

20 | ANNUAL 21 | REPORT





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Kim Howell
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Lisa Kilgore
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Human Resources
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2021. Partnerships in our communities and across the state have always played an important role in what we do as a Community Services Board and as the community provider of Behavioral Health and Developmental Disabilities Services. As we reflect upon the last year, on the current year, and on the future, it is evident that our partnerships are invaluable to the work we do in our communities.

Our local governments are working with us by providing funding for services that are reflected in this annual report. Across the state, local governments partnered with CSBs in ensuring that Step-Virginia Services are available in all corners of the Commonwealth. To date, we have implemented Same Day Access, Primary Care Screenings, and Increased Outpatient Services for adults and children. We are partnering with 10 Community Services Boards in the SW Region to ensure that Mobile Crisis Services are available for adults and children for behavioral health and developmental disabilities services. The continuum of crisis services continues to grow with our CITAC Center in Wise that serves the PD1 Service Area. This has been a great partnership with the Law Enforcement agencies, and we expect this service to grow through partnerships with Dickenson County Behavioral Health Services and Dickenson County Sheriff's Department serving individuals in that area. Our most recent Step Virginia Services have included enhanced services to Veterans. We are committed to helping Veterans and their families receive services in our communities and are enhancing our partnerships with VA Services to ensure individuals are connected to the appropriate level of services.

This year, Our Annual Report reflects critical partnerships with our Schools - providing more on-site and Telehealth Services and with Foster Care Services and families. We have partnered with State, Local and Federal Funding resources to increase Substance Abuse Services in our communities for adults and children for a healthier community. We partner everyday with families of individuals with Developmental Disabilities and with a variety of other service providers to ensure healthy, happy and productive lives of the adults, children and babies that we serve.

Our Partners and Partnerships are Many. Thank you to each one of you. We cannot do this without you. To the Families and Peers, Thank You. We cannot do this without the support and resources of our Local Governments – Thank You. We cannot do this without our Board of Directors, your leadership and direction is critical -Thank You. And Finally, Thank you to Frontier Health. Your Partnership in our community and in our services is invaluable.

Sandra O'Dell
Executive Director

Judy Roberts
Board Chair

Leadership Team

Kristie Hammonds
Associate Director
President & CEO of
Frontier Health
Eric Greene
Senior Vice President Of
Virginia Adult
Outpatient & Specialty
Services
Kim Trantham
Senior Vice President
Of Virginia
Children's Services
Outpatient & Residential
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Heather Crouse
Children & Youth Director

Melissa Smith
ID & Early Childhood
Director
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Wendy Wampler
Day Programming &
Vocational Director
Debbie Moore
Adult Outpatient Director
Wendy Burgin
Adult Case Management
& Nursing Director

Mary Alice Fields
Emergency Services
Director
Kerri Honeycutt
Quality Director
Amy Bledsoe
Prevention Director



Certified Community Behavioral Health Clinic Grant

Substance Abuse and Mental Health Services Administration (SAMHSA) awarded Frontier Health in partnership with Planning District One (PD1) a two-year, 4-million-dollar Certified Community Behavioral Health Clinic (CCBHC) grant in February of 2021. The annual grant is funded from the \$4.5 billion allocated to SAMHSA from the COVID-19 relief package passed in December 2020. Frontier Health is 1 of 134 clinics across the country to receive this grant to improve individuals' health and welfare throughout our region.

This flexible funding is allowing Frontier Health and PD1 the opportunity to increase our capacity to serve our community by:

- Adding workforce and change delivery design to decrease wait times for care, including crisis services
- New investments in workforce and evidence-based training for existing staff
- Expanding access to medication assisted treatment
- Adding resources to Improve in our capacity to address health disparities
- New innovation in community partnerships like primary care, law enforcement or schools that will improve access to care

We are in the early stages of this grant and have already seen an impact by being able to implement a new Assertive Community Treatment program and launch our 24/7 Children's Walk-in Center. We are excited to see the impact this grant will have in assisting us to expand and improve community health care for those individuals with serious mental illness,

co-occurring disorders, substance use disorders, and children and adolescents with serious emotional disturbance through comprehensive mental health and substance use treatment.

As a Children and youth Case manager you encounter many different family dynamics. A youth named "Daniel" came to the C&Y Walk-In Center. He was struggling with anxiety and finding a reason to live. His problems were exacerbated by the fact he had a visual impairment and a history of trauma. "Daniel" struggled to manage his suicidal thoughts and anxiety. At the Walk-In Center he was able to meet with the C&Y case manager and open up about his family, disabilities, and things he currently does to cope. Once he completed his assessment with crisis counselor, he was stable enough to go home with a safety plan, and was connected with our outpatient center to continue outpatient therapy.

The following day, the case manager followed up with a phone call to the mother who expressed their extreme gratitude for the services they received at the C&Y Walk-In Center at Turning Point. She complimented the personalized and professional care they received during the visit by the Turning Point staff. She was very happy to know that the C&Y Walk-in Center was available to her and her child 24/7. She also gave compliments on how well the C&Y walk-in unit was designed to make the children feel like it was a safe place to be able to open up about issues. The mother expressed that if her child again needs crisis services, she will definitely return.



Virginia Covid Grant

The COVID-19 pandemic has been unprecedented in its impact on virtually every facet of society in America as well as around the world. This included retail, industrial, school and service sectors of the nation including behavioral healthcare. Due to changes produced by COVID-19, the community suffered increased behavioral health concerns and many people were unable to consistently access needed care due to transportation, lack of technology resources, or other barriers.

PD1BHS applied for and received a grant from the Virginia Department of Behavioral Health and Developmental Services through funding received from the Substance Abuse Mental Health Services Administration (SAMHSA) to provide needed services for people adversely impacted by the pandemic. This grant assisted individuals who had significant mental health concerns, like increased anxiety or depression from the stress of the pandemic, but it did not rise to the level of a serious mental illness. The grant provided funding for treatment and related services associated with individuals without financial means, including individual and group therapy, and psychiatric services.

The response of the individuals who have received services through the COVID-19 grant has been very positive. They have been pleased with their treatment, follow-up, and are appreciative of the care and assistance received. Due to the pandemic, many persons lost employment and their associated health insurance. Others were unable to afford the high deductible costs in their own coverage. The availability of the COVID-19 grant funds enabled these individuals to obtain needed services during a challenging time for both client and clinician. SAMHSA COVID-19 grant funding has been essential to our consumers and the goal of meeting unique and urgent needs during the pandemic.

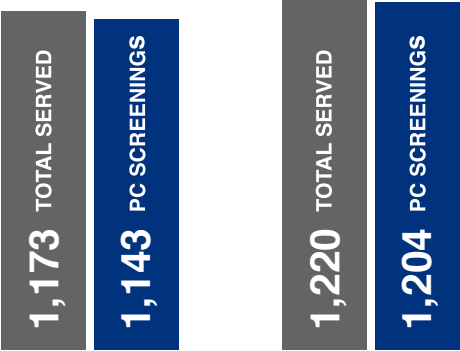
Making an Impact

Tom was a lifelong resident of California and had worked as an over the road trucker moving freight from the import docks to various locations across the country. When his employer implemented a mask mandate without medical exemptions, Tom struggled because of a significant asthma condition and was eventually discharged from his employer.

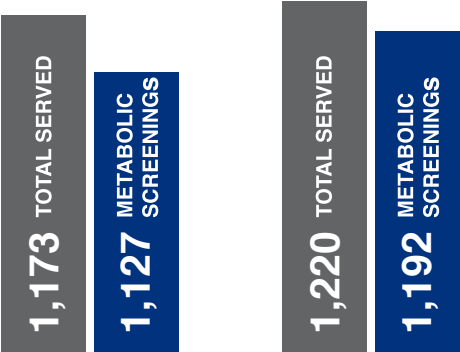
Tom and his wife relocated to the Southwest Virginia area from California where she grew up looking to start over but still unable to find suitable work. They lived off of their life savings and kept searching but Tom became extremely depressed and that is when the PD1BHS Outpatient Team met Tom for first the time. He just needed some help to get back on his feet and moving in the right direction again.

The COVID-19 grant awarded to PD1BHS from the Department of Behavioral Health and Developmental Services allowed Tom to participate in treatment without undue concern for depleting his savings. The outpatient team was able to provide services to him using this grant funding for the therapy and psychiatry service he needed to overcome his depression. The services he received allowed him the support to successfully secure new employment with a good salary and benefits with a regional trucking company and resume earning a living in his newly adopted home.

Primary Care Screenings



Metabolic Screenings





VALUES

Therapeutic Foster Care

Frontier Health and Planning District One's (PD1) Virginia VALUES Therapeutic Foster Care (TFC) Program has been hard at work this quarter encouraging and supporting their families and children. Our VALUES team currently maintains five foster homes, all with active placements, in delivering case management through encouragement and assistance to develop and preserve permanency. The Team is available to VALUES TFC families and children on a 24-7 basis to aid with any questions or concerns that may come up. The VALUES team work diligently to provide paramount care to those involved in the program. We pride ourselves on prompt, sensitive attention to those we serve.



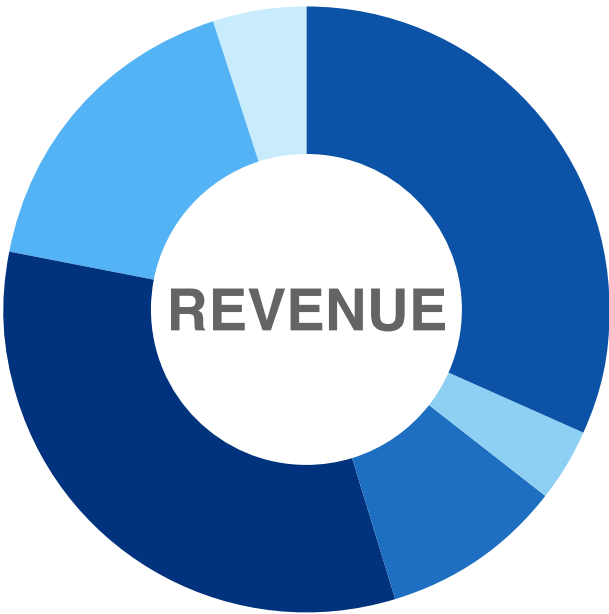
Recruitment plays a major part in maintaining VALUES TFC program. With COVID-19 protocols in place, our VALUES team have stepped up to find creative ways for networking and outreach. VALUES currently has three families beginning the rigorous process of gaining approval. VALUES team provide all required training programs and necessary background checks for acceptance. We carefully follow the State of Virginia Standards for Therapeutic Foster Care developed by the Virginia Department of Social Services. Our foster families are the program's lifeline and we recognize the importance of well-trained and supported foster families that can provide the utmost care to children in need. We are excited to see how this program has grown over this last year with increasing the families willing to serve as a foster family, in spite of the pandemic.



Our time as foster parents with VALUES has been truly great. The experience of working with them has forever impacted us and our family. The incredible support that the caseworkers provide for foster parents is beyond description. They are encouraging, kind, helpful, knowledgeable, and caring. The depth of their relationship with our family is sincere and we are grateful for their guidance, knowledge, advice, and assistance.

We feel well-trained, well-provided for, and appreciated. VALUES is unlike any other foster care agency from training to case management...even to support in everyday life events: we are so thankful to be a part of the VALUES Foster Care community.

- Tim & Rachel Bradshaw



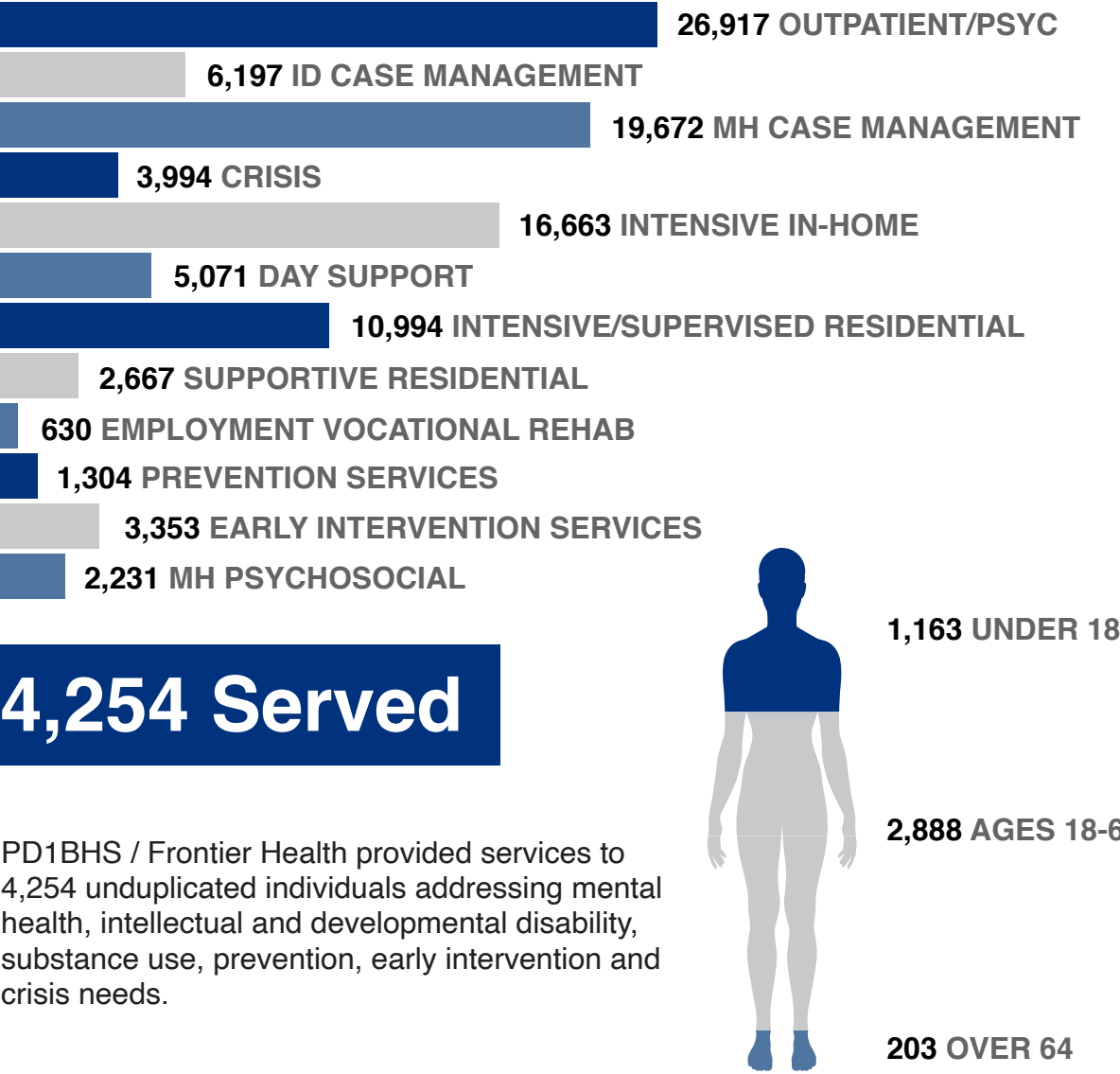
31.9 %	State
3.9 %	Local
9.6 %	Federal
32.8 %	Medicaid
16.9 %	Other Fees
4.9 %	Other Funds

Total: \$16,120,757

Sources of Support

- State:** 31.9% of funds come from the State of Virginia.
- Local:** 3.9% of funds come from the local governments of Lee, Scott, and Wise Counties, along with the City of Norton.
- Federal:** 9.6% of funds are federally administered by the State of Virginia.
- Medicaid:** 32.8% of funds are fees from medicaid for services provided.
- Other Fees:** 16.9% 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 vocal rehab fees.
- Other Funds:** 4.9% are other funds. Included in other funds are workshops, data-line grant, client earned funds and transportation.

2020-2021 Units/Services



PD1BHS / Frontier Health provided services to 4,254 unduplicated individuals addressing mental health, intellectual and developmental disability, substance use, prevention, early intervention and crisis needs.

Impact

PD1BHS / Frontier Health Sessions for the 4,254 Individuals Served During 2020-2021.

Total Jobs	Direct Impact 226	Ripple Effect 63	Total Impact 289
Total Labor Income	Direct Impact \$10,006,875	Ripple Effect \$1,801,238	Total Impact \$11,808,113
Total Economic Output	Direct Impact \$15,136,655	Ripple Effect \$2,875,964	Total Impact \$18,012,619



Lee County Public Schools Partners with Lee Co Behavioral Health Services



Having a mental health professional available for our children, especially at school, has become crucial. An undiagnosed or untreated mental illness can significantly interfere with a student's ability to grow and develop. One in six youth aged 6-17 in the U.S. experience a mental health disorder each year, and half of all mental health conditions begins by the age of 14. Frontier Health in partnership with Planning District One (PD1) Lee County Behavioral Health Services partnered with Lee County Public Schools to implement Behavioral Health Services in their local schools.

Through this partnership, Frontier Health and PD1 provides a clinician within Lee County Schools to provide prevention, assessment, outpatient therapy, and linkages to additional services, when needed. This partnership will allow access to much-needed services for the children and families of Lee County, Virginia. Having quick access to behavioral services in the school setting allows for early identification, prevention and effective treatment for children and their families.

The pandemic has brought a new surge of anxiety, unease and additional behavioral health needs within our schools. Lee County Schools understood this and reached out to partner with PD1BHS to offer those needed services at their High School which includes prevention, assessment, outpatient therapy, and referrals for additional services. The school counselors who identify a need are able to quickly refer for treatment, based on needs. These students are often unable to access services in the outpatient setting due to scheduling conflicts, transportation and often the stigma associated with mental health. Providing confidential access within the school allows for an easy, stigma-free environment where students feel more comfortable seeking care.

To share how this expansion of services is truly assisting students in meeting their needs, we recently had a 17-year-old female who had experienced a tragic death of a friend. The emotions she was feeling surrounding this loss was impacting her ability to concentrate and focus at school. A school counselor recognized this and referred her for services. She received therapy during approved time at school which alleviated barriers to obtaining services otherwise, allowed her parents to continue working and reassured them that their daughter was receiving the needed care. Due to this, she has been able to successfully navigate her feelings and focus on her academic goals.



Keep Your Head High & Don't Get High

I grew up around drugs and started using when I was 11. During that time, everyday was a struggle. The struggle to hide what I was doing, the struggle to act normal and like I had this hold on life, like I wasn't falling apart more and more everyday. I bounced from family member to family member and finally got put in drug court and foster care when I was 16. I've been active in Drug Court for over a year. At first, it was easy and it went by pretty fast. As I got closer to the third phase, I began to struggle with my sobriety. As a matter of fact, I almost feel like a hypocrite and fraud because a few short months ago, I lost over a year of sobriety and the truth is, I was getting high with a few of you sitting in here right now.

When I first entered drug court, I thought the whole thing was just a big joke. I never really understood how much it helped and at times saved me from going back to meth. Drug Court was a lifeline at times. It kept me stable when I wasn't strong enough to do it on my own. Looking back on it, that was a lot of the time. No matter how much I told myself I had it together or was okay, nothing was together or okay.

I turn 18 in November, I'm in a loving foster home with such an amazing family, and I am the healthiest I have ever been. My journey with Drug Court has come to an end and I want to thank the whole team for encouraging me. To the Drug Court Team, thank you for not sugar coating anything and giving me the consequences, I rightly deserved. Nineteen days in juvie will definitely give you time to think. Thank you for holding me accountable and equipping me to handle all the days ahead, good and bad. My advice to the people still in Drug Court is to take this seriously. On the days that you think the whole thing is a joke, I ask that you take every opportunity presented to you to make better choices. Be the absolute best version of yourself because you are worth it and you are loved.

When you're struggling and think the Drug Court team is overbearing or clueless, know that they see your pain and they understand. They are hard on you because you are hard people and easy doesn't work for you. I know this because "easy" didn't work for me.

I also know that with each day that I am sober, sobriety becomes easier. With each day that passes, drugs become less of a lifeline. With that being said, I can't stand here and tell you that some days aren't harder than others. I am not saying you won't struggle with the hard days. I am not saying there won't be days that you will want to use, because there are days that all I want to do is get high. But you know what? I don't. I don't run, I don't get high and I come out on the other side of that bad day with the ability to say, I didn't get high this time and I won't next time either. That is an amazing feeling. It literally feels like I can finally breathe. I can actually breathe. I can go throughout my day without feeling guilt or shame. I can breathe. I can actually breathe.

So my final piece of wisdom is this, keep your head high and don't get high. Lean on your support system, utilize all your services and grab all the coping skills that you can. Take it one second at time, one minute at time, one day at a time and before you know it, you'll be taking it one month at a time and then one year at a time. You got this and on the days that you don't, God's got you.

Lastly, and most importantly, I want to thank my wonderful family who stuck by me and loved me when I couldn't love myself. When I messed up you held me and assured me that this battle would not defeat me. You were not going to let this battle defeat me. You fought with me and showed me that I had a fight in me that I never knew I had.



Embracing Recovery

“Dan” began services at Wise County Behavioral Health Services (WCBHS) in 2017. He lives with his wife and mother and works as a mechanic. He was prescribed opioids for a past work-related injury involving a concrete truck. He received physical therapy for a couple of months, and then his prescription for narcotics ended, which is when he realized he needed help to come off of the pain medication. He was enrolled in a Suboxone clinic for about five years and then weaned himself down to 4mg daily for a year with help of a friend supplying medication. He decided he wanted to get medication the right way, he knew he was addicted, and needed treatment to help. “Dan” found out about the Medication Assisted Treatment (MAT) program at WCBHS and decided to try it out. His long-term goal was to come off Suboxone and be placed on Vivitrol. From the beginning, he complied with all treatment rules. “Dan” has always been compliant and motivated to beat his addiction. His biggest motivators for fully recovering are his wife, son, and grandchildren. He remained focus and stayed on track with recovery during the duration of the MAT program and has been successful in not experienced any relapses since beginning the program.

“Dan” has truly grown during his time in the program. He entered the program at his rock bottom with a desire to get the help necessary to turn his life around. When he first started his journey of recovery he had to depend on his mom to bring him to WCBHS for appointments, services, and groups. He stated that he had grown tired of the life he was living in active addiction and he desired to make changes to get his life back on the right track. As he began to grow in his recovery, he started to open up. “Dan” began to share his experience, strength, and hope to the other peers in group. He talked about his extreme highs and extreme lows experienced while in active addiction. “Dan” shared how all his choices affected him and the people he loved. He was always there to lend an ear to others needing someone to talk to. He has been very vocal on his gratitude and thankfulness for the support offered from Wise County Behavioral Health Services, his peers in group, and the peer specialists. “Dan’s” positives change and growth also include healthy relationships with his family, working full-time, maintaining his recovery program, success in his clean time, regaining his driver’s license, and able to meet the wants and needs of his household and family. “Dan” has shown an interest in becoming a Peer Recovery Specialist as well as completing his GED so he can continue his training and education to achieve his goal of becoming a PRS. Roger has a strong sense of self today because of his success in his recovery journey. He is very open and honest and has shown friendship and support to others in recovery. We are excited to see where his drive and ambition take him next, not only in his recovery, but in his life.



For this year's Planning District 1 Annual Report cover, Frontier Health held an art competition open to all Frontier Health team members. Frontier team members submitted paintings, photography, min figures, and stained glass artwork for a panel of four judges to select. After much deliberation, Mileena Mitchells painting titled "*Freedom*" was chosen.

Art is often refereed to as an expression of ones self. If you can think it, you can create it. Art holds many health benefits, especially mental health benefits. Creating art can reduce stress, anxiety and depression. We are all born with a desire to express our self, whether it is through singing, dancing, painting, drawing, writing, acting or any other creative outlet.



"Freedom" Can represent the beauty of the mind when being treated for mental illness, or the chaos of a brain untreated.

Mileena Mitchell
Director of Nursing-Inpatient
Turning Point



www.pd1bhs.org
24/7 Crisis Hotline
1-877-928-9062