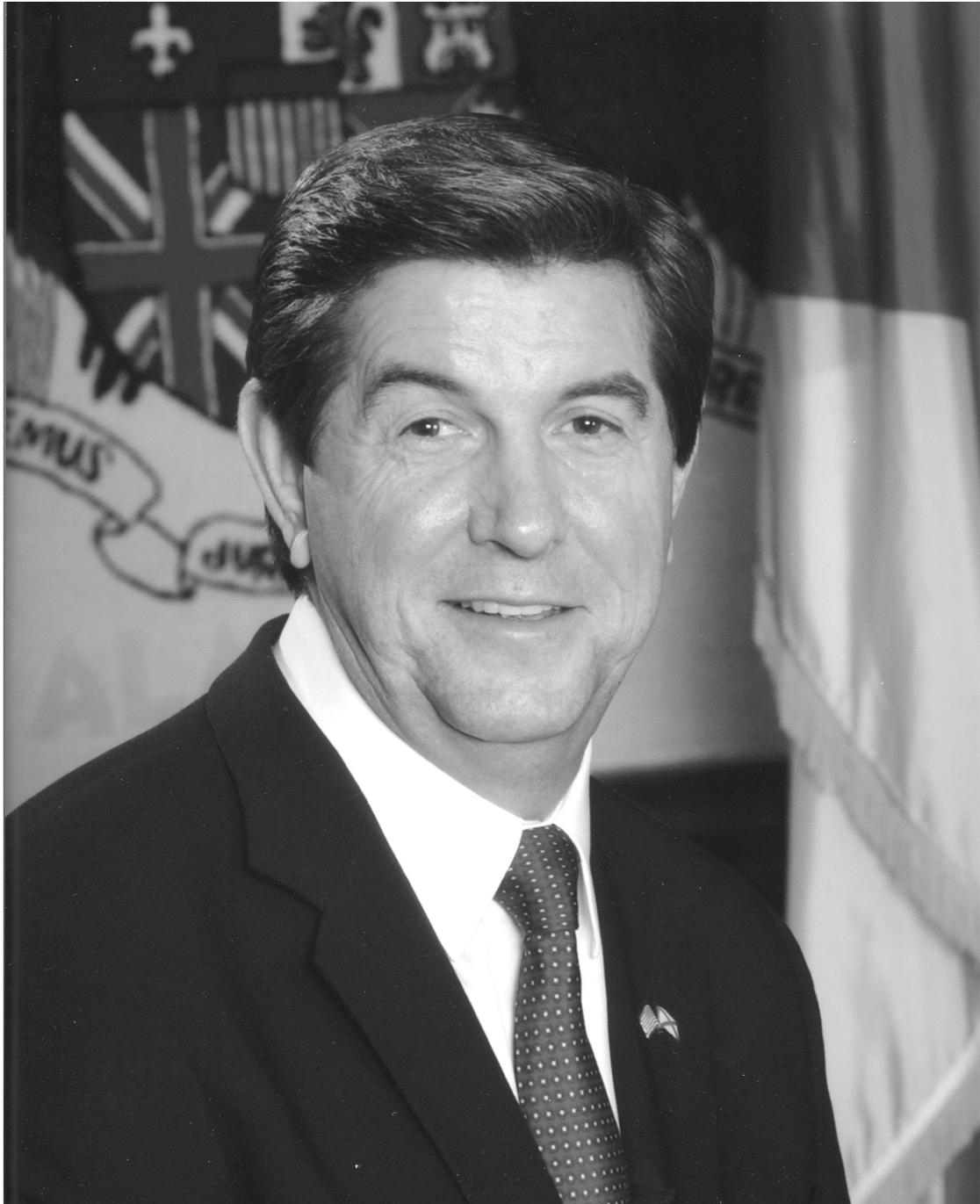




Lifting Life's Possibilities.



ALABAMA DEPARTMENT OF
D M H M R
Mental Health & Mental Retardation



THE HONORABLE BOB RILEY
GOVERNOR
STATE OF ALABAMA

The Honorable Bob Riley
Governor
State of Alabama
State Capitol
Montgomery, AL 36130



Dear Governor Riley,

It is an honor for me to present to you the department's Annual Report for FY05. In the succeeding pages you will see highlights of the services we have provided and new strategies to offer better care for the citizens we serve. I want to begin by expressing my gratitude to you, your staff and the many other cabinet members who have partnered with us to improve the lives of all Alabamians. Through your leadership and support we were able to serve over 234,000 Alabama citizens through mental illness, mental retardation or substance abuse treatment and prevention services in FY05. Additionally, the OBRA Office of Pre-Admission Screening helped more than 38,000 people by assisting in the appropriate placement of their loved-ones in nursing homes across the state.

This past year gave rise to two unprecedented challenges that required extraordinary sacrifices from our employees and providers. Hurricanes Ivan and Katrina not only took a toll on lives and property but also posed unique challenges for people with mental disabilities. Hundreds of affected Katrina victims not only needed housing and other basic support, they also needed to continue their medication and treatment. All three of our service divisions and community providers responded tremendously to the needs of these evacuees. We were also the designated FEMA agency to provide Project Rebound crisis counseling and community support. Our staff along with Project Rebound counselors spent countless hours in offices, shelters and neighborhoods assisting individuals who had lost their homes and livelihoods.

Given the time and resources dedicated to these unexpected challenges, a reader will no doubt be impressed with the numerous achievements highlighted in this Annual Report. These successes are the result of many forward-thinking staff working in partnerships with diligent and dedicated stakeholders. For us, success is measured by one person at a time as lives are changed and people are able to return as contributing members of their families and communities. Some of their stories are included in the following pages. With your support we will continue to *lift life's possibilities* for consumers and enhance the department's growing reputation among states as a leading recovery-based, consumer-driven and family sensitive healthcare network.

Sincerely,

John M. Houston
Commissioner



JOHN M. HOUSTON
COMMISSIONER

Alabama Department of Mental
Health & Mental Retardation
RSA Union Building
100 N. Union Street
Montgomery, Alabama 36130-1410

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ALABAMA MENTAL HEALTH SYSTEM

The Alabama mental health system is comprised of services provided through state operated facilities and a network of contract community service providers. The Alabama Department of Mental Health & Mental Retardation's (DMH/MR) organizational structure is depicted below. The department has four divisions. Each division has its own Associate Commissioner appointed by the Commissioner of the DMH/MR. The Commissioner is appointed by the Governor.

DIVISION OF MENTAL RETARDATION

ASSOCIATE COMMISSIONER FOR MENTAL RETARDATION

- Office of Community Services
- Office of Consumer Empowerment
- Office of Psychological & Behavioral Services
- Office of Community Certification
- Office of Quality Enhancement

MENTAL RETARDATION DEVELOPMENTAL CENTER:
W. D. Parlow Center

DIVISION OF MENTAL ILLNESS

ASSOCIATE COMMISSIONER FOR MENTAL ILLNESS

- Office of Community Programs
- Office of MI Facilities
- Office of Deaf Services
- Office of Consumer Relations
- Office of Certification
- Office of Performance Improvement

MENTAL ILLNESS FACILITIES:

- Bryce Hospital
- Alice Kidd Nursing Home
- Mary Starke Harper Geriatric Center
- Greil Memorial Psychiatric Hospital
- North Alabama Regional Hospital
- Searcy Hospital
- Taylor Hardin Secure Medical Facility

COMMISSIONER'S OFFICE, BUREAUS & CENTRAL OFFICE SUPPORT

- Office of Legislative & Constituent Affairs
- Office of Rights Protection & Advocacy Services
- Office of Policy & Planning
- Office of Public Information & Community Relations
- Bureau of Special Investigations
- Bureau of Legal Services
- Office of Children's Services
- The Alabama Family Trust & Special Projects

ALABAMA COUNCIL FOR DEVELOPMENTAL DISABILITIES

DIVISION OF ADMINISTRATION

ASSOCIATE COMMISSIONER FOR ADMINISTRATION

- Office of Finance & Accounting
- Office of Compensation Services
- Bureau of Data Management
- Bureau of Human Resources Management
- Office of Staff Development
- Office of Certification
- Office of Pre-Admission Screening (OBRA)
- Office of Contracts
- Office of Land & Asset Management
- Administrative Support Services

DIVISION OF SUBSTANCE ABUSE SERVICES

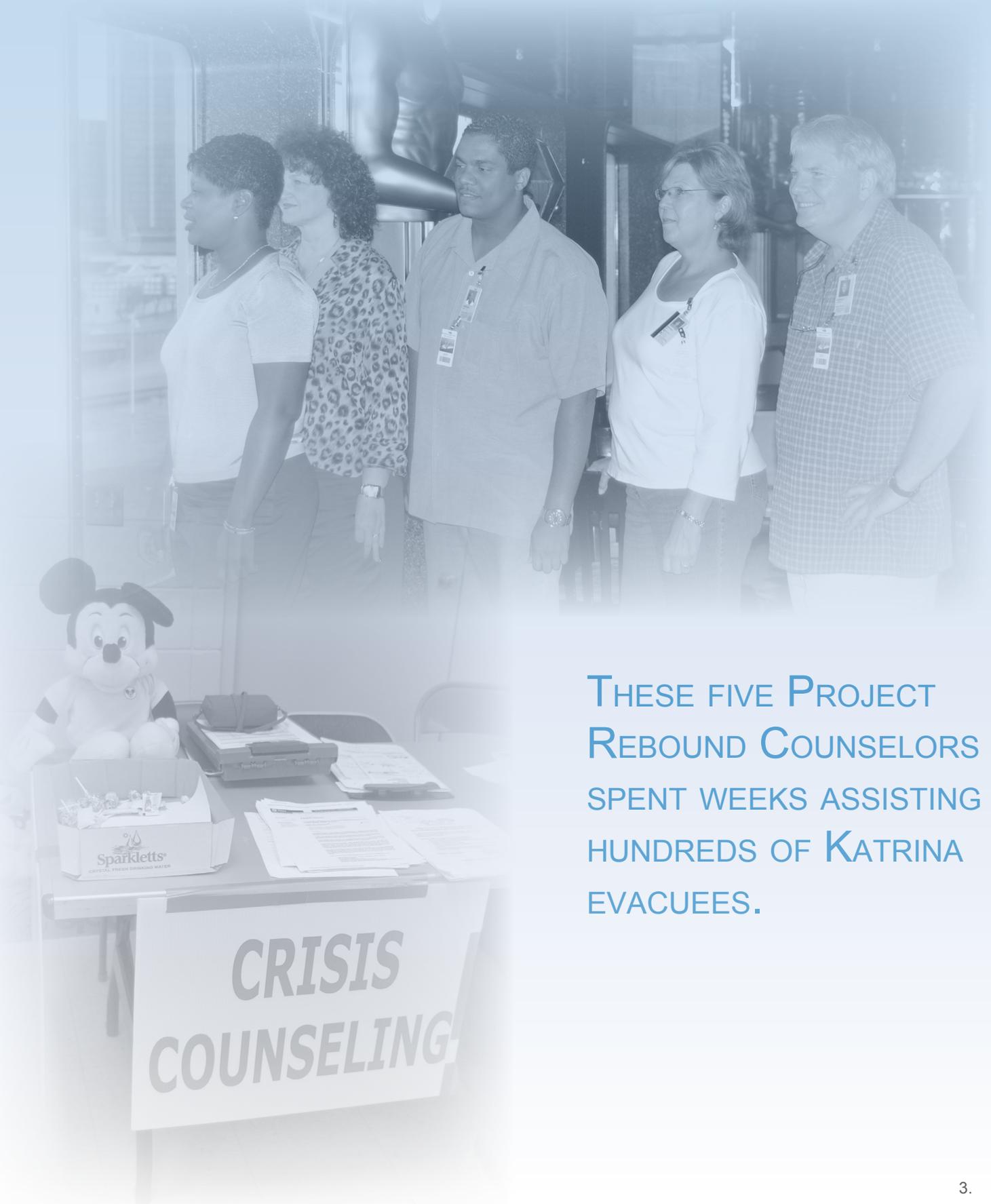
ASSOCIATE COMMISSIONER FOR SUBSTANCE ABUSE SERVICES

- Methadone Services
- Office of Performance Improvement
- Office of Certification
- Office of Research, Evaluation & Information
- Office of Prevention
- Office of Billing & Payment

HELPING HURRICANE KATRINA EVACUEES COPE.

HURRICANE KATRINA LEFT EVERYONE WITH A SENSE OF HOPELESSNESS AND DESPAIR. It not only impacted those directly affected, but those who only looked on through the news coverage. The Alabama Department of Mental Health and Mental Retardation (DMH/MR) was the lead FEMA agency for Katrina relief. Shortly after the onset of Hurricane Katrina, the department established a command center designed to coordinate the department's response to those impacted in Alabama, as well as to approximately 80,000 evacuees from Louisiana, Mississippi and Texas. Immediately, the department had two crisis counseling programs. One provided counseling to impacted Alabamians and evacuees in disaster declared counties and the other provided services to evacuees only in undeclared counties. The DMH/MR helped individuals with basic needs such as housing and financial assistance, as well as counseling for the trauma experienced. The department trained numerous mental health counselors across the state. Many DMH/MR and community provider staff devoted extra hours to serve Katrina victims. "Immediately following the disaster the department coordinated and provided services to those we would traditionally think of as needing our services, and we did an outstanding job," said Acquanetta Knight, who serves as the department's Disaster Response Coordinator.





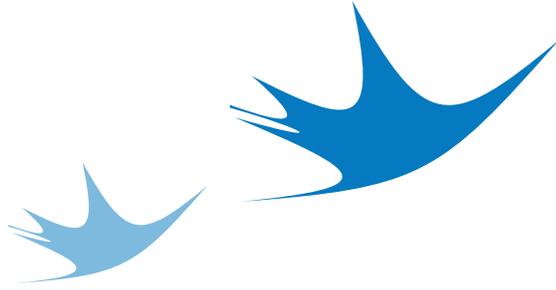
THESE FIVE PROJECT
REBOUND COUNSELORS
SPENT WEEKS ASSISTING
HUNDREDS OF KATRINA
EVACUEES.

THE YEAR IN REVIEW

- Established the Acute Care Task Force, a group charged with analyzing the current intake system and recommending solutions for expanding acute care services in the community.
- The Advocacy toll-free line received over 9,800 calls from consumers and family members needing assistance.
- Funded seven new programs for the expansion of substance abuse services for children.
- Partnered with NAMI and the Mental Illness Planning Council in a public information TV campaign that created over 19 million advertising impressions. Consumers and family members delivered an informative message that generated hundreds of calls from viewers.
- Katrina Relief:
 - Renovated the Thomasville facility for housing Katrina victims.
 - Assisted The Shoulder, a residential substance addiction program, by leasing the Brewer-bayside facility at a nominal rate following the destruction of their facility on the Mobile causeway.
 - The department served as the designated state agency to provide services for hurricane victims through the FEMA disaster grant. All service divisions worked to accommodate the needs of displaced Katrina victims who needed medical and residential assistance.
 - Worked with Medicaid to establish seamless transfer of benefits for individuals from affected states.
 - Managed the Project Rebound initiative which utilized dozens of trained counselors to help people in Ivan and Katrina affected areas with a multiplicity of needs.
- Provided more than 6,000 hours of interpretive services for consumers and established a literature database containing over 500 articles on mental health and deafness.
- Organized and fostered mechanisms for more collaboration between pediatricians and child and adolescent psychiatrists. Sponsored the second Child and Adolescent Conference; bringing these two groups of professionals together to discuss innovative ways, such as telemedicine, to expand children's services in rural parts of the state.
- Coordinated efforts to prepare consumers, families and community providers for the inauguration of the new Medicare Part D drug program.
- Community Comprehensive Support Teams (CCST) provided over 3,900 behavioral services for consumers in group homes, day programs, family homes and psychiatric hospital units. Additionally, CCST provided medical and dental care to hundreds of consumers across the state.
- Coordinated the 13th Annual Recovery Conference at Shocco Springs hosting over 850 consumers and staff. The department also held the Capitol Showcase Consumer Art Exhibit where over 100 pieces of consumer art were displayed at the state capitol.
- The Substance Abuse System Improvement Initiative began through a \$200,000 grant from the Robert Wood Johnson Foundation. To foster efficiency and effectiveness consultants recommended uniform screening and assessment mechanisms by providers.

Lifting Life's Possibilities

Division of Mental Illness



Hi! My name is Michael. I am 49 years old and I am from Boaz, Alabama. I was in high school when I first began to experience my mental illness. One of my teachers suggested I see a mental health professional. At one time, I was at Bryce Hospital and later at Thomasville Mental Health Rehabilitation Center.

I now live in my own apartment and I am planning to start a support group for people with mental illness. I want to become a consumer advocate. I believe my mental illness has made me stronger. My advice to people with mental illness is to stay in contact with friends and associate with support group.



“MY MENTAL ILLNESS HAS MADE ME STRONGER.”

DIVISION OF MENTAL ILLNESS SERVICES

FACTS

Mental illnesses are biologically based brain disorders that can profoundly disrupt a person's thinking, feeling, moods, ability to relate to others and the capacity for coping with the demands of life. Mental illnesses include disorders such as schizophrenia, major depressive disorder and bi-polar disorder.

COMMUNITY SERVICES

OFFICE OF MENTAL ILLNESS COMMUNITY PROGRAMS

The Office of Mental Illness Community Programs serves as a liaison between the DMH/MR and community mental health providers in an effort to enhance treatment for consumers. The office works to ensure that quality standards are implemented and maintained throughout the community provider network.

Responsible for:

- Planning and implementing new programs designed to further enhance treatment and quality of life.
- Working with community providers to maintain quality standards in existing services.
- Improving the community continuum of care available to adults with serious mental illness and children and adolescents with severe emotional disturbance with particular emphasis on services that divert admissions to and enhance discharges from state hospitals and other more restrictive treatment settings.
- Planning and coordinating services with other state agencies, advocacy organizations, state and local providers, insurers, and other interested parties.

Initiatives for the year:

- Much of the fiscal year was devoted to developing and coordinating a Federal Emergency Management Agency (FEMA) Grant to provide crisis counseling to eleven counties in southern Alabama that were adversely impacted by Hurricane Ivan in September 2004. Hurricane Katrina hit in August 2005, bringing unprecedented challenges related to serving evacuees from Mississippi, Louisiana, and Florida. For the first time, crisis counseling grants were developed not only in areas directly hit by the storm, but also in areas where substantial numbers of displaced persons were located all across the state.
- The third annual Criminal Justice Conference was held September 2005, with over 250 law enforcement, judges, District Attorneys, and mental health professionals in attendance. The conference focused on the need for developing services that prevent criminalization of individuals with mental illness.
- Staff participated in an Acute Care Committee designed to develop recommendations to the Commissioner to reduce census in state psychiatric hospitals.
- Substantial effort was devoted to preparing community providers to work with individuals who are eligible for Medicare Part D medication coverage. A number of training events and reams of information were provided



Consumer Jo has a strong family history of mental illness. She recognized her illness early and began to seek care. She graduated from Seminary in Washington D.C. and is a Chaplain at a local hospital. She serves on the JBS Advisory Board and is also a member of Alabama Minority Mental Health Council (AMCC).

to prepare for implementation of this massive and complex new program in 2006.

- An Adult Psychiatric Institute was also held with the focus on disaster response, Medicare Part D implementation, and the newest findings on psychotropic medication.
- The MI Division presented or sponsored tracks on performance improvement, certification, disaster response, and child/adolescent services at the Annual Meeting of the Council of Community Mental Health Boards, which has an attendance of over 800 people interested in community mental health services.
- The Governor proclaimed the week of May 1-7 as Children's Mental Health Week. Various community mental health centers sponsored community events to raise awareness and reduce stigma associated with the mental health needs of children and adolescents.
- A telemedicine pilot project was launched in a rural area where this service previously did not exist. This project is a collaborative effort by the DMH/MR, Children's Hospital, a local pediatrician, and the community mental health center (CMHC) that provides child and adolescent psychiatric services via the teleconferencing system set up at the local hospital. An evaluation component has been added to provide necessary data for future goals and needs.
- The MI Division sponsored registrations for CMHC child and adolescent professional staff to attend the 1st

Annual Evidence-Based Strategies in Identification and Treatment of Co-Occurring Disorders in Adolescents.

- The second Child and Adolescent Psychiatric Institute was held, focusing on training and consultation offered to community mental health psychiatrists around “best practices” information regarding the treatment of children and adolescents with severe emotional disturbances.
- The Mental Illness Division continued work under the Real Choices Grant to establish respite care services for youth diagnosed with a serious emotional disturbance.

The following new adult services were initiated:

- Crisis unit at Montgomery Area Mental Health Authority (9 beds)
- Intermediate Care Residential Programs at Mobile Mental Health Center and Indian Rivers Mental Health Centers (48 beds)
- Inpatient beds in Birmingham and Mobile (12 beds)
- Adult Residential (36 beds)
- Utilization Review Coordinators in 4 areas of the state to assist in monitoring community residential services.

MENTAL ILLNESS FACILITIES

BRYCE HOSPITAL

Bryce Hospital was established in 1861 in Tuscaloosa and is the oldest publicly operated mental illness facility in Alabama. In FY 05, the hospital had a capacity of 318 beds. During the year, Bryce served 1,052 consumers with 668 admissions and 684 discharges. Mr. David L. Bennett, served as the director of Bryce Hospital.

ALICE KIDD NURSING FACILITY

The Alice Kidd Nursing Facility serves elderly consumers and is located on the campus of Bryce Hospital. The nursing home had a capacity of 30 beds. The facility served 126 elderly consumers in FY 05. Ms. Nedra Moncrief-Craig continued to serve as director of the Alice Kidd Nursing Home.

TAYLOR HARDIN SECURE MEDICAL FACILITY

Taylor Hardin Secure Medical Facility is a maximum-security forensic facility in Tuscaloosa. The facility provides evaluation and treatment services pursuant to orders issued in criminal cases by circuit courts from all 67 counties. Taylor Hardin has a capacity of 114 beds. During FY 05, the facility served 204 consumers on 103 admissions and 101 discharges. Mr. James F. Reddoch, Jr., continued as facility director.

MARY STARKE HARPER GERIATRIC PSYCHIATRY CENTER

The Mary Starke Harper Geriatric Psychiatry Center, located on Bryce Campus in Tuscaloosa, served 330 elderly consumers in FY 05. Harper has a capacity of 96 beds. There were 253 admissions and 239 discharges during the year. Dr. Beverly Bell-Shambley continued as facility director.

NORTH ALABAMA REGIONAL HOSPITAL

North Alabama Regional Hospital (NARH) is located in Decatur, Alabama and provides acute care services in the northern part of the state. In FY 05, NARH served 766 consumers and has a capacity of 74 beds at any given time. The facility admitted 688 consumers during the year and discharged 688. Mr. Charles Cutts continued as facility director.

GREIL MEMORIAL PSYCHIATRIC HOSPITAL

Greil Hospital is located in Montgomery, Alabama and provides short-term acute care for consumers in the central part of the state. Greil has a capacity of 66 beds. During FY 05 the facility served 747 consumers, with 684 admissions and 639 discharges. Ms. Susan Chambers continued as facility director.



Mr. Frank Calloway is a resident of the Alice Kidd Nursing Facility. This 109 year old folk artist creates scenes from his past. He recently traveled to Gulf Shores for his first ever view of the beach.

SEARCY HOSPITAL

Searcy Hospital was established in 1902 in the town of Mt. Vernon in northern Mobile County and had a capacity of 325 beds in FY 05. Through a combination of acute care and extended care beds, Searcy served 889 consumers during the year. There were 528 admissions and 474 discharges. Ms. Beatrice McLean continued as facility director.

MENTAL ILLNESS SUPPORT SERVICES

OFFICE OF DEAF SERVICES

The Office of Deaf Services is responsible for developing and implementing programs that meet the linguistic and cultural needs of DMH/MR's consumers who are deaf or hard of hearing. Services are designed to be affirmative and supportive to consumers who traditionally have not been able to fully benefit from services offered by the department.

Responsible for:

- Ensuring that Alabamians who are deaf or hard of hearing have access to a full array of linguistically and culturally appropriate services, including various community-based service options.
- Developing an acute in-patient service unit for people who are deaf. This unit will be designed to treat people with co-occurring mental illness and substance abuse problems. It will be the only unit of its kind in the country.
- Overseeing regional coordinators of deaf services who are located in Huntsville, Birmingham, Montgomery, and Mobile. Services are delivered through contracts with community mental health centers.
- Training, monitoring, and collaborating with staff from the divisions on improving their services to people who are deaf or hard of hearing.
- Conducting the Alabama Mental Health Interpreters Training (ALMHIT) program, an 80-hour course of study for advanced interpreters who wish to work in mental health settings.
- Community outreach and education to both the deaf community and the general community in Alabama through the use of media, workshops, and sponsorship of deaf community events and activities.

Initiatives for the year:

- Last year, through the hearing status reporting process set up in conjunction with the CDR and the CARES databases, we tracked 117 deaf consumers and 1,846 hard of hearing consumers in our community programs. We also served, on the average, 66 people per month in our state operated facilities.
- This year, all Regional Coordinators and Interpreters became state employees, greatly enhancing our ability to respond to quickly changing community needs. Together, our regional offices:
 - Carried an average of 40 consumers on their caseloads in any given month;
 - Provided 83 clinical or communication assessments; and
 - Provided more than 6,000 hours of interpretive services for consumers, in addition to direct clinical services provided by staff.
- An additional group home for the deaf in the Birmingham area was opened, as well as a new one in

Mobile.

- Established Alabama's first deaf-only AA group and assisted with a deaf-focused 28-day primary substance abuse treatment program for deaf people.
- Reached hundreds of people around the country with *The Signs of Mental Health*, our well-received quarterly newsletter.
- Established a literature database containing over 500 articles on mental health and deafness. We responded to over 80 requests for information from this database in the four months this was tracked.
- Operated several listservs, which provided ongoing sources of information for our primary and secondary consumers.
- ODS has provided or sponsored more than 100 hours of training in mental health interpreting, representing 52% of all the continuing education credits awarded by the Registry of Interpreters for the Deaf for mental health interpreting in 2005. The centerpiece is the annual 40-hour Mental Health Interpreter Institute. More than 80 interpreters have taken the training. Following the training, interpreters wishing to be certified as Qualified Mental Health Interpreters must then participate in a 40-hour supervised practicum. Following successful completion of the practicum, candidates sit for examination, and upon passing, are awarded their QMHI certification. To date, 12 interpreters have completed this entire process.
- Conducted 49 separate training events with 685 participants.

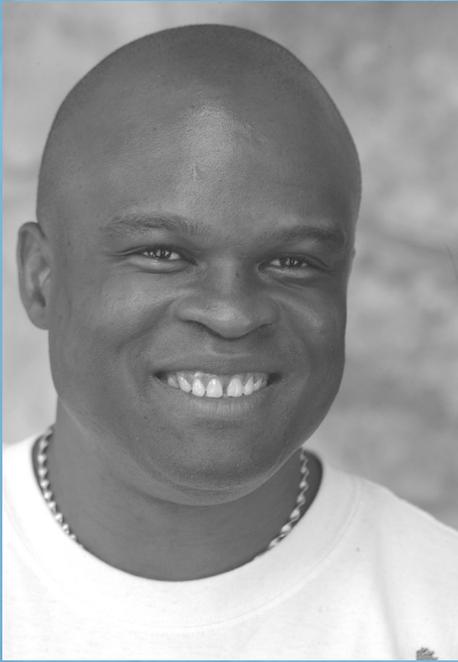
OFFICE OF CONSUMER RELATIONS

The Alabama Office of Consumer Relations provides information, technical support and assistance to consumers and consumer organizations throughout the state and insures that consumers have input into the management and decision-making process of the Mental Illness Division.

Responsible for:

- Coordinating the Annual Alabama Recovery Conference at Shocco Springs at Talladega and other consumer events.
- Providing an incoming toll-free telephone number for consumers and family members.
- Coordinating departmental funding and providing technical support to consumer organizations and programs around the state, such as consumer run drop-in centers in Mobile, Selma, Birmingham, Tuscaloosa and Huntsville.
- Providing support for CONTACT/Wings Across Alabama, a statewide consumer organization.
- Working with the Visionary Guild, a statewide organization of artists and writers with mental illness.
- Assisting the Alabama Minority Consumer Council (AMCC), a statewide consumer organization that provides information and addresses issues of importance

“PEOPLE TELL ME I INSPIRE THEM.”



MY NAME IS WALTER. I had the first episode of my illness about 16 years ago. I started drinking and smoking to cope. When I was up and down people had trouble understanding why. Finally I got treatment. My faith in God and the people around me saved me.

Now I live in my own apartment in Ensley, Alabama. I work as a consumer advisor and serve on the Board of Directors at Western Mental Health. As an advisor, I try to teach others about the importance of staying with treatment. People tell me I inspire them.

to minority individuals with mental illness.

- Providing training to consumer organizations, providers, law enforcement, and universities.
- Providing speakers for the monthly Recovery Program at Greil Hospital.
- Publishing a free newsletter, *LISTEN*, with a circulation of 5,000.
- Coordinating the department’s peer support specialist program.

Initiatives for the year:

- Coordinated the 13th Annual Alabama Recovery Conference at Shocco Springs having an attendance of over 850 with the majority being consumers.
- Participated in the Law Enforcement and Disabilities program (LEAD) and the Crisis Intervention Training Program at Auburn University at Montgomery and at the State Trooper Academy in Selma.
- Participated in statewide Case Managers Training sessions.
- Provided in-service training for Community Mental Health Centers and spoke on consumer issues and perspectives at The University of Alabama.
- Assisted in coordinating the Capitol Showcase Consumer Art Exhibition.
- Participated in town meetings held by CONTACT/ Wings Across Alabama in Birmingham, Thorsby, Jasper and Mobile.
- Organized The Directions Council, which is made up of the leaders of consumer organizations around the state and serves as the advisory council for the Office of Consumer Relations.
- Assisted in the Annual Recovery Conference, supported group funding and selection of the annual RESPECT Award winners.

MI OFFICE OF CERTIFICATION SERVICES

The Office of Certification Services performs compliance reviews on all covered entities to assure that they comply with standards of operation and treatment. In addition to conducting on-site reviews of provider organizations, the staff provides technical assistance to providers to enhance compliance with the standards. They also provide valuable input into the planning and development of new services.

Responsible for:

- Application of certification standards to covered community providers.
- Development of policies and procedures for the certification process and collaboration with other divisions within the department to assure a consistent and well-coordinated certification process.
- Participation in the creation of standards for new services and refinement of existing standards.
- Provision of technical assistance to current and potential providers to promote quality services.

Initiatives for the Year:

- Staff participated in the development of revisions to the administrative review process.
- The certification scoring process was refined to better reflect the performance of the providers.
- Reviews of new services were performed to facilitate the development and implementation of new, critically needed programs.

OFFICE OF PERFORMANCE IMPROVEMENT

The Office of Performance Improvement provides

opportunities for input in DMH/MR performance improvement systems from consumers, family members, providers, consumer groups, advocacy organizations, and advocates. The Performance Improvement (PI) Office also measures indicators related to standards of care and consumer satisfaction in facilities and community programs.

Responsible for:

- Initiating, developing, and coordinating activities designed to enhance performance improvement efforts across the state's inpatient MI facilities and certified community programs.
- Organizing and coordinating the activities of the Mental Illness Performance Improvement Committee, PI subcommittees, and workgroups.
- Ensuring the measurement of key functions and processes to determine whether established standards of quality are met or exceeded in certified community programs and in inpatient MI facilities.
- Facilitating the development of recommendations and actions, including but not limited to, changes in policies and procedures and standards of practice when trends, problems, or opportunities to improve care are identified.
- Examining the performance of facilities and programs over time and utilizing benchmarking data for comparisons in order to improve services and outcomes.
- Ensuring that there is an ongoing process to provide meaningful opportunity for input from consumers, family members, providers, consumer groups, advocacy organizations and advocates.
- Ensuring that the DMH/MR PI systems include consumer oriented and person-centered standards.

Initiatives for the year:

- The Performance Improvement Committee met six times during FY 04-05 to review data and to conduct business related to performance improvement initiatives.
- The Performance Improvement Office coordinated the Community Block Grant Independent Peer Review process during June and August 2005.
- The MI PI Committee provided oversight to the Community MHSIP Survey process that was conducted in May 2005. Over 3600 Adult MHSIP Satisfaction Surveys and 3062 Adult Life Satisfaction survey responses were received as well as 863 Family Satisfaction and 550 Youth Family Satisfaction responses. In addition, 460 Youth Satisfaction surveys were received.
- The MI Community Programs participated in piloting the four National Outcome Measure (NOMS) for Criminal Justice Involvement, School Attendance, Social Connectedness and Functioning.
- Facilitated the data entry process for the FY 05 Joint CMHC and Facility Consumer assessments through a web-based database system.
- Coordinated and participated in Four Regional Training Sessions to enhance the reliability and use of the Global Assessment of Functioning Scale (GAF) in the state MI facilities.
- Participated in four National Association of State Mental Health Program Directors National Research Institute's (NRI) Technical Workgroup Meetings, attended the NRI Annual User Conference and conducted three data integrity audits designed to enhance the accuracy and utility of performance improvement data collected in state mental health systems.
- Provided quarterly updates to the MI Governing Body concerning relevant PI data and recommendations for improvement.

Division of Mental Retardation

THESE SELF-ADVOCATES are rallying at the Alabama State House to raise awareness of issues related to services for people with cognitive disabilities. For the past few years hundreds of people with mental retardation have gathered at the State House to voice their opinion to Legislators and the public.

There are over 12,000 Alabamians with cognitive developmental disabilities living in the community. As one self-advocate stated, "We are not looking for a hand out... we are just looking for a helping hand." Jobs, housing and other inclusive elements of community life are their ultimate goals. Many individuals with mental retardation make excellent employees because of their zeal and commitment.



**WE ARE GOOD NEIGHBORS
AND WE MAKE EXCELLENT EMPLOYEES.**

DIVISION OF MENTAL RETARDATION SERVICES

FACTS

Mental Retardation is a life-long condition that affects many areas of an individual's life. Specifically, mental retardation is diagnosed when someone is assessed to have intellectual functioning/IQ below a score of 70, significant challenges or limitations in two or more life/adaptive skills areas, and both of these conditions being present before the age of 18. Therefore, supports and services must be available from birth throughout the individual's life.



In 1989 George took several job training classes and subsequently got his first job. With the training and support of his grandmother he learned to drive and has had his license for 17 years. For the past nine years, he has been independent and lives in his own apartment. He is currently serving as president of Alabama's *People First* organization.

COMMUNITY SERVICES

The Office of Community Services is organized into five regions throughout the state. Each office is staffed with individuals who work in collaboration with local providers, 310 corporations, family support groups, and other entities to enhance services and assist individuals with mental retardation to develop skills that will enable them to be more self-sufficient, have greater self-esteem and experience more inclusion within their community.

Divisional initiatives for the year:

- The MR Waiting List was established as a central mechanism for effectively assessing, updating and monitoring the need for services for applicants.
- Developed and implemented a rate setting/fee-for-service reimbursement system for community programs which established standard rates of payment to providers based on particular services delivered.
- Submitted an application for renewal of the Living At Home Waiver to Medicaid in accordance with the Centers for Medicaid and Medicare Services' (CMS) new procedure for compliance with the Quality Framework. This application was approved.
- Participated in a desk audit by CMS and a quality review by Medicaid of the divisions' management and monitoring of the MR waiver and LAH waiver programs. No deficient practices were identified.
- Assisted and coordinated with providers the successful evacuation of consumers from two south coast counties during Hurricane Katrina. Provided and assisted with care, treatment, meals, medication, etc. for the duration of the need for the evacuation. Worked with Medicaid to establish a process to transfer benefits for individuals from other affected states evacuating to Alabama to provide for continuity of care.
- Assisted providers through training, participation in national conference calls, providing of information, and administering of surveys and questionnaires related to medications used by consumers, with the transition to and implementation of Medicare Part D benefits.
- Conducted an assessment of the Alabama Early Intervention System via family surveys and analyzed the data to determine areas of needed systems improvement.

REGION I COMMUNITY SERVICES

- Hosted and provided training, in conjunction with consultants, in Social Role Valorization, Program Analysis of Service System's Implementation of Normalization Goals (PASSING), Person Centered Planning, and Positive Behavior Supports.
- Provided training to providers in the areas of Core Indicators, Data Measurement, Incident Prevention, Quality Council development and stakeholder involvement.
- Conducted Waiting List and Waiver Application training for three counties' DHR offices.
- Worked with Maples Industries in Scottsboro who was recognized by The Arc of Alabama as Employer of the Year for employing people with cognitive, intellectual and other developmental disabilities. Maples Industries was also recognized at the National APSE convention as APSE Employer of the Year.
- Helped a consumer supported by The Arc of Jackson County be recognized by National APSE with a Personal Achievement Award.
- Contracted with the Arc of Jackson County who was recognized by the Alabama Department of Rehabilitation Services for achieving its goals of

placing 18 people in jobs and closing 16 Milestones cases in 2005.

- Assisted with the Arc of Jackson County who was the recipient of a grant in the amount of \$29,451 from the Alabama Council for Developmental Disabilities for its innovative support services project dubbed Business Buddies. The Business Buddies project provided the manpower to develop a roster of mentors for people who are employed and who have developmental disabilities.
- Advised the Arc of Madison County who was nominated and received the Huntsville/Madison County Chamber of Commerce Small Business Non-Profit of the Year Award.
- Worked with the Arc of Madison County who received a \$350,000 grant from Senator Richard Shelby which is being used to replace buses and vehicles and expand bus routes within the City of Huntsville for individuals with disabilities.

REGION II COMMUNITY SERVICES

- Provided training related to Medicare Approved Drug Care Program & Home and Community Based Care. Swallowing Disorders and Dietary Needs, Incident and Prevention Management System, Mental Illness 101 for Providers of Homeless Services, Supporting Criminal Offenders, Lifelong disabilities, Positive Behavioral Supports, Person Centered Planning, and Updated Standard for MR Community Programs.
- Provided new services to 48 individuals in the community and at Partlow in critical need through funded vacancies or requests for new funding.
- Conducted Town Hall Meetings in Tuscaloosa, Jasper, and Demopolis to provide information to agencies regarding the Alabama Waiting List Information System.
- Volunteers of America (VOA) began the accreditation process through the Council of Quality and Leadership.
- Fayette/Lamar/Marengo Arc, along with the city of Fayette sponsored their annual Balloon Blast and Air Show which is a public awareness event on behalf of individuals with cognitive disabilities.
- Palk Enterprises Supported Employment program was featured in the Chamber of Commerce magazine "Perspectives" for their excellent program which assists individuals with disabilities to transition to work.
- Ability Alliance of West Alabama received two grants from the Alabama Council for Developmental Disabilities for transportation and leadership.
- RCS II staff and providers actively participated in efforts to provide an array of services to persons with disabilities and their families that relocated to Tuscaloosa as a result of Hurricane Katrina.

REGION III COMMUNITY SERVICES

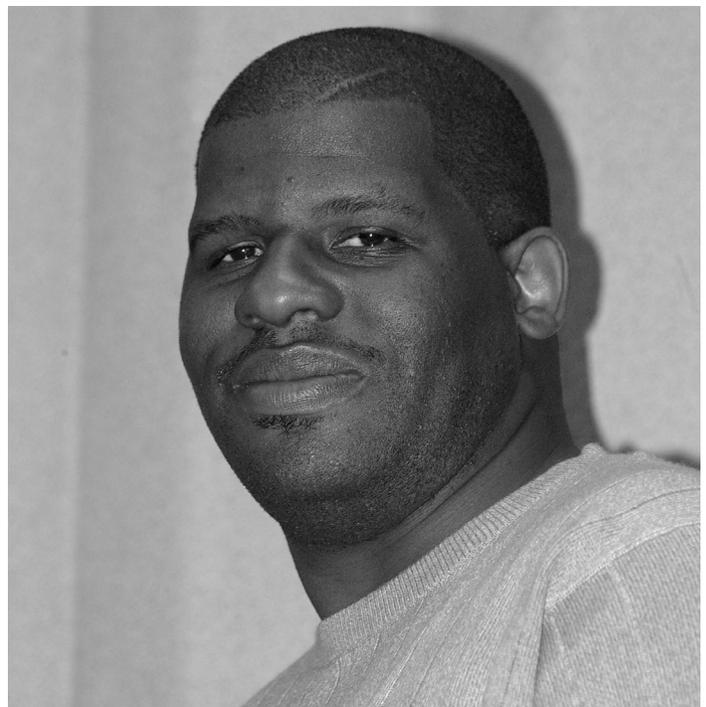
- Hosted the 26th Annual Spring Conference in Orange Beach, AL, April 11-13, 2005. The theme

of the conference was "Fulfilling Dreams Through Empowerment."

- Coordinated services for a number of individuals from the Waiting List.
- Provided training to agencies on common mistakes in waiver application packets and DHR staff on completion of the Medicaid waiver applications and the ICAP.
- Served on a committee to address the housing needs for individuals affected by Hurricane Katrina.
- VOA began the accreditation process through the Council of Quality and Leadership.
- Facilitated person-centered planning efforts for four individuals.
- Provided training to community agency staff in conjunction with consultants from the University of South Florida on Person Centered Planning.
- Self-Advocates participated in two Grassroots Advocacy programs.

REGION IV COMMUNITY SERVICES

- Provided services to one person who was living at Partlow and two others who were receiving respite services at Partlow.
- Provided new services to 15 individuals within the region through funded vacancies.
- Assisted with the facilitation and development of nine person centered plans.



Theo is from Jackson, Alabama and is a huge University of Alabama fan. He works at the local Wal-Mart and has his own bank account. He is also currently in the process of buying a house. Last year, he won the Citizen of the Year Award because he organized a clothing drive for individuals who needed help. "I wish people would see our abilities and give us their respect," said Theo.

- Assisted in a grant with Auburn University's Psychology Department that has been expanded to provide practicum training in selected program sites for graduate students completing the requirements to come Board Certified Behavior Analysts.

REGION V COMMUNITY SERVICES

- Assisted 21 individuals to move into homes within the community.
- The Burton Developmental Center, Early Intervention Program was assessed to be in compliance with applicable regulations and attained a two year certification.
- Technical assistance was provided to all of the Early Intervention Programs during the fiscal year.
- Participated in Cultural Competence Training.
- Assisted several individuals to realize their dreams by helping them find homes that were perfect for their support needs, roommates that they truly like, jobs that fulfill their interests, and to develop new and meaningful relationships.

W. D. PARTLOW DEVELOPMENTAL CENTER

W. D. Partlow Developmental Center, the first residential facility in the State with services for individuals with mental retardation, was opened in 1923 in Tuscaloosa. With the closure of the A.P. Brewer Developmental Center on March 1, 2004, W. D. Partlow Developmental Center remained the only state-operated residential center in the state. This facility serves approximately 215 individuals and employs over 550 staff members.

Initiatives for the year:

- W.D. Partlow received zero deficiencies from the 2005 ICF/MR Title XIX survey conducted by the Department of Public Health. This accomplishment was attributed to the dedicated staff that provides the highest quality care and treatment to peoples living there.
- The Health Services Department was enhanced significantly with the implementation of weekly meetings to review systems and plan for the individual's health needs. These meetings resulted in ongoing medication reviews of every person living at Partlow to ensure a correct medical plan that is automated and perpetually updated.
- The Pharmacists worked with Auburn University and Samford University Schools of Pharmacy to establish a plan for the implementation of Medicare Part D.
- In 2005, full-time Dentist and Hygienist were hired who not only serve people living at Partlow but also individuals who have acute emergency dental needs who live in the community.
- The Department of Residential Services experienced many successes and changes that have improved the quality of life for consumers and staff. Beautification of all the homes was achieved by adding new furniture, planting flowers and repainting.
- A variety of recreational and social events were held throughout the year with families and friends joining their relatives to share the experiences. One of the favorite activities was the Annual Christmas Dance, with wonderful decorations, refreshments, formal attire, and a live band.



MY NAME IS JUDITH and I am from Mobile, Alabama. I have lived in my own apartment since 1988 and I am a member of People First. Speaking in public has been one of the toughest things I have had to overcome. I have traveled to Washington D.C., Tuscaloosa, Birmingham, and Montgomery.

I have been working at Burger King in Mobile for 13 years as a hostess and also in production. I also serve on the Alabama Department of Mental Health and Mental Retardation's Management Steering Committee. I have two sisters who live in Mobile and Huntsville and a brother who lives in Virginia. My hobbies include square dancing, bowling, and going to the movies.

"I SERVE ON THE MANAGEMENT STEERING COMMITTEE."

- The Department of Program Services completed over 600 Reviews of Active Treatment Observations.
- A Home Economics Classroom was established at Wallace Training Center.
- Efforts are ongoing to improve computer skills of consumers through assistive technology and consumer driven fundraisers sponsored by speech and language staff.

MENTAL RETARDATION SUPPORT SERVICES

OFFICE OF CONSUMER EMPOWERMENT

The Office of Consumer Empowerment is responsible for providing support for self-advocacy and self-determination to individuals with cognitive developmental disabilities. The office provides resources and leadership in helping individuals achieve inclusion in the community and more independence.

Responsible for:

- Establishing statewide newsletter and brochures for People First and the Office of Consumer Empowerment.
- Establishing an infrastructure for consumer input into policy and program initiatives of the DMH/MR.
- Providing transportation to meetings and training and technical assistance for consumers.
- Conducting quarterly grassroots meetings across the state to help people with self-advocacy strategies.

Initiatives for the year:

- Continued training programs in the area of self-determination through People First chapters.
- Developed resources for initiative continuation through Alabama Developmental Disabilities Planning Council funding proposal, exploration of a VISTA funding proposal, exploration of partnerships with universities, Arc's and others.
- Conducted a public awareness program for law enforcement personnel.
- Conducted leadership training for Alabama People First officers.
- Provided two Safe-Place Training sessions, which are designed to help consumers identify abuse and the steps to take to get help.
- Developed and distributed the "Tool Kit" which is a package of information used to assist leaders in the area of chapter development.
- Visited high schools to offer assistance and provide information on available support systems within the community for individuals transitioning from educational to adult services.

OFFICE OF PSYCHOLOGICAL & BEHAVIORAL SERVICES

The Office of Psychological and Behavioral Services develops, implements, and monitors the Division's overall psychological and behavioral services in the State Operated Developmental Center (SODC), five Regional Community Services Offices, and their Community Service Providers (CSP). In addition, the office supervises the activities of three

Comprehensive Support Services Teams (CSS) throughout the state. There is one CSS Team that provides services to the northern portion of the state, one to the central portion of the state, and one to the southern portion of the state.

Responsible for:

- Establishing and supervising three Comprehensive Support Services Teams comprised of professional staff who serve individuals with severe behavioral, psychiatric, dental, and/or medical challenges.
- Developing behavioral guidelines that outline the minimum requirements for providing behavioral services to individuals with mental retardation in the SODC as well as in CSP settings.
- Providing training and technical assistance within a behavior analytic framework to both state and community agency staff.
- Developing guidelines regarding the medical, psychiatric, and dental care needed by individuals with mental retardation for physicians, psychiatrists, and dentists in the community to assist them in serving our consumers.

Initiatives for the year:

- The Behavior Analysis Task Force worked to develop guidelines which outline the minimum requirements for providing behavioral services to consumers.
- CSS Teams provided a variety of consultation and direct services for a total of 873 consumers during the year. Four hundred forty-nine individuals received multiple services. There were 175 active cases at the end of the fiscal year. These numbers were all increases from the previous fiscal year.
- CSS Behavioral Staff provided 3961 behavioral services to 642 consumers. The services were provided mainly to adults, but also to 38 children, in a variety of settings, which included community group homes, community day programs, family homes, psychiatric hospital units, CSS clinics or offices, and the SODC. (Note: These numbers do not include the services provided by the behavioral staff of the SODC, only of CSS behavioral staff.)
- The CSS Primary Care physicians, psychiatrists, and dentists provided services for 214, 382, and 266 consumers, respectively. Services were provided mainly in community medical/dental offices and CSS clinics/offices.
- CSS Behavioral Staff conducted 440 training sessions for community providers covering a variety of topics relevant to challenging behaviors. Additionally, they provided 275 training sessions that addressed behavioral supports for specific individuals.
- CSS Primary Care physicians and psychiatrists met with the DMH/MR Medical Director to discuss Medicare Part D program.
- CSS team members participated in training conferences in Alabama (ALABA, DMH/MR Spring Conference, Autism Conference, PBS

- training, etc.) as presenters and/or trainees.
- The Director of Psychological and Behavioral Services presented the Alabama CSS program information at the Annual Convention for the Association for Positive Behavior Support in Tampa, Florida.
- The Director taught a 5-session training course entitled “Basic Training in Behavior Analysis” (approved for Continuing Education credits for social workers, counselors, and nurses to two community agencies. “Behavior Therapy Orientation” training was conducted for several agencies in order to allow them to participate in the Medicaid Waiver billing service.

OFFICE OF COMMUNITY CERTIFICATION

The Office of Community Certification conducts on-site reviews of programs which provide services to consumers with mental retardation, as required by Alabama law. Currently, more than 200 certified providers offer services to consumers in over 1,000 sites throughout the state. The certification program reviews are designed to ensure that services are of the highest quality possible and that the health and welfare of all of the individuals served is maintained.

Responsible for:

- Developing and implementing community program standards for mental retardation services.
- Reviewing and approving new provider applications for completion of requirements and accuracy of documentation.
- Preparing written reports of findings and recommendations from on-site certification reviews.
- Serving as the division’s representative on the DMH/MR Certification Task Force.
- Establishing and maintaining a Standards Review Committee.
- Serving as one of the Division’s representatives on the DMH/MR’s Quality Council.

Initiatives for the year:

- Met with the Alabama Board of Nursing to request consultation and action in developing regulations which would govern medication administration by direct support workers in community programs.
- Revised the Alabama DMH/MR Administrative Code governing community programs within the Department of Mental Health and Mental Retardation Administrative Code with input from the division’s Standards Review Committee and the division’s sub-committee for Mental Retardation Services.
- Provided training to Regional Community Services staff and their providers on the Service and Administrative Program rules.
- Conducted training sessions for community providers in the area of “Conducting Serious Incident Investigations.”

- Maintained a data base which summarizes the most frequently occurring citations from site visits conducted by certification staff which was published for providers to assist them in preparation for upcoming site visits.

OFFICE OF QUALITY ENHANCEMENT

The Office of Quality Enhancement implements and monitors the division’s quality enhancement programs for the W. D. Partlow Developmental Center and for the community service provider network throughout the state.

Responsible for:

- Developing, implementing, and monitoring the division’s overall Quality Enhancement Program for its state operated developmental center (SODC), five Regional Community Services Offices, and their community service providers.
- Establishing an Incident Prevention and Management System, which ensures that providers have a mechanism to internally monitor incident trends for community
 - Programs in each region and at the State Operated Developmental Center (SODC).



Henderson is from Jackson, Alabama. He once lived at home and longed to be independent. He currently lives by himself and works for Hardee’s and for his church.

- Increasing the utilization and application of consumer driven principles through training of “person-centered” planning processes.
- Facilitating the development of quality enhancement plans in the areas of program evaluation, plan development, and data analysis.
- Participating in the National Indicators Project as a means to assess the satisfaction levels of consumers and families.

Initiatives for the year:

- The Quality Enhancement Council met quarterly to review incident information and other pertinent quality

initiatives from the state operated developmental centers and community programs.

- Administered approximately 400 consumer satisfaction surveys for participation in the National Indicators Project.
- Developed and published an Alabama Summary from the National Indicators Project data base sponsored by the Human Services Research Institute.
- Conducted a post satisfaction survey and analyzed the data of 63 families of individuals living in a community program in which a new contractor was awarded management responsibility.
- Monitored the implementation of the QE Plan entitled “Supporting the Vision for a Quality Tomorrow” to ensure completion of identified quality activities.
- Participated in a “Train the Trainer” Person Centered Planning and Positive Behavior Support Model in conjunction with contracted faculty and staff from the University of South Florida.
- Sponsored training/workshop efforts in the area of Social Role Valorization for division staff, community providers and administrative staff, and families.
- Worked with the Office of Data Management to develop and implement a statewide incident data system which allows for analysis of trends and identification of needed systems improvement activities.

Division of Substance Abuse Services

Hi, MY NAME IS JANET. Cocaine destroyed my career at UAB as an X-ray technician and eventually led me into 15 years of homelessness, eating out of dumpsters and selling my body for a “push on a stem.” I got pregnant. All I wanted was another “hit.” On the delivery table, I felt the presence of God. I had planned to go back to the crack house, but God had a different plan the day my little girl was born.

As the hospital prepared me for my discharge, I begged for the social worker to let me keep my little girl. She made arrangements for us to go to Olivia’s House, a rehab center where moms can live with their children. After a year of residential treatment, I reached the job readiness stage of the program. I was hired at University Hospital as an X-ray tech...my former career. My little girl and I have an apartment and I am relatively self-sufficient. I thank God every day for Olivia’s House and for the Department of Mental Health.



“I THANK GOD EVERY DAY...”

DIVISION OF SUBSTANCE ABUSE SERVICES

The Division of Substance Abuse Services contracts with community organizations that provide services for thousand of Alabamians per year that have substance abuse problems. Addiction and substance dependency knows no demographic or socioeconomic bounds. Although the department operates no addiction treatment facilities, it maintains strict certification standards and plays a significant role in providing funding for a large number of community prevention and treatment programs.

Overall initiatives for the year:

- The substance abuse System Improvement Initiative began as a result of a \$200,000 grant from the Robert Wood Johnson Foundation Resources for Recovery Project. The goal of the initiative is to make Alabama's substance abuse system "One of the Best in the Nation." The initiative includes:
 - Executive Order #23, which created the Alabama Commission for the Prevention and Treatment of Substance Abuse. The Commission is charged to develop recommendations designed to foster collaboration, efficiency, and effectiveness among all state agencies regarding substance abuse activities.
 - Development of an expanded treatment service array modeled after the American Society of Addiction Medicine (ASAM) Patient Placement Criteria. The service expansion includes uniform screening/assessment and level of care determination.
 - Development of expanded clinical/fiscal and utilization review/management processes.
 - Contracted with Harmony Information Systems for the development of the Alabama Substance Abuse Information System (ASAIS) which is a web-based claims adjudication system designed to: formalize the client enrollment process including the assignment of a state-wide unique client identifier; improve the billing process; enhance revenue; improve cash flow; implement an outcome monitoring system; improve budget and contract management; and provide a data warehouse allowing easy access and data analysis.
 - Received technical assistance designed to expand the development of substance abuse advocacy support.
- Published a Request for Proposals (RFP) for the expansion of substance abuse services for children and adolescents. Seven contracts, totaling \$573,000, were awarded to the North Central Mental Health Center, The Bridge, Lighthouse Counseling Center, East Central Mental Health Center, Northwest Alabama Mental Health Center, Huntsville-Madison Mental Health Center, and Olivia's House.

- Awarded a \$61,000 Fetal Alcohol Spectrum Disorder (FASD) grant from the University of South Alabama. The grant will fund FASD prevention/education services in select special women's substance abuse treatment programs.
- All states are required to conduct efforts to reduce youth access to tobacco and tobacco products. If a state's successful buy rate exceeds 19% the state can lose 40 percent of the Substance Abuse Prevention and Treatment Block Grant (\$9,200,000 potential penalty). The DMH/MR partners with the Alcohol Beverage Control Board and the Department of Public Health in this effort. The successful buy rate for FY 2004-2005 was 9.3 percent, well below the limit.

COMMUNITY TREATMENT PROGRAMS

METHADONE SERVICES

The State Methadone Authority of the Substance Abuse Services Division conducts annual reviews of all methadone treatment programs for compliance with the Substance Abuse Program Certification Standards.

Responsible for:

- Maintaining a central registry for all consumers enrolled for methadone treatment.
- Acting as a liaison between other agencies associated with the regulation of methadone treatment.
- Acting as a liaison between other State Methadone Authorities regarding state border issues.
- Handling consumer complaints.
- Providing ongoing technical assistance to contract service providers.

Initiatives for the year:

- Ensured that all methadone clinics in Alabama are state certified and nationally accredited.
- Assisted evacuees of Hurricane Katrina in finding appropriate substance abuse services for their needs.

OFFICE OF PERFORMANCE IMPROVEMENT

The Office of Performance Improvement implements the Substance Abuse Continuous Quality Improvement Plan (SACQIP) for certified providers. The activity is designed to identify and assess processes and outcomes and to improve the treatment services by substance abuse providers.

Responsible for:

- Implementing the Substance Abuse Continuous Quality Improvement Plan.
- Coordinating substance abuse training.
- Coordinating the Alabama School for Alcohol and Other Drug Studies.
- Serving as Alabama's coordinator for the Southeastern School of Alcohol and Other Drug Studies.

Initiatives for the year:

- Coordinated the Alabama School for Alcohol and Other Drug Studies (ASADS) at the Bryant Center in Tuscaloosa with an attendance of 686.
- Coordinated Alabama's participation in the Southeastern School of Alcohol and Other Drug Studies at the University of Georgia and sponsored attendance of 30 community treatment providers and prevention programs and employees.
- Partnered with the Mental Illness Division and the Southern Coast Addiction Technology Transfer Center to develop and conduct co-occurring training for 300 substance abuse and mental illness clinicians employed by 40 community provider agencies.
- Trained 120 community staff in substance abuse case management.
- In response to Hurricanes Ivan and Katrina, the Substance Abuse and Mental Illness Divisions partnered to develop and deliver FEMA Crisis Training to 158 community crisis workers. The Chief of the Substance Abuse Office of Performance Improvement was named Training Coordinator.
- Partnered with the Office of Deaf Services to provide intensive training for interpreters working in mental health and substance abuse settings. A total of 18 people participated in this training.

OFFICE OF CERTIFICATION

The Office of Substance Abuse Certification conducts on-site reviews of substance abuse treatment programs pursuant to Alabama state law. Over 85 certified substance abuse providers offer services to consumers in approximately 200 different locations in the state. The certification program reviews are designed to ensure quality of the overall agency/organization and to ensure consumer care is maintained at a premium. The Office of Certification provides on-site technical assistance and consultation to treatment providers in all areas of substance abuse services. The certification team serves as a regulatory authority, but also maintains a close working relationship with each provider in an effort to promote cooperation and collaboration.

Responsible for:

- Determining Medicaid provider eligibility status for community substance abuse program staff.
- Developing and implementing substance abuse program standards.
- Preparing written reports of findings from on-site certification reviews.
- Reviewing new service applications for applicability and content.
- Serving as the division's representative on the Multiple Needs Child Review Committee.
- Serving as the division's representative on the National Treatment Network.
- Serving as one of the Substance Abuse Division's representatives on the DMH/MR Certification Task Force.

Initiatives for the year:

- Provided direct support to substance abuse providers in the form of technical assistance and certification program reviews.

OFFICE OF RESEARCH, EVALUATION & INFORMATION

The Office of Research, Evaluation, & Information is responsible for the integrity of the automated data systems within the division, as well as training and technical assistance to all contract providers. Additionally, the office is responsible for research and evaluation projects.

Responsible for:

- Data collection, analysis, and reporting.
- Annual "Client Admission Profile" publication.
- Annual "Residential Waiting List" publication.
- Public information and research assistance.
- Maintaining constant contact with individual service providers to address issues pertaining to data collection software. Insuring the deliverables of research/evaluation projects.

OFFICE OF PREVENTION

The Office of Prevention is responsible for community substance abuse prevention initiatives that provide comprehensive approaches to service delivery. A prevention planning process is underway that will analyze and plan effective prevention programs and services within the state.

Responsible for:

- Assessing the readiness of the community and mobilizing the community to take action.
- Assessing the levels of risk factors and protective factors in the community.
- Applying "best practices" and "guiding principles."
- Evaluating the prevention program or strategy implemented.
- Providing youth drug prevention programs for high-risk youth.

Initiatives for the year:

- Alabama's implementation of the Strategic Prevention Framework (SPF) process was established by Substance Abuse and Mental Health Service Administration (SAMHSA). SAMHSA's Strategic Prevention Framework is based upon five key principles:
 1. Prevention is an ordered set of steps along a continuum to provide individual, family, and community health; prevent mental and behavioral disorders, support resilience and recovery; and prevent relapse.
 2. The common components of effective prevention for the individual, family, or community are placed within the ramifications of the public health model.
 3. Common risk and protective factors exist for many substance abuse and mental health

problems. Good prevention focuses on factors that can be altered.

4. Systems of prevention work better than service silos. Researchers and communities working together produce more effective prevention strategies.
 5. Baseline data, common assessment tools, and outcomes shared across service systems can promote accountability and effectiveness of prevention efforts. The Office plans to fully implement the SPF within the next three years.
- A new 310 Board Prevention Planning Process was implemented to begin the prevention transformation.

OFFICE OF BILLING & PAYMENT

The Office of Billing and Payment is responsible for processing claims information, preparing invoices for payment, maintaining financial support data and preparing financial reports.

Responsible for:

- Linking state and federal resources directly to services provided in the community and furnishing information to support the federal block grant.
- Collecting client service data.
- Processing vouchers.
- Conducting financial desk audits.
- Assisting providers with subcontracts, grant applications, and financial issues.

Initiatives for the year:

- Consistently monitored and fine-tuned the Substance Abuse automated billing system, resulting in compliance with the Substance Abuse & Mental Health Services Administration's block grant requirements.

“OPTIMISM IS THE FAITH THAT LEADS TO ACHIEVEMENT...”

-HELEN KELLER



HELEN KELLER ONCE SAID, “Optimism is the faith that leads to achievement. Nothing can be done without hope and confidence.” This is true for the women at the L.I.F.E. Tech Transition Center (Life Skills Influenced through Fundamentals and Education). The women of the newly formed L.I.F.E. Tech choir performed gospel music during their first concert. The choir sang songs that instilled a sense of hope to the packed crowd of family members.

The L.I.F.E. Tech facility located at the former Tarwater Developmental Center, serves as a transition center for women being paroled from Tutwiler Women's Facility. The program is designed specifically for those transitioning inmates who have substance and/or mental health issues.

Division of Administration



THE DIVISION OF ADMINISTRATION was instrumental in preparing the Thomasville Facility for persons displaced by Hurricane Katrina. The division leased 27 cottages to 115 residents. Whirlpool donated washers and dryers for each cottage and the department replaced the old stoves and refrigerators with new ones. Also, local churches adopted houses and provided household items such as furniture, bedding and cookware.

SUPPORTING SERVICES AS GOOD STEWARDS...

DIVISION OF ADMINISTRATION

The Division of Administration provides human resource, financial, data management, technical, and support services to the department's three service divisions via several specialized sections as follows:

OFFICE OF FINANCE & ACCOUNTING OPERATIONS

The Offices of Finance and Accounting Operations coordinates and provides centralized accounting, financial, and payroll services for the department.

Responsible for:

- Producing financial reports and performing analyses.
- Maintaining the department's accounting records.
- Processing purchase orders and contract, vendor, and state agency payments.
- Providing financial management of contracts and federal awards.

Initiatives for the year:

- Processed cash receipts for revenues.
- Streamlined warehouse requisition procedure enhancing effectiveness and efficiency.
- Established webpage for the Purchasing Office.
- Conducted several training sessions

OFFICE OF COMPENSATION SERVICES

The Office of Compensation Services provides assistance for personnel in payroll deduction, insurance, and other related payroll activities for all DMH/MR facilities.

Responsible for:

- Directly processing payroll for Central Office, Greil Hospital and MR Regional Offices.
- Coordinating employee health insurance benefits.
- Developing payroll procedures and policies.
- Processing authorized deductions from paychecks, including tax deposits.
- Processing employees' applications for retirement benefits.
- Issuing and distributing W-2 and W-4 forms for employees and contract vendors.

Initiatives for the year:

- Client payroll processed by DMH/MR with a new employer number separate from the State Comptroller's Office.
- Electronic filing of Form W2 for client payroll.
- Developed new procedures for the semi-monthly payroll.
- Prepared and distributed over 77,228 paychecks for more than 2,860 regular employees and contract employees.
- Assisted the Commissioner in the preparation of the department's future FY 06 budget presentation to the Governor and Legislature.

BUREAU OF DATA MANAGEMENT

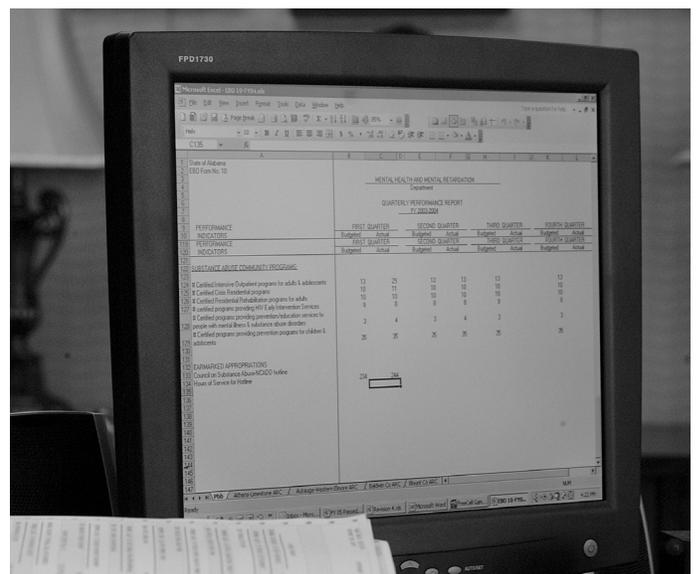
The Bureau of Data Management provides information system services, including data, communication, video, and installation/configuration of hardware for the DMH/MR Central Office and the department's facilities. The Bureau management staff provides essential information technology support services to ensure that the Mental Health/Mental Retardation/Substance Abuse delivery systems operate as efficiently as possible.

Responsible for:

- The department's custom reports from the state's Financial Resources Management System (FRMS).
- The in-house developed Comprehensive Mental Health and Mental Retardation Information System (CARES).
- The Alabama Community Services Information System (ACSIS).
- Patient/client payroll, Medicaid payment processing, property inventory, OBRA and other custom applications.
- The monitoring and coordination of the maintenance support for the department's video surveillance system installed in DMH/MR facilities.
- Installation and configuration of computers/printers within the DMH/MR Central Office and Greil Hospital. As resources permit, the Division of Mental Retardation Community Program regional offices are also supported.

Initiatives for the year:

- Migrated DMH/MR pharmacies to current WORx application software release.
- Implemented new Medicare Part D Pharmacy Billing.
- Migrated DMH/MR business applications to client/server environments as resources permitted.



The Bureau of Data Management provides technical and logistical support for the department's data and telecommunication requirements.

- Provided technical and logistical support for DMH/MR's data and voice communications requirements, including input/output devices connected to the network.
- Ensured that the DMH/MR remains HIPAA compliant in accordance with Federal regulations regarding Electronic Data Interchange (EDI) regulations.
- Participated in the Strategic Information Technology (I.T.) Plan for the DMH/MR to include network infrastructure, computer equipment and applications software.

BUREAU OF HUMAN RESOURCES MANAGEMENT

Central to its mission, the Bureau of Human Resources Management assesses personnel needs and actively recruits the most qualified and professional workforce available in order to provide quality patient care.

Responsible for:

- Evaluating strategies to increase effectiveness of recruitment and retention of employees.
- Reviewing and developing departmental personnel-related policies and procedures.
- Conducting wage and class studies.



The Bureau of Human Resources Management has expanded their recruitment strategy for doctors by attending the American Psychiatric Congress Conference and the Psychological Association Conference. The focus of recruitment was to bring psychiatrists and other specialized medical personnel to Alabama and join the DMH/MR team. As a result, the department hired several doctors from other states and has had numerous inquiries about employment.

- Administering employee performance appraisals.
- Monitoring Applicant Tracking Systems and Selection procedures.

Initiatives for the year:

- Continued ongoing efforts to strengthen recruitment and retention of psychiatrists.
- Analyzed Pharmacy Technician classifications to improve recruitment, selection and retention.
- Updated and implemented plan for diversity.
- Initiated web page with all inclusive job announcements for review.
- Analyzed current labor force to begin development of a Workforce Succession Plan.
- Examined external labor markets and conducted surveys to ensure competitive salaries.
- Initiated plans to conduct a wage and classification study.

OFFICE OF STAFF DEVELOPMENT

The Office of Staff Development provides opportunities for training and education that will enhance job performance. The primary mission is coordinating and delivering training and educational programs and activities department-wide, facilitating activities for Continuing Education and other certification credits, as well as serving as the central repository for system-wide training records. The Alabama Department of Mental Health and Mental Retardation is approved as a provider of Continuing Education for nursing, social workers, counselors, alcohol and drug abuse counselors, and psychologists.

Responsible for:

- Planning, developing, coordinating, and/or conducting training activities, special programs, employee orientation sessions, meetings and other educational activities.
- Providing opportunities for DMH/MR employees, community programs, and other community providers to participate in activities that aid in the maintenance of professional licensures and certifications.

Initiatives for the year:

- Assisted in coordinating the "Health Disparities Conference" held in October 2004 in Tuskegee, Alabama.
- Completed annual requirements, reports, and applications for continuing education provider certification for the following disciplines: counseling, nursing, psychology, and social work. DMH/MR, through the Office of Staff Development, was awarded a Five-Year Full Approval by the American Psychological Association (APA) on September 1, 2003.
- Developed a cultural competency plan and revised the cultural competency training module for the DMH/MR.
- Conducted Serious Incident Investigations Training system wide using certified DMH/MR trainers.
- Coordinated and/or conducted 255 training activities

resulting in the following Continuing Education certificates:

Counseling 566

Nursing 1,100

Psychology 244

Social Work 909

Nursing Home Administration 54

General Attendance 1,885

OFFICE OF CERTIFICATION

More than 95% of Alabama consumers with mental disabilities are served by community contract providers. The Office of Certification is responsible for inspecting and certifying all community facilities and providing technical assistance for code compliance for all renovations or new construction projects for facilities that are already certified or will be seeking certification from the Department.

Responsible for:

- Compiling comprehensive site visit reports and certificates for distribution.
- Reviewing plans and specifications from architects for construction or renovation projects and responding accordingly.
- Providing technical assistance to the department's state-operated facilities.

Initiatives for the year:

- Conducted over 3,962 inspections and reviews.
- Reviewed plans and specifications for over 13 construction/renovation projects.
- Conducted an on-site review of projects at Searcy Hospital, Partlow Developmental Center, and L.B. Wallace Developmental Center.
- Performed life safety reviews at Searcy Hospital.

OFFICE OF PRE-ADMISSION SCREENING

The Office of Pre-Admission Screening is federally mandated by the Omnibus Budget Reconciliation Act of 1987. This act requires all applicants and residents of Medicaid certified nursing facilities to be screened for suspected mental illness and mental retardation/related condition. This act also requires all applicants and residents of Medicaid-certified nursing facilities with mental illness and mental retardation/related conditions to be evaluated for specialized service and level of care needs.

Responsible for:

- Screening individuals for suspected mental illness and mental retardation/related conditions for placement and continued stay in a Medicaid-certified nursing facility.
- Conducting quality assurance reviews for nursing facility referrals to confirm the presence or absence of suspected mental illness and mental retardation/related condition based on medical and psychiatric records to alleviate the need for further evaluation.
- Evaluating individuals with a confirmed diagnosis of mental illness or mental retardation/related conditions to determine specialized service needs, levels of care and



The Omnibus Budget Reconciliation Act of 1987 requires all applicants and residents of Medicaid certified nursing facilities to be screened for mental illness or mental retardation. The Office of Pre-Admission Screening (OBRA) screened over 38,000 applicants in FY 05.

- nursing facility eligibility.
- Tracking nursing facilities' placement of individuals evaluated for and confirmed with mental illness and mental retardation related conditions.
- Providing technical assistance and training regarding OBRA Preadmission Screening regulations.
- Providing appeal hearings for individuals adversely affected by the results of the pre-admission screening evaluation findings.
- Serving as program liaison with the Medicaid Agency.

Initiatives for the year:

- Screened 38,724 applicants and residents for suspected mental illness and mental retardation/related conditions.
- Conducted 535 quality assurance reviews to confirm a diagnosis of a mental illness or mental retardation/related condition.
- Conducted 3,117 clinical reviews/evaluations for nursing facility eligibility and placement.
- Conducted 15 training sessions for nursing facilities, hospitals, and other health care facilities.
- Began improvement and expansion of training webpage for community providers.
- Continued efforts to improve OBRA procedures to expedite the referral process.

OFFICE OF CONTRACTS

The Office of Contracts is a new office developed in FY 04 and staffed in early FY 05. The Office expedites the contracting process and saves time and money by using the electronic method of sending/receiving information on contracts.

Responsible for:

- Issuing Requests for Proposals (RFP) required for professional service contracts for all facilities and Central Office.
- Obtaining appropriate signatures on all contracts as required.
- Issuing all contracts and amendments to contractors and reviewing them when returned for consistency with the approved format language.
- Reviewing and approving all vouchers for community contract payments and submitting them to Finance for payment.
- Monitoring and analyzing contract data submitted by providers to see if the contract is being utilized as planned.
- Preparing amendments as needed to match funding with services.
- Mailing copies of finalized contracts to the contractors.

Initiatives for the year:

- Transformed the contract process to electronic signatures and eliminated expensive and time consuming paper medium.
- Continued to educate the facilities and Central Office staff about the Contracts Office and the services it provides.

OFFICE OF LAND & ASSET MANAGEMENT

The Department of Mental Health and Mental Retardation (DMH/MR) has significant real estate holdings throughout Alabama. The Office of Land and Asset Management oversees DMH/MR land and physical plant assets.

Responsible for:

- Developing and managing a comprehensive departmental land-use plan.
- Negotiating and renewing leases.
- Maintaining inventory of DMH/MR lands.
- Managing contracts related to major construction at DMH/MR facilities and for projects of the Mental Health Finance Authority. During FY 05, the cost of construction projects totaled \$1.1 million.

Initiatives for the year:

- Renovated houses at Thomasville facility for Hurricane Katrina victims.
- Assisted The Shoulder, a substance abuse facility in relocating its operations to the Daphne facility in Baldwin County.
- Completed major renovations at Searcy Hospital.
- Breached the Lake Partlow Dam and looked at rebuilding it.
- Sold the Ireland Center to the Tarrant City Board of Education.
- Leased the Wallace Center to the Decatur School System for one year.
- Sold 20 acres of the Brewer Center property to the City of Mobile.
- Donated 53 acres of the Brewer Center property to the City and County of Mobile for a seamless park and ball field.
- Worked on plans to develop the remaining 40 acres of the Brewer Center property.
- Completed the renovations for the Deaf Services Unit at Greil Hospital.

ADMINISTRATIVE SUPPORT SERVICES

Departmental printing, mail, property inventory and the logistics of distributing office supplies are coordinated by the Administrative Support Services.

Responsible for:

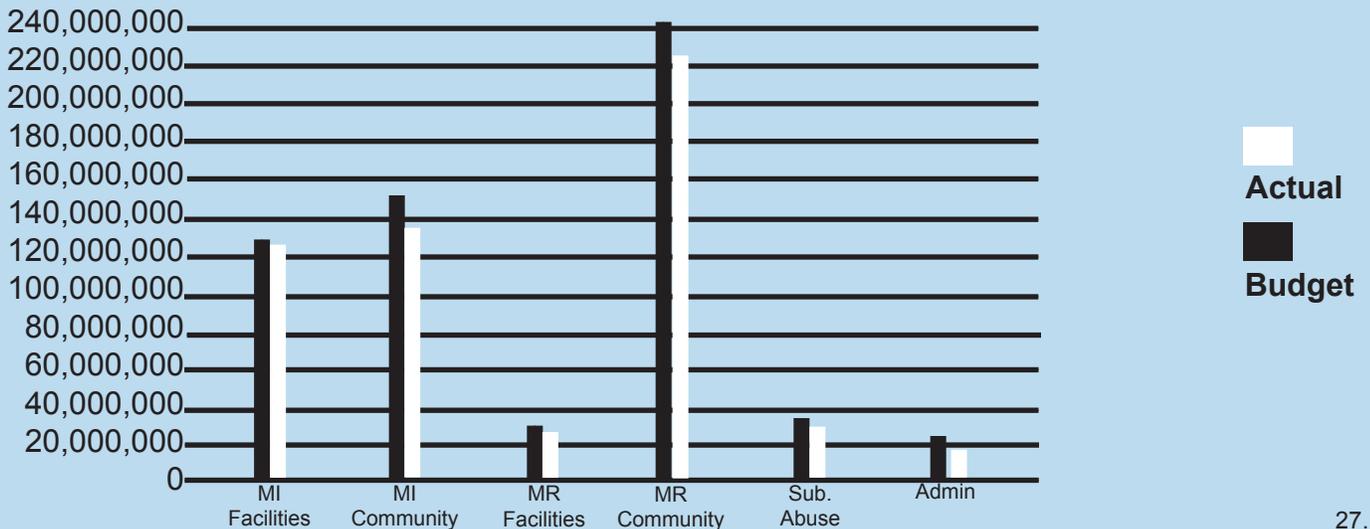
- Providing technical assistance for printing needs.
- Mailroom functions.
- Managing the distribution of office supplies.
- Managing the department's physical inventory.

Initiatives for the year:

- Implemented a Document Services Center.
- Continued to assist in standardizing facility forms.

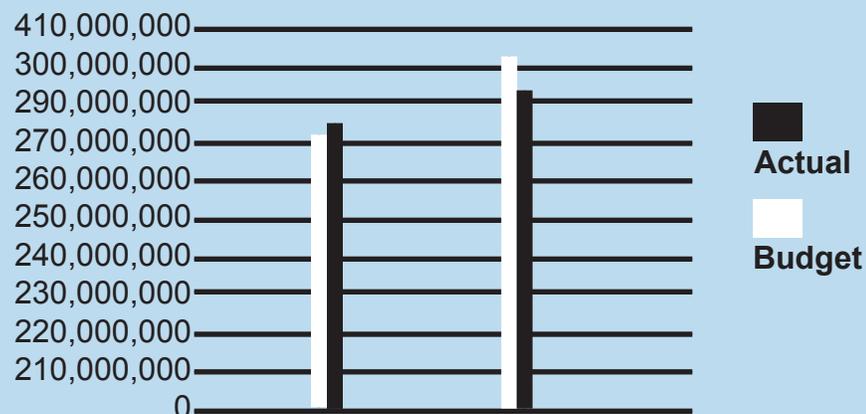
Department of Mental Health & Mental Retardation Expenditures and Encumbrances
FY 2004-2005

	FY 2004-2005 Budget	Actual	Percent of Actual to Budget
MI Facilities			
Bryce	44,613,130	43,252,165	96.95%
Searcy	38,190,450	36,995,293	96.87%
Hardin	11,181,431	11,038,313	98.72%
Greil	10,095,208	9,777,453	96.85%
North AL	10,587,046	10,426,933	98.49%
Kidd	3,723,587	3,612,589	97.02%
Harper	11,166,302	10,884,633	97.48%
Total	129,557,154	125,987,379	97.24%
MR Facilities			
Partlow	30,006,101	29,250,128	97.48%
Total	30,006,101	29,250,128	97.48%
Community Programs			
Mental Illness	151,031,213	136,292,143	90.24%
Substance Abuse	39,438,484	30,853,494	78.23%
Mental Retardation	242,662,768	224,396,198	92.47%
Total	433,132,465	391,541,835	90.40%
Central Admin	21,088,188	18,814,180	89.22%
GRAND TOTAL	613,783,908	565,593,522	92.15%



Department of Mental Health & Mental Retardation General Revenue
FY 2004-2005

State Revenues	FY 2004-2005 Budget	FY 2004-2005 Actual	Difference Actual vs. Budgeted	
			Actual	Budget
Cigarette Tax	4,884,302	8,255,268	3,370,966	169.02%
Tobacco Settlement	4,377,329	4,281,315	(96,014)	97.81%
Special Education Trust Fund	18,633,779	18,633,779	0	100.00%
Special Mental Health Fund	141,224,362	141,234,382	10,000	100.00%
State General Fund	107,097,138	107,097,138	0	100.00%
Indigent Offenders Treatment	127,000	115,000	(12,000)	90.55%
Judicial Fines	0	25	25	
Total	276,343,910	279,616,887	3,272,977	101.18%
Federal, Local, Misc. Revenues				
Other Income	8,262,611	7,795,066	(467,545)	94.34%
Restricted Funds (Donated)	7,119,574	5,868,765	(1,250,809)	82.43%
Medicaid, Title XIX Facilities	28,662,867	28,279,654	(383,213)	98.66%
Medicaid, Title XIX MR Community	160,444,368	145,979,891	(14,464,477)	90.98%
Medicaid, Title XIX MI Community	68,033,029	55,127,402	(12,905,627)	81.03%
Medicaid, Title XIX SubAbuse Community	2,196,128	1,977,336	(218,792)	90.04%
Medicaid, PL 100-203 OBRA	476,895	367,307	(109,588)	77.02%
Medicare	9,934,839	9,311,905	(622,935)	93.73%
Federal Block Grants	37,753,583	30,622,558	(7,131,025)	81.11%
Federal Grants	13,046,104	10,916,168	(2,129,936)	83.67%
Total	335,929,998	296,246,051	(39,683,947)	88.19%
Other Items				
Departmental Receipts	1,500,000	1,347,311	(152,289)	89.82%
Total	1,500,000	1,347,311	(152,289)	89.82%
GRAND TOTAL	613,773,908	577,210,249	(36,563,659)	94.04%



Commissioner's Office, Bureaus, & Central Office Support



MY NAME IS JILL and I am a community advocate. I cover over 200 sites funded by the department. I have worked on behalf of the consumers for six years.

I can relate to consumers because I have a mental illness. I have bi-polar disorder and have been hospitalized because of my illness. My husband was transferred quite often with his job, which made it easier for me to withdraw from society. I became really good at not making friends. I have lived in the same town for 20 years and it has taken me that long to form friendships. I now have some of the deepest friendships ever. I have finished college and maintained a 4.0. Teaching consumer rights and personal responsibility is my main mission.

**AS A DMH/MR EMPLOYEE I CAN RELATE TO CONSUMERS
BECAUSE I HAVE A MENTAL ILLNESS.**

COMMISSIONER'S OFFICE, BUREAUS & CENTRAL OFFICE SUPPORT

OFFICE OF LEGISLATIVE & CONSTITUENT AFFAIRS

The Office assists the Commissioner in responding to constituent inquiries across the state on mental health matters. The Office also monitors, develops, and negotiates legislation that may relate to department services.

Responsible for:

- Performing legislative liaison duties when the Legislature is in regular or special session.
- Reporting on any legislation of interest to the department.
- Responding to direct inquiries from constituents across Alabama via written and/or telephone communication.
- Responding to referrals from the Governor's Office on Constituent Affairs and with Legislators regarding inquiries about mental health.

Initiatives for the Year:

- Received 175 constituent requests during FY 05.
- Worked with the departments Medical Director in crafting strategies to change and include important medications in the official Federal Medicare Part D drug formularies.
- Worked with elected officials on issues related to the use of vacant state facilities.
- Worked with the Legislature on budgetary challenges facing the department.

OFFICE OF RIGHTS PROTECTION & ADVOCACY SERVICES

The Office of Rights Protection & Advocacy provides quick responses to consumers who need assistance. Individuals from across the state benefit from the services provided by the 26 certified advocates of this office. Consumers who are residents of state facilities, as well as those who are served in certified community programs, may contact these internal advocates at any time for advice and assistance.

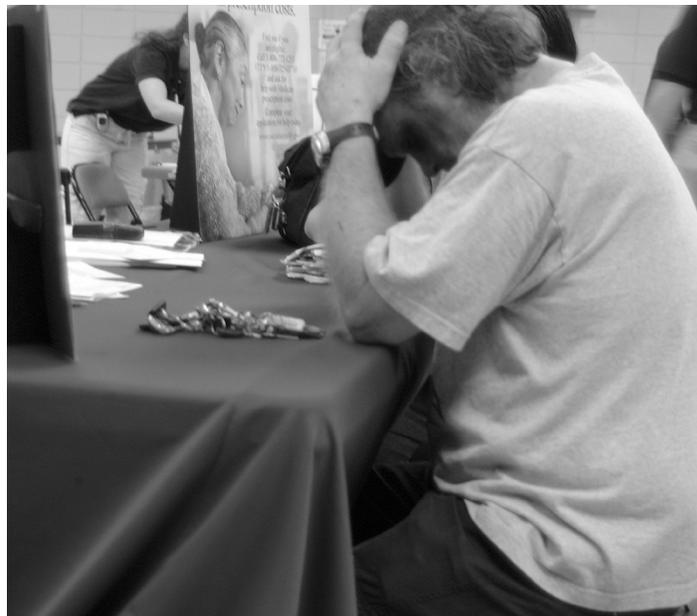
Responsible for:

- Providing a quick and thorough response to consumer concerns.
- Providing "Systems Advocacy Services" (i.e., Rights Awareness Training, Inter-Agency Collaborations, and Rights Compliance Monitoring) and "Individual Advocacy Services." (Information & Referral Services and Complaint Investigation/Resolution)

Initiatives for the Year:

- Maintained a 24-hour toll-free Advocacy access line seven days per week. In FY 05 the office received 9850 calls.
- In FY 05 advocates conducted 1890 unannounced site visits of community-based programs, 319 monitoring visits of DMH/MR operated facilities, and 124 investigations of possible rights violations.

- Presented 320 training programs on rights-related issues, handled 5,803 information and referral requests and participated in 7,055 rights-related meetings and contacts.
- The State Advocacy Advisory Board studied and made recommendations to DMH/MR administration on Electro Convulsive Therapy, Client Personal Fund Accounts, and MI Intermediate Care Units.
- Provided support services for the Governor's Regional Advisory Board Committees which were established by Executive Order #15.
- Provided a "Hospitality Room" for consumers at the MI Recovery Conference at Shocco Springs.



The Office of Rights Protection & Advocacy Services provided initial and ongoing Crisis Information and Housing Information for Hurricane Katrina survivors through the 24 hour toll-free line.

- Advocates participated in the Hearing Voices Program which simulated the challenges with which some consumers live.
- Provided training to community providers regarding the establishment and operation of Human Rights Committees.
- Participated on the Birmingham Mental Health Court Advisory Board for the promotion of "Crisis Intervention Training" for police officers and the establishment of Crisis Emergency Room Services.
- Facilitated meetings of the Montgomery Mental Health Court Task Force.
- Assisted and educated consumers on issues related to their rights as residents of various housing programs around Alabama.
- Monitored the status of individuals on Housing Finance Authority waiting lists and reported progress on the implementation of the housing initiative program to various DMH/MR offices and stakeholder groups.

OFFICE OF POLICY & PLANNING

The Office of Policy & Planning coordinates the formulation of policies, procedures, strategic plans, and special projects.

Responsible For:

- Coordinating the activities of the Management Steering Committee, a stakeholder advisory group which makes recommendations regarding policy, planning, and budgetary issues to the Commissioner.
- Maintaining and implementing the process for the review and development of departmental policies.
- Coordinating the activities of the Management Steering Committee, a stakeholder advisory group which makes recommendations regarding policy, planning, and budgetary issues to the Commissioner.
- Providing executive leadership and support to the Alabama Family Trust.
- Representing the department, as assigned, in statewide collaboration with other agencies.
- Ensuring that information concerning the department is accurately and fairly representative on national survey tools.
- Tracking the continued implementation of the DMH/MR Housing Initiative with the Alabama Housing Finance Authority.
- Providing assistance with the development and tracking of grants.

Initiatives for the Year:

- Continued to develop the department's SMART Budgeting and Management plan.
- Finalized and promulgated, through the Alabama Administrative Code, standards for the operation of community programs providing services to consumers.
- Continued to review and revise, as necessary, the DMH/MR policies, through the coordination of the DMH/MR Policy Committee.
- Continued the coordination of activities of the Management Steering Committee.
- Provided support for the Alabama Family Trust.
- Represented the Department in the following initiatives:
 - Healthy People 2010/Children & Youth with Special Health Care Needs.
 - Governor's Taskforce to Strengthen Alabama Families.
 - United We Ride
 - Youth Leadership Forum

OFFICE OF PUBLIC INFORMATION & COMMUNITY RELATIONS

The Office of Public Information and Community Relations develops public education campaigns designed to overcome unwarranted stigma and alleviate misinformation about persons with mental disabilities. The President's New Freedom Commission has cited stigma as a prime inhibitor for people seeking early treatment for symptoms of a mental illness. The Office also seeks to inform the public about mental illness subject matter to encourage treatment and recovery.

Responsible for:

- Composing the department's Annual Report.
- Responding to media inquiries about DMH/MR issues and/or events.
- Creating and disseminating printed material about mental illness, mental retardation and substance addiction.
- Publishing departmental newsletters.
- Writing and disseminating press releases on behalf of the department.
- Assisting with proclamations, retirement resolutions and departmental awards.
- Coordinating Employee Appreciation initiatives and events.

Initiatives for the year:

- Developed and issued responses to 145 media calls related to departmental events, issues or initiatives.
- Compiled and disseminated numerous press releases during the year about DMH/MR subject matter.
- Developed The Legacy of Wyatt video, a documentary film that tells the story of the development of mental health services in Alabama, service decline and reforms brought about by the landmark Wyatt v. Stickney case.
- Worked with the Office of Consumer Relations in organizing the first Capitol Showcase, a consumer art exhibit. Over 100 pieces of art were on display in the Capitol featuring consumers from all three service divisions.
- Created the Access to Services brochure, which contained information about community providers for mental illness, mental retardation and substance abuse services across the state.
- Partnered with NAMI and the MI Planning Council in a



The Office of Public Information & Community Relations created a public education campaign which included production of television commercials. A total of 963 spots ran statewide in FY 05. Pictured above are Toby, Monica & Titus. As consumers they were featured in the spots.



Hi, my name is DELMOS. I lived with a family member until she began to have health problems. My sister contacted the community services office in my area and found me a new home. I am an active member in my church and I am an artist. I am pictured here with one of my paintings that was displayed in the Capitol Showcase Art Exhibition in the Alabama State Capitol.

public information campaign utilizing TV commercials with consumers and family members. Co-sponsored the first Health and Wellness Expo at the Birmingham Jefferson Civic Center in Birmingham.

- Provided leadership and support for the Central Office and State Employee Appreciation in planning a summer party and statewide awards reception at the Capitol.

BUREAU OF SPECIAL INVESTIGATIONS

By statute the department has its own Bureau of Special Investigations (BSI) as an internal investigative law enforcement unit with jurisdiction on mental health properties. BSI maintains offices in Tuscaloosa and Montgomery. Three agents and an administrative assistant are assigned to the Montgomery office, and one agent is assigned to the Tuscaloosa office.

Responsible for:

- Investigating serious or major allegations of criminal conduct occurring within the DMH/MR.
- Conducting investigations referred to BSI by other DMH/MR authorities when the investigations reveal evidence of any criminal action on the part of the perpetrators.
- Reviewing some facility cases either when requested or if the review of the disposition of the case reveals evidence of criminal conduct.
- Sponsoring and conducting training seminars for mental health police and others charged with investigating incidents within the department.
- Initiating criminal prosecutions of offenders committing violations of criminal statutes on DMH/MR facilities.
- Submitting names of convicted individuals to the U.S. Department of Health and Human Services for inclusion into the Cumulative Sanctions Report.
- Advising facility investigators and directors concerning

investigations of incidents and offenses occurring on facility properties.

Initiatives for the year:

- Conducted and/or reviewed 57 investigations.
- Conducted criminal background checks on community applicants for community services and background checks on prospective employees of the Department of MH/MR.

BUREAU OF LEGAL SERVICES

The Bureau of Legal Services represents the department's interest in legal matters.

Responsible for:

- Garnering and preserving resources so that the department may use the maximum amount of their resources for the purpose of consumer services.
- Advising other staff in any capacity for situations that may have legal implications.
- Planning legal strategies and protecting the interests of the department in its effort to provide services consistent with its mission statement.

Initiatives for the year:

- Worked to resolve the dispute for persons with mental retardation to gain more access to community services.
- Litigated and managed private firm representation in 41 major lawsuits in state and Federal trial courts of general jurisdiction throughout the state. The types of cases ranged from mental illness / mental retardation (MI/MR) services-related cases to personal injury and personal-related lawsuits.

- Litigated approximately 46 cases where individuals had been adjudicated not guilty by reason of mental disease or defect (NGRI).
- Defended 6 habeas corpus petitions.
- Defended 8 Equal Employment Opportunity Commission (EEOC) administrative actions.
- Handled 44 juvenile hearings
- Conducted 804 recommitment hearings.
- Handled 94 Board of Adjustment claims.
- Evaluated and provided the department with legal guidance with respect to Medicare Part D for our specific populations.
- Negotiated agreements with prescription drug plan providers to assure pharmaceutical services to qualifying consumers in state institutions.

OFFICE OF CHILDREN'S SERVICES

The Office of Children's Services is responsible for the coordination of service delivery to children and adolescents whose needs cross the three service divisions (MI, MR, and SA). The Office works with each division in the development of new initiatives that enable the department to move towards a more comprehensive system of care for children and adolescents with mental illness, mental retardation, and substance abuse problems.

Responsible for:

- Comprehensive strategic planning for DMH/MR Children's Services
- Administration of DMH/MR "Children First" funds from the Children First Trust Fund, which requires oversight and periodic reporting of expenditures to the Children First Office and Department of Children's Affairs.
- Serve as a liaison between the DMH/MR and other state agencies that provide services for Alabama's children.
- Serving as a single point of contact in the department for individuals and organizations across the state that require assistance with issues relating to mental health care and youth.

Initiatives for the Year:

- Increased the number of Juvenile Court Liaisons in the state.
- Coordinated Co-Occurring Pilot Project that screens for mental health and substance abuse needs in youth coming in contact with the juvenile justice system.
- Coordinated and monitored all services through the "Our Kids" initiative. "Our Kids" is a collaboration between three state Child-serving agencies.
- Partnered with Alabama Academy of Pediatrics Committee on Mental Health to implement a grant that facilitates regional CME network meetings across the

state with pediatricians, psychiatrists and community mental health centers.

THE ALABAMA FAMILY TRUST & SPECIAL PROJECTS

The Alabama Family Trust (AFT) was legislatively established to assist families in planning for the future of their loved ones with disabilities. The trust is an allowable mechanism designed to protect vital governmental entitlements, such as Supplemental Security Income (SSI) and Medicaid, while ensuring the availability of funding to provide optimum care of their family member.

Recently restructured to further assist those with lower incomes, this special needs trust serves the state of Alabama in a way that is both cost effective and meaningful to the beneficiaries and their families.

Responsible for:

- Administering the day-to-day operations of the trust, including working closely with co-trustees of individual accounts to ensure that the needs of the disabled are met.
- Establishing and maintaining accurate financial information regarding trust accounts and working in conjunction with the AFT Board of Trustees to provide trust presentations to interested parties across the state.

Initiatives for the Year:

- Experienced unprecedented growth: 64 percent since last year at this time.
- Maintained 131 active trust accounts with a combined value of almost \$4 million.
- Developed website for information dissemination and trust document access.
- Assisted in the production of a AFT commercial in conjunction with AmSouth bank for duplication and distribution.

ALABAMA COUNCIL FOR DEVELOPMENTAL DISABILITIES

The Alabama Department of Mental Health and Mental Retardation serves as the designated state agency for the Alabama Council for Developmental Disabilities (ACDD). The Council was established by the Governor through an Executive Order to meet the requirements of the Federal Developmental Disabilities Assistance and Bill of Rights Act (DD Act). ACDD's function is to increase the independence, productivity, inclusion and community intergration of people with developmental disabilities. ACDD activities demonstrate new ideas for enhancing people's lives through training activities, community education and support, by making information available to policy-makers, and by eliminating barriers.

The Council consists of members who are appointed by the Governor, as well as representatives of agencies specified in the DD Act. The 36-member council is represented by:

- People with developmental disabilities or family members (parents/guardians/immediate relatives).
- Representatives from various state agencies.
- A non-profit organization.
- A local governmental agency.
- A non-governmental agency.
- An individual (or his or her immediate relative or guardian) who resides or who previously resided in an institution.
- State Protection and Advocacy Program (ADAP).
- University Center for Excellence Program (UAB).



Responsible for:

- Funding short-term projects that show innovative ways for individuals with disabilities to participate fully in communities.
- Involving, educating and supporting individuals with developmental disabilities and their families in leadership roles to ensure they have a strong voice in matters that affect their lives.
- Advocating for improved policies and services so individuals with developmental disabilities can benefit from opportunities and resources available to all other citizens in Alabama.

Rick Roden, president and CEO of the Greater Jackson County Chamber of Commerce, is a volunteer with the Business Buddies Program. Business Buddies is a mentoring program for people who are employed and who have developmental disabilities in Jackson County, Alabama. "Getting to know Lee has been a real pleasure for me," said Rick Roden.

Initiatives for the Year:

- Helped 362 individuals with developmental disabilities obtain and keep employment within their interests, abilities, and needs through five active grants from the Council.
- Through two projects, 24 schools improved their Individual Education Plans and 147 parents were trained regarding their child's education rights.
- Funded projects that provided 925 individuals across the state with needed health services.
- Enabled 239 individuals to be active in inclusive recreational activities through nine active grants.
- Council grants provided transportation services to work, school, medical and personal needs for 1395 individuals.
- Enhanced quality assurance systems through five projects to provide individuals with developmental disabilities with information, skills, opportunities, and supports to live free of abuse, neglect, financial and sexual exploitation, and violations of their human and legal rights.



DIRECTORY

DIVISION OF MENTAL ILLNESS

Phone: (334) 242-3643

Fax: (334) 242-3025/242-0796

Office of Mental Illness Community Programs

(334) 242-3200

Office of Mental Illness Facilities

(334) 242 3643

Office of Deaf Services

(334) 353-4703

Office of Consumer Relations

(334) 242-3456

Office of Performance Improvement

(334) 242-3208

Mental Illness Facilities:

Bryce Hospital

(205) 759-0799

Alice Kidd Nursing Facility

(205) 759-0633

Taylor Hardin Secure Medical Facility

(205) 556-7060

Mary Starke Harper Geriatric

Psychiatry Center

(205) 759-0900

North Alabama Regional Hospital

(256) 560-2200

Greil Memorial Psychiatric Hospital

(334) 262-0363

Searcy Hospital

(251) 662-6700

DIVISION OF MENTAL RETARDATION

Phone: (334) 242-3701

Fax: (334) 242-0542

Office of Mental Retardation Community Programs

(334) 242-3701

Office of Mental Retardation Certification

(334) 242-3708/353-7037

Office of Consumer Empowerment

(334) 353-7032

Region I Community Services

(256) 552-3720

Region II Community Services

(205) 554-4155

Region III Community Services

(251) 621-4760

Region IV Community Services

(334) 514-4040

Region V Community Services

(205) 942-0018

Mental Retardation Developmental Center:

W. D. Partlow Developmental Center

(205) 553-4550

DIVISION OF SUBSTANCE ABUSE SERVICES

Phone: (334) 242-3961

Fax: 242-0759

Methodone Services

(334) 242-3957

Office of Performance Improvement

(334) 242-3967

Office of Certification

(334) 242-3956

Office of Research, Evaluation & Information

(334) 242-3966

Office of Prevention

(334) 242-3954

Office of Billing & Payment

(334) 242-3969

DIVISION OF ADMINISTRATION

Phone: (334) 353-3895

Fax: (334) 353-9165

Bureau of Finance & Accounting

(334) 242-3992

Office of Compensation Services

(334) 242-3192

Bureau of Data Management

(334) 242-3305

Bureau of Human Resources Management

(334) 242-3112

Office of Staff Development

(334) 242-3177

Office of Certification

(334) 242-3937

Office of Pre-Admission Screening (OBRA)

(334) 242-3946

Office of Contracts

(334) 353-7440

Office of Land & Asset Management

(334) 242-2057

Administrative Support Services

(334) 242-3931/242-3934

COMMISSIONER'S OFFICE

Phone: (334) 242-3107

Fax: (334) 242-0684

Office of Legislative & Constituent Affairs

(334) 242-3107

Office of Rights Protection & Advocacy Services

(334) 242-3454/800-367-0955

Office of Policy & Planning

(334) 242-3706

Office of Public Information & Community Relations

(334) 242-3417

Bureau of Special Investigations

(334) 242-3274

Bureau of Legal Services

(334) 242-3038

Office of Children's Services

(334) 353-7110

The Alabama Family Trust & Special Projects

(334) 242-3063/800-711-1303

Developmental Disabilities

(334) 242-3973/800-232-2158

A TRIBUTE TO OUR CONSUMER ARTISTS.

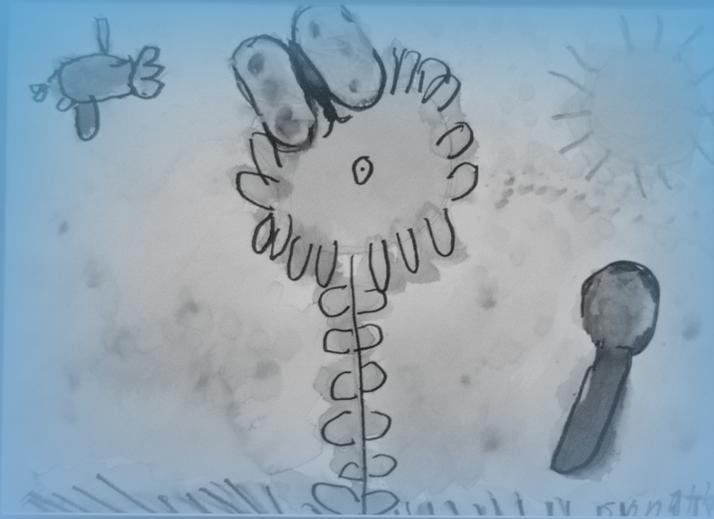


“Every artist dips his brush in his soul and paints his own nature into his pictures.”

-Henry Ward Beecher



A TRIBUTE TO OUR CONSUMER ARTISTS.



“It’s on the strength of observation
and reflection that one finds a way.”
-Claude Monet



These works above are random selections from Alabama artists who have utilized mental health services



IN LOVING MEMORY

We remember with affection and honor those consumers and department employees who have passed on during FY 2004-2005.

Lifting Life's Possibilities

Alabama Department of Mental Health
& Mental Retardation
RSA Union Building
100 North Union Street
Post Office Box 361410
Montgomery, Alabama 36130-1410