health Information Management (HIM) updated the Notice of Privacy Practices to meet the new HITECH requirements, and developed a HIPAA/HITECH training for staff along with a confidentiality test to take prior accessing the Electronic Medical Record system. HIM worked with Tech Services and Communications to develop on-line new employee training, to be used as needed prior to in-person training. HIM continued to provide training and support to staff on HIPAA and confidentiality policies and procedures.

Fiscal Services staff implemented several financial modules of the City's new enterprise resource planning system. Fiscal staff continued to coordinate the reporting activities of the DCHS Strategic Plan in conjunction with Technology Services.

Facilities Management completed 1,313 non-emergency work orders with an average completion time of four days. An additional 69 emergency work orders were completed within 24 hours.

The Alexandria Fund for Human Services (AFHS)

AFHS is an umbrella fund through which DCHS administers special initiatives and competitive grants for two funds: the Children and Youth Fund and the Community Partnership Fund. AFHS awards funding to organizations providing human services to Alexandria residents. City Council approved a FY 2013 appropriation of \$2,033,259 that supported 63 programs and special initiatives administered by 43 non-profit partners and benefited 14,485 persons.

Highlights of DCHS Community Events

- | | |
|---|---|
| Adoption Day Celebration | Holiday Sharing |
| Art Uniting People | Mental Health First Aid Trainings |
| Caregiver Conference | Mental Health Month Events and Legislative Forum |
| Child Abuse Prevention Month Activities | Mental Illness Awareness Lecture Series |
| Children's Mental Health Event | Project Discovery Walkathon for College-bound Youth |
| Domestic Violence Awareness Events | Sexual Assault Awareness Events |
| Drug and Alcohol Recovery Month Events | The Walk to Fight Breast Cancer |
| Excellence in Aging Awards | Youth Leadership Conference |
| Family Fun Day Information Fair | Youth Master Plan Community Forums |



Messages of Hope - Decorating jeans for the domestic violence clothesline display.

Office of Strategic Initiatives and Communication

The Customer Call Center received 22,287 calls about Benefit programs, such as Medicaid and food stamps, and Community Service programs for needs such as shelter, utilities and medical issues. Of these calls, 7,678 were handled by Call Center case workers who provide emergency assistance, in-depth information and referral, and follow-up to ensure the callers' needs were met.

The Communications Team developed a new design for the Department's brochures. They released quarterly community newsletters and developed bi-monthly employee newsletters to familiarize staff of the 650-person Department with one another's programs. The Team maintained and expanded the Department's website, located at alexandriava.gov/DCHS. Multi-platform communications were disseminated about 40 DCHS initiatives or events through such mediums as social media, websites, flyers, eNews subscription groups, community calendars and news releases, and also responded to all media inquiries.

Friends of the Alexandria Mental Health Center, a non-profit group of volunteers that provides financial assistance to DCHS clients with mental health, substance use and intellectual disabilities, responded to over 140 requests for assistance with rent, utilities, medication and more. Friends stewarded \$49,000 in contributions in addition to several funds designated for special projects. A proud supporter of the DCHS' Mental Health First Aid training, Friends co-sponsored community events on stigma and recovery including "In Our Own Voice" with NAMI-Northern Virginia, the "2013 Art Uniting People" exhibit with the Partnership's Anti-Stigma HOPE Campaign, and the "Mental Health Forum on Children and Youth" with Delegate Rob Krupicka.

The Annual Walk to Fight Breast Cancer raised \$85,000 for mammography and early detection education for uninsured women in Alexandria. More than 900 people participated in the Walk. In calendar year 2013, nearly 700 women were served by the Walk Fund.

The Commission for Women held their annual Salute to Women Awards Banquet and honored 14 individuals for their work improving the lives of women and girls in Alexandria. The event raised over \$5,000 for the DCHS Sexual Assault Program.



Recipients of the 2013 Salute to Women Awards.

Business Projects updated the three Department Continuity of Operations Plans for submission to Emergency Management. They also facilitated the relocation of Early Childhood Division staff where they joined Center for Alexandria's Child staff; located space for Aging staff, who had been dispersed following flooding; and located a new space for Intellectual Disabilities Vocational Services, which is being developed in collaboration with an architect and the Economic Development Partnership.

Human Resources continued to provide DCHS with support for personnel matters. Recruiting practices were reviewed to ensure efficiency and to find opportunities for improvement. A new database, Munis, was introduced for HR actions, and staff received training to work toward full implementation. HR team members also represented DCHS on several workgroups to improve employee engagement, evaluations, employee recognition and other areas regarding personnel.

Workforce Development & Learning focused on developing competencies and building capacity in employees to achieve the DCHS mission and strategic goals. Accomplishments include: redesigning New Employee Training; completing the first DCHS Employee Engagement survey; providing targeted change management, team building, customer service and performance management trainings and; creating the Workforce Development Workgroup (WDW) to develop a comprehensive employee training and development plan. These efforts align with the City's Four Guiding Principles, enable and encourage continuous improvement and innovation, and make DCHS a great place to work.



Department of Community & Human Services

720 North Saint Asaph Street

Alexandria, VA 22314

Program Site Directory

1900 North Beauregard Street

AlexandriaWorks!, 703.746.5865
Center for Alexandria's Children, 703.838.4381
Early Childhood Division, 703.746.5437
JobLink Adult Employment, 703.746.5940
TeensWork!, 703.746.5880

2525 Mt. Vernon Ave.

Child Welfare, 703.746.5757
Community Services, 703.746.5901
Eligibility Programs, 703.746.5801
Women's Initiatives, 703.746.5030

421 King St.

Alexandria Campaign on Adolescent Pregnancy,
703.746.3131
Domestic Violence Program, 703.746.4911
Sexual Assault Center, 703.683.7273
School-Age Youth Development, 703.746.3436
Substance Abuse Prevention Coalition of Alexandria,
703.746.3670

720 North Saint Asaph Street

Administrative Offices, CSB, 703.746.3400
Emergency Services, 703.746.3401
MH/ID/SA Intake, 703.746.3535
Outpatient Mental Health Services, 703.746.3400

4480 King Street

Aging and Adult Services, 703.746.5999
Child Assessment and Treatment Center, 703.838.4708
Parent Infant Education Program, 703.746.3350
Residential Services Administrative Offices, 703.746.3500
West End Wellness Center (formerly Clubhouse), 703.746.3456

2355 Mill Road

Detox Center, 703.746.3636
Homeless and Ex-Offender Services, 703.746.5912
Substance Abuse Services, 703.746.3600

3105 Colvin Street

Alexandria Vocational Services, 703.746.3333
Intellectual Disability Case Management, 703.746.3333

Visit our web site at alexandriava.gov/DCHS