



THE DOMINO EFFECT

Changing Lives One Decision at a Time.

2023 ANNUAL REPORT



TABLE OF CONTENTS

Mission / Vision	3
About Us	4
Alleghany Map	4
Message from the Executive Director	5
Board of Directors	6
Locations	7
Services	8-9
Organizational Effectiveness	10
2023 News	11
Success Stories	12-13
Advocacy and Awareness	14-15
Partnerships	16
Workforce	17
Financial and Statistical Information	18-19

Our Mission is...

Alleghany Highlands Community Services 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...

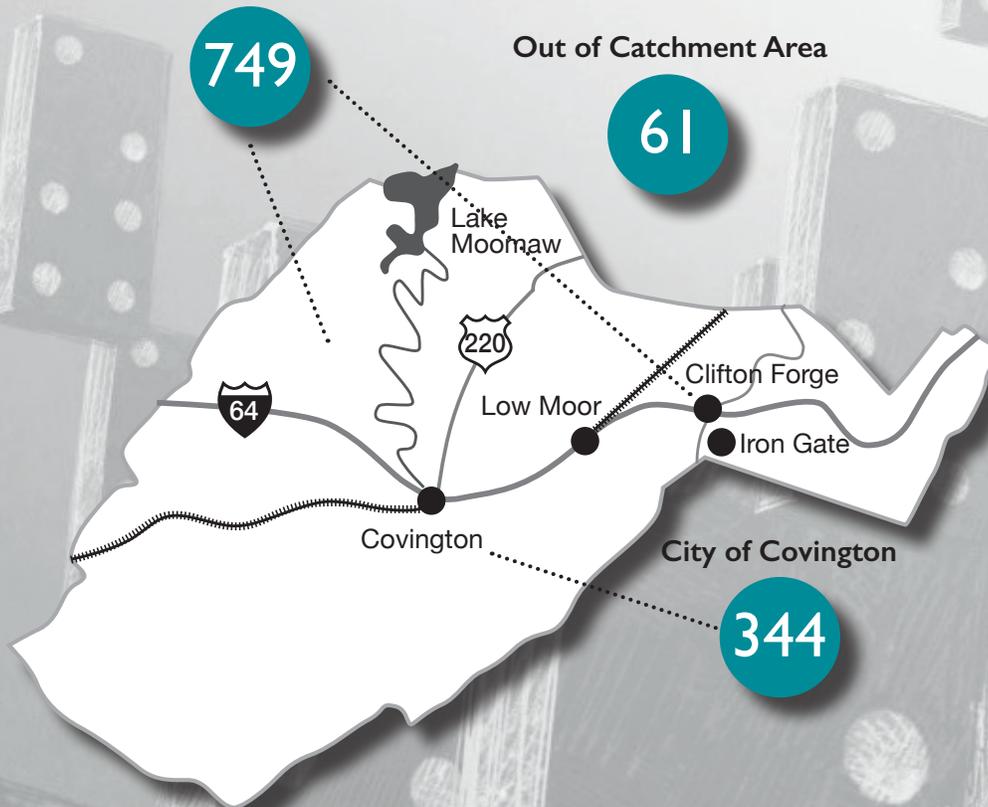
Integrity | Respect | Professionalism | Accountability | Compassion | Innovation | Teamwork

ABOUT US

The Allegheny Highlands Community Services Board is committed to improving the quality of life for individuals in our community with behavioral health challenges and developmental disabilities. We prevent the occurrence of these conditions through an integrated community-based system of care, and by 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 Allegheny 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

Allegheny County & Clifton Forge



A Message from the Executive Director



Welcome to the Allegheny Highlands Community Services (AHCS) 2022-2023 Annual Report entitled “The Domino Effect”! Commitment and consistency are the core principles of “The Domino Effect.” Operating with commitment and consistency involves more than just being present. It takes absolute dedication and effort from each one of us, like anything worth doing. By making a conscious commitment to being consistent and doing our best – every day – for the community, you will find from our stories that we are changing lives daily. Our staff remains fully committed to enhancing the quality of life one individual at a time.

I am pleased with all of the progress that we have made as an agency over the past fiscal year. I remain 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 each 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 annual 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.

Respectfully,

A handwritten signature in cursive script that reads "Ingrid W. Barber". The signature is written in a dark ink on a light background.

Ingrid W. Barber
Executive Director



2023 BOARD OF DIRECTORS

Chair..... Brenda Woodie
Vice Chair.....Stephanie Clark
Treasurer/Secretary..... Teresa Johnson

CITY OF COVINGTON APPOINTEES

Robert McCallister | Stephanie Clark | Lisa Hicks

ALLEGHANY COUNTY APPOINTEES

Brenda Woodie | Nolan Nicely, Jr. | Robin Sweeney
Teresa Johnson | Shawn Wright | Dianne Garcia

LEADERSHIP TEAM

Ingrid W. Barber..... Executive Director
Crystal HomerHuman Resources Director
Angie Goodbar Director of Developmental Services
Adam Kenny Information Technology Director
Patty Flanagan..... Finance Director
Lynn Brackenridge Quality Improvement Director
Susan Chittum Clinical Services Director
Tiffany Bowser..... Community Supports Director



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

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.

Peer Recovery Drop-In Center

420 East Ridgeway Street
Clifton Forge, VA 24422
Phone: 540-862-0227

Hours: Monday, Wednesday
and Friday
1:00 p.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

Allegheny 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 Case Management

The program provides complete wraparound services to students in the school to support them in all settings needed for the child to thrive in the community. This includes facilitation of the referral process, providing transportation to appointments, and assistance serving as a liaison with school staff, physicians, and other agencies. In addition, these services provide therapeutic intervention for clients and families who might otherwise not have access to these services.

Case managers work very closely with school personnel to make the learning environment optimal for the student.

Residential Services

Whether transferring back into the community from state hospitalization or finding a forever home for a loved one with a developmental disability, Allegheny 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.

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.

Peer Recovery Drop-In Center

The site is fully peer-staffed and offers peer-led, non-clinical services. People with addiction or mental health issues can seek help from others who have faced the same challenges. Everyone at the center is called a “guest” rather than a patient or client. Guests have access to whole health education, training programs, self-help programs, job help, and social life skills. Referral and access to other resources are available.

ORGANIZATIONAL EFFECTIVENESS



Women's History: In recognition of Women's History Month and leading women in the workforce, Governor Glenn and First Lady Suzanne S. Youngkin cordially invited Ingrid Barber, Executive Director of Alleghany Highlands Community Services, to join Virginia's Top Industry Leaders at a roundtable discussion at the Patrick Henry Building on Wednesday, March 22, 2023. The discussion was in cooperation with First Lady Youngkin's "Strengthen the Spirit of Virginia's Working Women + girls (W+g)!" initiative across the Commonwealth. First Lady Youngkin was excited to be in the company of dedicated women, the majority mental health professionals, alongside Secretary of Health and Human Resources John Littel, Secretary of Labor Bryan Slater and Deputy Secretary of Labor Anthony Reedy. The roundtable discussion was led by Dr. Alexis Aplasca, senior clinical advisor for @glennyoungkin's 'Right Help Right Now' behavioral health transformation plan. The First Lady thanked those in attendance for the rich discussion around innovation in workforce recruitment and retention in the most important of sectors—behavioral health. Barber was also invited following the event to the Executive Mansion for a reception hosted by Governor Youngkin and the First Lady.

“Your next step is simple. You are the first domino.”

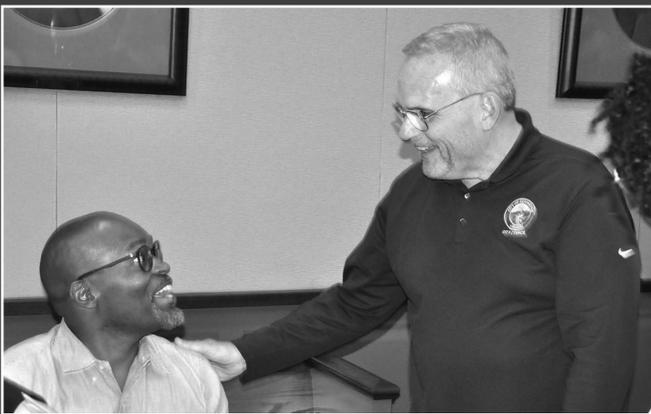
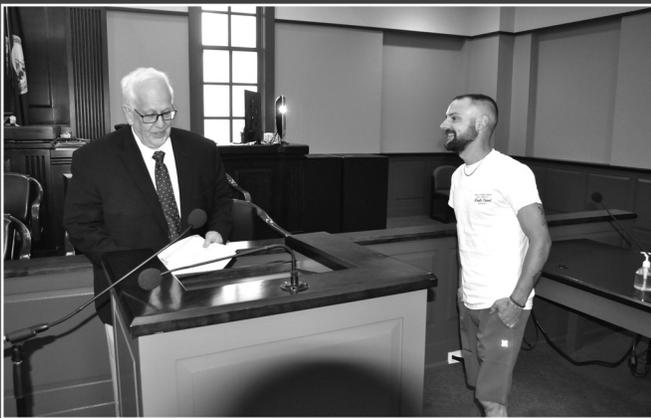
– Gary W. Keller



2023 NEWS

Drug Court: The first ever Allegheny County Drug Court Graduation ceremony took place on May 23, 2023. AHCS has partnered with local stakeholders to support and be part of the treatment and care coordination of those participating in Drug Court in Allegheny County.

The Executive Director, Ingrid Barber, has been a driving force behind the Drug Court's implementation and funding for this vital program that impacts those involved in addiction and the court systems. Leroy Robinson, a certified peer recovery specialist who is the peer supervisor for the 401 Peer Center in the New River Valley, was the guest speaker. The Honorable Edward Stein presented the formal dismissal of the felony charges of the graduating individuals. The judge signed their orders during the ceremony. The graduates' family and friends attended along with Anna Powers, the VA State Drug Court Coordinator for the Supreme Court; Ariel Diggs, also from the Supreme Court; Ingrid Barber, executive director for AHCS and staff; members of the advisory committee, including Dr. David Crandall; and supportive members of the community. One graduate's place of employment closed in order to attend and celebrate this accomplishment with her. The CSB is thankful to be a part of something that pays lifelong intangible and tangible dividends.



“ Getting extraordinary results is all about creating a domino effect in your life. ”

– Gary W. Keller



SUCCESS STORIES

Gregory: Gregory Gum, a resident at Friendship Residence, our waiver group home, was honored by his employer, Taco Bell, for being employee of the month in July 2023. Gregory had his picture taken with his certificate and an article shared in the *Virginian Review*. Gregory has been employed at Taco Bell since April 2021. Gregory was able to obtain this employment through support coordination from the CSB linking him with career support services. Gregory has been supported with his employment in other aspects from the CSB, including transportation and ensuring he is looking his best before leaving for work with the help of group home staff. Gregory continues to be a welcoming face in his workplace and a great example of hard work and determination.



“*Success is built sequentially.
It’s ONE thing at a time.*”

– unknown

SUCCESS STORIES



Will: At the DS Awareness Event in March 2023, William Romain gave the following speech to share his personal journey of both struggles and successes and how AHCS has been there to support him.

“Hello everyone, my name is William Romain, but most people call me Will. I have lived in Allegheny County for 13 years. I graduated from Penn Foster Online school in 2022. I am currently employed at our local Dollar Tree in Covington.

I am here today to talk about how the Community Services Board has been a great help to me. I have had several mentors who each has had a great impact on me. Also, several friends and family have encouraged me to do my best in anything that I do.

First, I would like to thank my mentor, Miss Renae, for all her encouragement, positive words, and patience. In the beginning when we first started, I wouldn't say much or even try to go outside of my comfort zone. She wouldn't give up even though I wanted to. I'm glad that she is in my life.

The next persons that I would like to thank are Miss Lisa, Miss Amy, Miss Kayla, and Mr. Tim. They each have encouraged me in so many ways, from reminding me of all the positive things about myself to always being available. I would also like to thank Mr. Tony for being my job coach and helping me to find employment.

Last, my Nana, my sister Emme, Miss Ruth, Mr. Doug, friends and neighbors for always being my biggest supporters. They each have always had my back and made sure that I would be prepared to be an adult.

Thank you to each one who has made an impact on my life.”

William came to the CSB after going through an unfortunate situation. He started with support coordination services and residential in-home services. As William continued to flourish from his setback, he graduated from school and began to seek additional services. Since then he began goals of attending the psychosocial rehabilitation program (Clubhouse) with the CSB and receiving career support services. William is now a top employee at the Dollar Tree, striving to beat his production goal every time he enters the building. William is now embarking on yet another big adventure of pursuing his driver's license.

William and his success demonstrate that with the right things in place, nothing can hold you back from reaching your top potential and achieving all of your goals and dreams.

“*Success is the sum of small efforts.*”

– unknown



ADVOCACY AND AWARENESS



Alcohol-Free Block Party for Alcohol Awareness:

To celebrate Alcohol Awareness month, AHCS Prevention Services hosted an alcohol-free block party with food, drinks, and prevention materials for all ages! The purpose of this party was to advocate for change, break down barriers, and address alcohol addiction.

Mental Health Walk for Mental Health Awareness:

AHCS hosted events to educate the public on the importance of taking care of their mental health during the month of May for Mental Health Awareness Month.

A Community Awareness Day was held at Teddy Dressler Park in Covington. Members of the community stopped by to pick up educational information on mental health and were invited to play "corn hole."

On May 1, 2023, an awareness walk was held at Jackson River Sports Complex in Covington. Members of the community and local agencies participated in the walk. At the walk's conclusion, Vincent Wyatt, athletic director, Mountain Gateway Community College, spoke to the community about his own personal recovery journey.



Our Executive Director, Ingrid Barber, along with local leaders met with the Centers for Medicaid and Medicare (CMS). They discussed the rural challenges in regards to access to care, reimbursement of services, workforce challenges, transportation barriers, waivers services, and flexibilities around service delivery.



The AHCS Board of Directors is composed of a nine-member team. The Board meets every month. They advocate and serve the following areas: Allegheny County, the Town of Clifton Forge, City of Covington, and Iron Gate. We thank them for volunteering their time.

“You have to be the first domino to cause change.”

– unknown



ADVOCACY AND AWARENESS



Sensory Trail: Participants of our day support program, Life Skills, continue to enjoy the woodshop at the Clifton Forge School of the Arts, where they have been building items for the community garden and the sensory trail. The Smith Creek Trail in Clifton Forge, VA is a sensory trail to incorporate all seven senses.

Field Trips: Participants at Life Skills were also offered a trip to the Star Flight flight school in Roanoke, VA. While at Star Flight, individuals explored the planes that are used by the flight school to teach new pilots. Everyone present was able to ask the pilots and students questions about the planes and watch planes take off. One group was able to experience exploring the work of an airport firefighter, and the other group met Virginia's Governor, Glenn Youngkin. Youngkin was happy to socialize with the group from Life Skills, and jumped on the bus for a quick photo! The CSB is thankful for the experiences the residents had on such a great day.



Juneteenth: Prevention Services was excited to join the city of Covington and the Town of Clifton Forge as community members celebrated Juneteenth with two separate events this year, one on June 17th and the other on June 19th. Juneteenth is a holiday celebrated on June 19th to remember the emancipation of enslaved people in the United States. The holiday was first celebrated in Texas, where on that date in 1865, in the aftermath of the Civil War, enslaved people were declared free under the terms of the 1862 Emancipation Proclamation. Each celebration included speakers, fellowship, food, and fun.



“Change is inevitable...embrace the domino effect.”

– unknown



PARTNERSHIPS

KOVAR grant: AHCS

received a grant from KOVAR, a Virginia Knights of Columbus 501(c)(3) tax-exempt charity established in 1971 to provide financial assistance through grants and home loans to tax-exempt organizations providing training and opportunities to persons with intellectual disabilities. The grant provided a new roof for the Friendship Residence, and the CSB could not be more grateful!



Genoa: In partnership with Allegheny Highlands Community Services, Genoa Healthcare, the leading provider of pharmacy services for people with mental illness, substance use disorders, and other complex, chronic conditions, has opened a Consumer Medication Coordinator Program (CMC) pharmacy. This new partnership comes amid a growing need for mental health and addiction services during the COVID-19 pandemic.

Genoa partners with community mental health clinics across the United States to provide pharmacy services to individuals in the same facility in which they receive their care, making it easier to obtain needed medications and leading to improved health outcomes.

The CMC will offer services to all individuals receiving services at Allegheny Highlands Community Services as well as their employees and family. Genoa's specialized pharmacy care includes using pre-filled pill organizers to help people stay on their medications, making proactive outreach calls, helping with prior authorizations, and handling other key support services.

"Our partnership with Genoa allows all individuals, providers, and nurses enhanced timeliness and quality, and a broader range of services. The individuals we serve may now have all of their medications from each of their doctors filled at our clinic; it's an exciting and enhanced program for our small community with limited resources," said Ingrid Barber, Executive Director.

Since the start of the pandemic, approximately two in five U.S. adults have reported symptoms of anxiety and depression, up from one in five prior to COVID-19, and overdose deaths from opioids have hit new highs.

“The power of the domino effect lies in the cumulative impact of many small actions.”

– unknown



WORKFORCE



REVIVE training: Those interested in learning more about how to detect and respond to opioid overdose were invited to attend REVIVE!, a lay rescuer training course offered by Allegheny Highlands Community Services.

The goal of the training was to teach laypeople to train others on how to identify an opioid overdose and how to respond by providing naloxone, a synthetic drug that reverses an overdose.

The training taught people how to understand the effects of opioids, how opioid overdoses happen, the risk factors for opioid overdoses, and how to respond to an opioid overdose emergency. The course also focused on specific training objectives to ensure a thorough understanding of the materials that the trainers will present.

The training course also taught the attendees how to go into the community to conduct training and was appropriate for anyone who intends to lead training in the community.

It is vital for people who have overdosed to get medical help, even as naloxone is administered.

The training was held at the AHCS Behavioral Health and Wellness Annex and was free and open to the public. Attendees received a REVIVE kit to take home after the training.

“ *Happiness has a domino effect.*
Aim to be the start of the domino. ”

– unknown



STATISTICAL INFORMATION

Day Support and Skill Building

113



Assessments and Evaluations

576



Residential Care and Supportive Residential Group Homes

63



Case Management

766



Medical Services

689

Emergency Services

348



Children's Services

841



Substance Use Disorders

198

FINANCIAL INFORMATION

Total **CSB**
Expenditures:



10,244,235

Total
FTEs*



140

Total Employee
Compensation
& Benefits



6,935,456

Federal Revenue (Restricted)	\$ 1,661,462
State Revenue	\$ 3,907,006
Local Revenue	\$ 297,510
Medicaid Fees	\$ 4,791,245
Other Fees (Client, Third-Party Insurance, Medicare)	\$ 375,556
Other Funds (Grants, contributions, etc.)	\$ 102,800

Total Revenues Fiscal Year 2023 **\$ 11,135,579**

*Does not include open positions.



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

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

Website:
www.ahcsb.org

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