



Annual Report

2022-2023



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Executive Director

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Financial Officer

Lisa Kilgore
Business Manager

Megan Herron
Quality Assurance and
Human Resources
Manager



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A Message From The Executive Director & The Chair Of The Board

As I think about this year and the Challenges and Opportunities we carried forward from the previous year, I cannot be more appreciative and prouder of what we have accomplished **TOGETHER**. With a hard-working team of 250+/- We brought forward a plan to develop and enhance high intensity services and traditional behavioral health and developmental services that support individuals through a crisis and in a journey of recovery while living in and thriving in our communities. In this Annual Report, we share with you examples of the work that our team members accomplished and stories from individuals who have been on this journey of recovery!

Our youth continue to struggle in this nation with mental health issues, and we have increased school-based services to ensure rapid response to the needs of our youth. We look forward to expansion of those services with a new adolescent intensive outpatient program that we are planning to open in the winter of 2023-2024, funded by the Opioid Abatement Authority and Lee, Scott, Wise County, and the City of Norton. More to come on this front as we open the first site in Big Stone Gap with plans for a second site in Lee County.

While we have developed new highly intensive crisis services, we know that long term – Prevention and Early Intervention Services are critical to preventing life-long disabilities, addiction, and other behavioral health issues. We are excited about the new direction of Prevention Services and hope you will see some of those efforts in this annual report. Early Intervention Services and Developmental Services have been strong and growing not only in our service area, but state-wide. Our team is working closely with providers of Physical Therapy, Occupational Therapy, and Speech Therapy to ensure that babies have a strong start before heading to school. It is amazing to see what happens with our babies and families when critical services are available in our communities.

Our Gratitude list goes on.... We could not do this without the support and funding from our localities and local government. Thank You. We are grateful for the support of the General Assembly and DBHDS for ongoing funding. Thank You. We are especially grateful for our partnership with the Frontier Health team and our long-term relationship that continues to support our community and our efforts. Thank You. We cannot 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 and work. Thank You to each member of this Board for your service.

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
Services

Heather Crouse

Children & Youth Director

Melissa Smith

ID & Early Childhood
Director

Susan Chandler

Residential & In Home
Director

Wendy Wampler

Day Programming &
Vocational Director

Debbie Moore

Adult Outpatient Director

Wendy Burgin

Adult Case
Management & Nursing
Director

Lara Lilly

Emergency Services
Director

Kerri Honeycutt

Quality Director

Catey Lawson

Prevention Director

New High-intensity Behavioral Health Facility



In a significant collaborative effort between Planning District One Behavioral Health Services (PD1) and Frontier Health, we welcomed a groundbreaking high-intensity behavioral health facility at 500 Hawthorne Drive in Norton, Virginia. This facility has addressed a pressing community need, addressing mental health and substance use crises by offering essential care and support.

Situated as the designated regional Crisis Intervention Team Assessment Center (CITAC) drop-off site, the facility plays a crucial role in law enforcement’s ability to transfer individuals needing emergency evaluations. Additionally, it introduces the innovative 23-hour Crisis Stabilization Program, providing individuals in acute mental health conditions with rapid community-based interventions, effectively eliminating the need for inpatient hospitalization.



Within this program, individuals gain access to a comprehensive range of services, including nursing and psychiatric care, counseling, case management, linkage services, and peer support. The facility goes the extra mile by offering hot meals, showers, and clean clothes, facilitating a swift path to recovery for those grappling with mental health and substance use disorders.

Moreover, the facility hosts a mental health intensive outpatient program (MH IOP), currently focused on adult services, with plans for expansion to children and youth in development. This array of vital services is available to the community 24 hours a day, 365 days a year.

The grand opening of this facility marks a turning point in the community’s journey toward improved mental health and well-being, offering accessible, comprehensive, and compassionate care for all in need.



Planning District One Behavioral Services (PD1) has been a steadfast pillar in suicide prevention services for many years, extending a compassionate hand to those in need. With the introduction of the 988 prefix, we seamlessly transitioned our commitment to this lifeline, serving not only our primary catchment area, but also expanding our reach to encompass to Roanoke and at times, the whole state itself. Through our partnership with Frontier Health, the 988 Crisis Line also

expands the Northeast Tennessee catchment area to Morristown, along with calls coming from across the entire state. The impact was profound – when 988 went live in July 2022, our call center experienced a remarkable 300% surge in call volume.

Working the 988 hotline is both a calling and a challenge, demanding boundless compassion, empathy, and an unwavering commitment to those seeking help in their darkest moments. A shared passion for mental health and suicide prevention drives our remarkable team. When a call comes through, our hotline operators offer a listening ear, creating a nurturing space where individuals can openly express their concerns and emotions without judgment. Building trust and connection is paramount, even in the face of emotionally taxing situations. To support our dedicated staff, we prioritize their well-being, offering ongoing trainings, supervision, and leadership support, recognizing the toll this critical work can take. It's a collective effort, an incredible team of individuals coming together to make a profound impact, knowing that by extending a lifeline, we are saving lives, nurturing mental health, and spreading the light of compassion.



988

SUICIDE & CRISIS
LIFELINE

17,750

Calls for VA/TN Lifeline
from July 2022 - July 2023

Success

One evening an individual called the 988-line struggling with severe suicidal thoughts with a plan. He stated that he had a gun in the house and was angry at life. During the brief call, he got upset and hung up on the triage specialist. They were very worried about him and asked permission to call him back. After talking through our guidelines and how to respond to potential situations that could arise, the triage specialist called him back. He thankfully answered the phone and they were able to continue to engage him in conversation. The triage specialist told him about Turning Point and the services that he could receive there. They were eventually able to de-escalated the situation to the point where he was willing to come to Turning Point. The Triage Specialist stayed on the phone with him the entire time. He drove straight to Turning Point from about 45 minutes away where he was able to receive needed services for his specific crisis situation.



In March, the Virginia Prevention Services team organized an “Edutainment” Interactive Presentation at the Meadowview Convention Center featuring Robert Hackenson Jr. The event was attended by eleventh and twelfth-grade students from Lee, Wise, and Scott counties. Robert Hackenson Jr. engaged the students with an interactive presentation encouraging active participation. In today’s age, students’ attention spans tend to be shorter, and having an interactive presentation helps them retain the information presented.



81
Events

Virginia Prevention Services hosted 70 events and attended 11 events

These events include Mental Health First Aid, Adverse Childhood Experiences (ACES,) SafeTALK, and Lock and Talk trainings, tabling events, such as resource fairs, that focus on mental health, alcohol, and other drugs, Tobacco Education Group, Parenting Classes, Signs of Suicide Middle School Program, and Drug Take Back.

7,295

Individuals reached by Virginia Prevention Services



Success

A man in his early 50s came to Lee County Behavioral Health Services for addiction treatment. Like many in the Appalachian Region, he started working in the mines the year after graduating high school and worked as a miner for 25 years. Mining took an unrelenting toll on his body, and he can attest to this through his injuries from accidents and overworking in awkward positions that contributed to issues with his tendons, nerves, knees, shoulders, ligaments, cartilage, and spinal discs. During this time working in the mines, his brother was murdered, which led him to struggles with depression and anxiety.

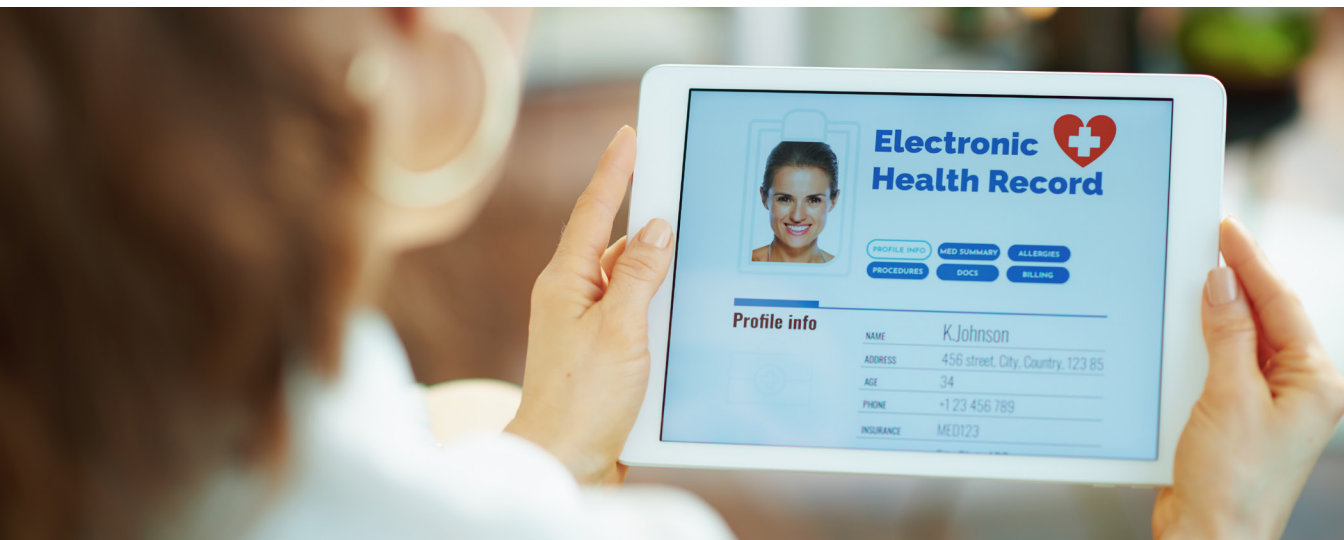
His struggle with depression and anxiety led to misuse and abuse of Xanax. He then suffered from a back injury which led to taking opioids per prescription for the pain. Over the next five years, he used Opioids and Xanax, a potentially lethal combination, as a means to self-medicate his needs. He made several attempts to stop using on his own, without being successful. He was also no longer able to work in the mines. With no income, his depression deepened. Realizing he needed help, he reached out to us, seeking services at LCBHS. We were able to wrap services around him to including Medication Assisted Treatment, Case Management, Therapy and Group. He was able to engage in services, and is now in recovery from his addiction.

His commitment to recovery has enabled him to improve his relationship with his son and rebuild trust with his parents. Over the past three years his self-esteem and self-worth have significantly improved, and he is presently working with VASAP (Virginia Alcohol Safety Action Program) to reinstate his driver's license, lost as a result of substance abuse. He remains active in treatment and shares his recovery journey with others.



Frontier Health in partnership with Planning District One Behavioral Health Services (PD1) is honored to have been awarded as a Caring Workplaces Gold Certified Employer in recognition of achieving the highest level of certification and becoming a Gold Certified Caring Workplace. This initiative is part of a regional group of community partners working to build an ecosystem to support employers and individuals in recovery or involved in the criminal justice system. Our commitment to this process demonstrates to our community and our team members our commitment to helping support those struggling with substance use disorders. Frontier Health has been working on this certification over the last year, including reviewing our policies, processes, and staff training for addressing those with potential substance use disorders within our workforce.





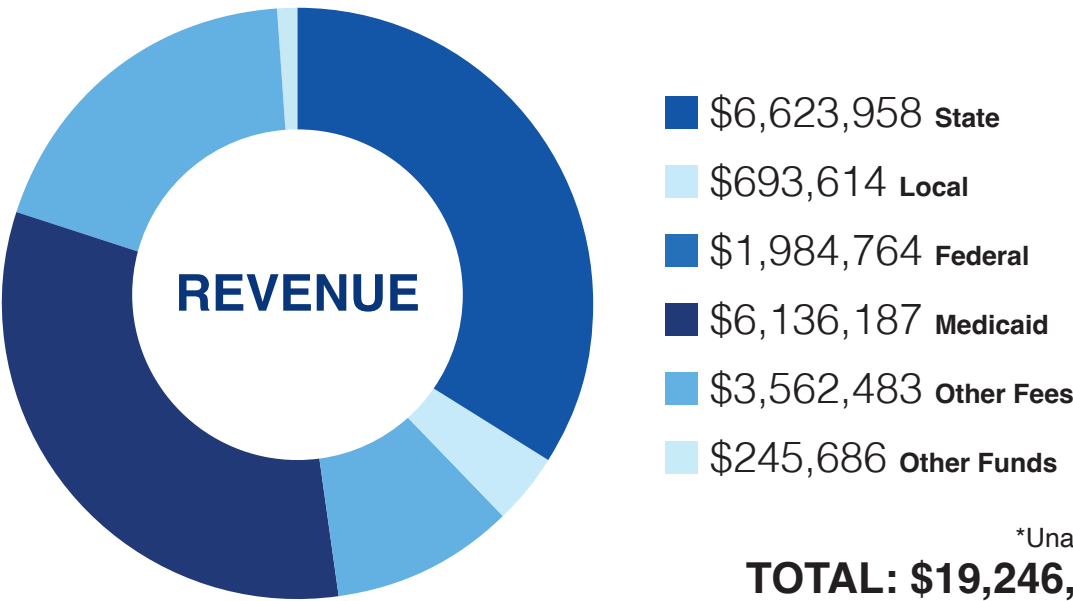
Effective April 1st, 2023, Frontier Health in partnership with Planning District One Behavioral Health Services (PD1) moved to a new Electronic Health Record (EHR) system - SmartCare. This technological leap signifies a pivotal moment in our commitment to delivering top-notch healthcare services to our community. SmartCare, an EHR developed by Streamline, is designed to streamline and improve clinical operations and patient healthcare management. With its myriad of features, SmartCare brings together medical, clinical, and pharmaceutical procurement into a unified, digital ecosystem. This software improves our ability to manage, track, and automate our administrative, operational, and financial processes like never before.

This transition to SmartCare has ushered in a new era of healthcare excellence at Frontier Health. Here’s how it has improved the way we deliver care:

- User-Friendly Patient Portal:** Our new patient portal is incredibly user-friendly, offering individuals we serve the ability to manage their appointments and access their care records effortlessly.
- Advanced Interoperability:** SmartCare enhances care coordination by facilitating seamless electronic communication between medical services and other behavioral health providers, ultimately improving patient care outcomes.
- Improved Patient Alert System:** Our advanced patient alert system equips medical staff with powerful tools to follow evidence-based prescribing models, ensuring safer and more effective treatment plans.
- Enhanced Health Monitoring:** SmartCare provides us with the tools needed to closely monitor patient health risks and gaps in care related to medical needs and preventive measures.
- Comprehensive Outcome Tracking:** With SmartCare, we now possess the technology necessary to track clinical and health outcomes in real time. This enables us to develop patient level improvement plans and showcase our achievements to stakeholders and potential grant providers.



REVENUE 2022-2023



*Unaudited
TOTAL: \$19,246,692

SOURCES OF SUPPORT

State: 34% of funds come from the State of Virginia.

Local: 4% of funds come from the local governments of Lee, Scott, and Wise Counties, along with the City of Norton.

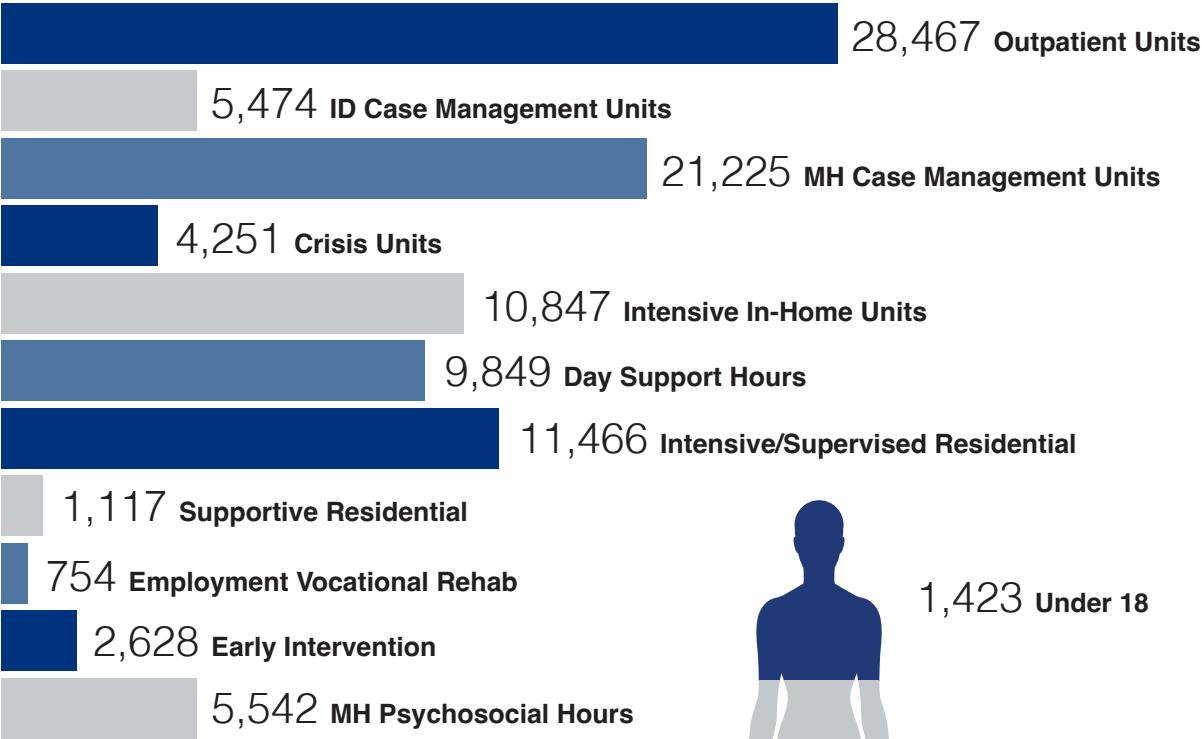
Federal: 10% of funds are federally administered by the State of Virginia.

Medicaid: 32% of funds are fees from medicaid for services provided.

Other Fees: 19% 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.

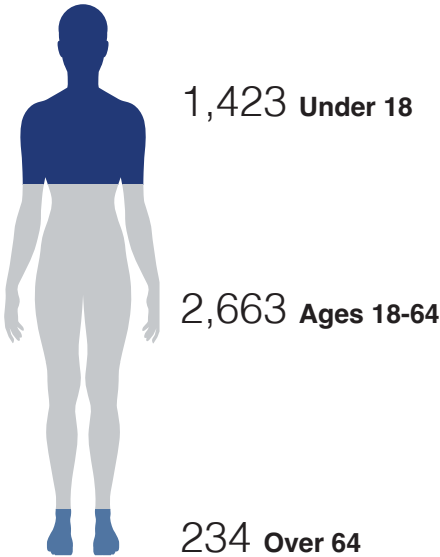
Other Funds: 1% are other funds. Included in other funds are workshops, data-line grant, client earned funds and transportation.

2022-2023 Services



4,320 Individuals Served

PD1BHS/Frontier Health's Prevention Team served **7,295 individuals** through **81 community-based events**. PD1BHS/Frontier Health provided services to **4,320 unduplicated individuals** addressing mental health, intellectual and developmental disability, substance use, early intervention, and crisis needs.



Impact

PD1BHS / Frontier Health Sessions for the 4,320 Individuals Served During 2022-2023.

Total Jobs	Direct Impact 210	Ripple Effect 59	Total Impact 269
Total Labor Income	Direct Impact \$12,397,114	Ripple Effect \$2,231,481	Total Impact \$14,628,595
Total Economic Output	Direct Impact \$21,022,276	Ripple Effect \$3,994,232	Total Impact \$25,016,508



**“EVERY GREAT STORY
HAPPENED WHEN SOMEONE
DECIDED NOT TO GIVE UP.”**
– **Spryte Lorian**

www.pd1bhs.org

Suicide and Crisis Hotline
Call or Text 988