



**Integrated  
Family Services**  
PLLC

## **2013 Annual Report**

**Serving Bertie, Beaufort, Chowan, Currituck, Dare, Edgecombe, Gates,  
Halifax, Hertford, Martin, Nash, Northampton, Pitt, Pasquotank,  
Perquimans, Tyrrell, Washington**

**“Connecting the pieces, creating stronger families”**

## Owners

### **Anthony J. Manley-Rook** **MSW, LCSW, ACSW, LCAS, CSI**

Mr. Manley-Rook works in the capacity of the Administrative Director of Integrated Family Services, PLLC. He has more than 17 years of experience in treating children and adults with emotional, behavioral, and substance addiction disorders. He received a Bachelor of Science degree in Criminal Justice, a Bachelor of Social Work degree and a Master of Social Work degree from East Carolina University.

### **Natasha C. Holley** **MSW, LCSW, LCAS, CSI**

Ms. Holley works in the capacity of the Clinical Director at Integrated Family Services, PLLC. She has several years of experience treating children and adults emotional, behavioral, and substance addiction disorders. She received a Bachelor of Science degree in Social Work from Elizabeth City State University and a Master of Social Work degree from East Carolina University.

## Vision

*Integrated Family Services, PLLC* is to be a unified and innovative organization that leads the state of North Carolina in offering the most comprehensive diagnosis, therapy and care management possible in support of a normal, safer and healthier life for all families.

## Mission

The mission of *Integrated Family Services, PLLC* is to assess, coordinate, monitor and provide a wide variety of comprehensive mental health services in a manner that promotes dignity, respect and empowerment to all consumers.

## Values

*Integrity* – We base our working relationships upon mutual trust, respect and unyielding integrity. We recognize that the reputation of Integrated Family Services is rooted in the sincere and ethical treatment of our clients and each other.

*Teamwork* – We value results that are achieved through joint efforts. We approach our work as a team focused on constructing an encouraging work environment that produces superior quality results for our clients.

*Diversity* – We value the individual differences and contributions of each member our organization. We embrace progressiveness, creativity, and the ability to adapt to change. We believe each associate is an essential and important resource.

*Commitment to Excellence* – We set high standards for quality in our work and hold ourselves accountable. We strive for continuous improvement and seek to use innovation and cutting-edge technology to work effectively among ourselves and with our clients.

*Service* – We value our role as a service provider to eastern North Carolina and seek to be approachable, compassionate and precise in the delivery of our services.

## ACCOMPLISHMENTS FOR THE YEAR

- ✦ Celebrated 10<sup>th</sup> anniversary on February 26, 2013.
- ✦ Implemented an array of community services projects to include: sponsoring a Jackie Roberson Little Baseball team, participation in the Northampton County Relay for Life, adopting a highway in Greenville, toy drive for local department of social services, and can food and paper products drives for multiple non-profit organizations.
- ✦ New Beginnings of Ahoskie as a subsidiary of Integrated Family Services added Alcohol Drug Education Training School (ADETS) to the service array.
- ✦ Rural Initiatives Changing Communities Everyday (RICCE) the non-profit subsidiary of Integrated Family Services now provides Domestic Offenders Groups in Hertford and Northampton counties.
- ✦ Added night clinic in the Ahoskie location.
- ✦ In an effort to remove the accessibility barriers and increase the capacity to serve community, the Ahoskie clinical and Administrative offices combined in one larger facility: 312-B South Academy Street.
- ✦ Implemented Wellness Groups in the Greenville location.
- ✦ Added Quotient Testing in the Greenville office which is a series of performance tasks and psychological tests that can help in the process of identifying attention deficit disorder symptoms and diagnosing ADHD.
- ✦ Three interns completed practicum and internship.
- ✦ Signed a Memorandum of Agreement to provide behavioral health consultations to Martin County Community Actions Head Start programs for the 2013-2014 school year.
- ✦ Maintained continued partnership with Department of Juvenile Justice in District 6 B through the Juvenile Justice Treatment Continuum.
- ✦ Certified as an Intensive Alternative Family Treatment (IAFT) provider.

## ACCOMPLISHMENT FOR THE YEAR

- ✚ Awarded a contract by East Carolina Behavior Health LME/MCO to provide school based therapy for Bertie and Hertford County Schools for the 2013-2014 school year.
- ✚ Facilitated workshops in the local middle schools on bullying, drug prevention, parenting and signs of suicide.
- ✚ Provided mental health and/or substance abuse services to 2773 persons.

## **Rural Initiatives Changing Communities Everyday, Inc. (RICCE)**

RICCE, Inc. is a locally owned and operated 501 (c)(3) non-profit, whose mission is to provide multi-faceted and integrated health services to members of our rural communities through advocacy, education and service

## **Alcohol Drug Education Training School (ADETS)**

The Alcohol Drug Education Traffic School (ADETS) an educational program for someone with a DWI conviction. This program is for people who don't have an identified substance use disorder but may be at risk for these disorders.

PRIME for Life is the educational program used in all the ADETS in North Carolina. The program's goal is prevention of any type of alcohol or drug problem and the health problems these lead to.

## **Intensive Alternative Family Treatment (IAFT)**

Children and adolescents who may meet the requirements for Level III or higher services can be served by IAFT. This service is an option for children who have had difficulty with past treatment options and who have significant behavioral and emotional challenges or are at-risk for hospitalization or group home placement. Integrated Family Services will utilize highly trained professional parents that have been licensed as Therapeutic Foster Homes. In addition to receiving treatment in a nurturing and structured family environment the children and adolescents will be linked with psychiatric services, outpatient services, crisis intervention, case management, and skill building.

## **Therapeutic Foster and Family Foster Care**

Therapeutic Family Services (TFS) provides services and supports for a child with a principal diagnosis of mental illness or serious emotional and behavioral disorders or substance-related disorders, and who may also have co-occurring disorders including developmental disabilities. TFS are not for a child with a sole developmental disability. This service is available for children to age 18, or if eligible for Medicaid to age 21, and to age 19 for Health Choice. TFS must be delivered by a child placing agency licensed by the N.C. Division of Social Services. TFS provides a structured, supervised therapeutic milieu in a family environment with one or two foster parent(s). This TFS family is licensed by the Division of Social Services (DSS) and provides TFS under the direction of and supervision of the Licensed Child Placing Agency. The TFS family facilitates and strengthens the development of skill acquisition and use of interventions and supports that address therapeutic treatment, prevention, recovery, and behavior change consistent with age and development for each child served. TFS services are necessary to assist the child in improving and maintaining functioning across life domains. Skill acquisition in this setting will promote permanency placement for the child with his/her parents, relatives, a guardianship arrangement, an adoptive placement with the TFS family or another adoptive family, or an independent living arrangement.

Therapeutic Foster Services are strength-based, support developmentally and functionally appropriate positive behavioral interventions, and work to sustain and improve resiliency factors in the child necessary for recovery. This service is built on the TFS family promoting trust by engaging the child and affirming each child's sense of self and regulation of emotions in relation to self and others.

Services and supports provided by the Therapeutic Family Services family include:

- Interventions to build on each child’s strengths for healthy developmental growth across life domains.
- Interventions to increase the child’s knowledge of self in relation to others and improve healthy role development and social skills in order to function successfully within the family setting, the community, and the schools.
- On-going structured behavioral interventions that include, but are not limited to, clear and consistent communication; limit setting within the structure of daily living, and opportunity for healthy peer interaction, positive role modeling in all social contexts, problem solving, emotional regulation, anger management and conflict resolution.
- Interventions to develop healthy independent living skills.
- Interventions to improve and support the child’s understanding of their health, mental health and substance related disorder.
- Interventions to improve functioning in life domains and self-management skills in coordination with the child’s medical and behavioral health providers.

### **Intensive in Home Services**

Intensive in-home (IIH) service is a time-limited, intensive child and family intervention based on the clinical needs of the youth (through age of 20 for Medicaid-funded service and through the age of 17 for state-funded services). The service is intended to:

1. reduce presenting psychiatric or substance abuse symptoms,
2. provide first responder intervention to diffuse current crisis,
3. ensure linkage to community services and resources, and
4. prevent out-of-home placement for the child.

IIH services are authorized for one individual child in the family; the parent/caregiver must be an active participant in the treatment. The team provides individualized services that are developed in full partnership with the family. The team service includes a variety of interventions that are available 24 hours a day, 7 days a week, 365 days a year and are delivered by the IIH staff, who maintain contact and intervene as one organizational unit. IIH services are provided through a team approach; however, discrete interventions may be delivered by any one or more team members as clinically indicated.

### **Outpatient therapy (individual, family, and group)**

Outpatient treatment is designed to meet the clinically significant behavioral or psychological symptoms or patterns that have been identified as treatment needs for a recipient. It is provided through scheduled therapeutic treatment sessions and may be provided to individuals, families, or groups in various settings.

Individuals providing this service must have a Master’s Degree and are licensed in the state of North Carolina in the appropriate behavioral health discipline.

### **Comprehensive Clinical Assessment**

A Comprehensive Clinical Assessment is an intensive clinical and functional face-to-face evaluation of a consumer’s mental health, developmental disability, or substance abuse condition to develop a report and treatment recommendations.

This service can be provided in any location and is conducted by a team comprised of a licensed psychiatrist or psychologist and a licensed therapist. The assessment is the primary process by which a determination is made regarding target population criteria and eligibility for enhanced benefits services.

## **Psychiatric Services**

Psychiatric care provided by a Psychiatrist to assess the individual's symptoms and determine a diagnosis, and appropriate plan for treatment. The Psychiatrist may recommend medications as part of the treatment and will prescribe and monitor the effectiveness of the individual's medication regimen.

## **Mobile Crisis Management Services**

Mobile crisis services involve all support, and treatment necessary to provide integrated crisis response, crisis stabilization interventions, and crisis presentation activities 24 hours a day/7 days a week. Crisis intervention services are provided at any location in the community to reduce barriers to service delivery.

Services can be provided in the following Beaufort, Bertie, Camden, Chowan, Currituck, Dare, Gates, Hertford, Hyde, Martin, Northampton, Pasquotank, Perquimans, Pitt, Tyrrell, and Washington. The service cannot be provided without consent for treatment or for transportation only.

## **Juvenile Justice Treatment Continuum (JJTC): A Partnership with Department of Juvenile Justice Delinquent and Prevention (DJJDP)**

IFS have been selected by the Department of Juvenile Justice Delinquent and Prevention (DJJDP) to provide mental health and substance abuse services. This is a comprehensive arrangement. The process includes arranging an appointment within 7 days of the receipt of the referrals for the individual and provides the court counselor and a copy of the completed assessment within 14 days of the referral date. Upon completion of the comprehensive clinical assessment, the individual is linked with either of the following services that best meets their needs: outpatient therapy, intensive in home services, or psychiatric services. The DJJDP, Integrated Family Services, and restorative justice work as a team to coordinate treatment planning for the individual.

## **New Beginnings of Ahoskie**

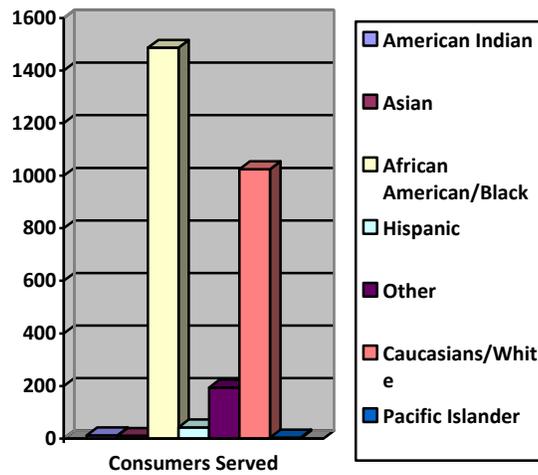
In North Carolina, people convicted of DWI must get a substance abuse assessment. Then they must complete either an education or treatment program. The Division of Mental Health, Developmental Disabilities and Substance Abuse Services have oversight of this process.

To get ones driver's license re-instated after it is revoked because of a DWI, the individual must have completed a Substance Abuse Assessment and completed whatever steps recommended by the assessment.

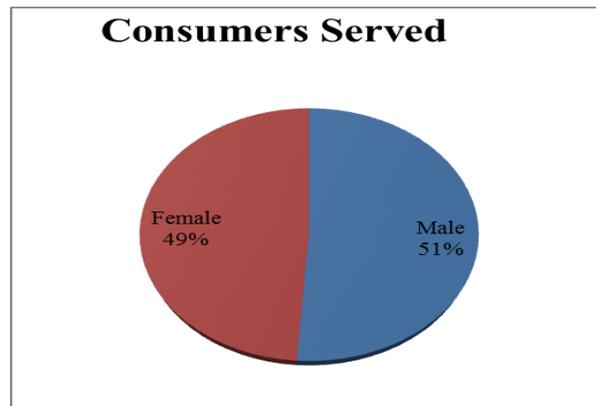
All assessments must be conducted in person by a qualified or certified substance abuse professional. Assessments must follow American Society of Addiction Medicine criteria (ASAM) to decide the individual needs. If the individual is not given a diagnosis, they will be referred to an education program.

# CONSUMER DEMOGRAPHICS

Race	Consumers Served
American Indian	12
Asian	10
African American/Black	1487
Hispanic	42
Other	194
Caucasians/White	1025
Pacific Islander	3
<b>Total</b>	<b>2773</b>



Gender	Consumers Served
Male	1404
Female	1369
<b>Total</b>	<b>2773</b>

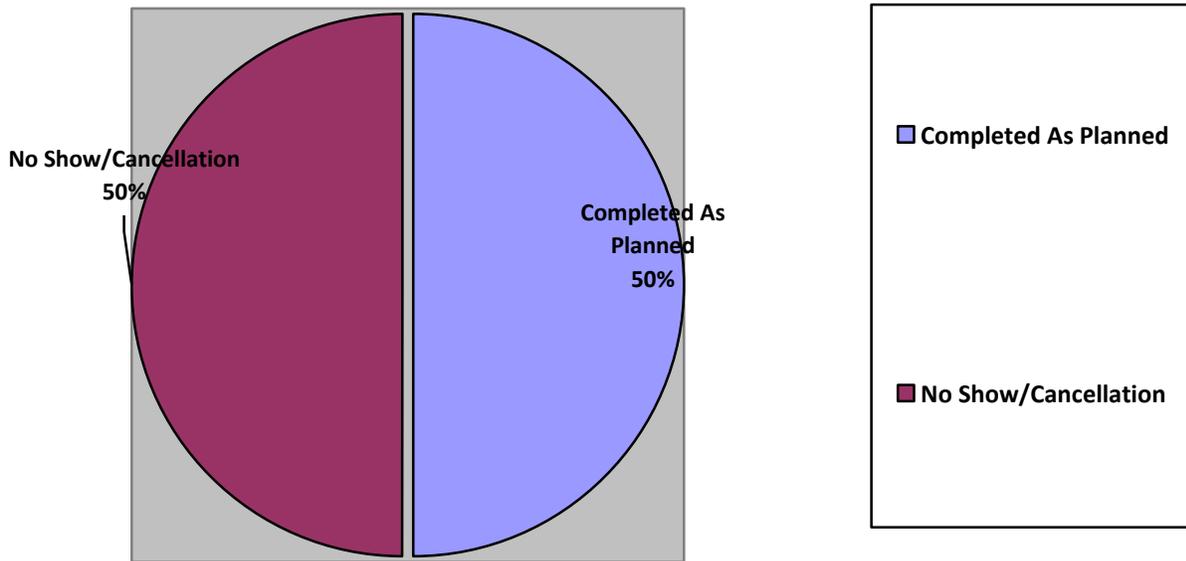


Age	Consumers Served
0-5	51
6-17	1381
18-40	675
41-65	594
66 and up	72
<b>Total</b>	<b>2773</b>

Top 7 Axis I Diagnosis	
314.01 Attention Deficit of Childhood w/Hyperactivity	320
296.1 Manic Disorder, Recurrent Episode	257
313.81 Oppositional Defiant Disorder	254
311 Depressive Disorder	248
296.32 Major Depressive Disorder, Recurrent Moderate	178
309.81 Post Traumatic Stress Disorder	114

Services Array	Consumers Served
Outpatient/Psychiatric	1674
Foster Care	6
Intensive in Home	55
Mobile Crisis	1038

Consumer Attendance			
Services	Scheduled	Completed as Planned	No Show/Cancellation/Reschedule
Outpatient	7306	3682	3624
Psychiatric	7032	3430	3602



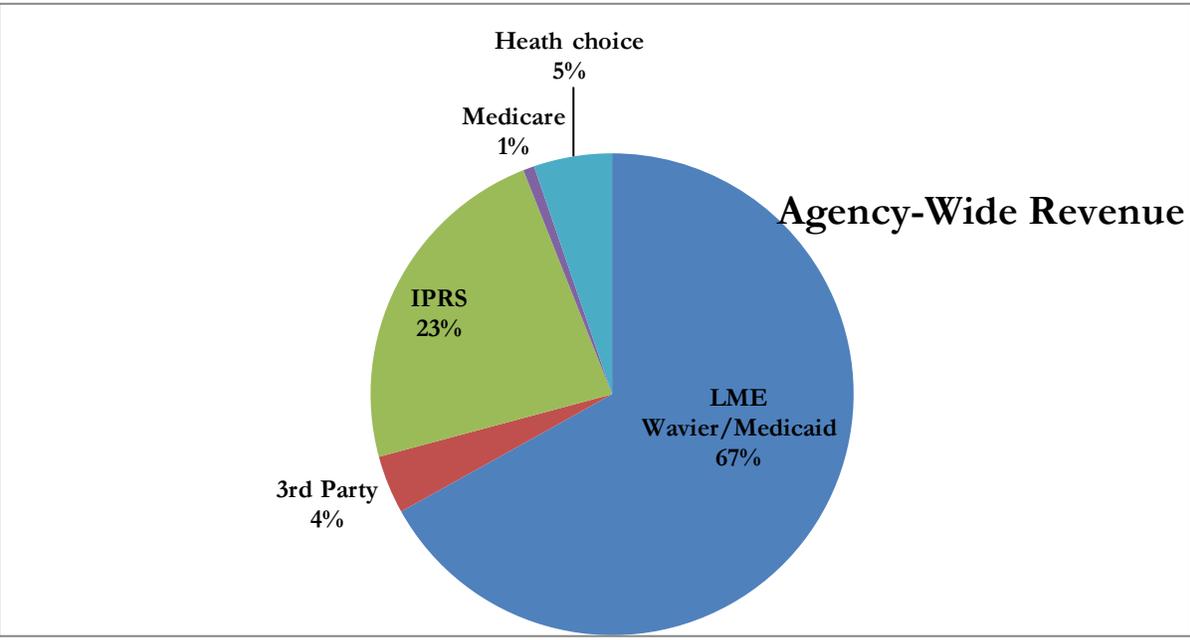
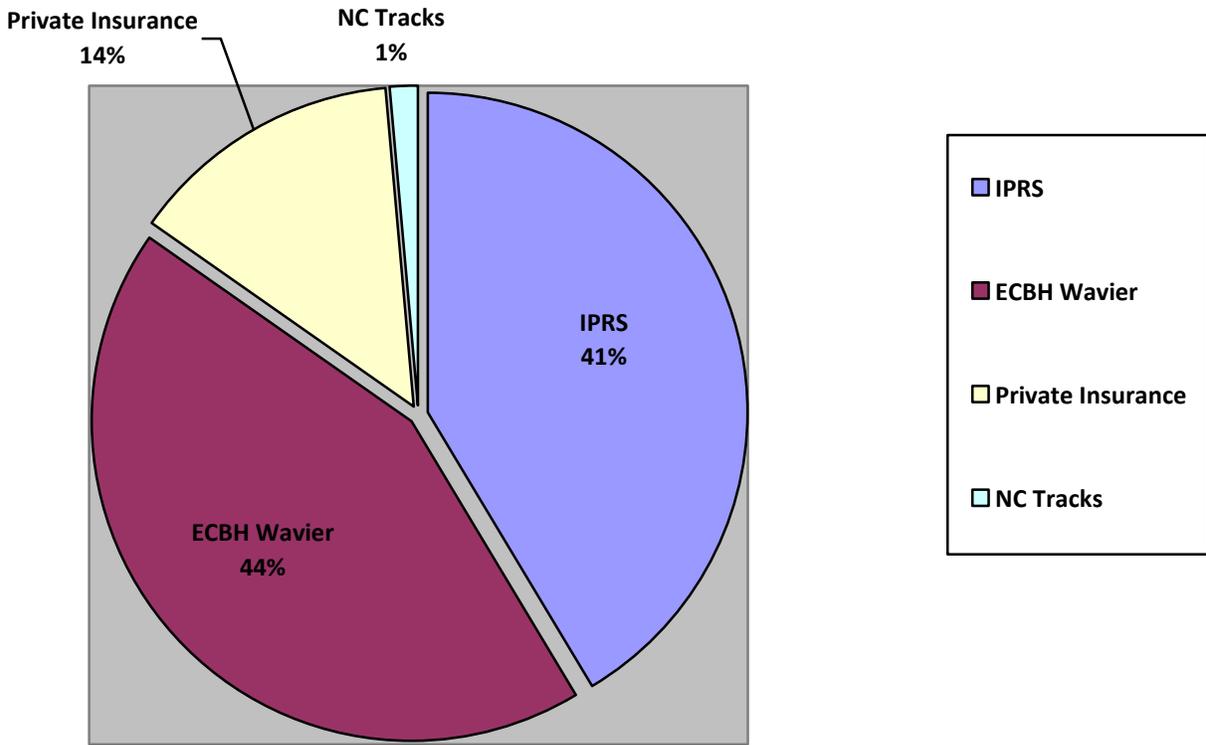
## MOBILE CRISIS DEMOGRAPHICS

Counties of Service	Mobile Crisis Calls
Beaufort	79
Martin	62
Washington	32
Tyrrell	9
Bertie	68
Gates	12
Hertford	62
Northampton	59
Chowan	36
Pasquotank	143
Perquimans	28
Camden	27
Currituck	137
Dare	83

Mobile Crisis Service Area	Calls Diverted from Inpatient Facility
Albemarle Area (Camden, Pasquotank, Perquimans, Dare,	300
Beaufort Area	130
Pitt County	190
Roanoke-Chowan Area (Hertford, Bertie, Gates, Northampton)	144
Total	764

Referral Sources	
Community Agency	36
Court, Corrections, Prisons	12
DSS	15
Family	130
Family, Friends	76
Group Home	4
JJTC	2
Law Enforcement	1
LME	63
Mental Health Provider	17
Mobile Crisis	41
Nonresidential Treatment/Habilit Program	1
Nursing Home, Board & Care HME	2
Other	71
Other Healthcare	16
Other Outpatient. Non-state Facility	7
Primary Care Physician (PCP)	16
Private Physician	8
Psych Services-General Hospital	6
Schools	115
Self/No Referral	265
State Facility	3
Veterans Administration	1
Walk In	1
Total	1038

Mobile Crisis Revenue Source



**Consumers Served by Office Locations**

