



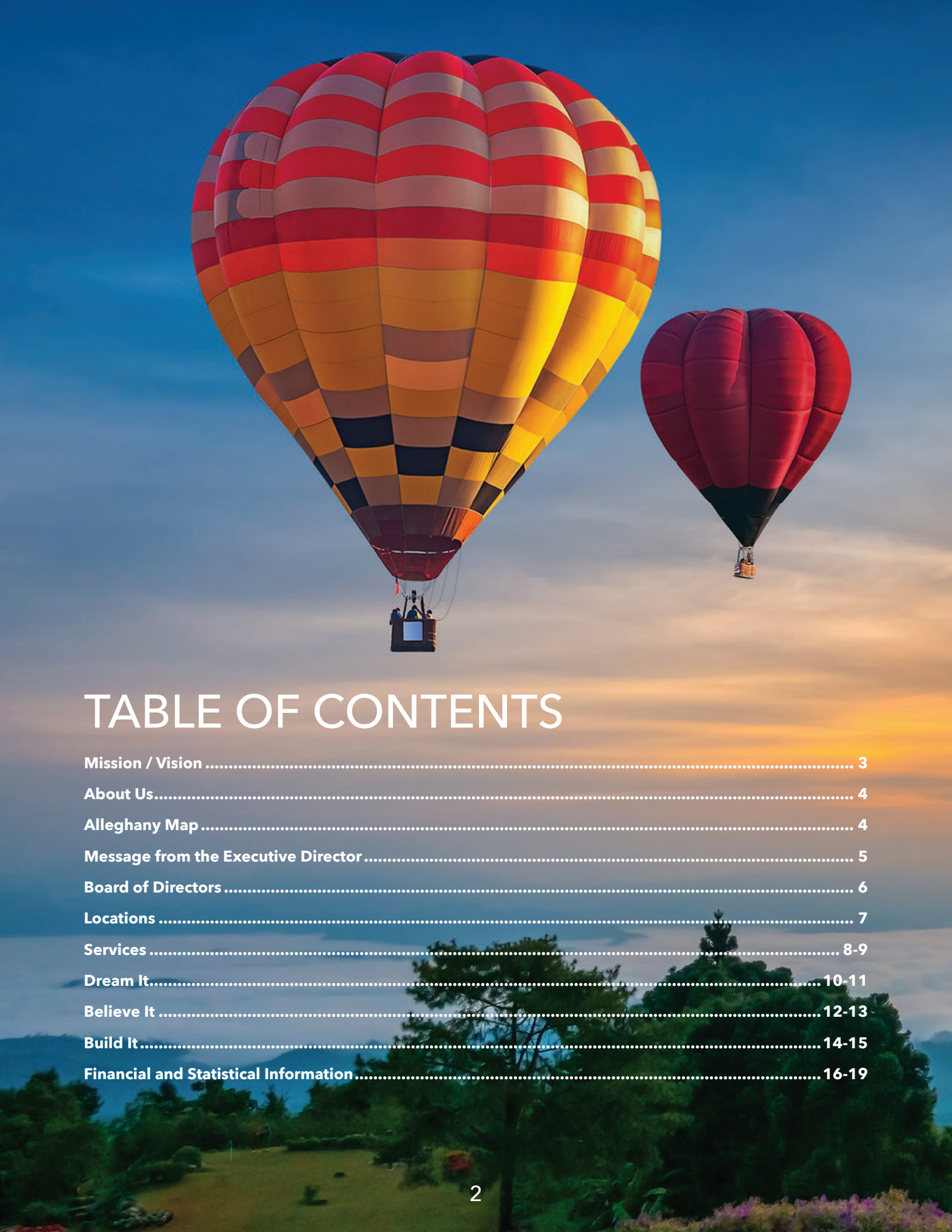
**DREAM IT.**

**BELIEVE**

**IT.**

**2022 ANNUAL REPORT**

**BUILD IT.**



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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

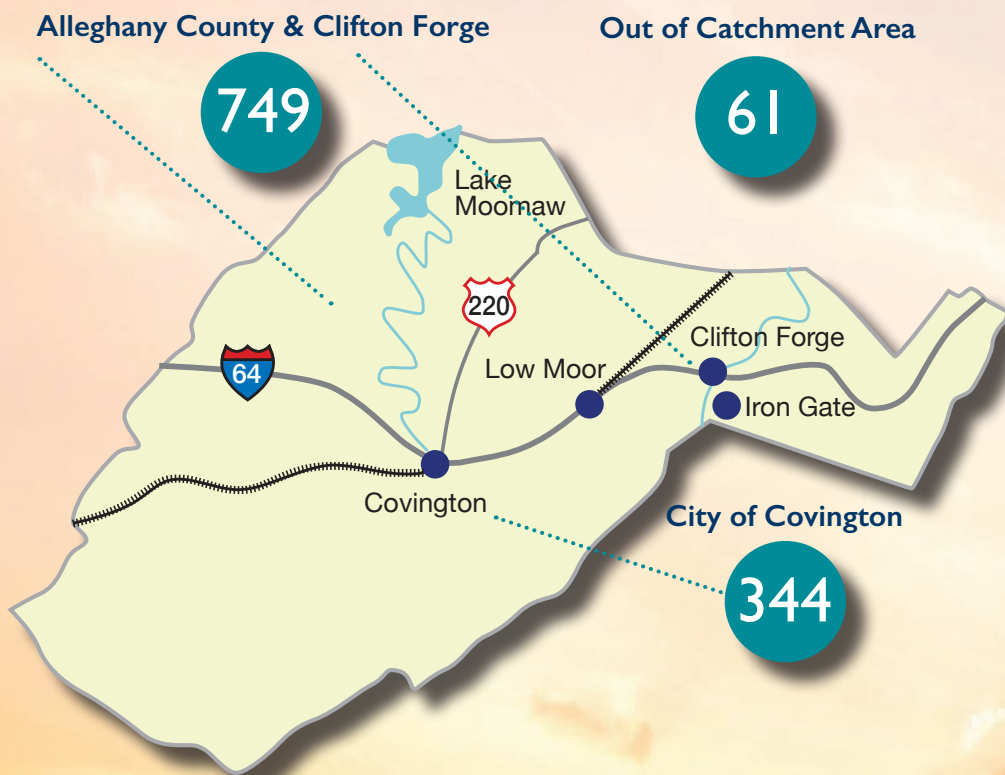
## Our Core Values are...

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 134 employees working to deliver our services. We are proud to have served our community for 39 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





# DREAM IT. BELIEVE IT. BUILD IT.

## A Message from the Executive Director



As Executive Director of Alleghany Highlands Community Services (AHCS), I present with great pleasure our Fiscal Year 2021-2022 Annual Report to our community. This report entitled "Dream It. Believe It. Build It." will display some of the few incredible highlights that have made us proud as a CSB. For those that we serve on their road to recovery, life is full of tough challenges—many of them unexpected—and many of them can be difficult to overcome. Yet our CSB maintains the philosophy that all individuals can embrace their hopes and dreams to make them a reality. We share a vision of healing and hope with our community. We support each other. Difficult roads lead to beautiful destinations, and this is why we are here to serve.

As we continued to work through the COVID-19 pandemic, this CSB rose to meet the increased demands of the community. 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.

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.

Respectfully,

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

Ingrid W. Barber  
Executive Director

# *IT TAKES A STRONG FOUNDATION*

## **2022 BOARD OF DIRECTORS**

Chair.....Anne 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. Barber..... Executive Director  
Crystal Homer .....Human Resources Director  
Angie Goodbar ..... Director of Developmental Services  
Adam Kenny..... Information Technology Director  
Patty Flanagan..... Finance Director  
Lynn Brackenridge ..... Quality Improvement Director  
Patricia Spangler ..... Director of Mental Health and Substance Use Services



# 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**

## **Behavioral and Wellness Annex**

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

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



## **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**  
**8:30 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.



# DREAM IT. BELIEVE IT. BUILD IT.

## 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.



# DREAM IT.



*If you dream it, you can do it.*

– Walt Disney





**BERNARD** has relied on others to help him access the community for many years as a result of not having a valid driver's license. He didn't test well, and his attempts to get his learner's permit as a teenager had been unsuccessful. The thought of taking the written test was so overwhelming for him that it prevented him from driving legally and resulted in multiple violations and suspensions. He works hard on his recovery every day and has recognized the need to follow the rules to avoid future legal issues. He has been successful in so many other areas of his life, but the driver's license was an ongoing challenge. In spite of the transportation issues, he's maintained full-time employment and attended every single appointment for mental health services.

Last month, his perseverance paid off, and after taking online practice tests day after day for many, many months, he was finally able to pass the written test. He now has a valid learner's permit for the first time in his life! He's already secured a vehicle to drive and is working with a driving instructor to complete the necessary behind-the-wheel hours to finally get his license. His progress has been remarkable and we are excited to see what the future holds for him.

**HOWARD** has spent most of his life hopping from one place to another, never putting down roots or having a home to call his own. He was able to successfully complete a transitional housing program and move into his own apartment. He was so proud to be able to sign the lease and legally have his own place, but he still needed to be more independent. Accessing the community was often a challenge for him, and he relied on others to help him get to appointments or pick up needed items. He worked part time when he was physically able and saved money whenever he could. He's now taking online college courses and recently purchased his own vehicle in spite of limited funds and having to maintain a smaller budget. Having a vehicle has helped him not only be more independent, but also to be more accountable for his recovery, and we are very proud of his continued progress.

**CLIFFORD BAUMAN** was the speaker at the Suicide Awareness Walk at Fort Young in Covington, held by Prevention services on October 9th. He shared his story as a veteran who suffers from PTSD who attempted suicide and thankfully survived. He educates people on the importance of family, friends, and the many programs available to help them in their mental health struggles. He states, "Connecting with people is what my speaking at your event will do; my 'Story of Hope' will touch everyone in attendance." Now more than ever, our veterans are dealing with PTSD and trauma related to the time that they served our country. Our goal is to break the stigma of reaching out for help and asking the question, "Are you okay?" We invited those in attendance to share the name of a loved one who was lost to suicide, or the name of a survivor, on our special recognition board.





# → BELIEVE IT

*She believed she could, and she did.*

– R.S. Grey



## Life Skills Woodworking Class

Participants in the Life Skills Day Support Program were preparing for two local plant sales. They participated in the Callaghan plant sale as well as the Mayfaire at the Clifton Forge School of Arts. The individuals continue to attend workshop classes at Occam's Mill, where they have sanded and refinished beautiful pieces of furniture.



## Mental Health Awareness Walk

The month of May is Mental Health and Drug Court Awareness Month! AHCS kicked off the celebration by hosting a Mental Health Awareness Month walk on May 2nd at the Jackson River Sports Complex. Participants from our community were given Mental Health Awareness T-shirts; set up booths with resources from their organizations; listened to a presentation from Brittany Williams, an international bodybuilder, on wellness and mindfulness; and were treated to coffee, muffins and danishes from a local coffee shop.





# BUILD IT.



*The road to success is always under construction.*

– Arnold Palmer





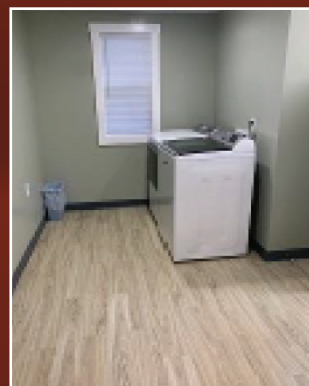
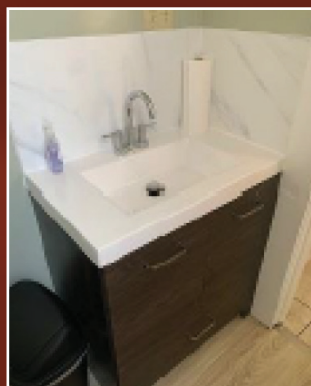
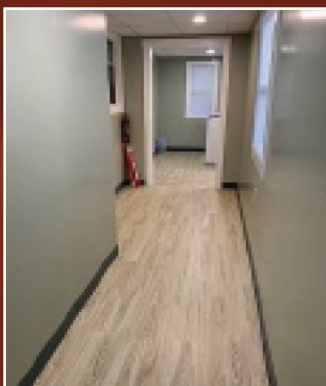
## Behavioral and Wellness Annex

Allegheny Highlands Community Services (AHCS) is pleased to present our new Behavioral Health and Wellness Annex. Dealing with the pandemic over the last two years, AHCS has experienced many COVID-19 challenges and barriers during the overall operation of numerous services. Despite this, AHCS remained committed to improving the quality of life for individuals in our community with behavioral health challenges and developmental disabilities, and to preventing the occurrence of these conditions through an integrated community-based system of care.

In order to alleviate some of the barriers and challenges, AHCS purchased a small building across the street from the clinic operations to separate and expand outpatient services and allow for social distancing and COVID-19 restrictions.

AHCS sought and received one-time grant funding from the Department of Behavioral Health and Developmental Services to assist with providing furnishing and fixtures for this new office and group space in order to maintain and sustain social distancing requirements.

The new building houses 9 offices and a large conference room for meetings, training and/or group services. Our current plan is to house child and family services separate from adult services, prevention services, and Veteran's Services. It has taken over two years for this project to come to fruition.



## Friendship Residence Bathroom/Laundry Room Addition and Renovation

# STATISTICAL INFORMATION

Day Support and  
Skill Building

81



Assessments and  
Evaluations

623



Residential Care  
and Supportive  
Residential Group  
Homes

47



Case Management

841





DREAM IT. **BELIEVE IT. BUILD IT.**



Medical Services

743



Substance Use  
Disorders

193

Emergency Services

388



Children's Services

286



# FINANCIAL & STATISTICAL INFORMATION

Total **CSB**  
**Expenditures:**



**8,760,119**

Total  
**FTEs\***



**144**

Total Employee  
**Compensation**  
& **Benefits**



**6,935,456**

Federal Revenue (Restricted)

**\$ 1,552,436**

State Revenue

**\$ 3,391,112**

Local Revenue

**\$ 276,399**

Medicaid Fees

**\$ 4,699,188**

Other Fees (Client, Third-Party Insurance, Medicare)

**\$ 478,144**

Other Funds (Grants, contributions, etc.)

**\$ 236,665**

**Total Revenues Fiscal Year 2022**

**\$10,633,944**

\*Does not include open positions.



*When you make a commitment, you build hope.  
When you keep it, you build trust.*

– Stephen M. R. Covey





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

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

**Facebook:**  
**[@alleghanyhighlandscommunityservices](https://www.facebook.com/alleghanyhighlandscommunityservices)**

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