

THROUGH THE YEARS



Honoring the Past and Looking Forward to the Future



2024 ANNUAL REPORT

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Our Mission

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

- 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

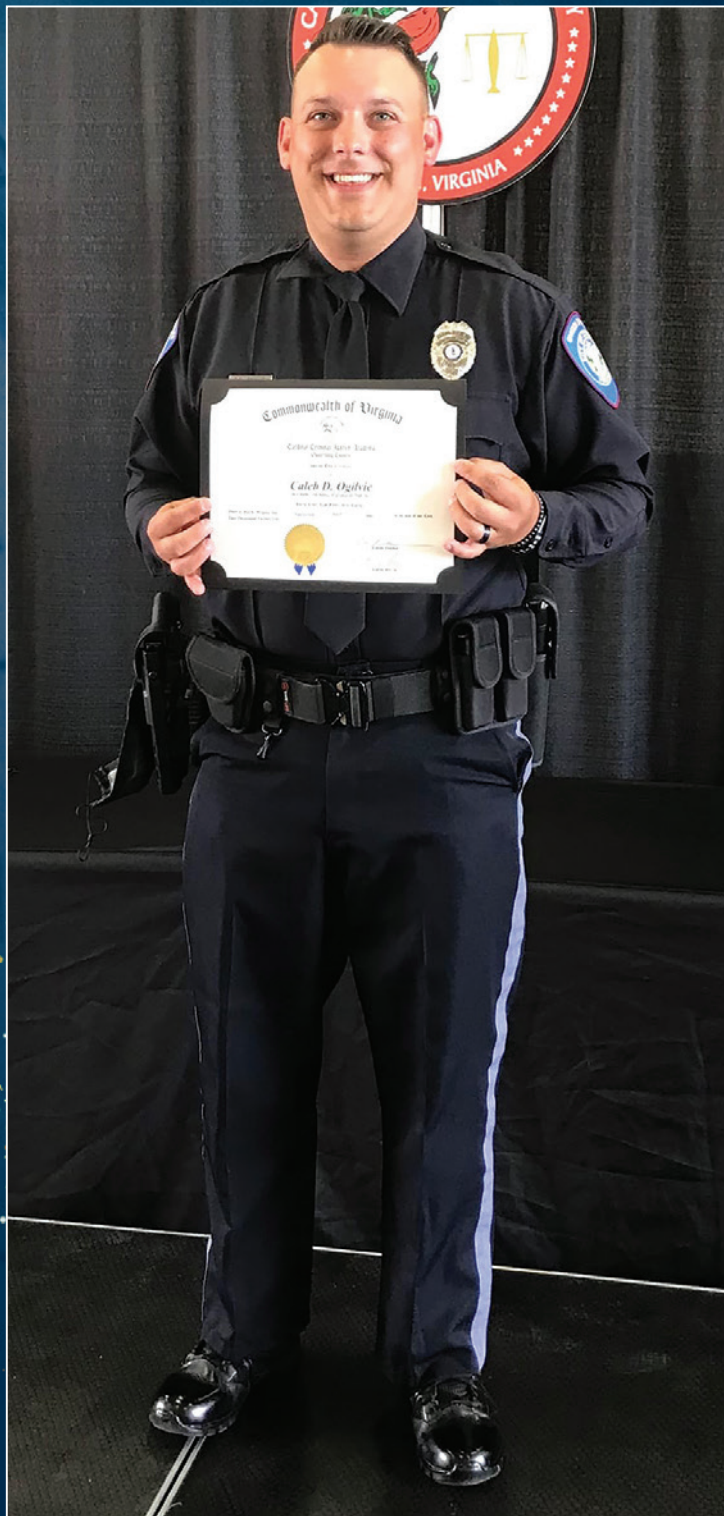
Integrity | Respect | Professionalism | Accountability
Compassion | Innovation | Teamwork

Officer Caleb D. Ogilvie

This annual report is dedicated to Officer Caleb D. Ogilvie, who was shot and killed in the line of duty in Covington, Virginia in 2022.

Officer Ogilvie was a U.S. Marine Corps Veteran and had served with the Covington Division of Police for less than one year at the time of his passing. Left to honor his memory are his wife and four children.

Alleghany Highlands Community Services appreciates and treasures the deep relationships we share with local law enforcement agencies. The dedication to serving our community runs deep, and our collaboration is an important part of our success in helping those who need it most.



HISTORY

Alleghany Highlands Community Services (Established 1983)

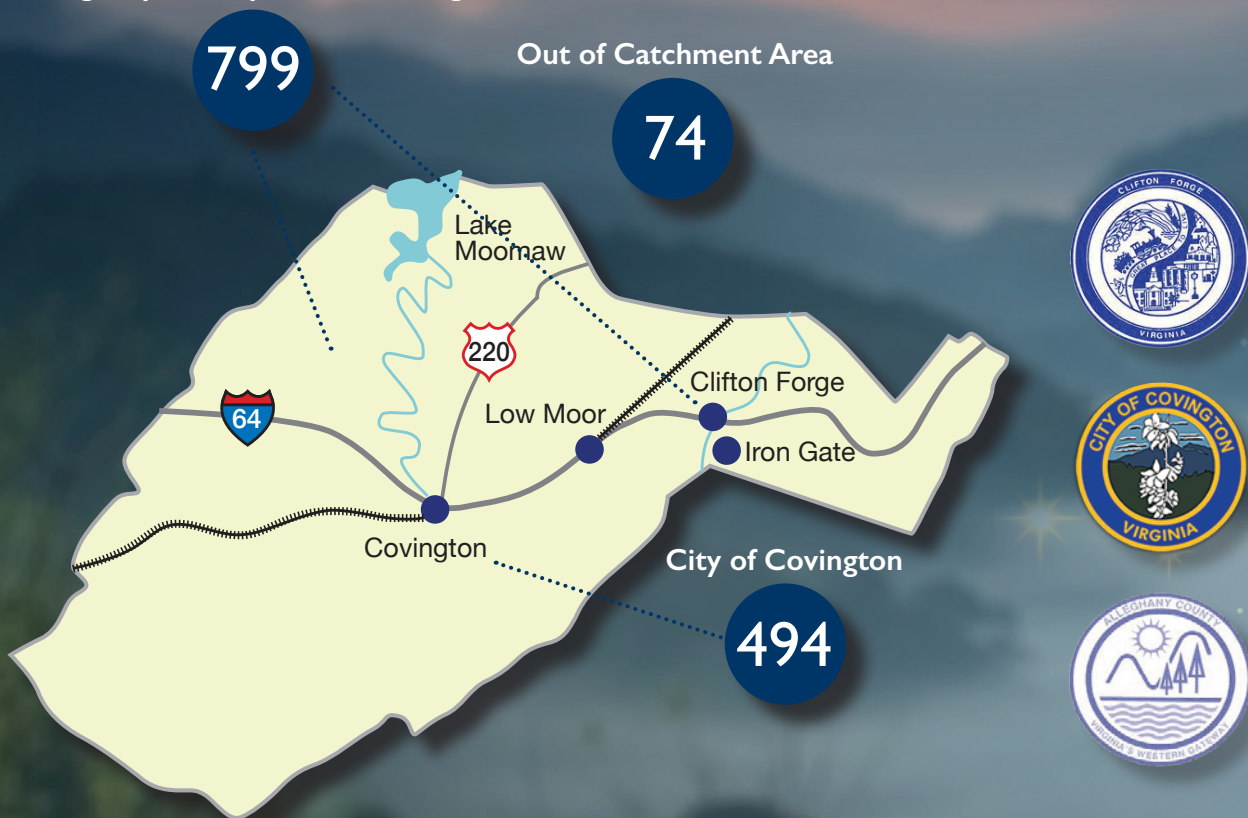
The area's first community mental health program was opened in 1965 in Clifton Forge, Virginia. The small clinic operated from a church Sunday School room for 16 years, staffed by a psychiatrist, a social worker, and a secretary. An active advisory board raised funds to support the mental health outpatient and medication management program. In 1981, a group of area residents saw the opportunity to expand the programs, adding what was called "mental retardation" and "substance abuse" services through the Code of Virginia. Alleghany Highlands CSB became a reality in 1982, and on July 1, 1983, the transfer of the State-operated mental hygiene clinic to the new Alleghany Highlands Community Services Board was accomplished. The agency was the 37th CSB to begin operations in the State.

Alleghany Highlands CSB is governed by an all-volunteer board appointed with members from each jurisdiction—Clifton Forge, Alleghany County, and the City of Covington.

Through 40 years of growth, development, and dynamic leadership, the agency has 10 locations within the Covington and Clifton Forge areas. Today a staff of 150 provides 18 core services over 3 program areas: Mental Health, Substance Use, and Developmental Services. This has been possible because of the hard work and dedication of Board Members and a caring and compassionate staff.

Number of Individuals Served by Locality

Alleghany County & Clifton Forge



A Message from the Executive Director

Welcome to our 40th anniversary Annual Report. Can you believe that Allegheny Highlands Community Services has served adults, children and families for over 40 years? Time flies. This report highlights just some of the work that our agency has accomplished over the past year, and the report also includes a timeline of milestones over our 40-year history, as we look back on how we've grown and look forward to the future.

During our 40th year, we took time to reflect on the decades of growth that led us here. We commemorated past successes while celebrating new ones on the horizon. Internally, we started envisioning the next decade, committing ourselves to creating meaningful change in our communities.

Today and for every decade to come, I remain thankful for the never-ending support from our Board of Directors, Leadership Team, stakeholders, staff, clients and individuals that we serve. I especially extend my heartfelt gratitude to all our staff, present and past, to those who have been with us since the early days and to those who have recently joined the AHCS family. Your dedication, expertise, and enthusiasm are the backbone of our agency. Each of you has played and continues to play a vital role in our success and in delivering exceptional services our clients expect and deserve.

I am truly excited by all of the possibilities that lie ahead.

Respectfully,



Ingrid Barber
Executive Director



2024 BOARD OF DIRECTORS

Chair

Stephanie Clark

Vice Chair

Robin Sweeney

Treasurer/Secretary

Dianne Garcia

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 Homer

Human 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

Director of Community Supports



“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed it’s the only thing that ever has.”

Margaret Mead

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 Health 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

CIT Assessment Site located at LewisGale Alleghany- HCA Hospital

Low Moor, VA 24457

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.

Substance Use and Recovery Services

Individuals seeking assistance with addressing substance use disorders will find an array of services available through our agency. We also offer Recovery Court and Jail Diversion Services as well as a robust Peer Support program.

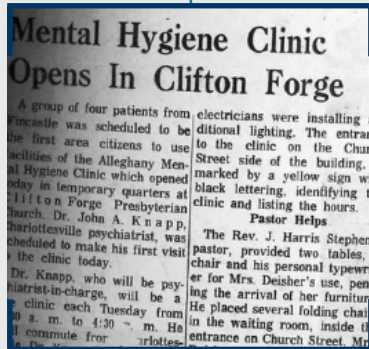


40TH ANNIVERSARY CELEBRATION

On October 13, 2023, we celebrated our 40th anniversary with a big event at Mountain Gateway Community College in Clifton Forge. Keynote speakers were Derrick “Fly Ty” and Jacinda Jacobs, former NBA co-hosts of the Charlotte Hornets. Executive Director Ingrid Barber recognized many community partners, including local law enforcement, Allegheny Highlands Public Schools, LewisGale Hospital Allegheny, the Allegheny Foundation, KOVAR, the Garten Family, and several individuals who have been integral to the success of the organization. Ingrid also shared a video that highlighted the organization’s past and present.

Additionally, Ingrid thanked the Leadership Team and all of the staff members for their valuable contributions to AHCS and honored many with individual awards for their service.

1965-1982



Community members formed a Mental Health Hygiene Clinic, seeing a need for services in the Allegheny Highlands.

A charter was signed by local governments.

1983



On July 1, 1983, the agency was recognized by the State of Virginia as the 37th Community Services Board, and the Guinan Center was opened as a Mental Health Clinic.

1986



Clubhouse, a psychosocial rehabilitation day program, was established.



Developmental Services Awareness Festival

On March 23rd, Allegheny Highlands Community Services partnered with the town of Clifton Forge to host a Developmental Services Awareness Festival on Church Street. The street was filled with food and merchandise vendors, as well as educational information from various agencies. We greatly enjoyed Chris's Custard Food Truck, which is a business in Roanoke operated by an individual with Down syndrome and his family. The business supports employment of individuals with disabilities.

Local dance groups, including our very own Pop Rockers, performed throughout the day at the amphitheater. Exciting activities were offered including rock painting, balloon animals, sidewalk chalk designs and other games. The painted rocks were lined up and left on display as "Smithy the Snake" on the Smith Creek Sensory Trail. Throughout the month of March, the agency employees dressed in different colors to represent a particular developmental disability. The pictures and information about each disability were showcased on the agency Facebook page.

1993

1999

2003-2006



DEDICATION — The Allegheny High- and Community Services Board and the Allegheny Highlands Chamber of Commerce held a dedication and ribbon-cutting ceremony Wednesday for a group home facility, Friendship House, located at 430 Allegheny St., Clifton Forge. The chairmen of the board, Charlene Williamson, and the resident began operation using the late fall of 1993 with assistance from a special grant. Currently the residence is licensed for eight clients and now

Friday and Julia Baron, part-time staff; Nancy Baker, Ellen staff; Present for the ribbon cutting included: Joe Harpman, executive director of the AHCSSB; Betty Crosson, director of Mental Retardation Services, AHCSSB; Cindy Perry, residential supervisor, AHCSSB; Michele Wright, executive director of the Chamber of Commerce; members of the AHCSSB board; Clifton Forge Mayor Johnny Wright; Allegheny County Board of Supervisors Ch...

Friendship Residence was purchased to provide waiver group home services to individuals with intellectual and developmental disabilities.



CENTER DEDICATED — Dedication of the Hazel E. Lawler Children's Center of the Allegheny Highlands Community Services Mental Retardation Division in Clifton Forge was held October 29 at 545 Church Street. The program marked the change of the name from Hazel E. Lawler Children's Center and Mental Retardation Services to Hazel E. Lawler Children's Center and Mental Retardation Services. A pediatric nurse who spearheaded the program since its inception in 1991 will be honored with a plaque. For information on services offered call 903-2562. From left: Calum Conway, Jessica Simpson and Atticus Conway, children of the Hazel E. Lawler Children's Center.

Dedication of the Hazel E. Lawler Children's Center of the Allegheny Highlands Community Services Board.



The Moody Building, utilized as a school, became the Life Skills Day program for individuals with intellectual and developmental disabilities.

New Beginnings transitional living residence began operations to provide housing to those leaving the State hospital and seeking integration into the community.



Allegheny Highlands Community Services was recognized as the 2023 Non-Profit Business of the Year by the Allegheny Highlands Chamber of Commerce. Our agency was honored at the Chamber's 45th Annual Dinner on March 9, 2024.

HIGHLIGHTS

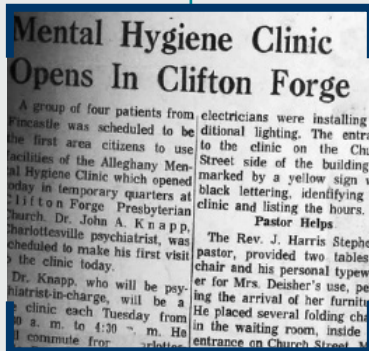


In December 2023, we celebrated the opening of our Peer Recovery Drop-In Center offering peer-led, non-clinical services to people with addiction or mental health issues.

2007

2009

2011



The Guardianship program was developed to provide substitute decision-making for indigent individuals. The program is a collaboration between Rockbridge Area CSB and Allegheny Highlands CSB.



The first electronic health record is implemented.



The CARE Spirit Award was created to recognize the outstanding contributions of an employee who embodies the agency's mission and vision at the highest level.



Project LINK

This year saw the start of our Project LINK program, which provides intensive case management and home visiting services for pregnant and parenting women with substance use disorders, made possible by the Department of Behavioral Health and Developmental Services.



Parenting Education Classes

We also began a new Parent Education Program which teaches positive and effective ways for parents to interact with their children at every age and stage of development.

2013

2014

2017



AHCS became one of the first CSBs in Virginia to have Same-Day Access for anyone to visit seeking service. Additionally, Merryfield Residence was officially converted to an Intermediate Care Facility providing a higher level of care to those with intellectual and developmental disabilities and significant medical needs.



AHCS held a 5K Recovery Run to raise funds for client assistance needs that were unable to be obtained through other sources.



Developmental Services underwent waiver redesign including WAMS, an electronic record for ID/DD services. The agency began providing mental health services in the Alleghany County Regional Jail.

Looking Forward

Our goals for 2025 and beyond...

Sustain and continue to provide quality enhanced services to our clients

Provide ongoing training, education, and professional development opportunities for AHCS staff

Complete expansion of our Substance Use Continuum using Opioid Abatement Authority funds

Expand and grow our Recovery Court program

Construct a Crisis Receiving Center



2018

2020

2021

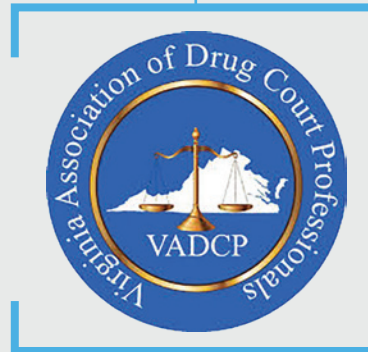
2022



The first Allegheny Highlands Healthy Youth Coalition was formed with community members to combat and prevent substance use and at-risk behavior among youth.



The Crisis Intervention site was opened in partnership with LewisGale Hospital Allegheny in Low Moor, providing a secure location where CIT-trained law enforcement officers can transport an individual who may be experiencing a psychiatric crisis and have that person safely evaluated by a mental health professional.



A drug court is established as an alternative to traditional court proceedings in that it involves a collaborative and cooperative multi-disciplinary team that includes judges, prosecutors, defense attorneys, probation officers, law enforcement, and behavioral health treatment professionals.



Opening of the Behavioral Health and Wellness Annex building for family and children's services.

Genoa Pharmacy Concierge service began on-site, providing prescription needs to the community.

Statistical & Financial Information

Outpatient Therapy Services

419

Medical Services

730

Case Management

840

Clubhouse Program

46

Residential Care & Supportive
Residential Group Homes

26

Day Support/Skill Building

73

Intensive Outpatient Services

84

Medicated Assisted Treatment

41

Emergency Services

346

Motivational Treatment Services

189

Consumer Monitoring

344

Assessment & Evaluation

657

Total **CSB**
Expenditures:



11,469,296

Total
FTEs*



152

Total Employee
Compensation
& **Benefits**



8,809,275

Federal Revenue (Restricted)

\$ 1,911,782

State Revenue

\$ 5,362,079

Local Revenue

\$ 337,532

Medicaid Fees

\$ 5,630,661

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

\$ 271,288

Other Funds (Grants, Contributions, etc.)

\$ 27,218

Total Revenues Fiscal Year 2024

\$ 13,540,560



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



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

