



Celebrate!

**Colonial Behavioral Health
2011 Annual Report**

Message from the Board Chair



Colonial Behavioral Health celebrated its 40th anniversary in service to residents and families in the community, expanding and improving both the quality of care and the range of programs. The Board of Directors has worked closely with the Executive Director and his leadership team to reduce or eliminate barriers to quality service. The caring employees of Colonial Behavioral Health, who focus on services to those in need, have responded with energy and commitment.

Changes to the environment have been recognized and Colonial Behavioral Health has used its strategic planning initiative to prepare for those changes. Among them are a continuing focus on community-based care, Federal health care reform, State-initiated managed care and changes in the population served, including individuals suffering from autism spectrum disorders.

Colonial Behavioral Health continues to partner with other organizations, improving overall care while expanding services. One of these partnerships is the award-winning Chronic Care Collaborative, described as a model for quality community health care.

Further change is anticipated but Colonial Behavioral Health has become, in its 40th year, a dynamic organization with both the strategic foresight and the flexibility to expand and improve services to its constituents. Central to this effort is a core of experienced and creative professional staff and I would like express the gratitude of the Board of Directors for the efforts of these dedicated employees.

~ John McDonald

Colonial Behavioral Health Board of Directors

- **John McDonald: Chair** - James City County
- **Barbara Burge: Vice Chair** - York County
- **Edith Chutkow: Treasurer** - City of Williamsburg
- **Anne Rollins: Secretary** - City of Poquoson
- **Sam Lazarus: Member-at-Large** - James City County
- **Mary Clark:** York County
- **Mary Diggs:** City of Poquoson
- **Ken Drees:** York County
- **Diana Hutchens:** James City County
- **William Karaktin:** York County
- **Patricia Kline:** James City County
- **John Kuplinski:** James City County
- **Charles McAdams:** York County
- **Peter Walentisch:** City of Williamsburg

Message from the Executive Director



It has been an honor to review the progress made by Colonial Behavioral Health over the past 40 years. From humble beginnings in 1971, CBH has enjoyed tremendous leadership at every level of the organization. We have experienced significant growth and change over the years, and have also endured many challenges that have improved us as an agency and as citizens. We have been and continue to be grateful for the opportunity to serve.

We're not sure what the next 40 years may hold, but we already see significant changes in healthcare at the local, state and national levels at our doorstep. The challenges will continue to come as we work to maintain balance between the values of community-based services and an evolving healthcare environment; however, having a long track record of success gives us a great foundation to build upon as we enter that environment.

A handwritten signature in black ink, appearing to read "David Coe".

Leadership Team

- **David Coe**, Executive Director
- **Dr. Avtar Dhillon**, Medical Services Director
- **Keith German**, Administrative Services Director
- **Dr. Dan Longo**, Behavioral Health Services Director
- **Joan Lucera**, Community Relations Director
- **Nancy Shackelford**, Human Resources Director
- **Debbie Townsend-Pittman**, Rehabilitative Services Director



Left: Board Members Mary Diggs and Edith Chutkow join in the festivities during the Mental Health Rally Day in Richmond.

Right: Consumers and Staff talk to Legislators during the Mental Health Rally Day in Richmond.



Staff Members show off their team spirit after participating in the United Way Day of Caring.

A Year to Celebrate!

2011 marks forty years of assisting individuals with mental illness, intellectual disabilities and substance use disorders. Much has changed over the years and yet many things have remained constant. One thing that will never change is the fact that everyone loves to celebrate life's milestones!

And celebrate we did, staff, consumers and Board members; partnering agencies, state and local officials and the general public all joined in one activity or another that took place throughout the year. Activities were designed to not only say "congratulations!" for a job well done, but also to heighten awareness of the work that we still have before us.

The year's events culminated in a special Anniversary Celebration. Festive decorations, wonderful food and two anniversary cakes greeted the 120 attendees. Several guest speakers were on hand, including Kristen Snider, a current Peer Mentor from the Intensive Outpatient Program; John Pezzoli, Assistant Commissioner for Behavioral



Pictured from left to right: CBH Board Member Rip McAdams, CBH Executive Director David Coe, CBH Peer Mentor Kristen Snider, Assistant Commissioner for Behavioral Health Services John Pezzoli, State Secretary of Health and Human Resources Dr. William Hazel and CBH Board Member Barbara Burge.

Health Services, Department of Behavioral Health and Developmental Services; and William Hazel, MD, the State Secretary of Health and Human Resources. CBH is proud to have had such honored guests on hand to help us celebrate this milestone in our history.

We are pleased to be a part of our community and look forward to what the next forty years may bring in the realm of behavioral health services.

B3 Renovations

Building three underwent major renovations to accommodate the shift from a sheltered workshop to an ID Day Support program that offers both center-based and community based services. No service interruptions occurred as a result of the renovation work.

The modifications include the addition of three new wheelchair accessible bathrooms for Opportunities Unlimited and one on the second floor for a new total of six wheelchair accessible bathrooms. Three bathrooms in Opportunities Unlimited are now equipped with an overhead lift system to assist individuals with mobility needs.

The floor plan was modified to include four group rooms and one large activity area. The activity area is used for activities such as arts and crafts, exercise classes, a computer lab and meeting space for community employment enclave participants. Floor space has been designated for the future development of a therapy/relaxation room. Also, a wheelchair lift was installed for access to the second floor.

Outside renovations include the addition of a second electrical, wheelchair accessible entry and ramped sidewalks. Opportunities Unlimited also created a butterfly and memory garden dedicated to former program participants.

Program Highlights

- Opportunities Unlimited began two new volunteer sites. At Heritage Humane Society volunteers sanitize food bowls, help clean and spend time with cats awaiting adoption. At Erase the Need, they pack food and other items to be given to children in need.
- A group of Opportunities Unlimited individuals created two United States Flags and presented them to Delegate Abbott (pictured below).



- Ten Ford Focus' were purchased to replace aging vehicles and CBH received a mini-bus from Williamsburg Transit that can accommodate up to three wheelchairs.
- CBH's Jail Psychiatric Services at Virginia Peninsula Regional Jail has grown from 435 inmate requests for psychiatric services in FY09 to 585 in FY11.
- 85% of those surveyed would recommend CBH services to a person in need.

- Artwork created by members of People's Place was displayed at the Peninsula Fine Arts Museum as part of their exhibit of artists with mental illness and/or intellectual disabilities (pictured below).



- Children's Outpatient Services increased intakes by 81% and prevention staff lead 368 school based group sessions at nine different schools.
- Staff members, consumers and board members attended the Mental Health Rally in Richmond on January 17, 2011. Consumers spoke to State Delegates at the Rally and turned in letters from several participants that were unable to attend.
- Laurel House hosted a tour for the DBHDS Board following completion of a new wheelchair ramp, new roof and plumbing renovations.
- 91% of those surveyed agree that CBH staff is helpful, courteous and professional.

Services

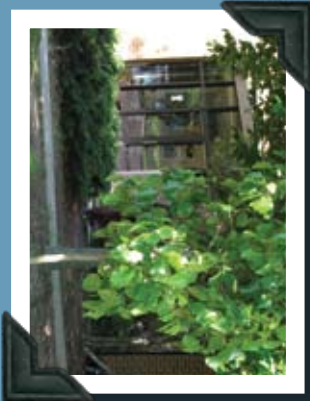
We provide a variety of services, including:

- Case Management Linkage to Long Term Care and Waiver Services
- Child and Adolescent Services
- Day Support
- Emergency Services
- Intensive Outpatient Program
- Medical Services
- Mental Health Support
- Outpatient Services
- Prevention
- Psychosocial Rehabilitation
- Residential
- Therapeutic Day Treatment
- Transportation

Some services are provided through contracts with:

- Child Development Resources - Services for infants and toddlers
- SpiritWorks - Substance use disorder recovery services

Colonial Behavioral Health's



*On April 29, 2011
CBH hosted a Tree Planting
event at People's Place. Cooke's
Gardens donated the tree and
Fleming's donated the plaque.*

Pictured: CBH Staff Member John
Brumfield (left) and Executive
Director David Coe (right).



*CBH Employees and their family members
enjoying a beautiful Saturday at
Waller Mill Park at the CBH Employee
Picnic, held May 21, 2011.*



*Board Chair John McDonald holds State Resolution
recognizing CBH's 40 years of service to the community.*

Pictured: (left to right) Delegate Brenda Pogge,
Delegate Gordon Helsel, John McDonald, Delegate Robin
Abbott, Senator John Miller and David Coe.

40th Anniversary Memories



CBH consumers submitted artwork to be printed on note cards. Packs of 5 note cards can be purchased for \$5 and all proceeds go towards the CBH Consumer Fund which helps individuals served with everyday needs like medical and living expenses. To the left are two of the pieces of artwork.



CBH staff Courtney Dowell and Nadia Williams give one of four lectures held throughout the community.



Staff members Lisa Shore (left) and Sandra Avery (right) enjoy their treats at the CBH Ice Cream Social.

FY 2011 Annual Consumer Statistics

Unduplicated Consumer Count by Locality

James City County	2,221
City of Poquoson	187
City of Williamsburg	311
York County	1,040
Other	886
Total Unduplicated	4,645

Duplicated Consumer Count Served by Program Area

Intellectual Disabilities (ID or MR)	406
Mental Health	2,337
Substance Use Disorders	850
Service Outside Program Area (SOPA)*	2,233
Total Unduplicated	4,645

* SOPA: Emergency Services, Assessment and Evaluation, Motivational and Consumer Monitoring



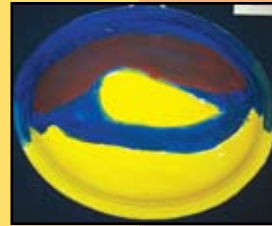
Consumers and Staff enjoying the newly developed Butterfly and Memorial Garden outside of Building Three. The Garden was created as part of the building's renovations.

Consumer Count by Age and by Sex

	Female	Male	Unknown	Total
Adult (18 to 59)	1,351	1,716	23	3,090
Child & Adolescent (0 to 17)	455	731	3	1,189
Gero (60+)	218	145	3	366
Total	2,024	2,592	29	4,645

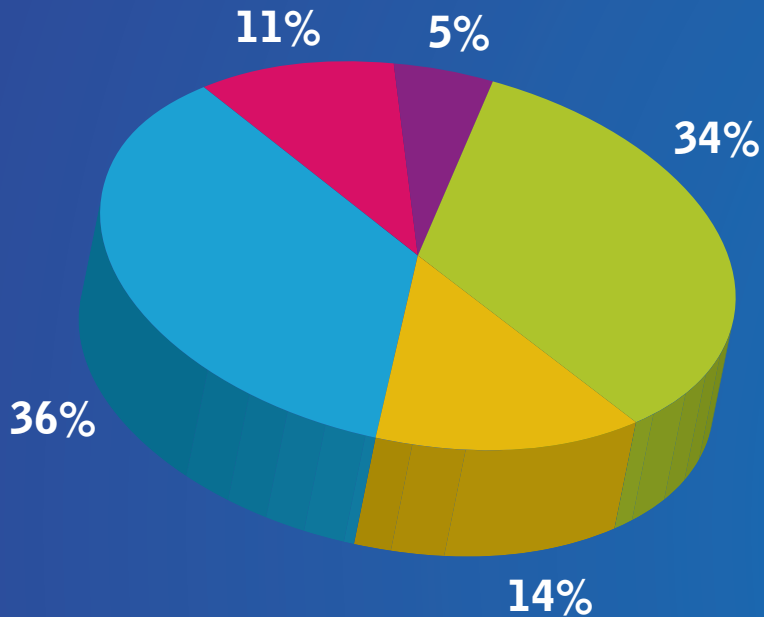
Duplicated Consumer Count by Core Service

	ID (MR)	MH	SUD	SOPA*	Total
Assessment & Evaluation	0	0	0	710	710
Case Management	158	471	58	0	671
Consumer Monitoring	0	0	0	62	62
Consumer Run (Spirit Works)	0	0	0	75	75
Day Support	63	80	0	0	143
Therapeutic Day Treatment	0	5	0	0	5
Emergency	0	0	0	1,347	1,347
Infant & Toddler Intervention	250	0	0	0	250
Mental Health Support	0	102	0	0	102
Motivational	0	0	0	218	218
Outpatient	0	2,211	836	0	2,832
Supervised Residential	15	6	0	0	21



Artwork created by participants at People's Place were included in the Peninsula Fine Arts Center Show.

FY 2011 Annual Financial Report

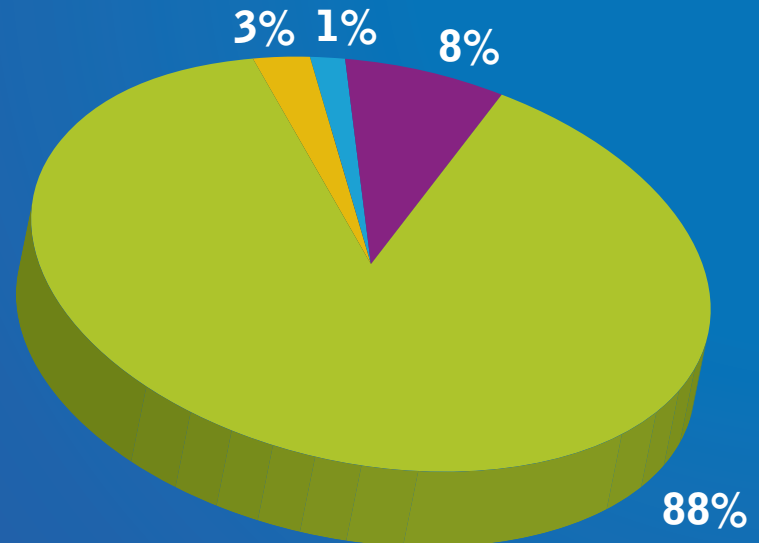


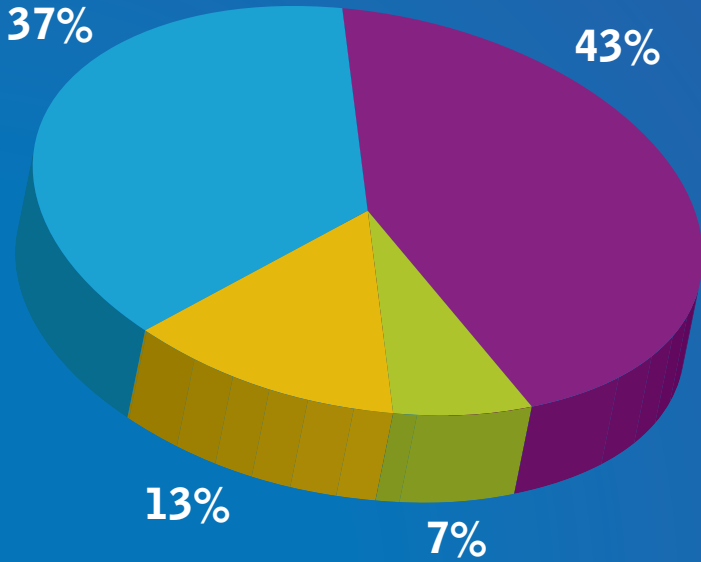
Revenue

Federal	\$731,172
Fees	\$4,728,300
Local	\$1,969,433
State	\$5,024,004
Grants/Other	\$1,464,823
Total:	\$13,917,732

Fee Revenue

Direct Client	\$358,560
Medicaid	\$4,163,124
Private Insurance	\$138,420
Medicare/Other Fees	\$68,196
Total:	\$4,728,300



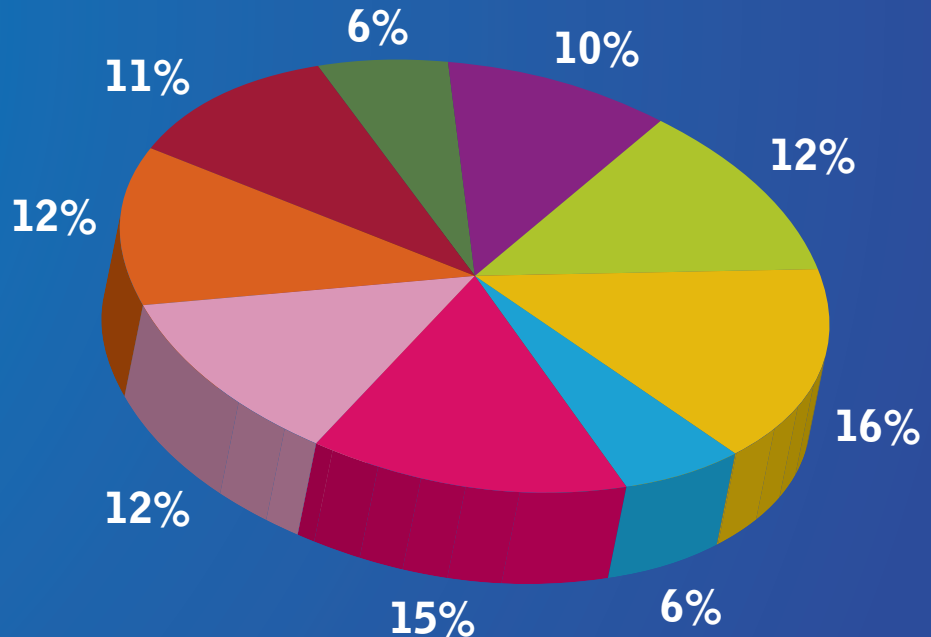


Local Revenue

James City County	\$854,796
City of Poquoson	\$137,343
City of Williamsburg	\$245,860
York County	\$731,434
Total:	\$1,969,433

Program Budgets

Administration	\$1,429,659
Child Services	\$1,686,542
Community Support	\$2,186,703
Crisis	\$848,387
Day Support	\$2,040,936
Outpatient	\$1,654,650
Residential	\$1,705,958
Medical	\$1,526,650
CDR	\$838,247
Total:	\$13,917,732



Wellness, Support & Recovery Services



Colonial Behavioral Health

The mission of Colonial Behavioral Health, the local Community Services Board, is to facilitate opportunities for recovery to individuals and families affected by mental illness, intellectual disabilities and substance use disorders.

Through an array of strategies and collaborative partnerships with the local and regional providers, CBH will demonstrate a commitment to quality assessment, prevention, treatment and habilitation through best practice methodology for the citizens of James City County, City of Poquoson, City of Williamsburg and York County.

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