



FISCAL YEAR  
**2015** ANNUAL  
REPORT





## Number of Individuals Served by Locality

Allegheny County & Clifton Forge

828

Out of Catchment Area

36



City of Covington

435



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## Mission/Vision Statements/Core Values

The Allegheny Highlands Community Services Mission is committed to providing recovery-oriented, person-centered, community-based prevention, treatment, and inclusion services to enhance the quality of life for individuals of the Allegheny Highlands while working in collaboration with local stakeholders.

Our Vision is for a system of care that will...

- treat those receiving services as empowered individuals by promoting dignity, choice, hope, and recovery;
- work cooperatively with our governing bodies, community organizations, local businesses, individuals and their families to coordinate needs within our available resources;
- seek new sources of support and revenues to maintain and improve our services using evidence-based practices;
- maintain a professional, well-trained and culturally diverse staff to provide seamless and integrated services

Our Core Values are...

- Integrity
- Respect
- Professionalism
- Accountability
- Compassion
- Innovation
- Teamwork

# ABOUT US

**The Allegheny Highlands Community Services Board** is committed to improving the quality of life for individuals in our community with behavioral health challenges and intellectual and developmental disabilities. AHCS is committed to preventing the occurrence of these conditions through an integrated community-based system of care. AHCS is committed to being responsive to individual needs and choices. Allegheny Highlands Community Services (AHCS) began in 1983 and is one of forty Community Services Boards and Behavioral Health Authorities established under the Code of Virginia to provide comprehensive services to individuals who have mental health disorders, intellectual disabilities, or substance use disorders. As the publicly funded safety net for service delivery, we must continuously monitor and evaluate our cost for services as well as the effectiveness of what we do. AHCS operates multiple service sites throughout the Allegheny Highlands, with over 140 employees working to support our services. We are proud to have served our community for 31 years. AHCSB is accountable to and licensed by the Virginia Department of Behavioral Health and Developmental Services (DBHDS) for the quality of care and fiscal accountability of the programs under its jurisdiction.

AHCS is governed by a nine-person all-volunteer board with members from each jurisdiction of the AHCS catchment area— Allegheny County, Clifton Forge, and the City of Covington.

Striving for Personalized, Positive Support



## Fiscal Year 2015 Board of Directors

The Allegheny Highlands Community Services Board of Directors is composed of a nine-member team of citizens appointed by the Covington City Council and the Allegheny Board of Supervisors. The board members are people from the community with various occupations and interests who serve three-year terms of office. The Board meets 10 times a year.

### **Allegheny County Appointees**

Connie Redman Back, Anne Dean, Carla Dobbs, Teresa Johnson-Chair,  
Robert H. Johnson, Jr., Nolan Nicely, Jr.

### **City of Covington Appointees**

Lisa Hicks, Secretary/Treasurer, Robert McCallister-Vice-Chair

### **Executive Director**

Ingrid Barber, MBA

## Leadership Team

Felicia Prescott, LPC, CPP — Director of Outpatient & Support Services

Nancy Curry, M.P.A. — Quality Improvement Manager

Angie Goodbar, LPC — Director of Intellectual Disabilities

Adam Kenny, B.S. — Information Technology Manager

Cara Major, PHR — Human Resources Manager

## From the Executive Director



Welcome to the Fiscal Year 2015 Annual Report of Allegheny Highlands Community Services (AHCS). We have chosen the theme “Build a Bridge to Recovery” for this report because you will be amazed at what we can achieve by working together for the individuals that we serve. AHCS has recognized the importance of accessible and person-centered care as we work together to meet the increased demand for services and encounter new funding challenges. Despite the many challenges, AHCS’s careful management of current resources and the building of solid relationships with key

state and community partners have enabled us to forge ahead this year with new initiatives to address ever-expanding needs in our community. We will continue to seek ways to maximize the availability of services in our area to as many individuals as our funding will allow, and we will continue to strive for excellence in services at every level with every individual and family we serve. I continue to be proud of the dedicated workforce which is critical to delivering our ongoing core services, and I cannot say enough about the supportive Board of Directors who advocate on our behalf to ensure a strong safety net system. It is our honor to share the Fiscal Year 2015 Annual Report with you, but mostly to share the vision and mission of a healthier community as we work together to make that vision and mission a reality.

Sincerely,

A handwritten signature in black ink that reads "Ingrid W. Barber". The signature is written in a cursive, flowing style.

Ingrid W. Barber



**Administration Office**

205 E. Hawthorne Street  
Covington, VA 24426  
Phone: 540-965-2135  
Fax: 540-965-6371

**Hours: Monday - Friday**  
**8:30 a.m. - 5:00 p.m.**

**Alleghany Clubhouse Program**

421 Riverside Avenue  
Covington, VA 24426  
Phone: 540-965-7673  
Fax: 540-965-5514

**Hours: Monday - Friday**  
**8:30 a.m. - 4:00 p.m.**

**New Beginnings**

***Transitional Residential Program***

117 North Craig Avenue  
Covington, VA 24426  
Phone: 540-969-4445  
Fax: 540-969-0990

**Hours: 24-hour**



**The Guinan Center**

***Mental Health & Substance Abuse Services***

**Emergency Services Program**

311 South Monroe Avenue  
Covington, VA 24426  
Phone: 540-965-2100  
Fax: 540-965-2105

**Hours: Monday - Friday**  
**9:00 a.m. - 5:00 p.m.**

**Emergency Services**

**1-800-446-0128 after hours**

**Merryfield Residence/ICF-IID**

111 Horse Mountain View Road  
Covington, VA 24426  
Phone: 540-962-7732  
Fax: 540-962-8237

**Hours: 24-hour**

# LOCATIONS

*W*orking cooperatively with community resources  
to empower individuals receiving services by promoting  
dignity, choice, hope, and recovery

## **Friendship Residence**

433 Alleghany Street  
Clifton Forge, VA 24422  
Phone: 540-863-8645  
Fax: 540-862-4429  
**Hours: 24-hour**

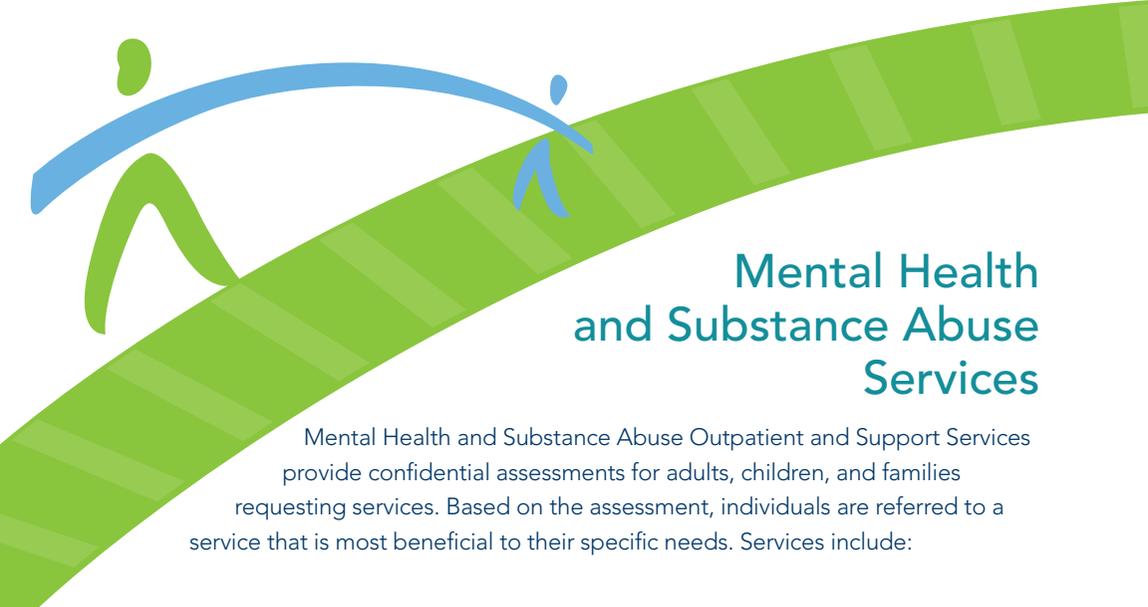
## **Day Support Services: Life Skills Center • Adult Day Care Center of the Highlands**

550 Pine Street  
Clifton Forge, VA 24422  
Phone: 540-862-2972  
Fax: 540-862-2973  
**Hours: Monday - Friday  
9:00 a.m. - 4:00 p.m.**

## **Intellectual Disability Services Administration Office & Hazel E. Lawler Children's Center Infant & Toddler Connection Early Intervention Program**

543 Church Street  
Clifton Forge, VA 24422  
Phone: 540-863-1620  
Fax: 540-863-1625  
**Hours: Monday - Friday  
8:30 a.m. - 5:00 p.m.**





## Mental Health and Substance Abuse Services

Mental Health and Substance Abuse Outpatient and Support Services provide confidential assessments for adults, children, and families requesting services. Based on the assessment, individuals are referred to a service that is most beneficial to their specific needs. Services include:

- Same-Day Access Walk-In Clinic
- Referral Services (medical detox, residential crisis stabilization, and other outpatient services)
- Crisis Intervention
- Case Management for youth, adolescents, and adults
- Alcohol/Drug Testing
- Psychiatric Evaluations
- Medication Management
- Pharmacy Allotment
- Group Counseling:
  - Motivational Education Therapy for Substance Abuse
  - Coping Skills for Mental Health
  - Substance Abuse Intensive Outpatient
- Individual Counseling for youth, adolescents, and adults
- Psychosocial Rehabilitation
- Mental Health Skill Building Services
- Family Counseling and Support
- Transitional Housing
- Virginia Veteran and Family Support – Health Planning Region 3 Serving Alleghany Co./Roanoke
- Prevention Programming
- Pharmacy Allotment

## Priority populations are:

- Substance-using pregnant and parenting women
- IV and opioid drug users

Interim counseling services are available until residential, detox, and/or intensive outpatient services are available for priority populations. For more information on Substance Abuse Services, or to make an appointment, please call 540-965-2100.

## Psychiatric Services

This service is for individuals enrolled in services with Allegheny Highlands Community Services who can effectively be treated through use of psychiatric medication, in conjunction with outpatient treatment. The medical staff provides therapeutic medication management, including psychiatric evaluations and medication management. Medication services are provided as an enhancement to other agency services.

## Emergency and Crisis Services

The Emergency Services program provides 24-hour crisis intervention, counseling and referral, brief counseling, pre-admission screening for State hospitalization, court liaison for involuntary commitment procedure, walk-in assessment, and referral services. Emergency Services can be reached at 540-965-6537 during regular business hours and at 1-800-446-0128 between 5:00 p.m. and 8:30 a.m.

## Outpatient Counseling Services

This service is for adults experiencing problems and disruption in their lives due to mental illness and/or substance abuse. Counseling services include:

- Group Counseling:
  - Motivational Education Therapy for Substance Abuse
  - Coping Skills for Mental Health
  - Substance Abuse Intensive Outpatient
- Individual Counseling for youth, adolescents, and adults
- Crisis Intervention



# Intellectual Developmental Disability Services

Intellectual Developmental Disability Services offer a variety of services to meet the unique needs of the individuals with intellectual and developmental disabilities. Serving both children and adults, services are person-centered and community-based.

- Support Coordination
- Day Support
- Adult Day Care
- Infant & Toddler Connection Early Intervention
- Residential In-Home Services
- Respite Services
- Residential Services
  - Intermediate Care Facility for Individuals with Intellectual
- and Developmental Disabilities, ICF-IID
- Skilled Nursing Services
- Friendship Group Home
- Public Guardianship

For more information on Intellectual Developmental Disability Services, or to make an appointment, please call 540-863-1620.

## Support Coordination

This is a critical service that helps individuals and families access the services they need. A comprehensive assessment is conducted in order to match the person to appropriate supports. Service referrals may be made internally or externally depending on the identified need. Monitoring of service delivery and consumer satisfaction is an essential component.

## Day Support

Intellectual Disabilities Services operates two distinct day support programs. The Life Skills Center provides adults with intellectual disabilities opportunities for peer interaction and training in daily living skills. The program operates 7 hours per day, Monday-Friday, and is structured to provide a supervised and stimulating environment for participants.

The Adult Care Center of the Highlands provides safe, supervised care for dependent adults in a setting that encourages independence. This program provides a respite for caregivers and alternatives to long-term care. This program is available Monday-Friday, with flexible hours as needed.

## Infant & Toddler Connection Early Intervention Program

The Hazel E. Lawler Children's Center (HELCC) provides Part C comprehensive services to infants, toddlers, and their families. Children (birth–age 3) served by the program are developmentally delayed or have a

specified diagnosed condition. By providing comprehensive early intervention services, some children are able to “catch up” with their age group and will not need future services. Children with more intense needs may require service coordination and assistance with transitioning to needed services in the community.

## Residential In-Home Services

Residential support services consist of supports provided in an individual's home, community or in a licensed approved residence. These supports should enable the individual to improve or maintain his or her health/medical status, live at home, integrate into the community, improve abilities, acquire new daily living skills, and demonstrate safe and appropriate behavior for his or her community. Residential support does not include room and board or general supervision.

## Residential Services (Staffed 24 hours)

Merryfield Residence is a nine-bed Intermediate Care Facility for Individuals with Intellectual and Developmental Disabilities, ICF-IID. This facility is designed to provide adults with intellectual, developmental and physical disabilities a safe, pleasant home environment in which they can live satisfying and productive lives and where they can learn the skills necessary to be as independent as possible. Merryfield Residence provides active treatment through implementation of specialized training, treatment, health care, and related services, and maintains contracts with consultants to offer an array of services. A Qualified Intellectual Disability Professional/Social Services Specialist is on site to oversee all aspects of service delivery and assures the provision of appropriate active treatment at all times.

Friendship Residence provides a safe, clean, desirable home for individuals with intellectual and developmental disabilities. The program provides 24-hour supervision and support in conjunction with training in activities of daily living skills to assist individuals with becoming as independent as possible. Individuals receive training and support in the following areas: basic living functions such as meal preparation, personal hygiene, laundry and budgeting; training in functional skills related to the use of community resources such as transportation, shopping, social and recreational activities. Services and supports are individualized and emphasize teaching self-determination and providing opportunities for community inclusion.

## Public Guardianship

The public guardian exercises extreme care and diligence when making decisions on behalf of incapacitated individuals.

All decisions shall be made in a manner which protects the civil rights and liberties of the individual and maximizes independence and self-reliance.



## First Annual Recovery Run 5k and 1 Mile Walk

The first annual Recovery Run 5k and 1 Mile Walk was held on September 6, 2014 at Clifton Middle School. There were 100 participants, and the event raised over \$3,000! Proceeds from the event benefited indigent individuals who have benevolent needs. This event also raised awareness of Mental Illness, Substance Abuse Disorders, and Intellectual Disabilities.

Male Division Winners: (left to right) Jack Wright, 1st place; Patrick McPeak, 2nd place; and Scott Jennings, 3rd place.

Female Division Winners: (left to right) Courtney Jardine, 1st place; Erin Bartley, 2nd place; and Kathleen All, 3rd place.



## Employment First

AHCS partnered with local businesses in promoting the "Employment First" initiative by granting individuals with disabilities the ability to volunteer, job shadow or have paid employment during the month of March 2015.

Employment is important to everyone in that it provides feelings of self-worth and achievement. Through job shadowing and volunteering at local businesses, individuals were able to explore their work interests and see what types of careers may be available to them. Several individuals have continued to volunteer at the businesses. Businesses that supported this endeavor include AHCS, Pampered Pets, Upper Cuts, Covington Farm and Fuel and Image Express. AHCS would like to thank all businesses who participated as part of ID Awareness Month.



# Bridge *to the Community*

## Smoking Cessation Billboards

In April of 2015, AHCS posted smoking cessation information on three billboards in Allegheny County. The themes included 'make good choices' and 'QUIT smoking!' The Synar Amendment requires states to have laws in place prohibiting the sale and distribution of tobacco products to persons under the age of 18 and to enforce those laws effectively. As part of the Synar Amendment, the AHCS agency brought awareness of the dangers of tobacco use with these billboards.



## Public Guardianship

The annual Virginia Public Guardian and Conservator Training was held at the Westin Richmond on April 22-24, 2015. This training was sponsored by the Department for Aging and Rehabilitative Services (DARS). Angie Goodbar, Intellectual Disabilities Director, and Amanda Webb, Guardianship Manager, gave a presentation on expanding the "Team Work" Concept to our Community Partners. The presentation was entitled Building Strong Community Collaboration.

AHCS participated in the Advance Directive Awareness Day on April 16, 2015 at LewisGale Allegheny Hospital. Amanda Webb, Public Guardianship Manager, presented information on the topic, and AHCS Case Managers assisted individuals through the process of completing an Advance Directive.

Effective July 1, 2015, the Department of Aging and Rehabilitative Services has granted the Public Guardian Partnership, Inc. additional funding and three additional slots for guardianship in the Rockbridge and Allegheny catchment areas. The PGP, Inc. will now be contracted for 18 slots instead of the original 15. This is a great opportunity for individuals in our area in great need of guardianship.



## ASIST Training

AHCS and the Virginia Veteran and Family Support program co-hosted three ASIST Trainings (Applied Suicide Intervention Skills Training) between May 18 and June 19, 2015. ASIST is a two-day training facilitated by Living Works certified trainers for individuals with a desire to develop skills to assist someone in need of suicide first aid. Training participants varied from employees of the Virginia Department of Social Services to NAMI Peer Facilitators. Shortly following the May training, two participants notified the trainers of their successful use of the ASIST intervention to aid suicidal individuals. AHCS plans to continue offering the ASIST training to agency employees and area residents on a yearly basis. Those interested in learning more about ASIST may visit [www.livingworks.net](http://www.livingworks.net) or contact Andrea Dille Frame at 540-965-2100 ext: 128.



## Youth Mental Health First Aid

Three AHCS Children Services employees were trained for Youth Mental Health First Aid in June 2014. The program is designed to provide basic mental health information to individuals who work with children and adolescents and ways to best refer or assist those in need when they are having a mental health crisis. On July 10th, the first Youth Mental Health First Aid class was conducted in the community at Jeter Watson Intermediate School in Covington. For more information, contact Debbie Burns at 540-965-2100 ext: 121.



# Education

## Allegheny Mental Health Support Group



A new group, the Allegheny Mental Health Support Group (AMHSG), in partnership with the National Alliance on Mental Illness (NAMI), was formed in the AHCS catchment area in August 2014. The group's meetings are open to those living with a mental illness diagnosis, their families, and caregivers. On November 14, 2014, Doug Albrecht, Allegheny Mental Health Support Group Facilitator, spoke to the "Women's Network of Covington Personal and Professional Growth" group at Mead-Westvaco. The topic of presentation included seasonal depression and how to make healthy lifestyle choices to improve mood. Information was shared about the new AMHSG.

Catherine Mines and James Lewis, both of Clifton Forge, completed a two-day training program February 28–March 1, 2015 that certifies them to serve as facilitators of support groups for individuals in recovery with a mental illness diagnosis. The training was conducted by Kevin Phillips with NAMI-Virginia at the invitation of the AMHSG and in cooperation with AHCS. Mines and Lewis are launching a regular NAMI Connections support group that will meet monthly in Covington.

For further information on the AMHSG and its goals, please call (540) 784-4445 or email the group at [familiesinthehighlands@gmail.com](mailto:familiesinthehighlands@gmail.com).



From left to right are Instructor Kevin Phillips and Allegheny House members Catherine Mines and James Lewis.

# Beams of Support

## Department of Rail and Public Transportation (DRPT) Grant

AHCS submitted a grant application to the Department of Rail and Public Transportation (DRPT) for the purchase of vans. The mission of DRPT is to improve the mobility of people and goods while expanding transportation choices in the Commonwealth of Virginia. AHCS received notification in July 2014 that grant funding was approved for one 14-passenger van. The handicap-accessible van is being utilized by Life Skills Day Support Program and for Medical Logisticare Transportation.

## KOVAR Grant

In October 2014, AHCS received a \$10,000 grant from KOVAR (Virginia Knights of Columbus Charity). This charity was established to provide financial assistance through grants to tax-exempt organizations providing training and assistance to citizens with intellectual disabilities. AHCS used this grant to subsidize the Department of Rail and Public Transportation (DRPT) Grant to purchase a 14-passenger van.

## Alleghany Foundation Grant

AHCS applied for a grant through the Alleghany Foundation to repair and restore the exterior and floors of the Life Skills, Moody Building, in Clifton Forge. This grant was awarded to the agency in the spring of 2015, and restoration has been completed on the exterior of the building. The floor repairs are phase two of the project. The grant allowed the agency to be able to preserve the architecture and integrity of the 1930 building.



# Bridge

# To Recovery

## Adah's Recovery Story

My ongoing recovery from depression: I have been working on a long road to recovery and many people have assisted me on the way, including my case manager, Melissa; Dr. L; the Clubhouse staff of Robbie, Megan, Sam, and Ellis; and my friends at Clubhouse Hope, Cathy, Ginny, and Jimmy. They all help me work through my issues at home that cause me sadness, and make me feel low self-esteem. They also help me keep my appointments and take my medication. My friends and recovery team keep me upbeat, happy and give me something to do. My church is also very influential in my life, and really keeps me moving forward and positive. I just want to thank everyone who works with me, helps me through my struggles with my family and aids me in my recovery. Thanks, Adah

## In-School Prevention

Timothy Preston, In-School Prevention Specialist, had the opportunity to provide Steps to Respect: Bully Prevention Program to 22 classrooms and 415 students in the elementary schools in the Allegheny County Schools and Covington City Schools for the 2014/2015 school year. In the Steps to Respect program, students learn how to make friends; recognize feelings; and recognize, refuse and report bullying. A 4th grade student from Mountain View Elementary stated, "The assertive skills I learned in Steps to Respect were helpful in helping stop bullying to one of my friends." In addition, a 5th grade student from Sharon Elementary stated, "The empathy skills were helpful in understanding what happens to friends who get bullied."

## Psychiatric Services Success Story

Allegheny Highlands Community Services offers "A life of possibilities for all Virginians." "Jill" was in an abusive relationship for a very long time. She had worked with the physician and case manager, refusing to leave the situation for one reason after another. She was suffering from low self-esteem and feeling she couldn't make it on her own, and at least she had someone. With much support, networking and encouragement, this individual is now out of the past living situation, moving her child away from not only an abusive environment, but one that had legal implications also. She is now employed and, with much effort and some failure at first, has become a Board Certified Pharmacy Technician. She is accessing psychiatric services less often now because she is leading a busy, productive life, working, and taking care of her family in the community.

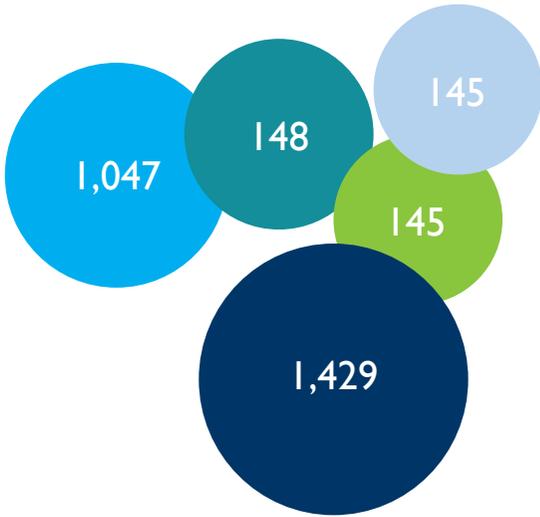


# Bridge Span *of the Year*



## Individuals Served

- Mental Health
- Emergency Services
- Substance Use Disorder
- Other Services
- Intellectual Disability



## Fiscal Year 2015 Sources of Revenue

State	<b>\$1,512,310</b>	{23.18%}
Local	<b>\$144,521</b>	{2.22%}
Direct Client Fee	<b>\$217,035</b>	{3.33%}
Other Fees (Medicaid, Medicare, Other Insurances, Contracts)	<b>\$3,944,946</b>	{60.48%}
Federal	<b>\$275,270</b>	{4.22%}
Other	<b>\$429,025</b>	{6.58%}
<b>Total</b>	<b>\$6,523,107</b>	{100.00%}



# FINANCIAL AND STATISTICAL INFORMATION



In fiscal year 2015, we served **individuals** and provided units of service

- 743** individuals received **Outpatient** services, including assessment, diagnosis, evaluation, screening, counseling, behavior management and medical and psychiatric services
- 382** individuals received **Case Management** services and were connected with appropriate services to meet their needs
- 674** individuals received **Assessment and Evaluation** services, including court-ordered assessments and psychological evaluations
- 80** individuals received **Infant and Toddler Intervention** services, a family-centered, community-based service designed to meet the developmental needs of children and their families
- 250** individuals received **Ancillary** services, including motivational treatment and consumer monitoring
- 43** individuals received **Intensive Outpatient** services in a concentrated, rigorous substance abuse program
- 74** individuals received **Rehabilitation/Habilitation** services at Alleghany Clubhouse, a psychosocial life skills rehabilitation program and an intellectual disabilities day program
- 64** individuals received **Supportive Residential** services, including Mental Health Skill-building, a goal-directed training program designed to enable community stability and independence and In-home residential
- 4** individuals received **Supervised Residential** services at New Beginnings, a transitional residential program providing independent living assistance to individuals with mental illness
- 11** individuals received **Highly Intensive Residential** services through Merryfield ICF/IFD for individuals with intellectual disabilities or inpatient substance abuse treatment
- 17** individuals received **Intensive Residential** services through Friendship Residence, a group home for individuals with intellectual disabilities
- 505** individuals received **Emergency** services provided outside the service area



**Allegheny Highlands  
Community Services Board**  
205 E. Hawthorne Street  
Covington, VA 24426  
540-965-2135

**[www.ahcsb.org](http://www.ahcsb.org)**

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