

growth QUALITY OF LIFE
community empowerment
DIGNITY health **hope**
recovery

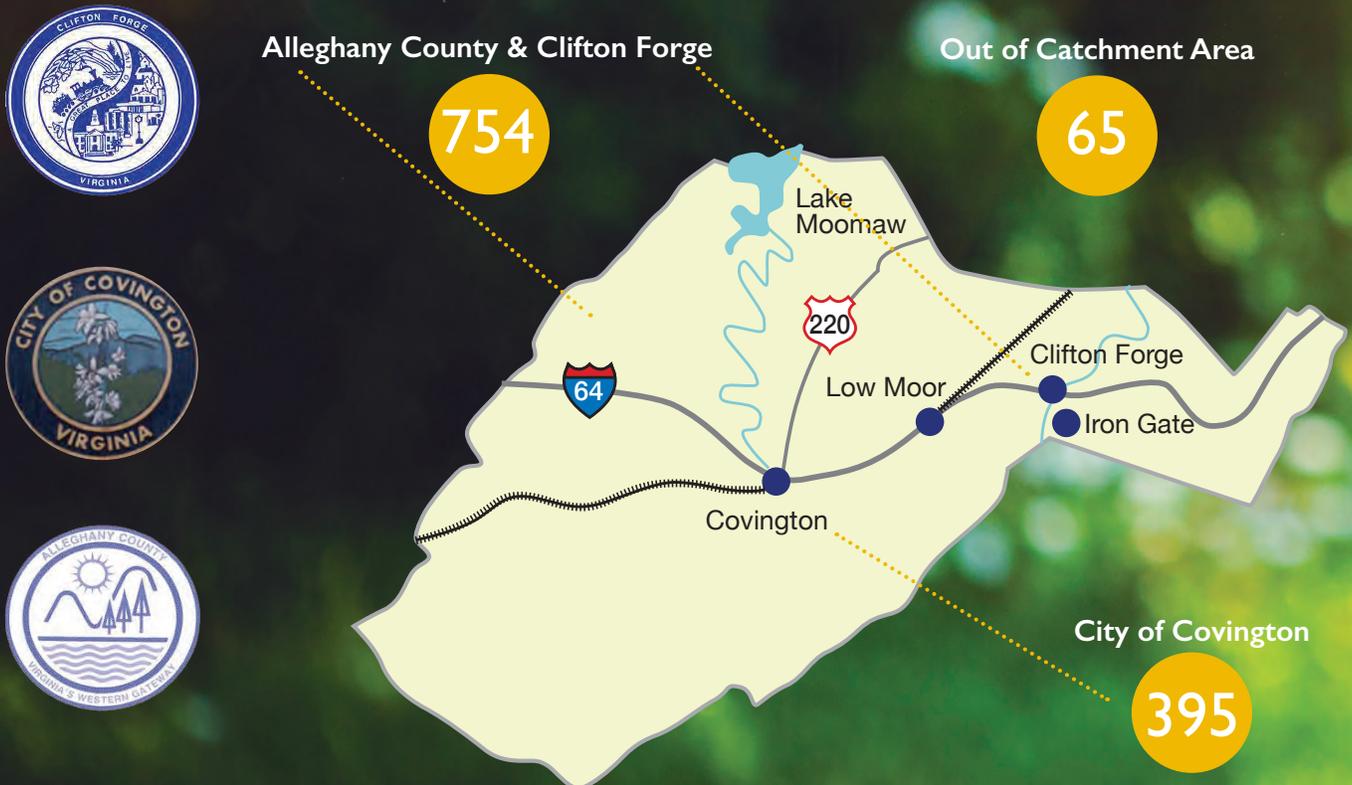


2018 ANNUAL REPORT

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Number of Individuals Served by Locality





Mission/Vision Statements/Core Values

The Alleghany 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 Alleghany 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 developmental disabilities, to preventing the occurrence of these conditions through an integrated community-based system of care, and 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, developmental 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 quality of our programs. AHCS operates multiple service sites throughout the Alleghany Highlands, with approximately 145 employees working to deliver our services. We are proud to have served our community for 35 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.

**Enhancing the quality of life
one individual at a time.**

FROM THE EXECUTIVE DIRECTOR

As Executive Director of the Allegheny Highlands Community Services (AHCS), I present with sincere gratitude our Fiscal Year 2018 Annual Report to our community. This report will display some of the many highlights that made us proud as a CSB over the past fiscal year. In FY 2018, we provided services to 1,214 individuals in our catchment area. This would not be possible without the support and local funding of the Allegheny County Board of Supervisors, Covington City Council, and other local stakeholders. We have seen an increased demand for mental health services, substance use disorder treatment, and developmental services. I am excited because AHCS has engaged more than ever with our community in unprecedented ways through meetings, invaluable insight, and feedback to shape the scope of services for the Allegheny Highlands. As the crisis of opioid deaths continues to rise, the need for services continues to grow.



CSBs play a vital role in education, awareness, treatment, and drug disposal, and continue to serve as the safety net in Virginia for people in crisis. We invite and encourage each of you to get involved and educated with AHCS and our partners, whether through trainings, visits to our website, following us on social media and/or helping us spread lifesaving information via Prevention services. Every position in the CSB system plays a key role in our ability to expand and flourish. In an environment of uncertainty and fiscal scarcity, we share a belief in the efficient stewardship of public dollars to support the most vulnerable populations. We understand that our area resources are finite, and that we must be creative in addressing new, emerging trends. On behalf of the AHCS Board of Directors, leadership team, and staff, we hope you enjoy this report. It is a privilege to serve Allegheny County, the City of Covington and the Town of Clifton Forge and to be part of an organization that demonstrates a true commitment to the community and excellence in service every day.

Sincerely,

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

Ingrid W. Barber
Executive Director

Fiscal Year 2018 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 County Board of Supervisors. The board members are people from the community with various occupations and interests who serve three-year terms of office.

Allegheny County Appointees

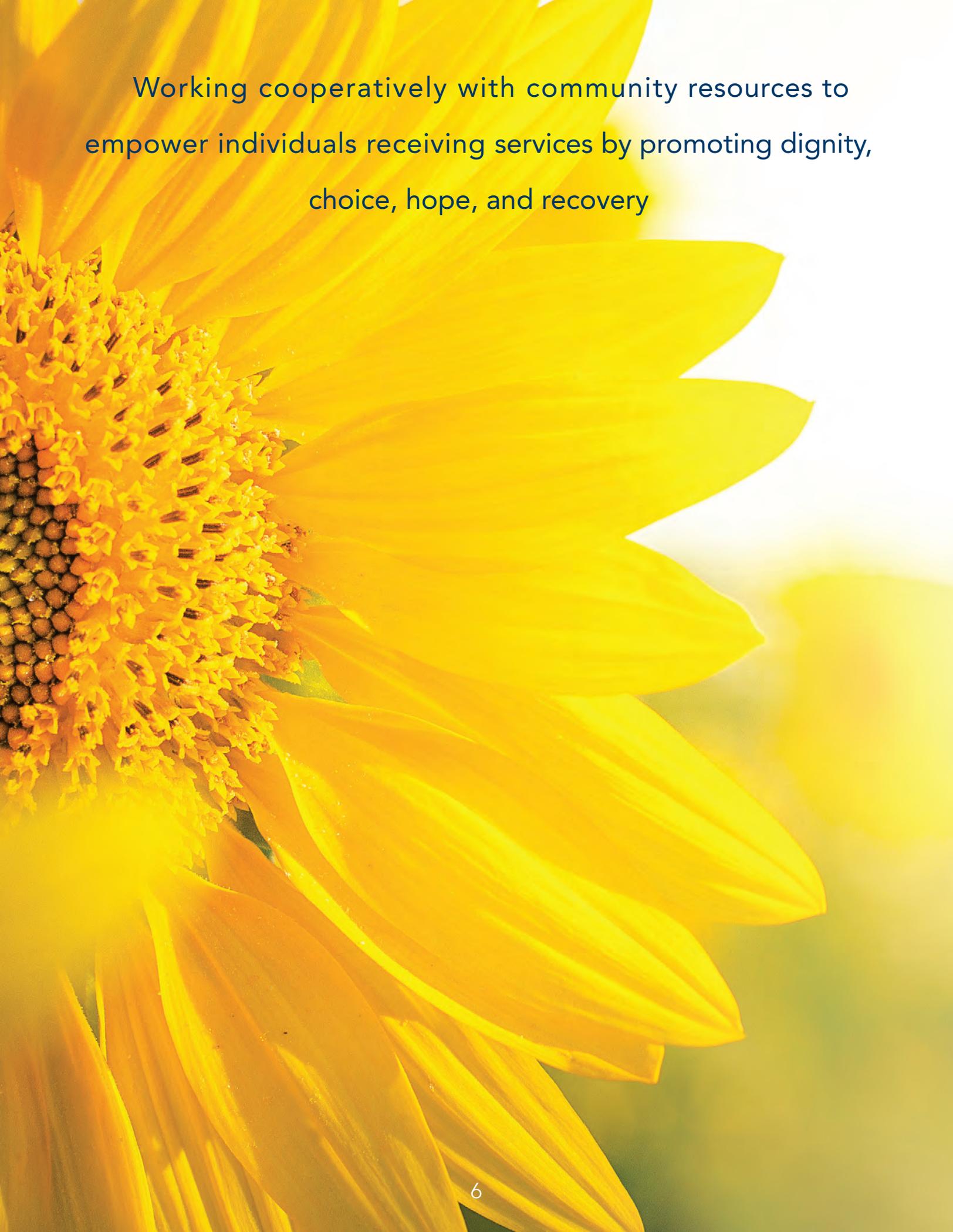
- Connie Nida Back
- Anne Dean—Vice-Chair
- Robert H. Johnson, Jr.
- Teresa Johnson—Secretary
- Nolan Nicely, Jr.
- Terri Wright

City of Covington Appointees

- Lisa Hicks—Chair
- Rev. Bill Gilliland
- Robin L. Mieras

Executive Director

Ingrid Barber, MBA



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

OUR 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

Psychosocial Rehabilitation 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
Use 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

Intermediate Care Facility
111 Horse Mountain View Road
Covington, VA 24426
Phone: 540-962-7732
Fax: 540-962-8237
Hours: 24-hour

Friendship Residence

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

Life Skills Center

*Day Support and Community
Engagement Services*

In-Home Residential Services

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.



Developmental 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.



SUITE OF SERVICES

Emergency and Crisis Services

Alleghany Highlands' emergency services and crisis intervention teams provide 24-hour crisis intervention to help assess a person who is experiencing a mental health crisis and facilitate getting them the help they need. 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.

School-Based Services

The Therapeutic Day Treatment program takes a comprehensive, holistic and integrated approach to severe behavior issues for children in and out of the school setting.

Residential Services

Whether transferring back into the community from state hospitalization or finding a forever home for a loved one with a developmental disability, Alleghany Highlands' homes create a nurturing and therapeutic environment for all individuals.

MERRYFIELD ICF/IID provides active treatment through a multidisciplinary team approach providing care and maintenance of health, nutrition, psychological, behavioral, psychiatric, and social status.

FRIENDSHIP RESIDENCE is a Waiver Group Home. This home provides a safe and desirable home for individuals. 24-hour supervision and support is provided in conjunction with training in activities of daily living skills.

IN-HOME SERVICES consist of support provided in the individual's home, community or in a licensed approved residence.

NEW BEGINNINGS gives structure and support to assist individuals transitioning into the community. Individuals are assisted and empowered in mastering daily living activities to work toward independence.

Day Services

Improving quality of life is our ultimate goal. Day Services provides opportunities for those with developmental disabilities and those with mental illness to enhance their life through peer interaction, community engagement, volunteer work opportunities, training in daily living and coping skills.

Psychiatric Services

The medical staff provides therapeutic medication management, including psychiatric evaluations and telepsychiatry.

SUITE OF SERVICES

Outpatient Services

Providing personalized support is our focus with outpatient services. Adults, children and families with mental illness and/or substance use disorder who are experiencing disruption in their lives can benefit from varying options in group or individual counseling.

Case Management Services

Behavioral health issues can affect your daily life in many profound ways, from coping with a mental health or substance use issue to living with a developmental disability. Case managers provide assessments and match each person to the appropriate supports and services. Our professionals also ensure individuals are satisfied with services and the highest quality is achieved.

Infant & Toddler Connection

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. Children with more intensive needs may require service coordination and assistance with transitioning to needed services in the community.

Public Guardianship

The public guardian exercises extreme care and diligence when making decisions on behalf of incapacitated individuals. This program is a collaborative venture between Allegheny Highlands CSB and Rockbridge Area CSB.

Prevention Outreach

The mission of the Allegheny Highlands Healthy Youth Coalition (HYC) is to heighten awareness and educate the community to promote healthy and safe lifestyle choices among youth in the Allegheny Highlands.

COMMUNITY CONNECTIONS



Allegheny Highlands CSB Sponsors Community Conversation

Allegheny Highlands Community Services (AHCS) and Healthy Youth Coalition sponsored a panel discussion about the ongoing opioid epidemic, a nationwide issue. The community discussion was held at the Highlands campus of Fincastle Baptist

Church in Covington. AHCS brought awareness of the growing opioid problem to the residents of the Allegheny Highlands by providing resources on how to beat this crisis in their lives and the lives of others they may know. Treatment options were a major part of the discussion. A number of resources and support groups were provided to those seeking treatment for addiction, as well as those who have been impacted by someone else's addiction. A panel discussion with representatives from AHCS, local law enforcement, and area clergy joined in the discussion. Allegheny County Sheriff Hall listened as his son, Ryan, who is recovering from an addiction to painkillers, discussed his problems during the panel.

Ryan has been accompanying Governor Ralph Northam around Virginia to speak about his experiences and recovery, sharing steps the state can take to prevent others from becoming addicted to prescription opioids.



COMMUNITY CONNECTIONS

Allegheny Highlands Healthy Youth Coalition, in Partnership with Allegheny Highlands CSB, Sponsored Two REVIVE! Trainings

In May, Prevention Services hosted Chief Deputy Matthew Bowser of the Allegheny County Sheriff's Department as he presented the REVIVE! training to 38 community members.

REVIVE! is the Opioid Overdose and Naloxone Education (OONE) program for the Commonwealth of Virginia. It provides training to professionals, stakeholders, and others on how to recognize and respond to an opioid overdose emergency with the administration of naloxone (Narcan).

Lay Rescuer trainings are between 1 and 1.5 hours long. This training covered an understanding of opioids, how opioid overdoses happen, risk factors for opioid overdoses, and how to respond to an opioid overdose emergency with the administration of naloxone.



AHCS Wins First Place!

The Coping Skills Group, AHCS clients, staff and family participated in the Iron Gate Christmas Parade. The idea came from group member Jennifer Dressler, who wanted to spread the word about the services at AHCS and how they have helped her in improving her mental health. The Coping Skills Group focused on the Looney Tunes characters Wile E. Coyote and Road Runner. Thanks to their hard work and creativity, the AHCS float won first place in the Novelty Float category!

Group members practiced numerous coping skills, including working with others on a common goal, volunteering, creativity and art. Group members learned the importance of trying multiple strategies to achieve a goal when the first strategy does not work and setting smaller objectives in order to be successful in reaching a larger goal.

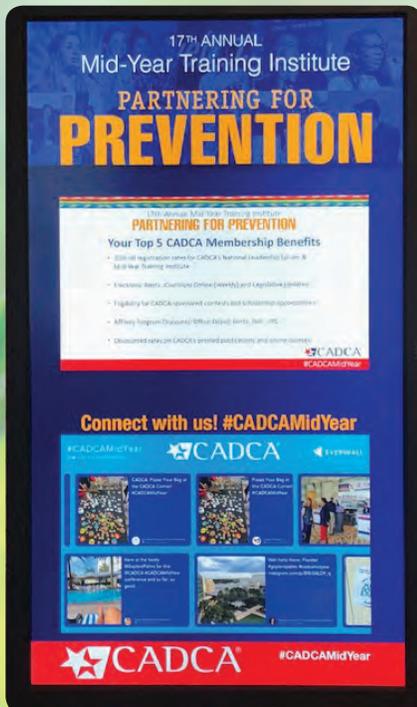


COMMUNITY CONNECTIONS



Healthy Youth Coalition Attends CADCA (Community Anti-Drug Coalitions of America) Conference

The Department of Behavioral Health and Developmental Services Prevention and Wellness department awarded Allegheny Highlands Community Services \$10,000 for our Allegheny Highlands Healthy Youth Coalition to attend the CADCA Conference in Kissimmee, Florida at the Gaylord Palms Resort & Convention Center on July 15-20, 2018. In attendance was Ingrid Barber, Executive Director, along with other members of the coalition, parents and two students from Allegheny High School. Since 1992, CADCA has demonstrated that when all sectors of a community come together — social change happens. CADCA is the premier membership organization representing those working to make their communities safe, healthy and drug-free. Their mission is preventing alcohol, tobacco and other drug abuse. Barber stated, "This is the first time that I was able to attend a conference of this type. I am proud of our coalition here in the Allegheny Highlands, and we are on a mission to grow and involve more community stakeholders."



COMMUNITY CONNECTIONS

National Developmental Disabilities Awareness Month

In celebration of National Developmental Disabilities Awareness Month, Allegheny Highlands Community Services hosted two events. A free movie event for families was held at The Historic Masonic Theatre. The movie, *Wonder*, was shown to raise awareness and build understanding about those who have developmental disabilities. Also, a paint night was held at the Life Skills Day Support Facility located at 550 Pine Street in Clifton Forge with local artist David Hayslett. David shared that his daughter was born with a developmental disability and that AHCS provided wraparound support to their family. David's inspiration for the ladybug painting was his daughter that he called "Elainabug." Everyone who participated enjoyed spending the evening painting in support of individuals with developmental disabilities. A portion of the proceeds went to the AHCS Community Engagement program, promoting integration and empowerment in their community by developing natural supports.



A Day for Children

The Early Intervention program at AHCS hosted a Child's Day at the Allegheny Highlands Regional Library in honor of Early Intervention Awareness month.

Children wore pajamas and joined us for a book reading, activities, a short movie and snacks!



Youth at Child's Day leaving the crowd in awe with his incredible reading skills!

COMMUNITY CONNECTIONS



Drug Free All-Stars Visit Students in the Allegheny Highlands

In November, the Drug Free All-Stars, a West Virginia team made up of community members with a number of all-state, all-pro athletes, took part in a scrimmage with Allegheny High School and Covington High School students. They play with youth and school staff to allow the youth to see a direct connection between themselves and the community while sharing the importance of making good choices and staying away from drugs and alcohol.



COMMUNITY CONNECTIONS

Prevention Makes an Impact with Policy Change at Local High School

Allegheny High School has made policy changes regarding students using or being in possession of tobacco on school property. In the past, students were suspended from school for their first offense and continued to be suspended from school for additional offenses. Now they will attend Tobacco School, which is an after-school program provided by AHCS Prevention Services. Their 2nd offense will be two sessions of Tobacco School. The 3rd offense is Saturday Tobacco School that their parents must attend with them. A special curriculum was purchased by AHCS Prevention Services in order to provide the most accurate education on tobacco and smokeless tobacco. The first "Tobacco School" was held in January at Allegheny High School.



We are excited to be a part of policy changes that allow for children and their families to be educated about the dangers of tobacco and promote students staying in school.

A Day of Adventure

Our Agency's motto is "Enhancing quality of life, one individual at a time." An individual from Friendship Residence was able to accomplish one of his dreams! He boarded the Cardinal Train with Amtrak and embarked on a journey from White Sulphur Springs to Clifton Forge. He has recently returned for a second successful adventure on the train. The Community Engagement Program helps individuals with disabilities integrate into the community and have a "life like yours."



RECOVERY

Tracey Heidelberg—My Story



Peer Recovery Specialist Tracey Heidelberg tells her story of being in long-term recovery from alcohol. Tracey began using substances at age 13 and was in active addiction for nearly 24 years. She began drinking alcohol throughout the days and nights as an escape from her feeling of failure as a mother, daughter and sister. Tracey had a motor vehicle accident and was issued a DUI (Driving Under the Influence). She began experiencing withdrawal symptoms and knew she needed help. She began Googling rehab facilities in the local area. Tracey discovered Alleghany

Highlands Community Services in her search and came into the office during Open Access. She was too late that day to see anyone at the Mental Health Clinic, but a kind front office team member convinced her to return the following day.

Tracey says, “That’s when I accepted that I was an alcoholic and I was willing to let them help me become better. I signed up for IOP (Intensive Outpatient) treatment and I met with Ms. Lindsey and Mr. Roby, who assured me that I was not alone and there would be others like me.

“I took my disease very seriously and the help I was receiving even more seriously. There were many things about my disease I had to accept. Through IOP I learned how to live without the dependence on alcohol, and that led to getting to know me all over again—and my children.”

Two years later, Tracey is staying strong in her recovery and fights everyday life temptations. “Drugs and alcohol are promoted everywhere we go, and that makes my recovery even harder,” says Tracey.

She wants to be successful in recovery for herself and her family and says that is what keeps her strong. She began working for Alleghany Highlands Community Services as a Peer Recovery Specialist in 2018 and continues her hard work and journey.

RECOVERY

Jennifer Dressler—My Story



Jennifer grew up in what she would characterize as a chaotic and unpredictable environment. Alcoholism was in her home, and the effects of the alcohol abuse were inflicted upon Jennifer, her sibling and her mother. At a very young age, she felt depressed and wanted to escape from the pain. On the outside, she tried to act normal and be happy, but deep down she was not.

During her teen years, she started drinking and doing drugs. This continued through her 20s and 30s. She successfully stopped drinking for 10 years, but got involved with the wrong

crowd and the drinking and drugs started again. She was not sleeping, was driving around all hours of the night, and one night in November of 2017, Jennifer felt that she would be better off dead.

As her condition worsened, her family intervened and had her picked up for observation. She was released to her sister with the stipulation that she would see a doctor and therapist at Alleghany Highlands Community Services. They were able to prescribe the appropriate medications, and Jennifer improved. However, after working for 36 years, she lost her job, which pushed her to another breaking point. She became very depressed. She considered ending her life, writing letters to her family and telling them goodbye. She did not want to live anymore and was making plans to end her life.

After a night of heavy drinking, she told a friend about her plan to end her life. The friend called Alleghany Highlands Community Services and Jennifer was able to get the help she needed. She was sent to Roanoke for a week to a psychiatric hospital, and today feels that was the best thing that could have happened.

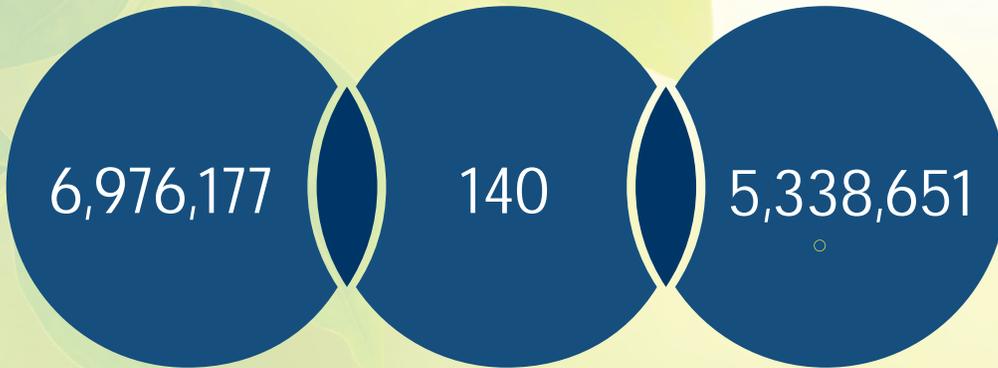
After she got out of the hospital, she had some struggles but promised herself and her family that she would not give up. Jennifer thanks her family, friends, and Alleghany Highlands Community Services for not giving up on her. She points out that one of the best parts of her recovery has been the coping skills class and everyone she has met in the group. She continues to do well, and in November of 2018, Jennifer was asked to consider training as a peer support specialist. She says that being able to help others is the best thing she has ever done. She loves her job, the people she works with and the people she is helping in their recovery journey. Jennifer stated that she is grateful for the support she has received for the past two years.

FINANCIAL AND STATISTICAL INFORMATION

Total **CSB Expenditures:**

Total **FTEs**

Total Employee **Compensation & Benefits**



Federal Revenue (Restricted)	\$ 317,167
State Revenue	\$ 1,675,785
Local Revenue	\$ 222,034
Medicaid Fees	\$ 4,497,130
Other Fees (Client, Third-Party Insurance, Medicare)	\$ 463,811
Other Funds (Grants, contributions, etc.)	\$ 144,394
Total Revenues Fiscal Year 2018	\$ 7,320,771

FINANCIAL AND STATISTICAL INFORMATION



Services Provided*

Outpatient	1207
Case Management	723
Assessment & Evaluation	522
Motivational Treatment	148
Consumer Monitoring	7
Intensive Outpatient	48
Rehabilitation/Habilitation	99
Supportive Residential	56
Highly Intensive Residential	14
Intensive Residential	25
Emergency Services	432
Infant/Toddler	154
Medical & Psychiatric	686
TDT	25
Jail Clients	324

*Individuals may receive more than one service.



**Alleghany Highlands
Community Services Board**

205 E. Hawthorne Street
Covington, VA 24426
540-965-2135

www.ahcsb.org

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