



IMPACTING THE HIGHLANDS

2021 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

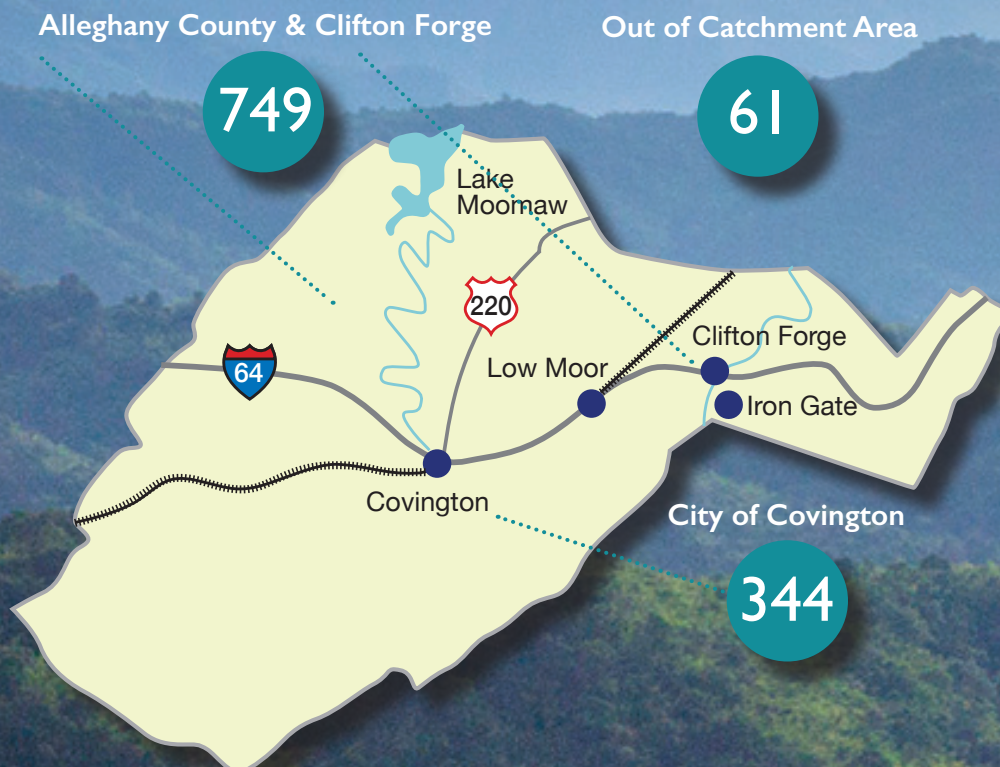
Our Core Values are...

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 127 employees working to deliver our services. We are proud to have served our community for 38 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.

Number of Individuals Served by Locality



IMPACTING THE HIGHLANDS THROUGH COVID-19

A Message from the Executive Director



As Executive Director of Allegheny Highlands Community Services (AHCS), it is with great pleasure that I present our Fiscal Year 2021 Annual Report to our community. This report, entitled “Impacting the Highlands,” will tell our story not only about our vital services, but also about how our agency connects and works within our community. When I sit down to write this letter each year, I reflect on the year that has passed, and it often feels like a distant memory. But at this moment, it’s not so easy to draw that distinction between years. More than 22 months after COVID-19 became a global health crisis, we are still confronting its impacts daily and have yet to return to normalcy. The crisis around the COVID-19 pandemic has left no one untouched. For billions of people around the world, the pandemic has brought on hardships – physically, emotionally, medically, mentally

and financially. AHCS has been there! We have been there with boots on the ground to provide services to OUR community. We did not shut down! We have learned to adapt to the rapidly changing circumstances; we have become increasingly creative; and we have been reminded over and over that we are stronger together than we are alone. I am proud of this agency and all that we have endured.

I would like to extend sincere thanks and appreciation to each and every employee of the agency for their dedication, commitment, and flexibility during these challenging times. I also want to thank our supportive Board of Directors for helping us chart our course. It continues to be a privilege to serve as your Executive Director.

Sincerely,

A handwritten signature in black ink that reads "Ingrid W. Barber". The signature is fluid and cursive.

Ingrid W. Barber
Executive Director

2021 BOARD OF DIRECTORS

ChairAnne Dean
Vice Chair Brenda Woodie
Treasurer/Secretary Robin Sweeney

CITY OF COVINGTON APPOINTEES

Stephanie Clark
Bill Gilliland
Robert McCallister

ALLEGHANY COUNTY APPOINTEES

Anne Dean, Chair
Nolan Nicely, Jr.
Robin Sweeney, Treasurer/Secretary
Brenda Woodie, Vice Chair
Shawn Wright
Terrie Wright

LEADERSHIP TEAM

Ingrid W. BarberExecutive Director
Crystal Homer..... Human Resources Manager
Angie GoodbarDirector of Developmental Services
Adam Kenny Information Technology Manager
Patty FlanaganFinance Manager
Lynn Brackenridge Quality Improvement Manager
Patricia Spangler.....Director of Mental Health and Substance Use Services

It takes a strong foundation

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.



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.



IN THE HIGHLANDS



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 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.

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THE HIGHLANDS THROUGH PREVENTION



DRUG TAKE BACK DAY

Twice a year, community members have a way to dispose of their unused or out-of-date medications in a safe way.

On Saturday, October 24, 2020, the Drug Enforcement Administration (DEA) sponsored a national Drug Take Back Day. In coordination with the Allegheny County Sheriff's Office, Covington Police Department, and LewisGale Allegheny Hospital, the Healthy Youth Coalition distributed "goody bags" which included medication locking caps, trigger locks and cable locks. Medication lockboxes were also provided free to those who were interested. The CVS location in Clifton Forge collected 58 pounds of expired or unused medications and the Walmart location collected 196.8 pounds.

On April 24, 2021, Allegheny Highlands Healthy Youth Coalition, Allegheny County Sheriff's Office, Covington City Police Department, and LewisGale Allegheny again participated in the DEA-sponsored National Drug Take Back Day at Walmart in Covington and CVS in Clifton Forge. The Healthy Youth Coalition also brought along medication lockboxes, trigger locks, and other prevention items in order to spread the word about locking your medications and talking about ways to secure lethal means.

This event is held twice a year and allows community members to dispose of their unused or out-of-date medications in a safe way.

Many community members expressed thanks for these events, as they wanted to dispose of their medications in a safe way that would keep them out of the wrong hands and out of the water supply.

There are presently medication drop boxes located at Allegheny County Sheriff's Office, Covington City Police Department, and we will soon be unveiling a new location at the Clifton Forge Police Department. They are available 24/7.



On June 11, 2021, Prevention Services and Alleghany Highlands Healthy Youth Coalition hosted their first Summer Fun Fest.

The event was scheduled to take place at the Jackson River Sports Complex; however, Mother Nature had other plans and the event was held at the First Christian Church Family Life Center.

The event was well attended and featured local talent by Garlynda's Fancy Feet and Patsy's Dance Studio. The Covington Health Department provided vaccinations, and the Victim Witness Program was there to provide information and goodies. The Healthy Youth Coalition handed out medication lockboxes, trigger locks, T-shirts, water bottles and popcorn.

Pizza was provided, and the MEGA BRAIN was a huge hit! The MEGA BRAIN is an educational tool that shows larger-than-life examples of the harm that substances do to your brain.

Stephen Hill, of Speak Sobriety, was our speaker. He has written a book titled *A Journey to Recovery*. Stephen shared his story of a decade of substance abuse, multiple attempts at treatment, and numerous arrests. After all of these struggles, he was finally able to achieve sobriety.

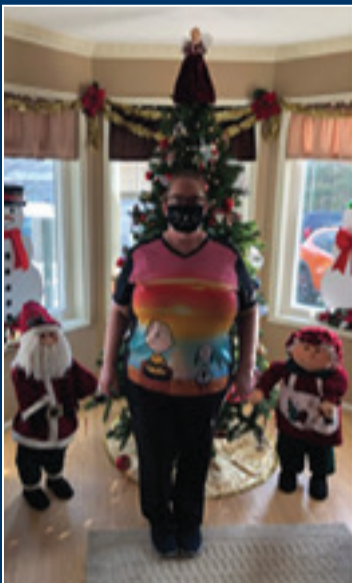


In August and September 2020, Prevention Services and the Alleghany Highlands Healthy Youth Coalition shared signs with our community members to raise awareness regarding Suicide Prevention. These signs had statements such as, "You are not alone," "You are worthy of love," and "You are enough." Signs also included the suicide text number and suicide hotline number. It is our hope to be able to spread awareness and hope, and to reduce the stigma of mental illness throughout our community.



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THE HIGHLANDS THROUGH WORKFORCE DEVELOPMENT



Dabney S. Lancaster Community College was awarded grant monies to assist residents of the community to participate in their C.N.A. program. The funding assisted the students with tuition, materials, travel expenses and daycare. The grant allowed six AHCS employees to participate in the program. Dabney S. Lancaster Community College blended the program to assist our agency with staffing needs by using prerecorded virtual classes that could be watched at the leisure of the employee. Mr. Doug Jones, Coordinator, and Mrs. Tiffany Rosales, C.N.A. instructor, were instrumental in helping our employees be successful in the program while continuing to work. Mr. Jones assisted with finding additional funding for employees as needed so they do not have to pay anything out of pocket.

Governor Northam's mandate changes allowed clinicals to be completed in settings that have reduced residential numbers. That allowed Dabney S. Lancaster Community College to assist our employees to complete their clinicals at Merryfield.

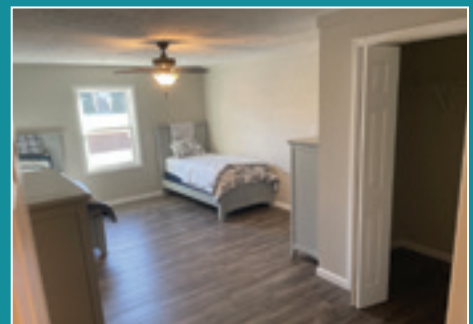
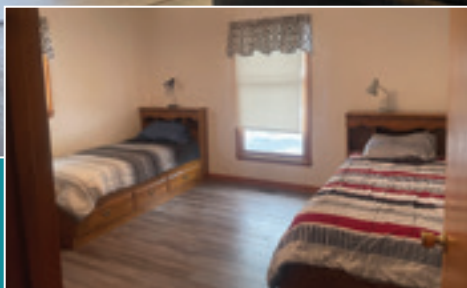
Pictured is Jacky Cook, an employee of Friendship and Merryfield who is one of six employees who took advantage of this opportunity. The other employees were Jacob Brandimore, Rachel Lattimer, Michael Rogers, Daniell Luh and Elizabeth Shinault.

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THE HIGHLANDS THROUGH MENTAL HEALTH FACILITIES

The New Beginnings program reopened with funding from the Department of Behavioral Health and Developmental Services. The purpose of the program is to help relieve census pressures by providing step-down transition housing and services to individuals currently hospitalized at state psychiatric facilities.

One of our success stories involved a client who was successfully discharged from a state hospital to a transitional housing program. During the hospitalization and transition process, she received disability benefits with the help of her case manager, Lisa Drewry, that she had previously been unable to obtain. After being homeless and without significant income for more than two years, she was able to move into her own apartment for the first time in many years. Jane continues to work on trying to rebuild relationships and is now connected with services in another locality where she has the support of a long-time friend. Throughout this process, she frequently expressed gratitude for the assistance she received from AHCS to help her overcome these obstacles.



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THE HIGHLANDS THROUGH DEVELOPMENTAL SERVICES AND EARLY INTERVENTION



INFANT AND TODDLER

May was Early Intervention Awareness Month, and preparations were made for it by facilitating a book reading with the Allegheny Regional Library as part of their regular Toddler Time program. Julie Conner, author of *It's My Time to Fly*, has produced a video (with American Sign Language), and she has shared it with the library.

In addition, they also filled boxes with candy and information about early intervention, which were distributed to area partners.

BLOOD DRIVE

The Developmental Services Day Support program sponsored a blood drive for the community on April 13, 2021. There were 30 donors who attended the Blood Drive, and the clients assisted in helping make the drive a success. It was a great way for staff and those we serve to be involved in the community and also create awareness. When one of the donors was asked why she chose to donate blood, she said "I donated because I care about people."





LIFE SKILLS CENTER GARDENING CLUB

The Life Skills Day Support program started a gardening club called "Grow Thru What You Go Through" that met regularly to support a plant nursery on the third floor of the Life Skills building. They grew succulents, Christmas cactuses, wandering jews and pothos vined plants. They had a spring sale that was a huge success. The participants also sold these plants during the Farmer's Market in downtown Clifton Forge and the Annual Fall Foliage Festival.

The members enjoy planting and nurturing the lovely succulents and flowers. They appreciated everyone's support with the sales. The proceeds were reinvested into the center's mini business. They are excited about growing their own outdoor garden and having more seasonal sales in the future.



OUR 2021

Day Support and
Skill Building

106



Assessments and
Evaluations

567



Residential Care
and Supportive
Residential Group
Homes

86



Case Management

774



impact



Medical Services

SERVED

727



Substance
Use Disorders

397

Emergency Services

409



Children's Services

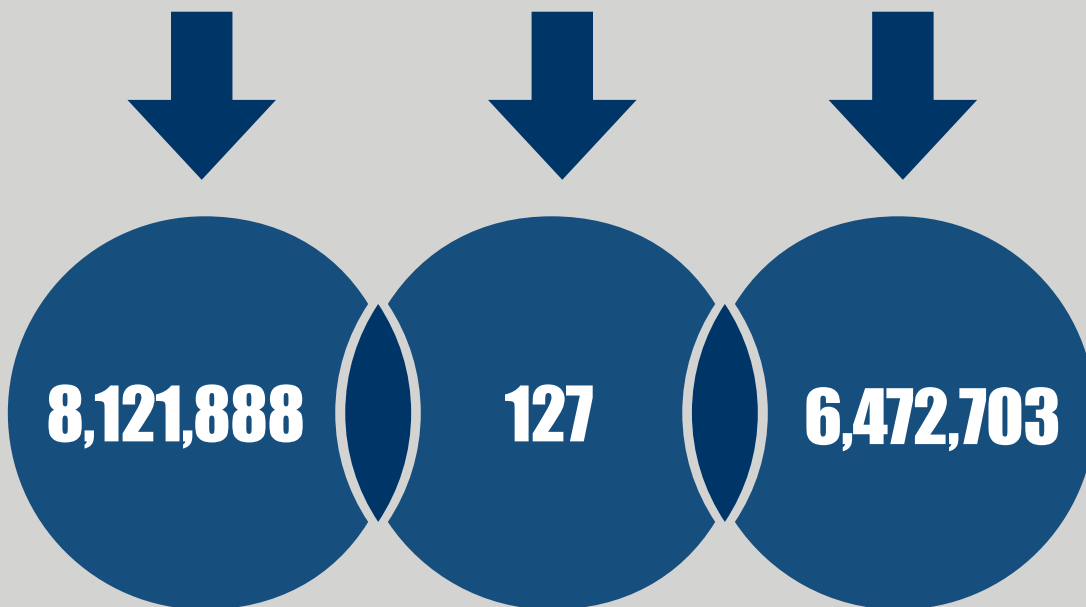
225

FINANCIAL AND STATISTICAL INFORMATION

Total **CSB**
Expenditures:

Total
FTEs*

Total Employee
Compensation
& **Benefits**



Federal Revenue (Restricted)	\$	1,162,355
State Revenue	\$	3,640,189
Local Revenue	\$	297,657
Medicaid Fees	\$	4,291,647
Other Fees (Client, Third-Party Insurance, Medicare)	\$	315,174
Other Funds (Grants, contributions, etc.)	\$	109,410

Total Revenues Fiscal Year 2021

\$ 9,816,432

*Does not include open positions.



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





**Alleghany Highlands
Community Services Board**

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

www.ahcsb.org

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