

Western Tidewater CSB

Public Mental Health, Substance Abuse, and Intellectual
Disabilities Authority for: The Cities of Franklin and Suffolk
and the Counties of Isle of Wight and Southampton

What is a CSB?

- ▶ CSBs, or Community Services Boards, are agents and departments of local government that in conjunction with the state hospitals, comprise the state's public, community behavioral health and developmental disabilities services continuum. There are 40 CSBs, most of which are multi-jurisdiction, with 4 to 10 localities represented.
- ▶ As such, CSBs are responsible for the provision of local as well as regional clinical treatment services to persons with mental health, and substance use disorders and individuals with intellectual, developmental or spectrum disorder disabilities.
- ▶ By virtue of the Code of Virginia and the DBHDS Performance Contract, community services boards are responsible for many public assurances.

Now Offering Same Day Access

- ▶ A patient enters services through a walk-in centralized intake process, no appointment needed.
- ▶ After the intake and assessment an individual leaves the session with their first treatment appointment scheduled within 10 days.
- ▶ Same Day Access virtually eliminates “no show” appointments and therefore, reduces wait time for patients.
- ▶ SDA serves as our primary intake/linkage to all services.

Same Day Access

Suffolk Service Center (2nd Floor)

- 1000 Commercial Lane
Suffolk, VA 23434
- **Monday, Tuesday, Thursday**
8:30am - 2:30pm



Same Day Access

Franklin Service Center

200 E. Second Avenue
Franklin, VA 23851

Wednesdays 8:30am - 2:30pm



Same Day Access

Smithfield Service Center

1801 S. Church Street
Smithfield, VA 23430

Thursdays 9:00am - 1:00pm



WTCSB Services


- Medical & Psychiatric Services
- Case Management
- Children's Behavioral Health Treatment Services
- Crisis Services
- Adult Behavioral Health
- Developmental Disabilities
- Tidewater Cove (Adult Living Facility)
- Training & Consultation



Medical & Psychiatric Services



- ▶ WTCSB provides Child, Adolescent, and Adult Psychiatric clinical services. Treatment is available face to face or via telemedicine.
- ▶ Agency psychiatrists and other psychiatric practitioners are supported by a team of psychiatric nurses to assess treatment needs.
- ▶ WTCSB integrates psychiatric care in three local primary care clinics (Main St. Physicians, Ivor Medical, and the Western Tidewater Free Clinic).
- ▶ WTCSB also hosts a Satellite Primary Care Clinic for Main St. Physicians at our Tidewater House Location.



Early Intervention & Early Intervention Transition Case Management

- ▶ Treats children and their families birth to 7 years of age
- ▶ Birth to 3 years of age is commonly referred to Part C Early Intervention
- ▶ Responsible for:
 - ▶ Case Management Services for children at risk of developing a behavioral, intellectual, or developmental disability.
 - ▶ Assessing for common risk factors and eligibility for services that may include: Physical Therapy, Behavioral Support, Waiver Supports, etc.



Children's Mental Health Case Management

- ▶ Treats children and youth ages 7 to 21 years of age
- ▶ Responsible for:
 - ▶ Case Management Services for children with serious emotional disturbances or those at risk of serious emotional disturbances and their families with accessing medical, psychiatric, social, emotional, vocational and other supports.
 - ▶ Assists the child and family with advocacy and understanding their rights
 - ▶ Collaborates with community and other natural resources to ensure the child thrives in the least restrictive environment



Adult Mental Health Case Management

- ▶ Treats adults 21 years of age and older
- ▶ Case management services are comprehensive services and supports available to adults diagnosed with a serious mental illness who are in need of assistance with improving their quality of life and further enhancing their integration in the community.
- ▶ Linkages to housing, financial entitlement programs, social services, transportation, vocational and employment programs, medical, and dental care
- ▶ Collaboration with a psychiatrist and monitoring of psychiatric functioning and status



Intellectual Disabilities/ Developmental Disabilities ID/DD Case Management

- Treats Individuals across the life span
- Service Coordination includes a comprehensive assessment of individual needs in the areas of housing, day activity/employment, physical health, income/finance, psychological/psychiatric treatment and others. The assessment is a compilation of developmental, educational, vocational, social and psychological evaluations as well as information from the person's family and other service providers.
- Serves as the single point of entry to the DD Waiver System.
- Supports include seeking linkages to housing, financial entitlement programs, social services, transportation, vocational and employment programs, medical, and dental care

Criminal Justice Services

- Gang Prevention & Intervention
 - 12 week Phoenix curriculum based course
 - Referrals only accepted from court referred adolescents
- FFT (Functional Family Therapy)
 - Referrals received through AMI kids for youth involved in the juvenile justice system.
 - Evidence based treatment for the youth and their family consisting of three stages of treatment:
 - Engagement/Motivation
 - Behavioral Change
 - Generalization
- Court Services Liaison
 - Links court involved youth to appropriate outpatient treatments (TCM, MHSS, counseling, psychiatric services, substance abuse treatment, TDT, mentoring, SAAF, and CMC when needed)



Children's Behavioral Health Treatment Services

- Outpatient Therapy (Substance Abuse and Mental Health)
- Psychiatric Therapy/Medication Management
- Therapeutic Day Treatment (School Based)
- Children's MH Mobile Crisis Services – (757)-657-8062
- Criminal Justice Services
- Life Management Program
- Prevention and Wellness Services



Life Management Program

- This program provides wrap around care for individuals experiencing their first onset of psychotic symptoms between the ages of 16 and 25.
- Services are evidenced based and provided in accordance with the Coordinated Specialty Care Model published by the National Institute of Mental Health.
- The team is composed of the following specialties: Psychiatric Nurse Practitioner, Case Manager, Outpatient Therapist, Mental Health Skill Builder, Vocation Specialist, and Peer Support Specialist.
- For more information contact:
Deborah Hall dhall@wtcsb.org



Substance Abuse, Prevention and Behavioral Wellness

- ▶ Responsible for the implementation of 5 Federal Substance Abuse Prevention Strategies:
 - ▶ Education, Information Dissemination, Alternative Activities, Community Based Processes, Environmental Change
- ▶ The CSB operates Evidenced Based Programs: Mentoring & Skill Building, Strong African American Families, and Nurturing Parenting.
- ▶ For More Information Contact:
- ▶ Tonya Jones – (757)406-8657



Adult Behavioral Health Services

- ▶ Targeted Case Management
- ▶ Outpatient Therapy (MH & SA)
- ▶ Adult Mobile Counseling
- ▶ Psychiatric Therapy/Medication Management
- ▶ Psycho-Social Rehabilitation
- ▶ Mental Health Skill Building
- ▶ Forensic and Restoration Services
- ▶ Medication Assisted Recovery Programming
- ▶ Program for Assertive Community Treatment (PACT, see next slide)
- ▶ Transition & Integration Peer Support Program (TIPS)
- ▶ MH Screening and Assessment
- ▶ SA Screening and Assessment



Program for Assertive Community Treatment (PACT)

- ▶ An interdisciplinary team approach to providing wrap around community based treatment for individuals with serious mental illness.
- ▶ The team is composed of the following: Psychiatrist, MH Clinician (x2), SA Clinician, Vocational Specialist, RN, LPN (x2), Case Manager, and a Peer Support Specialist.
- ▶ The team manages approximately 80 concurrent cases and services are designed to meet the needs of individuals who have previously been unsuccessful in achieving their highest level of recovery in traditional treatment models.
- ▶ Contact Sheila Nickens (757) 373-0572



Transition & Integration Peer Support Program(TIPS)

- ▶ Western Tidewater Community Services Board has partnered with the VA in implementing areas of the Clay Hunt SAV Act by providing a new Peer Support and Community Outreach Program for transitioning service members, reservist, National Guard, veterans who are not yet connected to VA services, and spouses/dependents. This groundbreaking pilot project is the first of it's kind in the nation.

Tidewater Cove Behavioral Health Home



Tidewater Cove is a 65 Licensed Assisted Living Facility in the City of Suffolk with specialized behavioral supports for seriously and persistently mentally ill adults.

Demographics:

Tidewater Cove – 65 licensed beds

Current census – 60 (29 Geriatric, 31 Seriously Mentally Ill)

Licensed September 25, 2017

Admissions include:

Chesapeake Integrated Behavioral Health – 7

Colonial CSB – 4

Eastern Shore CSB – 2

Fairfax/Falls Church CSB – 1

Hampton/Newport News CSB – 10

Middle Peninsula/Northern Neck CSB – 2

Norfolk CSB – 15

Portsmouth CSB – 4

Virginia Beach CSB – 10

WTCSB - 5



Emergency and Crisis Services

- 24/7 Emergency Services Phone Line
- 24/7 Virginia Pre-Admission Screening Coverage
- Voluntary Assessment for Hospitalization
- Specialized Children's Mobile Crisis Services
- REACH
- Bridges Crisis Stabilization Unit
- Hospital Discharge and Crisis Stabilization Services
- CIT Therapeutic Assessment Center – Currently open at Northgate with onsite transfer of custody available from 10AM to 12AM 7 days per week.

- Emergency Services: (757) 925-2484



REACH Crisis Services

- Specialized 24/7 crisis support services
- REACH clinicians primary goal is to support children and their families through crisis events in the least restrictive setting possible. All staff are trained to implement person centered behavior intervention and safety plans.
- REACH also provides training to caregivers and professionals to equip the community at large with improved intervention and prevention skills for this targeted population.
- 24/7 Toll Free REACH Line: 1 (888) 255-2989

Regional Education Assessment Crisis Services Habilitation



Regional Education Assessment Crisis Services Habilitation

REACH serves:

- Both children and adults
- Persons with a developmental disability, including an intellectual disability
- Who have a co-occurring mental health illness or behavioral disorder
- Who are at risk for a crisis event or are in the midst of a crisis
- The support system surrounding individuals receiving services from REACH



REACH provides:

A 24/7 mobile crisis response

- Crisis line to access crisis assessments and an immediate stabilization response.
- Mobile crisis responses often occur in conjunction with Emergency Pre-screenings

Community-based mobile crisis services

- Implementation of crisis stabilization plans in the natural setting
- Development of a Crisis Education and Prevention Plan (CEPP)
- Training of the system of support
- Follow up services

Crisis Therapeutic House

- Residential crisis stabilization for up to 30 days
- Step down transition from hospitals, jail, training centers
- Prevention stays to add additional support during periods of high stress

Bridges Regional Crisis Stabilization Unit

- *Located on an acre of land, on the border of Isle of Wight County and Suffolk.*
- *Bridges serves the following catchments:*
 - *Chesapeake*
 - *Eastern Shore*
 - *Hampton-Newport News*
 - *Middle Peninsula*
 - *Norfolk*
 - *Portsmouth*
 - *Virginia Beach*
 - *Western Tidewater*
 - *Williamsburg*
- *On October 13, 2017 Bridges held its Grand Opening.*
- *Our first admission occurred on November 20, 2017.*
- *Bridges serves as an alternative to hospitalization for mental health crisis.*
- *The facility serves children and adolescents from 5 through 17 years of age.*





Intellectual Disabilities Services

- Targeted Case Management
- Residential Treatment (Waiver and ICFDD)
- Pathways ID Day Support
- Main St. Opportunities ID Day Support
- Center Based Respite Services
- Medicaid Waiver Application
- Psychological Assessment



Training and Consultation

- ▶ Regional Clinical Workforce Development
 - ▶ Mental Health 1st Aid
 - ▶ Applied Suicide Intervention Skills Training (ASIST)
 - ▶ R.E.V.I.V.E. (Opioid Overdose & Naloxone Education)
 - ▶ Crisis Intervention Training (CIT)
 - ▶ Gang Prevention
 - ▶ Bullying Prevention
 - ▶ Behavioral Health/Parenting/Substance Abuse Prevention by request
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