



REACHING NEW HEIGHTS

FISCAL YEAR

2016 ANNUAL
REPORT



Number of Individuals Served by Locality



TABLE OF CONTENTS



Alleghany Map.....	2
Mission / Vision.....	4
About Us.....	5
Board of Directors / Leadership Team.....	6
From the Executive Director.....	7
Locations.....	8-9
Programs.....	10-13
Reaching New Heights in the Community.....	14-15
Reaching New Heights in Education & Awareness.....	16-17
Reaching New Heights in Innovation & Integration.....	18-19
Reaching New Heights with Recovery.....	20-21
Financial and Statistical Information.....	22-23



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 Alleghany 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. 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 Alleghany Highlands, with over 140 employees working to support our services. We are proud to have served our community for 33 years. AHCS 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— Alleghany County, Clifton Forge, and the City of Covington.

*S*triving for Personalized, Positive Support



Fiscal Year 2016 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 6 times a year.

Allegheny County Appointees

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

City of Covington Appointees

Lisa Hicks—Secretary/Treasurer, Robert McCallister—Vice-Chair
Robin L. Mieras

Executive Director

Ingrid Barber, MBA

Leadership Team

Felicia Prescott, LPC, CCCC — 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

Crystal Homer, PHR, SHRM-CP — Human Resources Manager

FROM THE EXECUTIVE DIRECTOR



On behalf of the Board of Directors, I am pleased to present the Allegheny Highlands Community Services Board's 2016 Annual Report, *Reaching New Heights*. As we celebrated our 33rd year serving the catchment areas of Clifton Forge, City of Covington, Iron Gate and Allegheny County, I am proud that we touched the lives of over 1,250 individuals in our community and continue to provide the behavioral health safety net services to the area's most vulnerable populations. This was a busy fiscal year for us, and we have experienced monumental

change and growth. Of great significance, Virginia's Medicaid waivers for individuals with developmental disabilities were recently redesigned to provide more comprehensive services and supports that enhanced community-based living. In addition, AHCS began providing telepsychiatry to meet the needs of our rural area. We remain committed to improving the experience and outcomes for those receiving services when they interact with the criminal justice system and expanded our role to support public safety agencies in the community with Crisis Intervention Training (CIT). To date, 53 individuals have been trained on the CIT curriculum. These include law enforcement officers, emergency services employees, dispatch, probation and parole, and judicial bodies. These initiatives are a true testament to our CSB's mission and vision, committed staff and the quality services that we are so very proud to provide in this area. The noble work done in our communities could not be possible without the tireless commitment of the Board of Directors, leadership team, supervisors, and employees; the Department of Behavioral Health and Developmental Services; and the local governing bodies, in conjunction with linkages to dozens of community partners. Together we continue to enhance the quality of life one individual at a time. We invite you to read our annual report and learn more about AHCS. Please visit our website, follow us on Facebook, or take advantage of one of our mental health first aid and suicide prevention trainings.

Sincerely,

Ingrid W. Barber

Locations

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



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.**



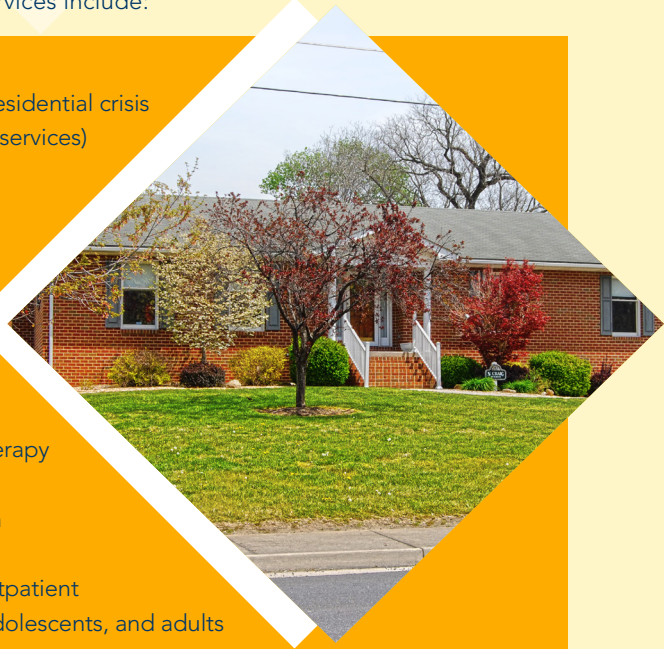
*Working cooperatively with community resources
to empower individuals receiving services by promoting
dignity, choice, hope, and recovery*

Programs

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 Enhancement Therapy for Substance Abuse
 - Coping Skills for Mental Health
 - Anger Management
 - 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 Allegheny Co./Roanoke
- Prevention Programming





◆ 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 Enhancement Therapy for Substance Abuse
 - Coping Skills for Mental Health
 - Substance Abuse Intensive Outpatient
- Individual Counseling for youth, adolescents, and adults
- Crisis Intervention

Programs

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
 - Skilled Nursing Services
- Residential Services
 - Intermediate Care Facility, ICF-IID
 - Friendship Residence
- 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. The Public Guardian Partnership Inc. (PGP) is a collaborative venture between Allegheny Highlands CSB and Rockbridge Area CSB.

Reaching New Heights in the

“Better Together” Fashion Show

Allegheny Highlands Community Services hosted the “Better Together” Fashion Show to recognize the abilities and contributions of individuals with special needs. Members of our community with developmental disabilities contribute significantly to our schools, families, faith communities and workforce. They have the same desires and aspirations as the rest of society. The purpose of the fashion show was to promote a vision for a more inclusive community. Allegheny Highlands Community Services is committed to bringing about awareness and helping our community achieve a culture where individuals with developmental disabilities are offered opportunities for meaningful involvement and full inclusion in all facets of community life.

Allegheny Highlands Community Services would like to thank all sponsors of the fashion show, including Becky’s Bridal and Formal, Ranch Dressings, The Flower Center, Peebles, Image Express, Livy’s Closet, Laura’s Boutique, Walmart, Cato, Upper Cuts, Club Car, Country Garden Florist, DJ-Joey Crawford, WestRock, Kiwanis, The Women’s Club, Owen’s Pharmacy, Regional Home Care, Highlands Community Bank and WKEY Radio Station.



(Pictured above: Joseph Cunningham and Sheena Jackson, Aaron Eggleston and Meghan Humphries, Sherman Callahan and Lindsey Ward with Londyn Jones)

Community



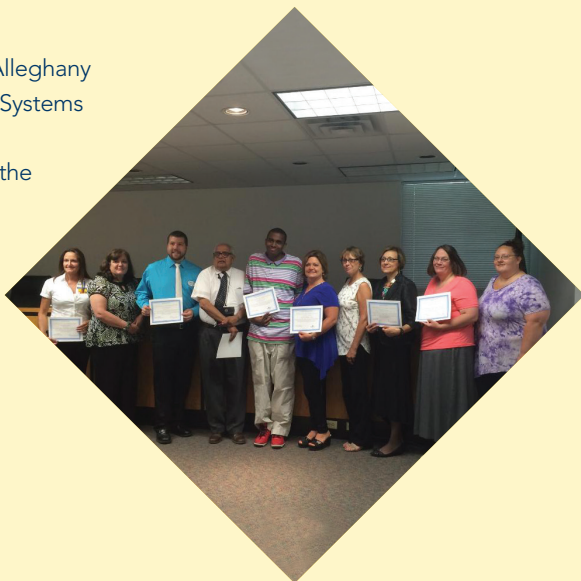
Employment First Committee Recognizes Local Businesses

Employment First Committee of the Allegheny Highlands hosted an “Employer Appreciation Breakfast” for local businesses that promote opportunities for individuals with special needs to improve work skills and gain employment. The businesses recognized during the event include Walmart, Magnuson Hotel, Food Lion, Taco Bell, Fudge Street Café, Dabney Lancaster Community College, YMCA Early Learning Center, LewisGale-Allegheny Hospital, CVS, and Clifton Forge Public Library.

During the appreciation breakfast, employers shared stories about the individuals’ successes and how they value their job and respect the rules of the business.

The Employment First Committee of the Allegheny Highlands was established by representatives from Allegheny Highlands Community Services in 2013 to provide a platform to educate our community regarding the advantages of hiring those with mental health and developmental disabilities. The Employment First Committee believes that people with special needs are members of the community in which they live and should enjoy the same opportunities for integrated and competitive employment.

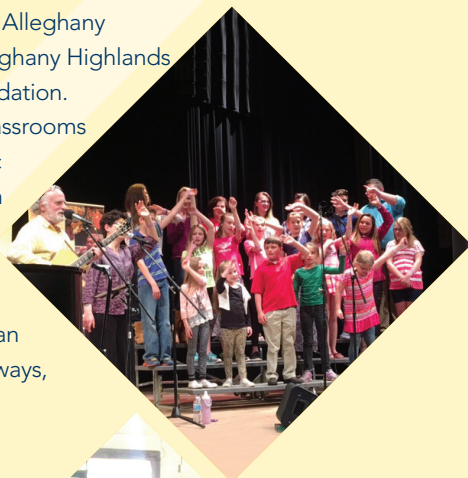
Representatives from TEACH (Allegheny High School) and Career Supports Systems are members of the Employment First Committee and work collaboratively with the local businesses to help individuals with special needs learn work skills and gain employment.



Reaching New Heights in

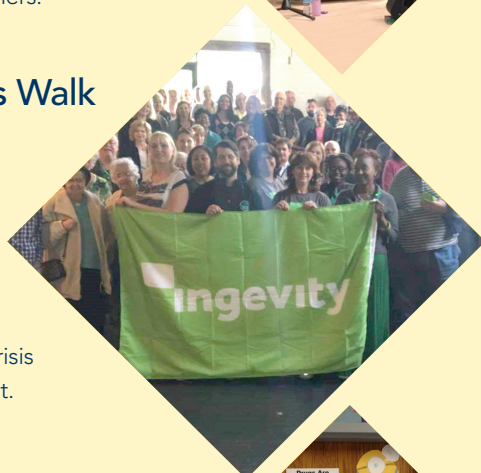
Kid Pan Alley

The Kid Pan Alley project is a partnership between Allegheny Highlands Community Services Board and the Allegheny Highlands Arts Council with assistance of the Allegheny Foundation. Songwriter and KPA founder Paul Reisler visited classrooms in the Covington City and Allegheny County public schools. He helped students of every grade level in each of the schools write music and lyrics for their own songs. The goal is for kids to use music as a way to get in touch with their innermost feelings and to express them in meaningful music rather than suppressing them or venting them in less positive ways, such as doing harm to themselves or others.



Mental Health Awareness Walk

AHCS partnered with Ingevity Women's Network to provide a Mental Health Walk. Walkers received green Mental Health Awareness pins and participated in a healthy lunch with presentations on reducing the stigma of mental health disorders and crisis intervention training for law enforcement.



Red Ribbon Week

The Red Ribbon Campaign® is the oldest and largest drug prevention program® in the nation and a way for people and communities to take a visible stand against drugs. Students at the local high schools participated in a door-decorating contest as part of the campaign.



Education & Awareness



Grant-Supported Crisis Intervention Training of Highlands' Officers and Dispatchers Reaching Recommended State Levels

Law enforcement, emergency dispatchers, and mental health clinicians in the Allegheny Highlands have made great strides this year in reaching state-recommended training goals for professionals who are called upon to respond to apparent mental illness crises in our communities. This gives Allegheny Highlands citizens a measure of assurance that when encountering a depressed or confused individual, or being confronted with disturbing, frightening, or threatening behavior, that they can call 9-1-1 and request a specially trained crisis intervention team (CIT) officer to be part of a response. Citizens aware of and able to recognize the signs of mental illness and an individual experiencing a possible mental illness crisis can provide this valuable information to dispatchers, which they will relay to responding officers. Trained dispatchers have been encouraged to draw on their experience and insight into recognizing with greater confidence that a suspected mental illness crisis is being reported. They have available lists of crisis intervention officers to dispatch on such calls for help. A citizen can initiate the 9-1-1 call by simply stating "Can you send a CIT officer to..." The dispatcher will ask for additional details while dispatching officers.

Much of the success this year here in the Highlands in reaching state-recommended goals for Virginia communities is attributable to a critical state grant of \$74,900 that has funded travel expenses allowing seven (7) officers and three (3) clinicians to attend week-long, 40-hour Virginia Crisis Intervention Team (CIT) training outside the Highlands, where there is a greater availability of classes and a higher concentration of certified Virginia CIT instructors. In addition to these ten (10) professionals now trained, another six (6) officers completed a recent class in neighboring Rockbridge County, commuting daily to and from Lexington. The total of 16 are in addition to ten (10) police officers already trained prior to receipt of the grant. Grant-funded part-time positions of CIT Coordinator and Community Liaison also were trained, bringing the current total to 28, up from nine prior to receipt of the grant last year.



Reaching New Heights in

Hoofbeats Therapeutic Riding Center

Hoofbeats Therapeutic Riding Center in Lexington provides training in horsemanship and therapeutic horseback riding for people with disabilities (physical, mental, emotional, speech, and learning), for persons diagnosed with debilitating or life-threatening illnesses, and for a limited number of able-bodied children and adults. Lessons are designed for the individuals' specific needs and focus on skills and exercises to enhance the individual's quality of life.

Rebecca Wade went with an In-home DSP to Hoofbeats to tour the barn because she loves horses. While there, Rebecca met the Director, Carol Branscome, who gave her a tour. Before leaving, Rebecca decided that she wanted to take riding lessons. Telephone calls were made, and Rebecca was on her way to taking lessons.

Rebecca says that she brushes and rides the horses and meets people. Rebecca said she is excited and she feels amazing after being at Hoofbeats. She feels good about herself for caring for the horses.

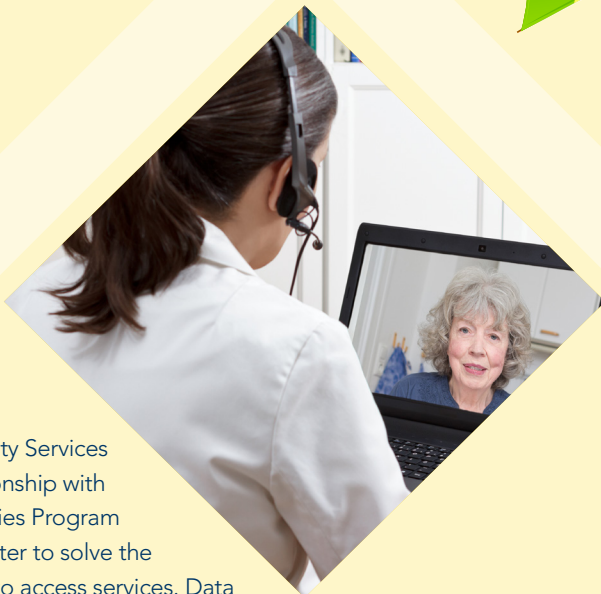
On June 25th, Hoofbeats hosted a 5K run fundraiser. Rebecca participated and did not require assistance from paid staff. She has built natural supports at Hoofbeats and was honored to give out medals to the top place runners.



Innovation & Integration



Telepsychiatry Services for Veterans Now a Reality



Allegheny Highlands Community Services Board (AHCS) fostered a relationship with the Virginia Veterans and Families Program and the Salem VA Medical Center to solve the distance problem for veterans to access services. Data demonstrates that veterans who have to travel beyond 45 miles for medical services are less likely to continue with care.

Having overcome multiple delays and challenges, the implementation of a telepsychiatric program for veterans in Allegheny County is now a reality.

This partnership demonstrates the value of patience and purpose, as well as three organizations pooling their resources.

Reaching New Heights with

Recovery is a Journey

“Rodney” experienced his first psychotic break while attending college and was subsequently diagnosed with schizophrenia. He was hospitalized several times and incarcerated for drug use while suffering the loss of family members who were his primary source of emotional and financial support.

“Rodney” received intermittent services from AHCS but was determined to live independently. He lived without essentials such as running water, heat, electricity, medical care and an adequate food supply until returning to AHCS, determined to rebuild his life.

By actively participating with his case manager in his treatment and education, “Rodney” now maintains a home, has access to routine medical care and sees his primary care provider regularly. He has had no further inpatient treatment or legal problems.

There are many aspects of recovery that he continues to work on daily to adjust to life’s challenges.



Recovery

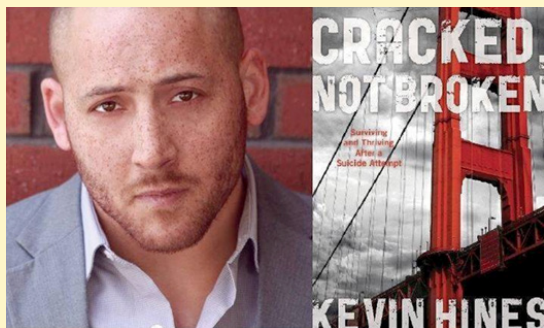


Cracked, Not Broken: The Kevin Hines Story

Allegheny Highlands Community Services sponsored "Cracked Not Broken: The Kevin Hines Story." The Golden Gate Bridge is one of the most recognizable structures to define a modern city. Yet, for author Kevin Hines, the bridge is not merely a marker of a place or a time. Instead, the bridge marks the beginning of his remarkable story. At 19 years old, Kevin attempted to take his own life by jumping off the Golden Gate Bridge and was one of 34 who have survived the fall. Now Kevin is committed to breaking the stigma of mental health by sharing his own personal journey to audiences around the world.



Photo credit: *Virginian Review*

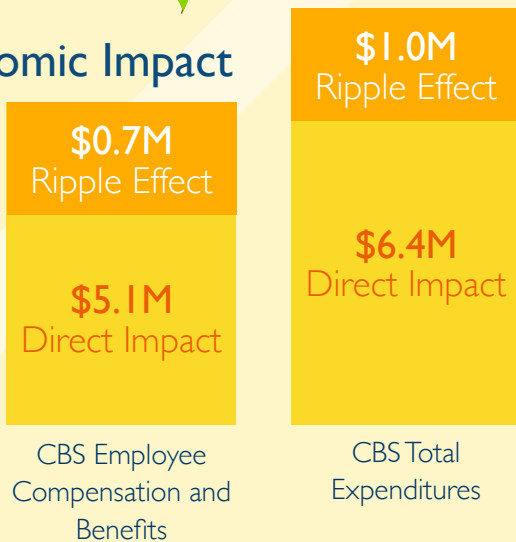




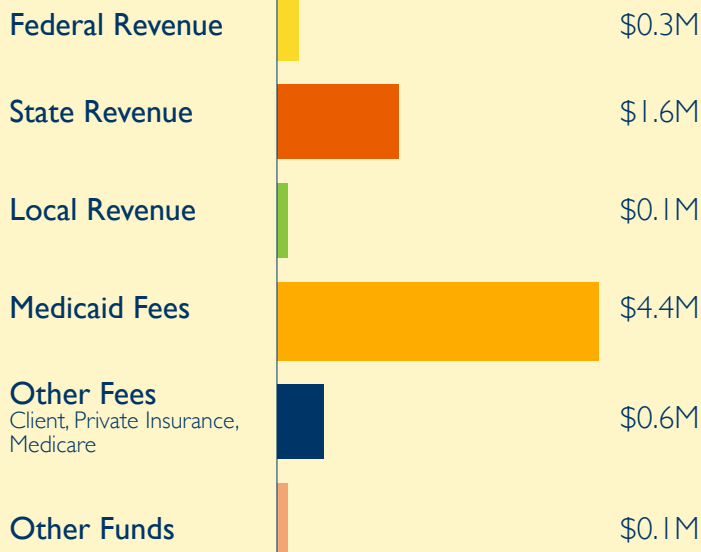
Economic Impact

118.8
FTEs Directly
Provided
approximately
150 jobs

Ripple effect is defined here as the estimated additional economic activity generated by the direct compensation and expenditures provided by the organization.



**Total
Revenues
Fiscal Year
2016
\$7,223,709**



FINANCIAL AND STATISTICAL INFORMATION



DUPLICATED SERVICES

730

Outpatient



77

Rehabilitation/Habilitation



645 Case Management

54 Supportive Residential



643

Assessment and Evaluation Infant/Toddler



16 Highly Intensive Residential

20 Intensive Residential



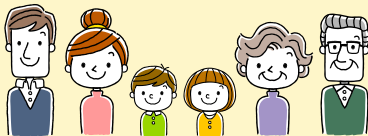
116 Motivational Treatment Services

507 Emergency Services



33

Intensive Outpatient



UNDUPLICATED WITH INDIVIDUALS SERVED

756

Mental Health

74 ID

77

Substance Use

955

Other Services



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

www.ahcsb.org

PRSR1 STD
U.S. POSTAGE
PAID
ROANOKE, VA
PERMIT #78