Bringing Hope, Healing, And Recovery To Our Communities

2017 Annual Report
A Message from the Executive Director and Board Chair:

TO OUR FRIENDS AND PARTNERS,

THANK YOU for joining our team in a review of the past year’s services and THANK YOU for continuing the mission of serving our communities by Bringing Hope, Healing, and Recovery. This year has been one of many challenges, but it is in the face of the person who has begun a journey of recovery, in the toddler who is walking and talking, in the adolescent who is succeeding in school and family life and in the person who is living in the community for the first time in years that motivates our staff, our partner Frontier Health, and our Board of Directors to stay the course and enhance and improve our services.

We took advantage this year of new opportunities with Medicaid to enhance services for individuals with addiction. We added licensed providers and intensive outpatient services. We utilized new resources to provide residential treatment services through our partnerships with other providers. Our coalitions in the region worked with our legislators to focus on changes at the state and local levels to impact the opiate epidemic, not only in our area, but across the state.

Our team has worked diligently with families in transitioning individuals with development disabilities from institutional living to our communities. Changes in services and supports through the Medicaid Waivers presented challenges and opportunities for individuals. In 2018, services in the community will practically replace institutional living for individuals with developmental disabilities!

Do you know that individuals living with mental illness are likely to die more than 20 years earlier than a person without mental illness? We find this unacceptable! We teamed up with Virginia Premier to provide integrated health care to individuals who are not connected with a primary care provider in the community. Our teams of case managers, nurses, therapist and psychiatrists are working diligently to improve the health of the individuals we serve. We are coordinating care with providers in the community, we are providing education and follow-up services and we are encouraging individuals to take responsibility for their health and their recovery.

We will face our opportunities and our challenges with our partners. We are appreciative of the partnerships we have with our local leaders and our county and city government officials who continue to support our services, the individuals we serve who have put their trust in us, the community agencies who work tirelessly beside us, and our partner – Frontier Health. We are stronger together.

Sandra O’Dell
Executive Director

Sandra Craft
PD1 Board Chair
Board of Directors

Lee County
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Judy Roberts, Treasurer

Scott County
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City of Norton
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Leadership Team

Dr. Teresa Kidd
Associate Director
President & CEO of Frontier Health

Eric Greene
Mental Health & Substance Abuse Director
Senior Vice President of Virginia Services

Sharon Taylor
Community Support Services Director

Regina Lawson
Intellectual Disabilities Director

Ken Taylor
Child & Adolescent Services Director

Mike Halcomb
Emergency Services Director

Sandra O'Dell
Executive Director

Donna Stanley
Financial Officer

Lisa Kilgore
Business Manager

Sandra Craft
Board Chair
Recently while providing medication education to a customer, a local southwest Virginia pharmacist learned that the individual was having serious suicidal thoughts. The Pharmacist remembered a public service announcement he had seen in “The Scott County Star”. The article was an announcement for an upcoming regional suicide prevention conference and listed the local prevention services staff as resources and contact persons. The quick thinking pharmacist accessed the article and placed a call to Addington Hall and the pharmacy customer was ultimately linked up with the appropriate lifesaving resources. Following the successful resolution of this crisis situation, a specialist from Virginia Prevention Services followed up with the pharmacy, providing them with brochures and resource materials related to suicide prevention.

Working together we made a difference! Together we can bring Help, Healing, and Recovery to our communities!

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**Public Awareness Campaigns Work**

**Outpatient Services**

Individuals that wish to improve their mental health receive the skills to gain a more fulfilling life, and meet their own goals through Adult Outpatient Services.

Treatment options include mental health related screening, individual counseling, group counseling, specialty employment services, and an array of assessment options.

The goal of outpatient services is to encourage people to achieve their full potential by providing quality person centered treatment. In addition to third-party insurance, treatment is also offered on a sliding-fee basis to improve access to those with limited resources.

**Governor’s Access Plan (GAP) Screenings**

The Governor’s Access Plan (GAP) Screenings are for persons with a serious mental illness who may qualify for Medicaid for Primary Care and Mental Health treatment. The PD1 clinicians assisted approximately 712 people with gaining access to medical insurance who previously were unable to access care. The program was recently continued and expanded.

**Case Management**

Case Management Services provides assessment and linkage to a comprehensive system of services to help increase the successes and stability of persons with serious mental illness. The services are designed to assist individuals with obtaining a lifestyle of their choice so they can function independently in the community, living a life we would all want.

Case Management Services strives to promote the highest quality of life possible in settings that provide maximum opportunities for independence and inclusion.

Client choice, preferences, and participation in service planning are fundamental elements of service delivery. Family participation in services is supported and encouraged. Mental Health recovery concepts are a fundamental component of the service mission to promote principles of individual growth, responsibility, resilience, and goal attainment.

Services assist individuals with identifying and planning person-centered goals, monitoring progress toward meeting those goals, and advocating to secure needed resources and services to promote wellness.
A Therapist’s Point Of View

“This job has made me the kind of person who can see something scary happen and jump into action, in a real way, even when I am afraid of what’s going to happen. I don’t think any monetary value can be placed on something like that; it is something that has to be cultivated and nurtured. Many of the problems that we deal with are systemic. A systemic solution has to be cultivated from someone inside with the power, ability, and drive to do so. A combination of strong leadership and teamwork creates a culture that allows people to act courageously, and more than that, it allows and encourages people to grow and improve. I believe that’s what we have here - I think that it may be my favorite thing about this job.”

Josh Holbrook, Therapist

Emergency Services

The Emergency Services Program provides 24-hour crisis intervention, counseling and referral, and pre-admission screening to determine the need for psychiatric hospitalization.

Emergency Services staff provide evaluations at local hospitals, police departments, and other community sites for those experiencing a psychiatric emergency. Additional services include court liaison for involuntary commitment procedures, walk-in assessment, re-commitment evaluations, and referral services.

Emergency Service clinicians are designated as the point of entry into the state psychiatric hospital system and serve as the formal assessors for this process.

Emergency Services staff have also begun offering Mental Health First Aid for Public Safety (MHFA). This program is an evidence-based practice that provides education to law enforcement, emergency medical teams, and lay persons in the community about interacting with persons experiencing psychiatric emergencies.
The Planning District One Medication Assisted Treatment (MAT) program will be expanded through funding made available by the Substance Abuse and Mental Health Services Administration (SAMHSA). The funding is part of a Federal grant which was provided in response to the opioid epidemic sweeping the country. “This epidemic has hit our area particularly hard,” says Michael Halcomb, MA, LPC, CSAC, Division Director, Adult Outpatient Services. The Planning District One MAT program became operational in 2004. Since that time it has provided physician-based services and medications such as Suboxone and Naltrexone, along with outpatient treatment options such as individual and group therapies to persons suffering from Opioid Use Disorders. Halcomb further notes “This funding will dramatically increase the availability, capacity, and effectiveness of the treatment we already provide. We will now be able to reduce the most significant barriers to obtaining services our clients experience by subsidizing the costs of medical services and as well as the costs of the medications themselves. Over the duration of the grant, our goal is to increase the number of persons served by our MAT program to twenty.”

Substance Use Disorder Services

PD1 BHS has a robust treatment continuum for persons suffering from Substance Use Disorders. The SUD program is a comprehensive program that incorporates individual counseling, specialized SUD case management, SUD groups, Medication Assisted Treatment and SA Peer Recovery. The SUD program also offers access to the following services through the LENOWISCO Health Department: Regional detoxification programs; Referral to self-help groups and halfway houses; Linkage to contraception and women’s health.

Project Link

Women of child bearing age or who are pregnant that are suffering from substance use disorders may receive additional treatment coordination through Project LINK, an intensive case management model that provides support to a vulnerable population with the goal of giving babies the best beginnings possible.

Medication Assisted Treatment

Medication Assisted Treatment (MAT) is offered to clients in various forms. Revia, Campral and Suboxone are used to help individuals reach a point that they may begin a drug free recovery. MAT, along with case management and group treatment allow clients to stabilize prior to starting other phases of recovery. Treatment with MAT usually lasts between 1 and 3 years. Clients that need treatment for a longer duration are linked to longer stay programs.

Specialized SUD Groups

SUD services offer a variety of groups for clients. Specialized groups are targeted towards specific populations that may benefit from the service. Groups may focus on demographics like women or men or may focus on content like Friends and Family, Moral Reconation Therapy, Anger Management, Life Changes, Motivational Enhancement and Recovery Support.
**Intensive Outpatient Program in Wise County**

The new Virginia Addiction and Recovery Treatment Services (ARTS) program has expanded reimbursement options for Medicaid recipients. This action has provided an opportunity to develop an Intensive Outpatient Program (IOP) at Wise County Behavioral Health Services in Big Stone Gap. “The Intensive Outpatient Program will provide a level of care for persons experiencing substance use disorders beyond the customary outpatient care we already make available,” says Eric Greene, Sr. Vice President of Virginia Services.

The IOP treatment option differs from other outpatient services primarily in the intensity level of the services provided. The program is built around a structured, evidence-based model in which participants are provided a number of group-based treatment options to match their specific treatment needs. Participants further benefit from the program by being able to remain in the community and stay in their homes while still receiving treatment at least 3 days per week.

The program began in the Spring of 2017 and has been well received by participants. The need for this service is significant, and the program continues to grow.

**Occupational, Court Related SUD**
These SUD program offers unique opportunities tailored to working individuals. The Impaired Miner Program allows coal miners who have positive urine drug screens on the job a chance to keep their Virginia Miner’s License. Treatment duration ranges between 12 and 36 months, but miners can be back to work in as little as 12 weeks.

**Substance Abuse Professional Program (SAP)**
The SAP program is offered to persons with Department of Transportation regulated jobs who have tested positive for alcohol or drugs while on the job. The two most frequently seen occupations are over the road truckers and railroad employees. The program uses specialized knowledge of a federally designated treatment provider to craft a treatment plan and monitor it until the person is ready to return to work.

**Impaired Driver Programs**
Virginia Impaired Driver Programs have some of the lowest repeat offenders in the country. The Virginia Alcohol Safety Action Program refers clients for assessment and treatment after a DUI, DUID and boating under the influence. All outpatient facilities offer Impaired Driver Programs during daytime / evening hours to accommodate most individuals in group and individual sessions.

**Drug Courts**
Drug Treatment Courts in PD1 have been operating since 1999 for Juvenile and 2010 for adult courts. Access is granted by judicial oversight and the Commonwealth’s Attorney. Treatment programming meets the needs to allow young offenders and non-violent offenders an option to avoid a costly incarceration and felony status that can create other hardships later.

Post plea courts return participants to their original sentence when they fail to complete the program. Drug Treatment Courts save localities significant dollars by investing in community based treatment instead of paying a regional jail per diem for appropriate offenders with drug related charges.
Bringing Hope, Healing, And

2016-17 Revenue

PD1BHS / Frontier Sources of Support

» **State:** 24.1% ($3,719,313) of funds come from the State of Virginia.

» **Local:** 2.6% ($409,000) of funds come from the Local Governments of Lee, Scott, and Wise Counties and the City of Norton.

» **Federal:** 5.0% ($790,274) of funds are Federally administered by the State of Virginia.

» **Medicaid:** 48.4% ($7,475,339) of funds are fees from Medicaid for services provided.

» **Other Fees:** 16.1% ($2,489,781) are funds from other fees. Included in other fees are sliding scale fees paid by individuals, insurance payments, Medicare fees, foster care, supportive service fees, parenting group and vocational rehab fees.

» **Other Funds:** 3.7% ($565,293) are other funds. Included in other funds are workshops, dataline grant, client earned funds and transportation.
Recovery To Our Communities

2016-2017 Sessions

PD1BHS / Frontier Health Sessions for the 5,401 Individuals Served during 2016-17

5,401 Served

PD1BHS / Frontier Health provided services to 5,401 unduplicated individuals addressing mental health, intellectual and developmental disability, substance use, prevention, early intervention and crisis needs.

2017 Annual Report
Post Adoption Service staff held an adoption event at Mountain Empire Community College presenting “The Heart Gallery” on May 3, 2017. The Heart Gallery is a traveling photographic exhibit created to find forever families for children in foster care. It is a collaborative project designed to increase the number of adoptive families for children needing home in our communities.

Guest speakers for the event included two adoptive parents and children, youth therapists, and program staff who spoke about adoption and the importance of a forever home. Community members were in attendance for the presentation and the gallery remained on display throughout the month of May in the main lobby of the Goodloe Center.

The Heart Gallery

National Adoption Day

November 19, 2016 was National Adoption Day and the staff at Post Adoption Services hosted the 3rd Annual National Adoption Day Event at the Park Avenue Theatre in Norton, Virginia. The event included a showing of the G-rated Disney Movie, Meet the Robinsons. Lunch and snacks were provided for the families. A special balloon release ceremony took place following the movie to commemorate the importance of adoption and to honor the children who are still awaiting their forever home.

Children & Adolescent Services

Infant & Toddler Services

Parents and professionals work together to help babies from birth to 3 years old develop and learn. Infant & Toddler Connection (ITC) provides supports and services for babies and their families so families can help their child learn during everyday activities and routines. Services are provided in the home and at other places where children and families spend time. Services are also provided in Dickenson County, Va.

Services include:
- Care Coordination
- Speech Therapy
- Occupational Therapy
- Special Instruction
- Physical Therapy
- Developmental Services

Outpatient & Case Management Services

After an initial interview and assessment of needs, children and youth, along with their families, may receive a wide range of evidence-based services at our behavioral health centers. Services focus on emotional, behavioral, substance abuse or family issues and adverse childhood events. Staff have specialized skills in addressing trauma, loss, depression, anxiety, behavior problems, attention deficit disorder, and other child/adolescent concerns. Home based Intensive In-Home Services are provided when a child may be at risk of removal. Appointments are available during daytime and evening hours with walk-in appointments for urgent needs.

Prevention Services

Prevention Specialists work with the community, schools and local coalitions to target risk factors and increase protective factors by providing a wide array of services and community events using the Strategic Prevention Framework model. Prevention services focus on providing educational resources and information on:
- Parenting (Children in Between and Parenting Wisely)
- Suicide Prevention, Good Mental Health (Mental Health First Aid, Applied Suicide Intervention Skills Training: ASIST, and Help Hope Healing Conference)
Youth Tobacco Prevention Programs

Through a grant from the Virginia Foundation for Healthy Youth, Children and Youth Staff provided two evidence based, tobacco prevention programs to 3rd - 6th grade students in local schools in Wise and Scott Counties. The curriculum presented was Project “TNT” (Towards No Tobacco) and Media Detectives.

Project TNT helps students develop important skills to live tobacco free lives by teaching them about the dangers of tobacco use, good decision making, communications skills, and ways to build high self-esteem.

Media Detectives is a media literacy program that helps youth understand the persuasive intent and techniques of advertising related to tobacco.

Virginia Prevention Services served more than 1,000 students in Planning District 1 through these programs in 2017.
Community Engagement Services

The Virginia Department of Behavioral Health and Developmental Services, along with the Department of Medical Assistance, has a new service available for individuals with Developmental Disabilities who have a Developmental Disability Waiver.

“The purpose of Community Engagement is to provide a means for individuals to be involved in their community,” says Ms. Regina Lawson, LCSW, Developmental Disabilities Division Director, Virginia Services. “The goal is to provide regular integration opportunities into their communities so that they become an integral part of the community.” The group size is small, with one staff working with 3 individuals.

Frontier Health’s participation in the service began in September 1, 2016 with the hope of expanding the program over time; not only in the numbers participating but also in the hours of access for those served. Ms. Lawson explains “right now the service is only available in the community during traditional ‘working’ hours. This makes it difficult for these individuals to attend an event after that time. We hope to be able to extend our hours and facilitate attendance at evening and weekend community events.”

Intellectual Disability Services

Developmental Services (DS) are provided in two primary categories: case management and waiver services. Case management is available for all persons with intellectual disabilities or developmental disabilities in need of assistance. Waiver services are provided to intellectually disabled or developmentally disabled individuals with exceptional needs.

DS Case Management

DS Case Management provides assessment and linkage to a comprehensive system of services to help increase stability and inclusion of persons with intellectual disabilities. Services are designed to assist individuals obtain a lifestyle of their choice so they can function with minimum help from the formal service system. Case Management promotes the highest quality of life possible in settings that provide maximum opportunities for independence and inclusion.

Client choice, preferences, and participation in service planning are fundamental elements of service delivery.

Family participation in services is supported and encouraged. Services assist individuals with identifying and planning person-centered goals, monitoring progress toward meeting those goals, and advocating to secure needed resources and services to promote wellness. DS Case Management frequently coordinates many professional service needs to consumers.

DS Waiver Services

Independence Unlimited Intellectual Disability Day Support in Duffield and the Adult Activity Center in Big Stone Gap are for adults with intellectual and developmental disabilities who wish to engage in activities during the daytime. Adult activities include cooking, crafts, exercise, socialization, volunteering, wellness, and trips into the community to learn, have fun, and enjoy the company of others.
2017 Southwest Clubhouse Association Retreat

Independence House members and staff hosted the 2017 Southwest Clubhouse Association (SCA) retreat at the University of Virginia at Wise on June 6-8, 2017. The SCA is comprised of 11 psychosocial rehabilitation programs (clubhouses), representing 7 Community Service Boards (CSBs).

The theme of the 2017 conference was Celebrating Our Journey Toward Recovery. There were a total of 143 conference participants. The conference offered a wide variety of activities and workshops, including a TACO Choir Presentation, Pizza Party, Variety Show and a dance with a DJ and disco-themed decor. Conference workshop topics included, Recognizing Manipulation, I love Myself: Improving Self Esteem, Creative Writing as a Coping Skill, Mental Health Trivia and Peer Support and Volunteerism.

The 2017 SCA Retreat was a great opportunity for networking, learning, socializing and developing new friendships. Members and staff from Marshall Center (a clubhouse program in Richmond, Virginia) took home the Spirit Award this year. The 2018 SCA retreat is scheduled to be hosted by the Cumberland Mountain Community Service Board in June 2018.

Residential Services

Group Homes, Sponsored Residential Placements, In Home Assistance provides a wide array of residential services for adults with serious mental illnesses or intellectual disabilities.

Group Homes Pierce House, Polly Summit and Park Place offer skill building and provide supervision and supports for personal care, accessing community resources, medications, health monitoring, and transportation services to increase self-reliance. Hillcrest was developed for the special needs of those returning home from Southwest Virginia Training Center in Hillsville. These homes are in Big Stone Gap and Duffield.

In-Home Residential Support Services offers residential supportive living for adults and children with intellectual disabilities to promote an individual’s ability to experience a good life in the community by assisting with independent living skills; social skills, behavior management, and becoming more involved their communities. Sponsored Residential Services help match individuals with families in the community who want to support people in their homes, and involve them in all aspects of family life. The result is a much richer life for individuals.

Apartment living is offered to adults at Appalachia Court Apartments in Jonesville. A variety of experiences provide choice and engagement in a meaningful way that promotes self-determination while living independently in the community with minimal supports.

Vocational Services

Paid work experiences are offered through workshops, enclave work, green house, thrift store, work assessment and readiness. Work includes in-house contracts like cloth-cutting, product repair, janitorial, greenhouse and thrift store work for adults with serious mental illnesses and intellectual disabilities. Individuals develop skills they need to feel productive, increase job-readiness, and find community employment. Services are in Big Stone Gap, Duffield, and at area businesses.
Help, Hope, Healing Conference

The Region 3 West Wellness Council hosted the Help, Hope, Healing Conference on August 5, 2016. The conference was designed to decrease the stigma associated with mental health challenges and to promote awareness for suicide prevention. The conference featured three globally known speakers whose lives were impacted by suicide. Kevin Hines, the author of the bestselling book, “Cracked Not Broken,” returned to Help Hope Healing 2016 to continue his advocacy for living mentally well and to deliver his new program, 10 Steps to the Art of Wellness.

Joining Hines was fellow advocate Lauren Breen. Breen is one of the eight leaders on the Suicide Prevention Australia, Lived Experience Leadership Group. Her book, “Trust-Surviving the Ripple Effect of Suicide,” shares her family’s story of suicide survival after the death of her brother. Breen’s presentation focused on encouraging positive mental health in youth, adults, and families.

Also presenting was Joe Williams, a world champion boxer and national rugby player. Williams works to inspire youth and individuals toward good mental health and recovery. A survivor of suicide after his own attempt in 2011, Williams shared his personal experience and discussed adversity, dealing with struggle, resilience, improving your attitude, positive energy, and how small steps lead to something greater.

PD 1 BHS Showcased - “RoadTo Recovery”

Each year the Substance Abuse and Mental Health Services Administration (SAMHSA) features selected programs throughout the country on a documentary program titled Road to Recovery. We were very pleased that the Planning District One Behavioral Health Services (PD1 BHS) was selected to be showcased during the July 2017 Road to Recovery show “United We Stand: Bringing Together Mental Illness and Substance Use Disorder Treatment and Recovery”. PD1 BHS was recommended for this honor by the Virginia Department of Behavioral Health Services.

The show highlighted the efforts of PD1 BHS in providing the residents of Lee, Scott, Wise and the City of Norton with the highest quality Mental Health and Substance Abuse services. Specifically the documentary focused on their successful integration of these two distinct services; providing the communities they serve with a more effective/cohesive treatment options. Filming for the show took place at the Frontier Health, Wise County Behavioral Health Services Location in Big Stone Gap, VA.

Participants in the Filming of Road to Recovery:
Eric Greene, Brandon Smith, Misty Wilson, and Dr. Farrah Williams
Prescription Drug Take Back

In an effort to combat the growing problem of prescription drug abuse in Southwest Virginia, Virginia’s Prevention Services staff joined forces with the Drug Enforcement Administration (DEA) to host seven local collection sites during the Spring 2017 National Prescription Drug Take-Back.

“This event provides a way for individuals to safely dispose of potentially dangerous expired, unused, and unwanted prescription drugs” state Mr. Ken Taylor, LCSW, LMFT, Division Director of Child and Family Services, “it addresses a vital public safety and public health issue which has become a significant concern for communities in Southwest Virginia”.

Virginia Prevention Services partnered with the Concerned About Our Community Coalition (CAOC) as well as local law enforcement, Food City and other community groups to collect and properly dispose of 427 pounds of prescription and over-the-counter drugs in Planning District 1 communities in Wise, Lee, and Scott Counties and the City of Norton.

Mental Health First Aid

Virginia’s Prevention Services recently provided training to the residents of Southwest Virginia in Mental Health First Aid (MHFA). This training introduces participants to the risk factors and warning signs of mental illnesses, it builds understanding of their impact, and overviews common supports for someone who encounters mental health challenges. Additionally, the course provides participants with experience in offering initial help in a mental health crisis and familiarizes them with where to connect persons to the appropriate professional, peer, social, and self-help care. During 2017 three Youth classes and one Adult class has been conducted with a total of 64 individuals completing the training.

Remote Area Medical Event in Wise

On Friday July 21, 2017 the Virginia Department of Behavioral Health’s Office of Pharmacy Services, East Tennessee State University School of Pharmacy, Appalachian School of Pharmacy, VCU School of Pharmacy, The Virginia Department of Health in conjunction with Lenowisco Health District and PD1/Frontier Health partnered to offer Revive Training, Education and Narcan Nasal Spray to Participants.

During the event there were 372 persons who received Revive Training and there were 330 prescriptions of Narcan Nasal Spray dispensed to participants. While this number fell somewhat short of the agencies goal a record number was achieved in both training and prescriptions.

“The weather did have somewhat of a negative impact but overall the event was a true success” states Michele Thomas, R.Ph, Pharm.D., BCPP, Pharmacy Service Manager DBHDS, Office of Pharmacy Services.

The event was also attended by Governor McAuliffe as well as other state officials. “Additional RAM Clinics are planned for the Fall of 2017 says Dr. Thomas, “we are looking forward for the opportunity to again partner with these organizations in the future”.
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