



Annual Report 2021-2022



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Executive Director

Kim Howell
Financial Officer

Lisa Kilgore
Business Manager

Megan Herron
Quality Assurance and
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As we said a goodbye to the “*Pandemic Years*” we have given much thought to how we can and will continue to support healthy and productive communities. The past few years have taken a toll on many individuals, families, and businesses. Our services too, have been impacted both with Challenges and Opportunities. We have struggled with an adequate workforce to deliver needed services across the region as the need for services continue to increase. To mitigate the workforce shortages, Frontier Health has evaluated and implemented various personnel strategies including salary enhancements. We are seeing those efforts result in improved retainment of current employees and hiring of new employees.

We have focused enhanced efforts on current and new services for individuals in our communities who are at most risk of hospitalizations, drug use, and individuals with developmental disabilities who need assistance to maintain or improve their current living status in the community. We have purchased a facility for a Crisis Center to serve our region with walk-in, same day crisis services, a 23-hour Crisis Service Center, enhanced CITAC services (Crisis Intervention Team Assessment Center), a new ACT team (Assertive Community Treatment Team) and Psychiatric Rehabilitation Services. We are in the process of renovating this site with implementation to begin during this next year. We are excited about our enhanced focus on Sponsored Residential Services for individuals with Intellectual and Developmental Disabilities. This focus will develop individual homes in our communities for those who cannot live independently. We have also expanded “community based” employment services for all individuals and have relocated employment services from facility based to integration in our communities.

Our gratitude list is long, but we want to especially recognize the work of our local governments to provide support and funding for ongoing services and new services in our communities. We are grateful for the work of the Department of Behavioral Health and Developmental Disabilities and the General Assembly for providing new and ongoing funding, and we are grateful for Frontier Health and their partnership in services for the Planning District One service area. We could not do this work without our Board of Directors and their commitment to our communities and the work that we do to improve lives and support our communities in being the best place to live! Thank you to each member of this Board for your service through the challenges presented by the pandemic and for ensuring that vital services are provided to our communities!

We look forward to this next year!

Sandra O'Dell
Executive Director

Judy Roberts
Board Chair

Leadership Team

Kristie Hammonds
Associate Director
President & CEO of
Frontier Health

Heather Crouse
Children & Youth Director

Wendy Burgin
Adult Case
Management & Nursing
Director

Melissa Smith
ID & Early Childhood
Director

Eric Greene
Senior Vice President Of
Virginia Adult
Outpatient & Specialty
Services

Susan Chandler
Residential & In Home
Director

Lara Lilly
Emergency Services
Director

Wendy Wampler
Day Programming &
Vocational Director

Kerri Honeycutt
Quality Director

Kim Trantham
Senior Vice President
Of Virginia
Children's Services
Outpatient & Residential
Services

Debbie Moore
Adult Outpatient Director

Mallory Hill
Prevention Director



Throughout our region our schools have been facing a growing challenge of meeting the mental health needs of our children. Unfortunately, the past couple of years have increased these issues and the pandemic inflamed an already growing crisis in our children's mental health. To help combat these issues, Frontier Health hosted a Regional School Mental Health Summit at the Kingsport City Schools Administrative Support Center.

School Administrators and School Counselors throughout Northeast Tennessee and Southwest Virginia (Lee, Scott, and Wise Counties, and the City of Norton) attended the summit presented by Tim Perry, Sr. VP of TN Children's Services, and Kaylee Murphy, Director of TN School-based Services at Frontier Health. The meeting helped connect School Administrators and Counselors with mental health resources, community members, and services provided by Frontier Health to help support the needs of children and youth throughout our region. In addition, School Administrators and Counselors that attended shared their feedback on mental health service needs for their school system.

Success

Can you imagine being eight years old and wanting to end your life? Unfortunately, this is what Susie tried to do. Susie was referred to Frontier Health by the school guidance counselor and her parents after she attempted suicide. She said she wanted to end it all if she could not be "normal" like the other kids and not always be in trouble.

Susie came to Frontier Health with her father for Self Direction Assistance, meaning that participants, or their representatives if applicable, have decision-making authority over certain services and take direct responsibility to manage their services with the assistance of a system of available supports. She explained all the situations she was facing and how she got wild with the medications her primary care physician had prescribed her. Susie began therapy services, case management services, and was scheduled for a psychiatric evaluation to review and eventually decrease her medications. In time, she started to open up and become more engaged and after several months of treatment, Susie made significant progress. She was animated and no longer had daily thoughts or actions of self-harm. School personnel were amazed at the "new Susie" who was pleased to be noticed for her positive changes.

She is now working with her older brothers on more appropriate ways to manage her needs and feelings. She says she wants to be a therapist when she grows up "to help people like they helped me."

"Wise County Public Schools is excited to be working with Frontier Health to launch a pilot program that provides mental health services directly to eligible students within the school setting. This program eliminates barriers for students and families such as transportation and lost academic time. Coming out of the pandemic we have observed an increased need for mental health services in our youth, and it is sometimes challenging for families to access those services. By working together we are addressing student's needs in the school setting with the goal of improving overall academic and personal outcomes."



In partnership with Planning District One Behavioral Health Services (PD1BHS), Frontier Health was selected by the Commonwealth of Virginia Department of Behavioral Health and Developmental Services as a grantee for the School-based Mental Health Services Award. This new funding, in the amount of \$936,317, provided Frontier Health the opportunity to expand outpatient therapy and case management services throughout the Lee County Public School System for forty-two months.

The School-based Mental Health Services Award will enable Frontier Health's partnership with PD1BHS to reach students throughout six schools in Lee County. Services provided in the first year of this grant included therapy services for youth and their family members in the school setting, case management, care coordination with other providers and consultation to school personnel, including how to assist students in crisis. Home visits are also provided as support for parents and assistance with accessing a variety of services.

"Lee County Public Schools is thankful for the opportunity to partner with Frontier Health as a grant recipient of The Commonwealth of Virginia Department of Behavioral Health and Developmental Services to provide school-based mental health services for our student population. Lee County Public Schools acknowledges the importance of social and emotional learning, as well as identifies the need to ensure that all students have access to mental health services. This partnership will greatly promote and provide awareness to mental health treatment options, as this is an increasingly growing necessity nationwide."

**- Brian Dean, Division Superintendent
of Lee County Public Schools**

52 Total Students Served

48 Students Served from a Disparate and/or Socioeconomically Challenged Population

34 Students Receiving Individual Therapy in School

23 Students Receiving Case Management

14 Students Receiving Group Therapy

51 Students Receiving Screening/Assessment Services





In order to better meet the growing needs of the communities we serve Frontier Health in partnership with Planning District One Behavioral Health Services (PD1BHS), has expanded our Medication-Assisted Treatment (MAT) program with the assistance of Dr. Schuyler Geller and ETSU’s Addiction Fellowship program under the leadership of Dr. Joyce Troxler as well as our trained Nurse Practitioner team. Dr. Geller is board certified in addiction medicine and has years of clinical experience and explicitly helps patients with addictions to various substances (including opioids, alcohol, nicotine, benzodiazepines, and others) achieve recovery. Frontier Health has been able to expand access in both Tennessee and Virginia including our Turning Point Detox and Residential programs.

Our MAT programs use medications, counseling, and behavioral therapies to provide a “whole-patient” approach to treating substance use disorders. In addition, we use many clinically driven medication options to assist individuals in treating their substance abuse and recovery process. The ultimate goal of this program is for individuals to

have a full recovery and the ability to care for oneself. The MAT treatment approach has been shown to help individuals:

- Gain or maintain employment
- Increase retention in treatment
- Improve survival
- Decrease criminal activity and illicit opiate use
- Improve birth outcomes for women who are pregnant with substance abuse disorders

These services are covered by insurance and through grant funded programs.

103 TOTAL SERVED

Combined total for both TN and VA MAT services.

53%

Of individuals in the MAT program are in the maintenance phase of treatment.



Throughout Southwest Virginia, drugs have been more prevalent than ever, and with overdose deaths increasing, Frontier Health, in partnership with Planning District One Behavioral Health Services (PD1BHS), applied and received a supplemental grant from the Virginia Department of Behavioral Health and Developmental Services in early 2022. This grant helps the PD1BHS Substance Use Disorder (SUD) team provide the communities we serve with harm reduction services to help prevent overdose deaths.

According to the Substance Abuse and Mental Health Services Administration (SAMHSA), harm reduction emphasizes engaging directly with people who use drugs to prevent overdose and infectious disease transmissions. It also improves the physical, mental, and social well-being of those served and offers various options for accessing substance use disorder treatment and other health care services.

The PD1BHS SUD team will begin the distribution of harm reduction kits in December 2022. The kits will include Fentanyl test strips that will alert users of the presence of Fentanyl in drugs which will assist in avoiding an overdose. The kits will also include Narcan, medication which reverses the effects of opioids and helps prevent overdose deaths.

The kit will also include other supplies that prevent intravenous drug users from contracting illnesses and diseases that arise from sharing supplies that others have used. In addition, the kit contains condoms, which promotes safer sexual activity.

100,000

Overdose deaths across the U.S. occurred in the 12-month period from May 2020 to April 2021, an increase of nearly **30%** from the comparable prior period.

- Centers for Disease Control and Prevention
(CDC)



The harm reduction program also has a public outreach and community partner focus that includes:

- Partnerships with other community agencies and organizations to ensure goals and desired outcomes are aligned.
- Connection of individuals to education and counseling regarding overdose of addictive substances.
- Referral to treatment for substance use disorders
- Reducing stigma associated with substance use and co-occurring disorders.
- Incorporating those with lived experience of recovery in harm reduction services.
- Providing Narcan kits and training to various groups within the community who may come into contact with overdosing individuals (fire departments, crisis services, churches, schools, community agencies, internal staff, etc.)
- Partnerships with law enforcement to support individuals arrested for drug-related offenses, including counseling, education, referrals, etc.

Harm reduction services save lives by being available and accessible in a manner that emphasizes the need for humility and compassion toward people who use drugs. Harm reduction significantly prevents drug-related deaths and offers access to healthcare, social services, and treatment. These services decrease overdose fatalities, acute life-threatening infections related to unsterilized drug injections, and chronic diseases such as HIV/HCV.

Success



Two years ago Janice joined the Medication Assistance Treatment Program (MAT) to seek help for her addiction to opioids. She began using illicit opioids in 2015 and took Suboxone / Subutex from the street until she was accepted into the MAT program. Since her admission, Janice has maintained her sobriety. In addition, she has met her goals for group therapy and attended her appointments regularly. Janice still attends group weekly, even though she is only required to attend one group therapy session monthly.

Over the past two years she has formed a strong connection with the peer recovery specialists Chris & Kahla and plans to pursue her own Certified Peer Recovery Specialist training and a job in the field of addiction! Additionally, Janice has participated in Narcan training and has utilized her knowledge and resources to help fight against overdose in our area.

"With other programs and clinics, you can tell it's just a job. But to everyone in the MAT program, it's more than a job. We can tell how much you care, which keeps us motivated to stay sober. I've learned so many new healthy coping mechanisms, strengthened my relationships with family and friends, and this program has allowed me also to get my mental health straightened out." - Janice



REVENUE 2021-2022



- \$5,976,742 State
- \$693,612 Local
- \$2,366,913 Federal
- \$9,160,016 Medicaid
- \$2,357,861 Other Fees
- \$557,880 Other Funds

*Unaudited
TOTAL: \$21,113,024

SOURCES OF SUPPORT

State: 28.2% of funds come from the State of Virginia.

Local: 3.2% of funds come from the local governments of Lee, Scott, and Wise Counties, along with the City of Norton.

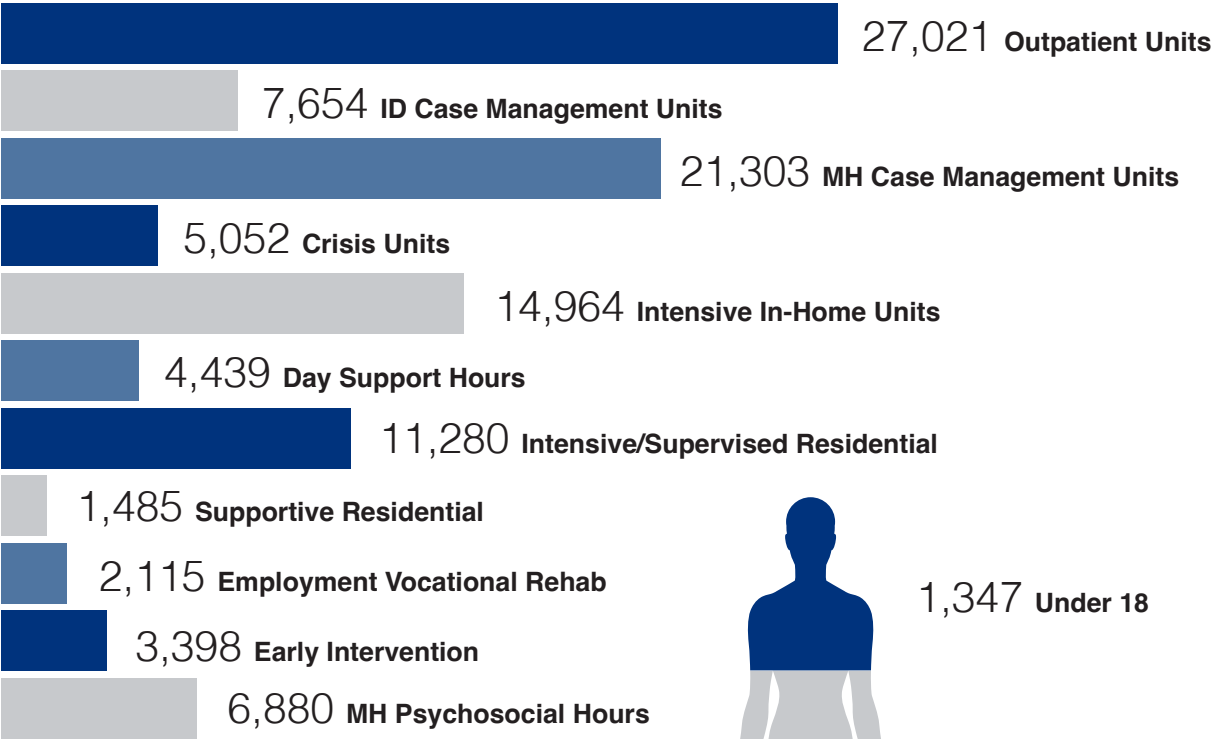
Federal: 11.2% of funds are federally administered by the State of Virginia.

Medicaid: 43.3% of funds are fees from medicaid for services provided.

Other Fees: 11.6% 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 groups and vocal rehab fees.

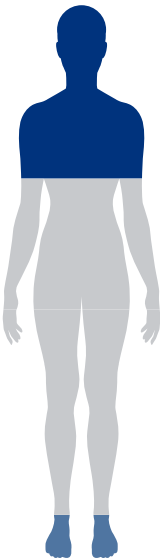
Other Funds: 2.5% are other funds. Included in other funds are workshops, data-line grant, client earned funds and transportation.

2021-2022 Services



4,481 Individuals Served

PD1BHS/Frontier Health's Prevention Team served **6,763 individuals** through **154 community-based events**. PD1BHS/Frontier Health provided services to **4,481 unduplicated individuals** addressing mental health, intellectual and developmental disability, substance use, early intervention, and crisis needs.



1,347 Under 18
2,911 Ages 18-64
223 Over 64

Impact

PD1BHS / Frontier Health Sessions for the 4,481 Individuals Served During 2021-2022.

Total Jobs	Direct Impact 219	Ripple Effect 61	Total Impact 280
Total Labor Income	Direct Impact \$11,188,649	Ripple Effect \$2,029,621	Total Impact \$13,218,270
Total Economic Output	Direct Impact \$16,180,865	Ripple Effect \$3,100,254	Total Impact \$19,281,119



“The greatness of a community is most accurately measured by the compassionate actions of its members.”

– Coretta Scott King





www.pd1bhs.org

24/7 Crisis Hotline
1-877-928-9062