



navigating the maze of POSSIBILITIES



2020 ANNUAL REPORT

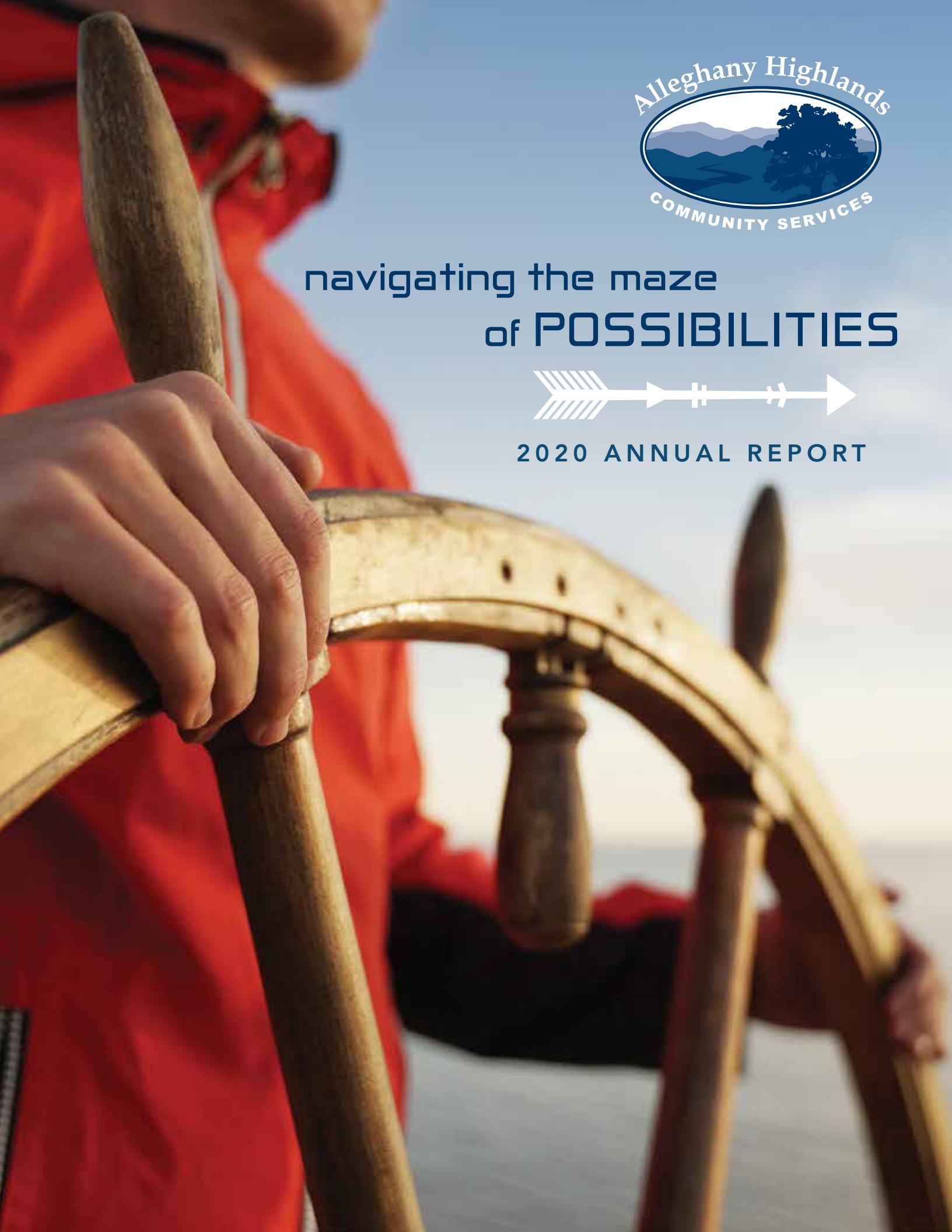
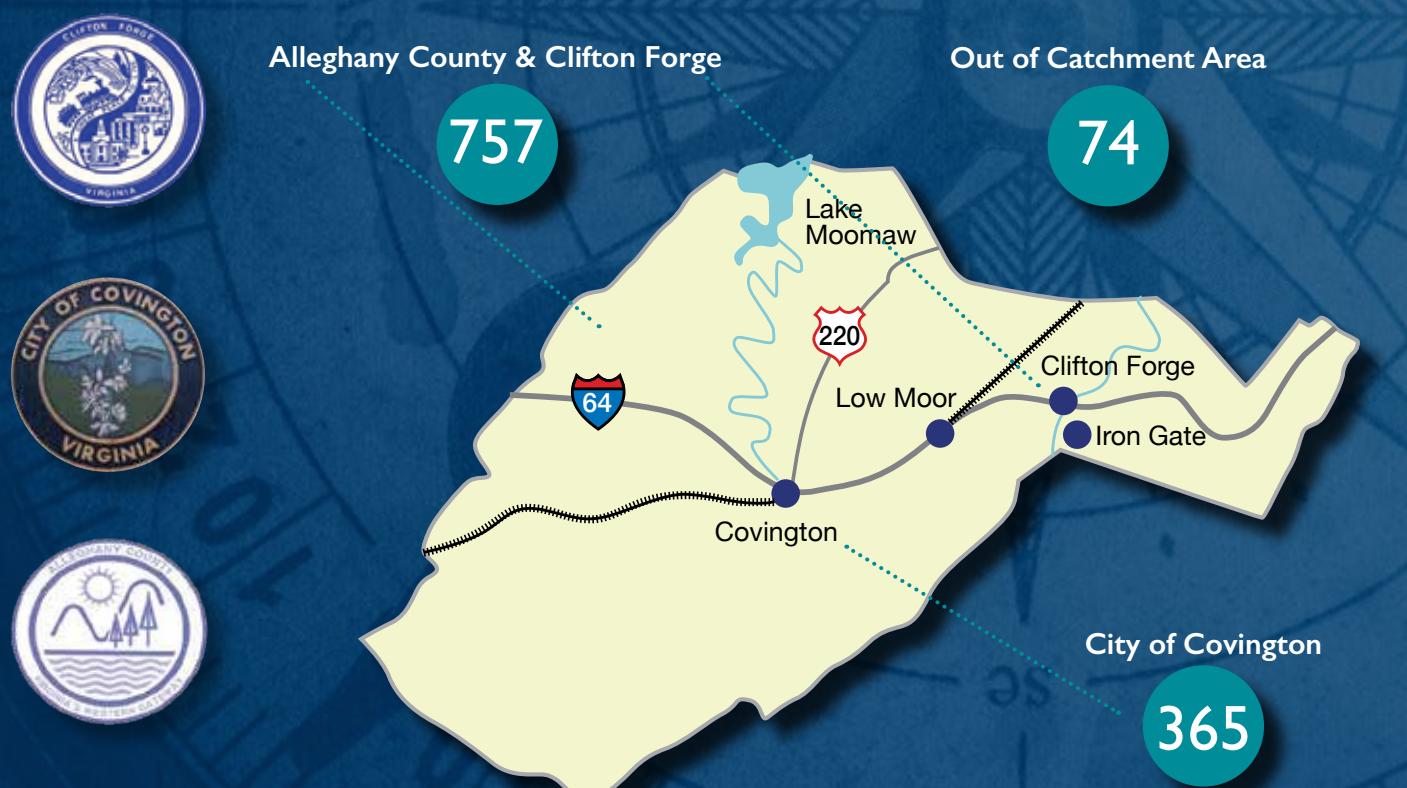


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Our Mission is...



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 133 employees working to deliver our services. We are proud to have served our community for 37 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.

EXECUTIVE DIRECTOR

As Executive Director of Alleghany Highlands Community Services (AHCS), it is with great pleasure that I present our Fiscal Year 2020 Annual Report to our community. This report, entitled *Navigating the Maze of Possibilities*, will display some of the many highlights that made us proud as a CSB. When I think about a maze, challenge comes to mind; however, no challenge is too big for us as an organization to conquer. Life is full of tough challenges—many of them unexpected—and many of them can be difficult to overcome. This is why we are here to serve. I am grateful to our skilled, dedicated and caring staff and our network of community partners who make a difference in the lives of so many every single day. I would like to thank all of you for your continued collaboration and support.



Despite the multitude of challenges we have experienced this fiscal year, I am proud of the successes and outcomes that this organization has achieved during this difficult time. In the face of so many uncertainties, such as COVID-19, our staff has learned to adjust to much more than we could have ever envisioned, while continuing to enhance the quality of life, one individual at a time. With no foreseeable end, we have embraced what could be our new normal and remain dedicated to serving the community with perseverance and determination. AHCS will make the health and safety of employees and clients a priority, as CSBs will continue to play a vital role in the days and months to come.

On behalf of the AHCS Board of Directors, leadership team, and staff, we hope you enjoy this report. It is a privilege to serve Alleghany 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".

Ingrid W. Barber
Executive Director

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

Board of Directors

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

Alleghany County Appointees

Connie Nida Back | Anne Dean—Chair | Teresa Johnson—Vice-Chair | Brenda Woodie—Secretary/Treasurer
Robin Sweeney | Terrie Wright

City of Covington Appointees

Rev. Bill Gilliland | Lisa Hicks | Robert McCallister

Executive Director

Ingrid Barber, MBA



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.





NAVIGATING THE POSSIBILITIES

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. A CIT Assessment Site, a non-criminal justice setting where persons with mental illness can be taken by law enforcement officers in lieu of arrest or incarceration, is now open, and a dedicated child crisis counselor is now available for assessment and treatment. 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.



THROUGH OUR Services

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.

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 Alleghany Highlands CSB and Rockbridge Area CSB.

Prevention Outreach

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



A BEACON IN OUR COMMUNITY



NIGHT TO SHINE

Night to Shine is an event sponsored by the Tim Tebow Foundation and is dedicated to giving individuals with disabilities a night where they can shine. It is a Prom experience for individuals with disabilities. The evening includes pampering with dinner, hair, makeup, shoe shines, limo rides, a dance and more. AHCS is pleased to be able to support this event.



LEGISLATIVE LUNCHEON

A legislative luncheon was held with Creigh Deeds on October 15, 2019 at the Red Train Depot with Board members and leadership staff. Deeds shared his views in regards to the behavioral health climate and provided updates from the SJ47 committee which he chairs. The General Assembly elections were held on November 5. Among our legislative contingent, Senator Deeds ran against Elliott Harding, a Charlottesville native, who said issues in the 25th District changed and needed new leadership. The district includes the cities of Buena Vista, Charlottesville, Covington, and Lexington, along with Nelson County and part of Albemarle County. Senator Deeds won the election and his current term ends on January 10, 2024.

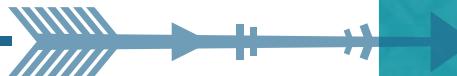


CREATING A safe harbor

MERRYFIELD MAKEOVER

The kitchen was remodeled at Merryfield to include new cabinets, backsplash, countertops, electrical outlets, flooring and paint.

The dietary specialists and the residents enjoy cooking in their dream kitchen!



FRIENDSHIP GETS A FACELIFT

We are excited about the recent facelift at Friendship Residence! The hardwood floors were refinished throughout the house in January. The residents relocated to Sharon Manor Bed and Breakfast on Nicelytown Road in Clifton Forge for a mini vacation while the floors were refinished, walls were painted, and the home was thoroughly cleaned. Thanks to our employees at Friendship, Maintenance, and the Leadership Team for making this project a success.





REROUTING THE STORM



SOCIAL DISTANCING PARADE

In May, socially distanced drive-by parades were held for Friendship and Merryfield residences. Thanks to the Alleghany Sheriff's Office, Clifton Forge Fire Department, Selma Fire Department, Clifton Forge Police Department, Covington Fire Department and Covington Rescue Squad for their participation in making the residents' day! Special thanks to all staff who came out to show their support!

COVID-19 RESPONSE

In March of 2020, due to the COVID-19 public health emergency, Alleghany Highlands Community Services closed our facilities to the public and conducted all services via phone, telehealth, and video conferencing equipment.

This was done to help reduce the risk of spreading the virus. We continued to provide services and support to the community.

Psychiatric, therapy, and group appointments were completed by phone and video conferencing. Case managers were still available, and also continued services through the use of phones and video conferencing equipment.

We also worked to ensure that individuals had their medication.

Staff primarily worked remotely during this time, regularly checking both voicemail and email and returning calls and providing outreach to clients. We continued to accept new clients via phone.

Anyone in crisis was requested to contact our emergency services number, 1-800-446-0128, and to continue to reach out to us if anyone had any unmet needs during this time.





A COMPASS TO lead the way



CIT ASSESSMENT SITE IS NOW OPEN!!!

Alleghany Highlands Community Services, in cooperation with the Alleghany Highlands Chamber of Commerce & Tourism, held an informative ribbon-cutting ceremony on Wednesday, August 21, 2019 at the Emmett Medical and Surgical Center in Low Moor. Many officials and those who were a part of the concept's creation were on hand to celebrate the moment, including State Sen. R. Creigh Deeds. Here are some photos of the scene. (Staff photos by Tammy Lipscomb for the AlleghanyJournal.com)

Alleghany Highlands Community Services received notification earlier this year from the Department of Behavioral Health and Developmental Services that it was awarded a Crisis Intervention Team Assessment Site funding ongoing grant from the Virginia Department of Behavioral Health and Developmental Services in the amount of \$536,616 for FY 2019 and 2020. The Crisis Intervention Teams are programs that bring together local stakeholders, including law enforcement officers, mental health treatment providers, consumers of mental health services and other first responders, in order to improve the process of intervening with someone who is experiencing a behavioral health crisis.

A Crisis Intervention Team (CIT) Assessment Site is a non-criminal justice setting where persons with mental illness can be taken by law enforcement officers in lieu of arrest or incarceration. The Assessment Site is designed to enable police officers or sheriff's deputies to take a person experiencing a mental health crisis for quick and appropriate mental health assessment and therapeutic treatment. These persons are often in the officer's care under an involuntary order for their own safety, and must remain in custody until assessed and treated. This process has historically kept law enforcement officers tied up and away from other law enforcement duties for lengthy periods of time. The Assessment Sites allow for the best and fastest outcome for the mental health consumer and quick return of officers to their regular law enforcement duties.





LEARNING THE ROPEs



AHCS HOSTS OPIOID AWARENESS

AHCS and the Healthy Youth Coalition hosted the Opioid Awareness Event on September 28 at the Jackson River Complex. Angalia Bianca, author of the book *In Deep*, shared with the 100+ crowd in attendance her story of substance use, criminal activity, her time as a gang member, and now her recovery and success as one of Chicago's foremost authorities on violence interruption and prevention. Nearly \$1,000 worth of prizes were given away to audience members who completed a brief survey regarding prevention and substance use. On Common Ground, a local band, performed, and those in attendance danced the night away. There was also a large inflated brain that shows the effects of opioid use on the brain.





CHARTING THE COURSE



AHCS BEGINS WORK IN DRUG COURT

On May 15, 2020, the Alleghany County/ City of Covington Adult Drug Treatment Court was approved by the Virginia Supreme Court. On September 22, 2020, the first participant was inducted into the drug treatment court. Upon release from jail, the participant arrived at the AHCS mental health/substance use clinic to complete the appropriate assessments and start treatment services at AHCS.

In order to become a candidate for the Drug Treatment Court, a candidate must be 18 years or older and have either pending drug charges, drug-driven charges or a probation violation. The candidate's defense attorney or probation officer can refer the individual to the Commonwealth Attorney for a legal screening. Once the legal screening is completed and the individual agrees to participate, the Commonwealth Attorney then passes the candidate's information to our Drug Court Coordinator.

The Drug Court Coordinator then administers a Risk and Needs Triage (RANT) assessment. The results of this assessment determine the referral's level of risk and needs. The results of both the legal screening and RANT assessment are sent to the Drug Court Team to accept or deny the referral. Upon acceptance, the individual will then go before the judge and be ordered into the drug treatment program.

AHCS is excited to be a part this program, and we are looking forward to partnering with local stakeholders.



Jase: A FAMILY'S STORY



CALM WATERS AHEAD

My name is Amanda Littleton; my husband John and I have a little boy, Jase, who just turned four in September. Jase was diagnosed with autism in April 2019. As new parents, we tried not to worry as milestones approached and Jase missed them. I think we, like most parents, had a bit of denial. We know all children are different and develop differently. We tried not to make comparisons, but when we reached our one-year appointment with our pediatrician, we had finally come to terms that Jase was at least delayed in several areas. He was not yet walking, talking or making much eye contact. He had little to no response to his name. I will be honest, that was a long and tearful visit, but I am so thankful for his doctor who told us about Early Intervention. She explained that we could get help and services. She also told us that we could give it a little more time, and she would see him back at eighteen months. I guess in a bit of denial we opted to wait till the eighteen-month visit with hopes that by then we wouldn't need services. In hindsight, and if I could ever be a resource to other families, I would say start immediately.



Early Intervention was a huge help not only for Jase but for John and myself. We immediately felt less alone and scared. We had resources and people who listened and cared. I could call, email or text with a question and I always got a response and support. We started with speech: Michelle Menefee Dunn was amazing. She jumped right in with Jase. She would bring something new for him to try weekly and never hesitated crawling around on the floor or wherever he took her. She would make pictures and laminate them for us to use at home. Anything we needed, she was willing to do. We then added OT with Robin Mitchell, who was amazing. I could call/text her about a behavior or say "What do you think of this?" and she always offered input. I really feel like with both of these providers we developed a friendship, and I have still kept in contact with both.

The ladies we worked with through Early Intervention are equally as amazing as the providers above. I will admit when we first started learning about developmental delay, autism, and sensory processing disorder, we started googling, and that was overwhelming and a bit scary. It was nice to reach out to our service coordinator and get trusted information. We worked with several ladies there (Jane, Mary Ellen, Beth and most recently, with our waiver application, Lisa) All of these ladies are wonderful and I would consider each of them a friend. Whatever we needed or was suggested that we try, such as a weighted blanket, weighted vest, a scooter, or laminated pictures, they made sure these items were made available to us and personally delivered to our home.

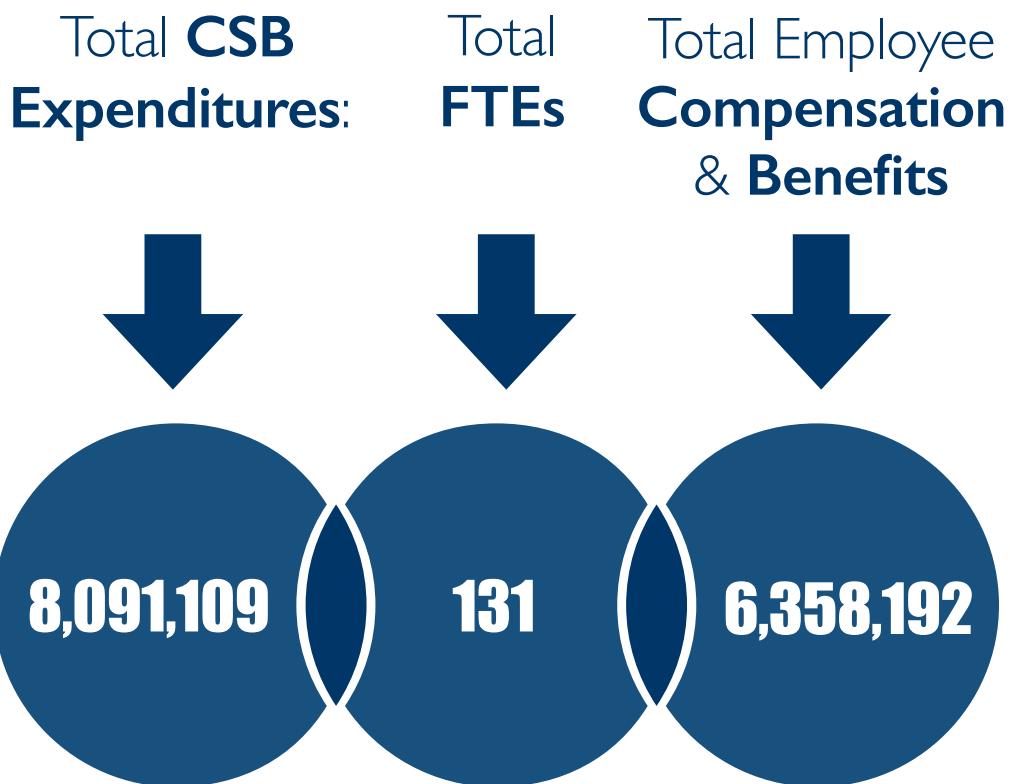
We have aged out of services and now attend a preschool at Mountain View Elementary; we are thankful again for the providers for helping us every step of the way with that transition as well.

I had never heard of Early Intervention prior to September 2017. We started in February 2018 and I was a first-time, scared mother. All of these providers and now friends eased my mind, answered my questions and stood by us each step of the way. We are forever thankful to everyone.

Thank you again,
Amanda & John Littleton



FINANCIAL AND STATISTICAL INFORMATION



Federal Revenue (Restricted)	\$ 530,949
State Revenue	\$ 2,674,732
Local Revenue	\$ 242,055
Medicaid Fees	\$ 4,740,723
Other Fees (Client, Third-Party Insurance, Medicare)	\$ 274,415
Other Funds (Grants, contributions, etc.)	\$ 70,813
Total Revenues Fiscal Year 2020	\$ 8,533,687



Services Provided*

Outpatient	414
Case Management	789
Assessment & Evaluation	540
Motivational Treatment	157
Consumer Monitoring	79
Intensive Outpatient	48
Rehabilitation/Habilitation	75
Supportive Residential	48
Highly Intensive Residential	13
Intensive Residential	12
Emergency Services	456
Infant/Toddler	117
Medical & Psychiatric	778
Therapeutic Day Treatment (TDT)	21
Jail Clients	159

*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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