

CROSSROADS COMMUNITY SERVICES BOARD

2016 ANNUAL REPORT

The 2015-2016 fiscal year was a time of change, challenge, and opportunity at Crossroads Community Services Board. The needs of the individuals we serve continue to evolve. To meet these needs, the Community Services Board must effectively establish programs and services, meet state and federal mandates, hire and maintain qualified staff, address internal and external challenges, maintain facilities, program sites, and vehicles, and balance a budget with limited resources. As Executive Director, I have defined a vision to move the agency forward as articulated below:

Clinically – my vision is for an agency that moves services forward with the ultimate goal of becoming a Certified Behavioral Health Center. There must be a recognition that we serve the largest geographic region in the state; we know our client base; and we are the right agency to meet our population’s needs. This will require the right people in the right positions, especially in management. I want a staff that embraces change as opportunity and thinks and makes suggestions in a creative and innovative way, then works as a team toward implementation. It will require further staff education and learning to adopt strategies that are progressive in mental health, substance abuse, and IDD services. Some of the objectives that must be met to accomplish the goal include a collaborative CIT Assessment Center and Training Program, development of a PACT Team, expansion of Children’s Services, Conflict-free Case Management, Resolution of our Group Home Proximity Issues, Same Day Access, and accreditation of the agency similar to CARF.

Administratively and Financially – my vision is an agency that manages the delicate balance between client need and reimbursable services. This requires frequent interaction with the clinical staff to support innovation and progress by finding the resources needed to meet the clinical goals. It requires team meetings to find solutions when conflicts arise and mutual respect for the parties involved. Sometimes it requires staff to understand that not all things are possible but there can often be compromise. Finally, it requires maximum efficiency to minimize paperwork, utilize technology, and implement further cooperative quality assurance measures to meet licensure and reimbursement regulations.

During the last fiscal year, the agency has restructured and rebuilt. We are welcoming a new Medical Director, Dr. John Dimock, as our Medical Director of many years, Dr. Norm Holden, is retiring. Nurse Practitioner, Cherrie Evans, is also a welcome addition to the Crossroads staff. Cyntina Hines has moved into the newly created Children's Services Coordinator position and Brenda Jackson is now the Adult Case Management Coordinator.

The agency has added significant new services which include in-house Psychological Testing under the direction of Dr. Susan Reeves and Psychosexual Evaluations and Treatment under the direction of Andrew Chandler.

The training of law enforcement officers and members of the correctional system is being provided monthly by the CIT program. The training has evolved into a collaborative effort that benefits all involved by providing effective interaction between those suffering from mental illness and the public officers charged with managing difficult situations and bringing them to a safe and successful resolution.

Over 3000 individuals received mental health outpatient services from the agency last year; another 800 received intellectual disability services; and another 1200 received substance abuse treatment. Beginning in July of 2016, Development Disability Services will also come under the umbrella of the CSB. This responsibility will include a regular interactive and collaborative relationship with private providers of Developmental Disability Services.

Though based in Farmville, Crossroads continues to provide a full range of services and referrals through its outlying county offices in Amelia, Lunenburg, and Charlotte counties.

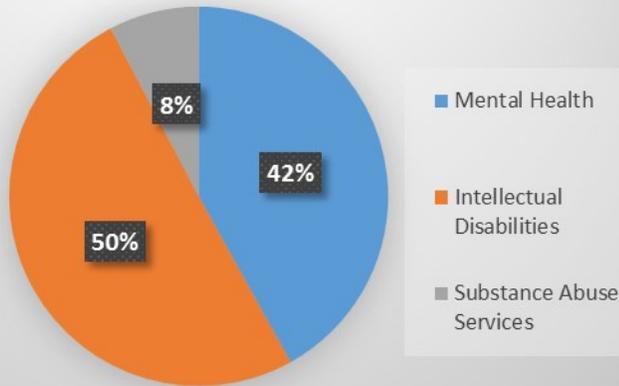
Crossroads also maintains Memos of Understanding and or Agreement with local providers, jail and detention facilities, local schools, colleges, and universities, CENTRA Hospital System, as well as court systems, and probation and parole agencies.

With an annual budget for FY 2016 excess of \$16 million, Crossroads not only provides a significant number of services for individuals, but also contributes in a very meaningful financial way to the local economy.

Susan Baker, PhD, Executive Director



Budgeted Services by Program Division



Mental Health Services
\$6,976,855

Intellectual Disability Services
\$8,382,308

Substance Abuse Services
\$1,277,457

Total \$16,636,620

Revenue by Source

