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DIVISION OF SUBSTANCE ABUSE SERVICES

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**Governor Riley visits the L.I.F.E. Tech facility located at the former site of the J. S. Tarwater Developmental Center. L.I.F.E. Tech serves as a substance abuse treatment and transition center for women being paroled from Julia Tutwiler Prison for Women.**

## DIVISION OF SUBSTANCE ABUSE SERVICES

The Division of Substance Abuse Services contracts with community providers who provide services for thousands of Alabamians per year who have substance abuse problems. Addiction and substance dependency knows no demographic or socioeconomic bounds. Although the department has 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:

- DMH/MR received a \$200,000 grant from the Robert Wood Johnson Foundation Resources for Recovery Project, which is designed to formalize relationships with other state agencies; develop and define the assessment process including placement criteria, etc.; and optimize Medicaid reimbursement.

- Governor Bob Riley issued Executive Order #23, which created the Alabama Commission of 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.
- Initiated the Substance Abuse Systems Improvement Initiative which is designed to make Alabama's substance abuse system "One of the Best in the Nation." This initiative is focused on four main goals: outcome measurement; definition of a core set of services; capacity management; and enhancement of the advocacy support organizations.
- Alabama received a State Incentive Grant (SIG) which is designed to transition the prevention efforts from current Substance Abuse Prevention and Treatment Block Grant to the new Performance Partnership Block Grant. The grant is for \$3 million per year for three years and is administered through the Alabama Department of Economic and Community Affairs (ADECA).
- Developed the Alternative Use Section of the DMH/MR Consolidation and Closure Plan. The Alternative Use Plan described the partnership with the Alabama Board of Pardons and Paroles to develop transitional centers for parolees leaving the correctional system.
- Issued a \$375,000 request for proposals seeking community substance abuse treatment services for adult males who were either going to prison or who were being released from prison. Three contracts were awarded: RAPHA House, Gadsden; Fellowship House, Birmingham; and Aletheia House, Birmingham.
- Alabama was selected as one of ten states to attend the National Co-occurring Police Academy in Baltimore, Maryland.
- First Lady, Mrs. Patsy Riley, as part of the "National Teach In," made a presentation at a local Montgomery school on the effects and dangers of alcohol and other drug abuse.

## 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. Approximately 4,000 consumers received services from 20 clinics certified to provide methadone maintenance treatment.

**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.

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**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 579.
- Coordinated Alabama's participation in the Southeastern School of Alcohol and Other Drug Studies at the University of Georgia and sponsored attendance of 26 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 199 substance abuse and mental illness clinicians employed by forty community provider agencies.
- Trained 85 community staff in substance abuse case management.
- In response to Hurricane Ivan, the Substance Abuse and Mental Illness Divisions partnered to develop and deliver FEMA Crisis Training to 68 community crisis workers. The

Chief of the Substance Abuse Office of Performance Improvement was named Training Coordinator.

- Partnered with the Substance Abuse and Mental Health Services Administration, the Center for Substance Abuse Treatment, the Center for Disease Control, the National Center for HIV, STD and TB, and the Health Services Administration to provide cross training for collaborative systems of prevention treatment and care. A total of 25 people were participants in this training.

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**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 excess of 180 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.

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**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.

**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.

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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 established by Substance Abuse and Mental Health Service Administration (SAMHSA). SAMSHA'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.

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OFFICE OF CONTRACTS AND GRANTS

The Office of Contracts and Grants is responsible for preparing and maintaining the division's annual budget, contracts, and 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.

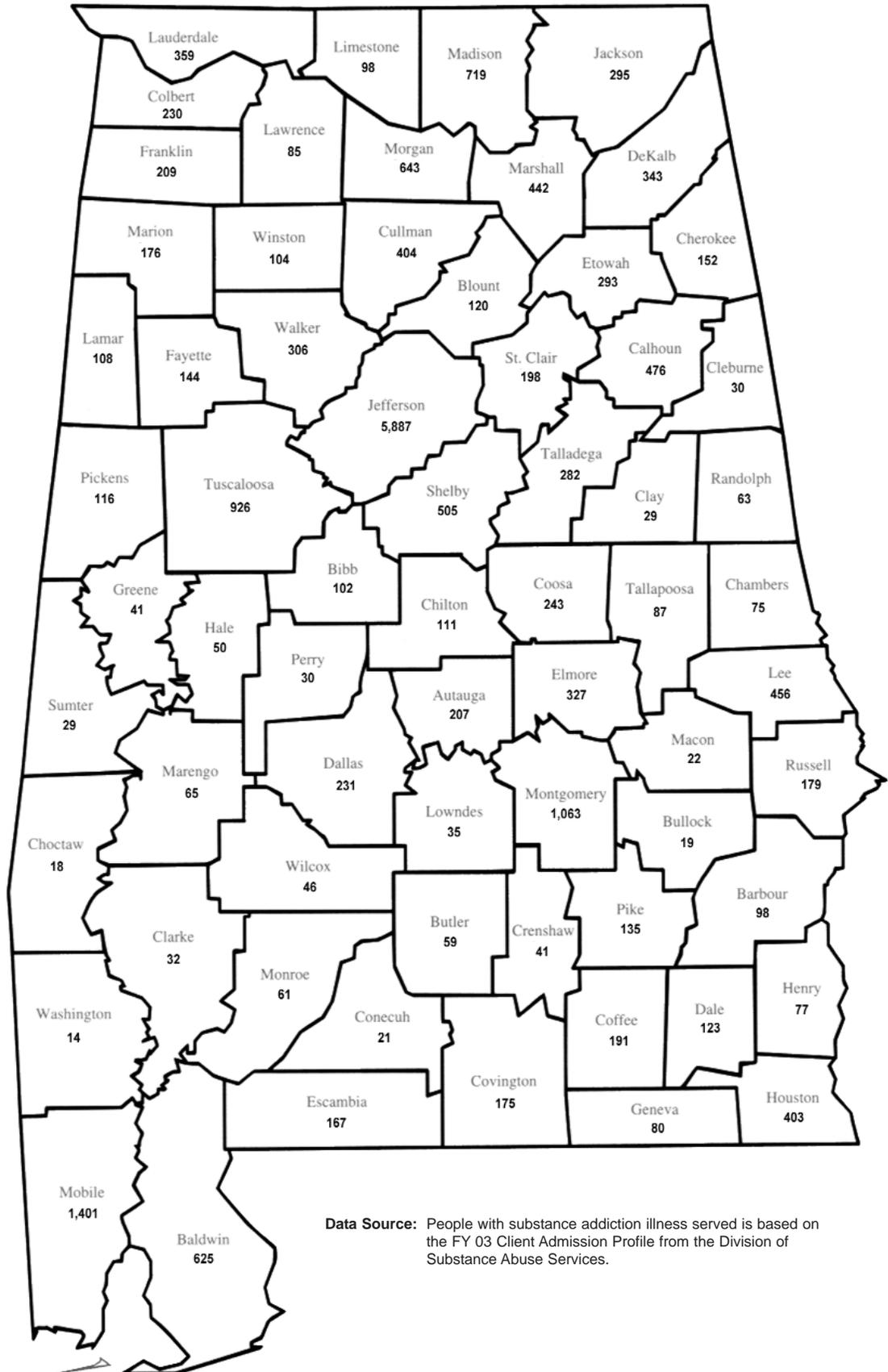
**Initiatives for the year:**

- 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. Due to these administrative efficiencies, the Office received a perfect audit from the Alabama Examiners of Public Accounts.

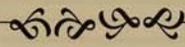


**Alcohol is still the number one reported substance problem in Alabama. Proportionally, common substance addictions treated in Alabama include: alcohol 31%, marijuana 28%, cocaine/crack 21%, and Methamphetamine 8%.**

# FAMILIES SERVED BY THE DIVISION OF SUBSTANCE ABUSE SERVICES IN FY 04



**Data Source:** People with substance addiction illness served is based on the FY 03 Client Admission Profile from the Division of Substance Abuse Services.



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DIVISION OF ADMINISTRATION

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## DIVISION OF ADMINISTRATION

### THE OFFICE OF FINANCE AND 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.
- Provided trend analysis and financial data to formulate the Consolidation Plan for the closure of six state facilities.
- Assisted the Commissioner in the preparation of the department's future FY 05 budget presentation to the Governor and legislature.

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### THE OFFICE OF COMPENSATION SERVICES

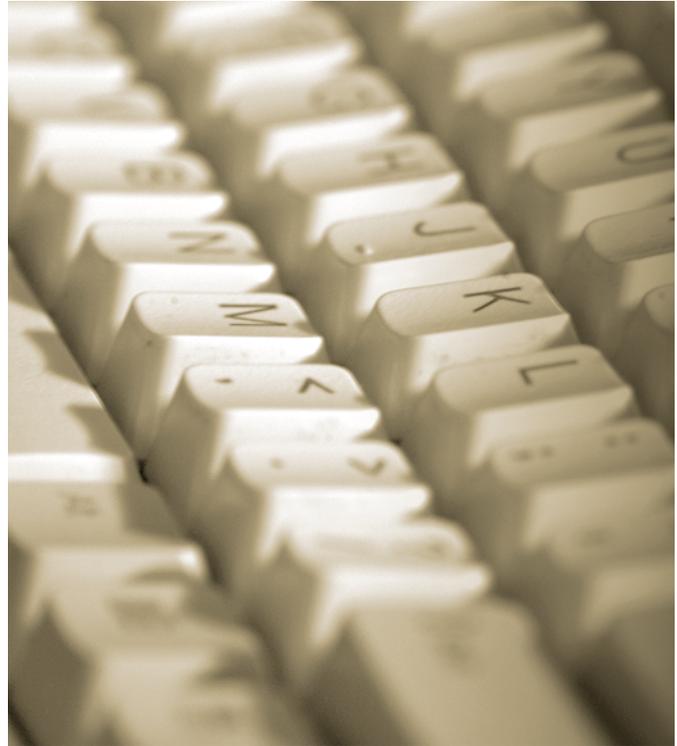
The Office of Compensation Services provides assistance for personnel in payroll deduction, insurance, and other related payroll activities for all DMH/MR facilities.

#### 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:

- Actively involved with the consolidation efforts. Prepared fact sheets that addressed employees' questions about timing of payments, health insurance coverage continuation, etc.
- Participated and made presentations during job fairs.
- Assisted in the securing and relocation of personnel/payroll records in conjunction with numerous employee transfers due to the Consolidation Plan.



The Bureau of Data Management provides computer and information system services for the department. The Bureau plays a vital role in administrative and healthcare delivery functions of the Central Office and the facilities.

- Prepared and distributed over 83,681 paychecks for more than 3,132 regular employees and contract employees.

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### 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:**

- Completed the implementation of the new DMH/MR Facility Pharmacy System (WORx) at all DMH/MR facilities.
- Involved in securing and monitoring the DIG II Federal Grant activities.
- Ensured that the DMH/MR remains HIPAA compliant in accordance with Federal regulations regarding Electronic Data Interchange (EDI) regulations.
- Migrated DMH/MR business applications to client/server environments as resources permit.
- Continued to provide technical and logistical support for DMH/MR's data and communications requirements, including input/output devices connected to the network.



**The Office of Staff Development provides training modules for administrative and clinical staff. It is an approved continuing education sponsor of the American Psychological Association.**

**BUREAU OF HUMAN RESOURCES MANAGEMENT**

The Bureau of Human Resources Management assesses personnel needs and recruits the most qualified and professional workforce to meet those needs. Employee performance appraisals, wage and class studies, the review and development of departmental policies and procedures, as well as, evaluation of applicant recruitment and employee retention are central to the bureau's mission.

**Responsible for:**

- Evaluating applicant recruitment and employee retention.
- Reviewing and developing departmental personnel-related policies and procedures.
- Wage and class studies.
- Employee performance appraisals.
- Selection procedures.
- Applicant tracking systems.

**Initiatives for the year:**

- Formed focus group to strengthen recruitment and retention of psychiatrists.
- Evaluated salary and job functions of nurse and pharmacist classifications to improve recruitment, selection, and retention of qualified applicants.
- Updated and implemented plan for diversity.
- Created Web Page to assist displaced employees affected by the consolidation plan.
- Established MH Interpreter and MH Specialist positions to ensure the provision of culturally affirmative services at the Bailey Deaf Services Unit at Greil Hospital.

**THE OFFICE OF STAFF DEVELOPMENT**

The Office of Staff Development provides opportunities for training 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.

**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 licenses and certifications. The Alabama Department of Mental Health and Mental Retardation is approved as a provider of:
  - Continuing education for nursing, social workers, certified counselors, and psychologists.

**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 accreditation for the year 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. Through collaboration with facility committee representatives, the revised training module included the "Patient Diversity and Beyond..." video tape for each facility, training manuals, and a video production provided on both VHS and DVD for trainers' use.
- 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.



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 41,000 applicants in FY 04.

**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 condition 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 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 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 41,021 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 5,459 clinical reviews/evaluations for nursing facility eligibility and placement.
- Conducted 27 training sessions for nursing facilities, hospitals, and other health care facilities.
- Continued efforts to improve OBRA procedures to expedite the referral process.

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**OFFICE OF CONTRACTS**

The Office of Contracts is a new office developed in FY 04 and fully 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.
- Continue to educate the facilities and Central Office staff about the Contracts Office and the services it provides.

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**OFFICE OF LAND AND 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 04, the cost of construction projects totaled \$3.0 million.

**Initiatives for the year:**

- Completed a complex roofing project at North Alabama Regional Hospital.
- Began renovation work at Greil Hospital for a deaf services unit.
- Completed a Safety Engineering Study of Lake Partlow Dam.
- Began the process to expand the Robinson Bend coalbed methane gas lease.
- Initiated a \$1.7 million bathroom renovation project at Searcy Hospital.

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**ADMINISTRATIVE SERVICES**

Departmental printing, mail, 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.

**Initiatives for the year:**

- Developed a "copy center plan" for the Central Office and its copying and printing needs.
- Continued to assist in standardizing facility forms.

**DEPARTMENT OF MENTAL HEALTH & MENTAL RETARDATION  
EXPENDITURES AND ENCUMBRANCES  
FY 04**

MI FACILITIES	FY 04 Budget	FY 04 Actual	Percent of Actual Budget
Bryce.....	43,257,688	43,227,660	99.93%
Searcy.....	30,269,264	30,157,972	99.63%
Hardin.....	10,712,326	10,712,323	100.00%
Thomasville.....	5,469,138	5,437,115	99.41%
Greil.....	8,645,688	8,519,276	98.54%
North AL.....	9,782,350	9,765,376	99.83%
Allen.....	1,845	1,257	68.13%
Kidd.....	7,544,426	7,539,837	99.94%
Harper.....	10,179,367	10,175,357	99.96%
Box.....	904	903	99.89%
<b>TOTAL</b>	<b>125,862,996</b>	<b>125,537,076</b>	<b>99.74%</b>

**MR FACILITIES**

Partlow.....	28,287,424	28,091,937	99.31%
Wallace.....	2,367,133	2,283,156	96.45%
Brewer.....	4,754,736	4,568,130	96.08%
Tarwater.....	3,786,168	3,256,972	86.02%
<b>TOTAL</b>	<b>39,195,461</b>	<b>38,200,195</b>	<b>97.46%</b>

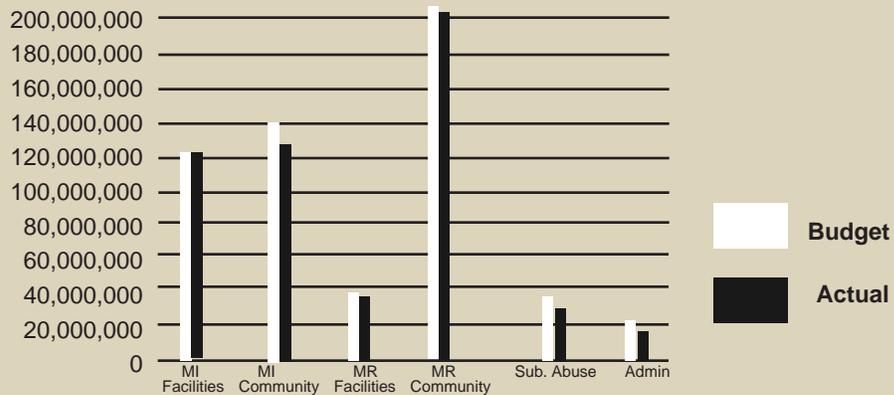
**COMMUNITY PROGRAMS**

Mental Illness.....	143,311,731	133,345,724	93.05%
Substance Abuse.....	37,800,614	31,108,361	82.30%
Mental Retardation...	219,259,865	208,620,519	95.15%
<b>TOTAL</b>	<b>400,372,210</b>	<b>373,074,604</b>	<b>93.18%</b>

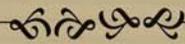
Central Admin

<b>TOTAL</b>	22,613,495	18,364,869	81.21%
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**GRAND TOTAL**    588,044,162                      555,176,744                      94.41%







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COMMISSIONER'S OFFICE, BUREAUS, & CENTRAL OFFICE SUPPORT

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## COMMISSIONER'S OFFICE, BUREAUS, & CENTRAL OFFICE SUPPORT

### THE OFFICE OF LEGISLATIVE & CONSTITUENT AFFAIRS

The Office responds to constituent inquiries across the state on mental health matters. The Office monitors, develops, and negotiates legislation that may impact 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 inquiries from constituents across Alabama via written and/or telephone communication.
- Coordinating with the Governor's Office on Constituent Affairs and with Legislators is also a responsibility of the Office.

#### Initiatives for the Year:

- During FY 04, the number of constituent requests referred to this office was approximately 150.
- The department was successful in acquiring an exemption for psychotropic medications from Medicaid's limited drug list.
- Worked with elected officials on issues related to the consolidation/closure of state facilities.
- Worked with the Legislature on budgetary challenges facing the department.

### THE OFFICE OF RIGHTS PROTECTION & ADVOCACY SERVICES

The *Wyatt* case essentially established consumer rights and minimum standards of care. In 1989, the Office of Rights Protection & Advocacy Services was established to provide a quick response advocacy network for consumer concerns.

Consumers across the state benefit from the services provided by the 26 certified advocates of The Office of Rights Protection & Advocacy Services. Persons who are residents of all state facilities, as well as individuals who are served in community programs, may contact these internal advocates at any time for advice and/or concerns.

#### 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."

#### Initiatives for the Year:

- Maintained a 24-hour toll-free Advocacy access line seven days per week. In FY 04, the office received 6,346 consumer calls.
- In FY 04, advocates conducted 1,877 unannounced site visits of community-based programs, 416 monitoring visits of DMH/MR operated facilities, and 179 investigations of possible rights violations.
- Performed 289 training programs on rights-related issues, handled 5,296 information and referral requests, and participated in 6,036 rights-related meetings.
- Provided training to consumers and service providers on voting rights and new voter identification requirements.
- Monitored the consolidation/closure process to ensure the protection of consumer rights.
- The State Advocacy Advisory Board studied and made recommendations to DMH/MR administration on a number of rights-related issues such as: Surrogate Decision Making and Community Program Human Rights Committees, and provided input on policies and legislation.
- Added a staff advocate specializing in housing issues for consumers.
- Advocated for language in program contracts, requiring providers to be more accountable for consumer's funds they manage.
- Provided research and development for the documentary film entitled *Legacy of Wyatt*.
- Developed and coordinated a strategy for Executive Order #15, establishing "Governor's Regional Advisory Board Committees."



The Office of Rights Protection and Advocacy provided referral and assistance to hundreds of consumers who called in response to the department's statewide billboard campaign.

#### OFFICE OF POLICY & PLANNING

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

#### Responsible For:

- Maintaining and implementing the process for the review and development of departmental policies.
- Maintaining and implementing the process of promulgating administrative rules in accordance with state guidelines.
- 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.
- Offering independent assistance to facilities regarding certification issues.
- 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:

- Assisted in the formulation of SMART Budgeting and Management.
- Continued to report and coordinate the implementation of performance-based budgeting and reporting.
- 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 with 123 trust accounts totaling \$2.15 million.
- Tracked the DMH/MR Housing Initiative with the Alabama Housing Finance Authority, which continues exceed above a 90% occupancy rate in units available in the Black Belt Counties.
- 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



The Office of Public Information and the MI Consumer Relations Office coordinated the 2004 Voice and Vision III Consumer Art Exhibit at the Montgomery Museum of Fine Arts. Mr. Calloway, pictured here, is a 108 year old consumer artist who resides at the Alice Kidd Nursing Home in Tuscaloosa.

#### OFFICE OF PUBLIC INFORMATION & COMMUNITY RELATIONS

A large part of the legacy of the *Wyatt* case was the proliferation of community services and the downsizing of state institutions. The need for public information was recognized by the court as an important part of the transition of consumers into community life. 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:

- Creating and disseminating printed material about mental illness, mental retardation, and substance addiction.
- Composing the department's Annual Report.
- Responding to media inquiries about DMH/MR issues and/or events.
- 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 182 media calls related to departmental events, issues, or initiatives.
- Compiled and disseminated over 20 press releases during the year about DMH/MR subject matter.
- Developed a Star Initiatives video highlighting 8 prime initiatives of the department with personal stories from consumers served by those programs.
- Worked with the Office of Consumer Relations in organizing the Voice and Vision III Consumer Art Exhibit at the Montgomery Museum of Fine Arts. Thirty pieces were on display featuring consumers and clients from all three service divisions.
- Created the first ever departmental Access to Services Directory, which contained information about community providers for mental illness, mental retardation, and substance abuse services across the state.
- Launched a statewide public information billboard campaign about mental illness recovery, mental retardation self-determination, and substance abuse recovery. The Advocacy hot line received over 300 calls specifically related to the billboards.
- Provided leadership for the Central Office and State Employee Appreciation Committees in planning two events. First, the Central Office raised funds through a "Biscuit Basket" door prize strategy and held a summer hot dog lunch party. Second, the State Committee sponsored an Employee Appreciation Banquet where the Employee of the Year Award was presented.
- Worked in collaboration with the Department of Public Health in developing a state suicide awareness plan. Created billboards featuring the 1-800-SUICIDE counseling line.

### 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.



**The Bureau of Legal Services directed the Department's responses in the Wyatt litigation and was instrumental in the settlement of the 33-year lawsuit.**

- Administering the security of the DMH/MR Monitoring System.

### Initiatives for the year:

- Participated in the annual Law Enforcement Torch Run for Special Olympics and raised a total of over \$1,300 toward this cause.
- Conducted and/or reviewed 89 investigations.

### BUREAU OF LEGAL SERVICES

The Bureau of Legal Services represents the Department's interest in legal matters. The Bureau took a leadership role in assisting the department in meeting the terms of the *Wyatt* settlement agreement of the year 2000. Countless hours were dedicated to comply with the court's mandates and the termination of this historic 33-year lawsuit on December 5, 2003.

### Responsible for:

- Planning legal strategies and protecting the interests of the department in its effort to provide services consistent with its mission statement.
- Advising other staff in any capacity for situations that may have legal implications.

### Initiatives for the year:

- Litigated and managed private firm representation in 43 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 personnel-related lawsuits.
- Litigated approximately 76 cases where individuals had been adjudicated not guilty by reason of mental disease or defect (NGRI).
- Defended 11 habeas corpus petitions.
- Defended 5 Equal Employment Opportunity Commission (EEOC) administrative actions.
- Handled 67 juvenile hearings.
- Conducted 652 recommitment hearings.
- Handled 113 Board of Adjustment claims.



**More than 27,000 children and adolescents are served by the department and its contract providers each year in the state of Alabama. There are an estimated 80,000 more children who need care. The Office of Children's Services provides assistance and oversight to the department's youth services initiatives.**

### OFFICE OF CHILDREN'S SERVICES

The Office of Children's Services is responsible for the coordination of service delivery to children and adolescents that cross the three service divisions (MI, MR, and SA). The office is also responsible for 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:

- Administering the "Children First" funds that come to the department 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.

- Serving as a liaison between the Department of Mental Health and Mental Retardation 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:

- Provided technical assistance and training to support mental health juvenile court liaison positions that serve all 67 counties and increased the number of youth served by this program.
- Provided programmatic and fiscal management that increased the number of children served with DMH/MR "Children First" funds by 31 percent over the previous year.
- Coordinated and monitored all services through the "Our Kids" initiative. "Our Kids" is a collaboration between three state human service agencies.

### 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:

- Maintained 123 active trust accounts with a combined value of over \$2.15 million.

## 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 (DD). 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 (ACDD). ACDD receives and administers Federal funds through the DD Act to enable individual with developmental disabilities and their families to design services and supports to help them access assistance and opportunities in all aspects of community life.

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:

- Conducting outreach to identify, assist, and enable individuals with developmental disabilities and their families to experience independence, productivity, integration, inclusion, and self-determination.
- Providing technical assistance to facilitate public and private entities to contribute to achieving community inclusion.
- Supporting and educating communities in community inclusion.
- Supporting and conducting activities to promote interagency collaboration.
- Demonstrating new approaches to services and supports for individuals with developmental disabilities that foster community inclusion.
- Supporting leadership opportunities for individuals with developmental disabilities.

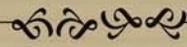
### Initiatives for the Year:

- Helped 383 individuals with developmental disabilities obtain and keep employment within their interests, abilities, and needs through five active grants from the Council.



**The Alabama Council for Developmental Disabilities receives and administers Federal funds to provide assistance to individuals with developmental disabilities and their families.**

- Through two projects, eight schools improved their Individual Education Plans and 38 parents were trained regarding their child's education rights.
- Funded projects that provided 330 individuals across the state with needed health services.
- Enabled 71 individuals to be active in inclusive recreational activities through seven active grants.
- Utilized two grants that provided transportation services to work, school, medical, and personal needs for 37 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.



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DIRECTORY

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## **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-East Community Services

(205) 916-0400

Region II-West Community Services

(205) 554-4157

Region III Community Services

(251) 621-4760

Region IV Community Services

(334) 514-4300

### **Mental Retardation Developmental Center:**

W. D. Partlow Developmental Center

(205) 553-4550

## **DIVISION OF SUBSTANCE ABUSE SERVICES**

**Phone: (334) 242-3961**

**Fax: (334) 242-0759**

Methadone 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 Contracts & Grants

(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 Program

(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

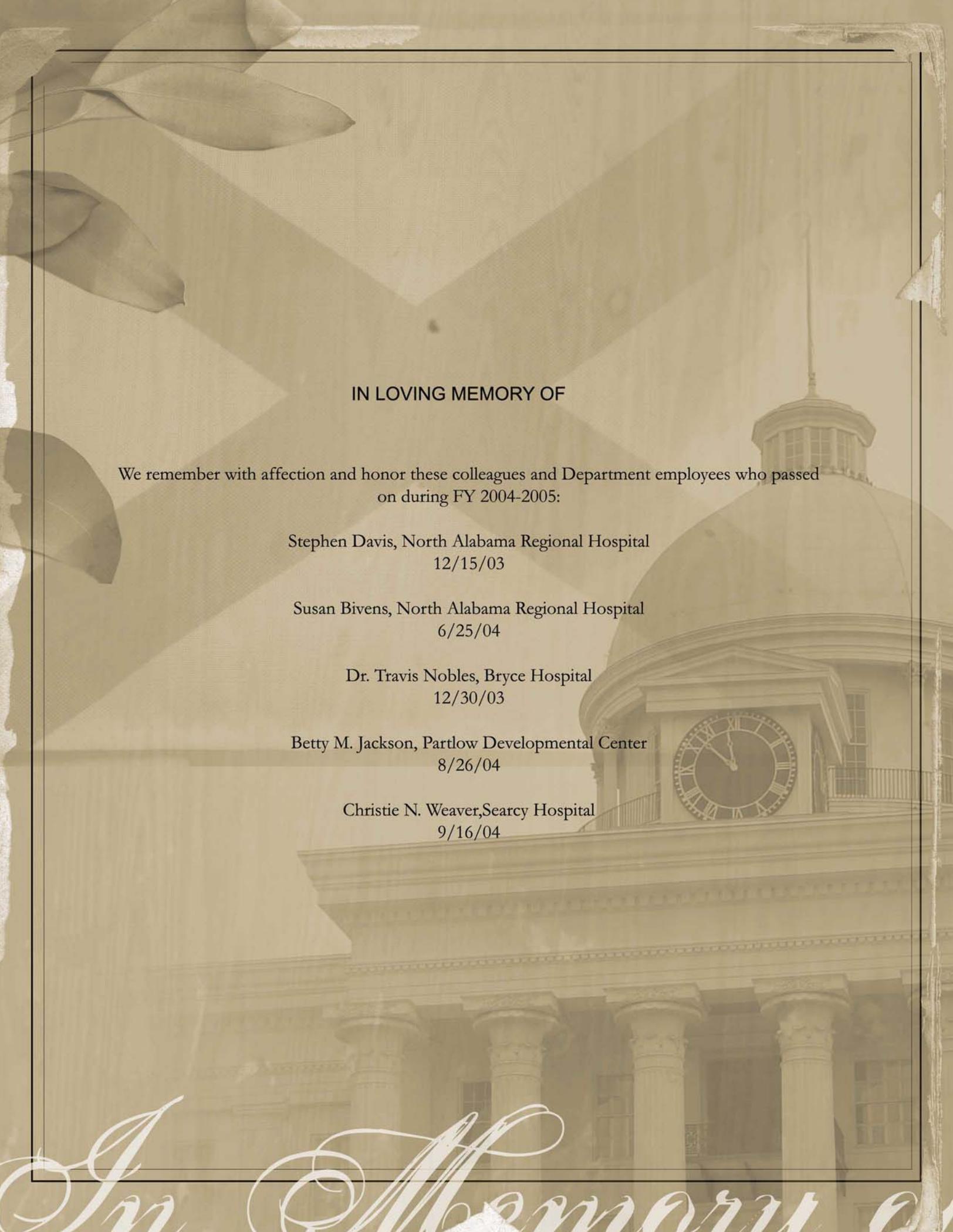
(334) 353-7110

The Alabama Family Trust & Special Projects

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

Developmental Disabilities

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



IN LOVING MEMORY OF

We remember with affection and honor these colleagues and Department employees who passed on during FY 2004-2005:

Stephen Davis, North Alabama Regional Hospital  
12/15/03

Susan Bivens, North Alabama Regional Hospital  
6/25/04

Dr. Travis Nobles, Bryce Hospital  
12/30/03

Betty M. Jackson, Partlow Developmental Center  
8/26/04

Christie N. Weaver, Searcy Hospital  
9/16/04

*In Memoriam*

