



**Integrated  
Family Services**  
PLLC

**Connecting  
the Pieces;  
Creating  
Stronger  
Families**

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

## **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.*

## 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 several years of experience in treating children and adults with emotional, behavioral, and substance abuse 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, CCS**

Mrs. Holley works in the capacity of the Clinical Director at Integrated Family Services, PLLC. She has several years of experience in treating children and adults with emotional, behavioral, and substance abuse 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 consumers.

*Diversity* – We value the individual differences and contributions of each member of 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 consumers.

*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

- We celebrated our 11th anniversary in February 2014.
- We received our third 3-Year accreditation with CARF International, an accrediting organization.
- We provided financial support of an array of community services projects, sponsoring Little League basketball and baseball teams, a Food Drive for Albemarle Food Pantry, and the East Carolina University School of Ecology.
- We received the Triple A Award (Awareness/Advocacy/Assistance) from East Carolina Behavioral Health LME/MCO which recognizes providers that demonstrate exceptional public awareness and/or advocacy functions through prevention.
- We received the Impact Award from East Carolina Behavioral Health LME/MCO which recognizes agencies that demonstrate effective response in a crisis/urgent situation with a consumer.
- We were awarded a contract with Pitt County Schools to provide school-based therapy in 9 schools.
- We renewed a Memorandum of Agreement to provide behavioral health consultations to Martin County Community Action Head Start programs.
- We renewed our contract with Bertie County Schools to provide school-based therapy.
- Rural Initiatives Changing Communities Everyday (RICCE) the non-profit subsidiary of Integrated Family Services, implemented the Fiona's House STEM Leadership Academy, which is an afterschool program focusing on science, technology, engineering and math skills for middle school-aged Hertford County girls.
- The Mobile Crisis Management Department established a Memorandum of Understanding with NC START to provide crisis response for individuals with intellectual developmental delayed diagnosis.
- The Mobile Crisis Management Department established a Memorandum of Understanding with the Veteran's Crisis Line to provide mobile crisis services for veterans in crisis.
- Mobile Crisis Management Department established a Memorandum of Understanding with Albemarle Psychological Innovations.
- We partnered with the Department of Juvenile Justice in District 6 to implement Reclaiming Futures, a comprehensive model that has substituted the Juvenile Justice Treatment Continuum.
- We extended the Mobile Crisis Management Service to include Nash, Edgecombe, Wilson, Greene, and Lenoir counties.
- We provided education on our Mobile Crisis Management Service during crisis intervention trainings for law enforcement officers in the IFS coverage area.
- Our Mobile Crisis Management Director served as an expert panelist on the "In Dependence" Roundtable on Addiction, aired by the WNCT News Station, from May 26-31, 2014. (Link: <http://www.wnct.com/story/25506763/monday-at-6-in-dependence-a-roundtable-onaddiction>)

- Our Mobile Crisis Management Director provided Suicidal Awareness and Prevention training for Crisis Intervention Trained (CIT) Law Enforcement Officers.
- The Mobile Crisis Management Department provided information of the Suicide Prevention Symposium on September 19, 2014 in Elizabeth City, North Carolina.
- Mobile Crisis Management served 1255 individuals of which 898 (72%) were diverted from the hospital.
- Our Clinical Director obtained certification to perform forensic evaluations.
- The Quality Improvement Department has successfully implemented Quick Tapp Survey, an application that allows the collection of consumer feedback during office or home visits using iPads.
- We provided mental health and/or substance abuse services to 2625 individuals.
- Integrated Family Services also fosters an atmosphere for professional growth and development. Listed below are the accomplishments of individual employees.
  - A Clinician co-authored a scholarly article featured in: *Journal of Human Behavior in the Social Environment*
  - Two employees were awarded a Master's Degrees.
  - Three employees are pursuing the Master in Social Work Degree.
  - One employee is pursuing a Master in Marriage and Family Therapy Degree.
  - Two employees that are currently Licensed Clinical Social Worker (LCSW) Associates passed the National Social Work exam.



# PROGRAMS AND SERVICES

## 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 Foster Care (TFC) 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. TFC is not for a child with a sole developmental disability. This service is available for children to age 18. TFC must be delivered by a child-placing agency licensed by the North Carolina Division of Social Services. TFC provides a structured, supervised therapeutic and family environment with one or two foster parent(s). This TFC family is licensed by the Division of Social Services (DSS) and provides TFC under the direction and supervision of Integrated Family Services. The TFC 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. TFC 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 TFC family or another adoptive family, or an independent living arrangement.

Therapeutic Foster Care 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 TFC 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 Foster Care 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 a healthy role development and social skills in order to function successfully within the family setting, the community, and the schools.
- 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 20 for Medicaid-funded service and age 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.
4. Prevent out-of-home placement for the child.

IIH service is authorized for one child in the family and 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. These services 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 that maintain contact and intervene as one organizational unit. IIH services are provided through a team approach; however, interventions may be delivered by any one or more team members as clinically indicated.

## Outpatient Therapy

Outpatient treatment is designed to meet the clinically significant behavioral or psychological symptoms or patterns that have been identified as treatment needs for an individual. Outpatient therapy 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.



# PROGRAMS AND SERVICES

## Comprehensive Clinical Assessment

A Comprehensive Clinical Assessment is an intensive clinical and functional face-to-face evaluation of an individual's mental health, developmental disability, or substance abuse condition to develop a formal 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 the target population criteria and eligibility for enhanced benefit services.

## Psychiatric Services

Psychiatric care is provided by a Psychiatrist or Family Nurse Practitioner to assess the individual's symptoms and determine a diagnosis, and appropriate plan for treatment. The Psychiatrist/Family Nurse Practitioner 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 responses, crisis stabilization interventions, and crisis prevention activities 24 hours a day/7 days a week. Crisis intervention services are provided at any location in the community with the exception of jails and hospitals to reduce barriers to service delivery.

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

## Reclaiming Futures: A Partnership with Department of Juvenile Justice Delinquent and Prevention (DJJDP)

Integrated Family Services, PLLC has 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 receipt of the referral for the individual and providing the court counselor 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 one of the following services that best meets their needs: outpatient therapy, intensive in home, 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

New Beginnings of Ahoskie is a daughter company of Integrated Family Services, PLLC that focuses on DWI and substance abuse services. The services are comprised of DWI and substance abuse assessments and group/individual treatment.

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

RICCE, Inc., is the 502 (c)(3) non-profit entity of Integrated Family Services, PLLC.

# DEMOGRAPHICS AND DIAGNOSIS

# 2014

Gender	Consumers Served
Male	1361
Female	1264

Age	Consumers Served
0-5	50
6-17	1002
18-40	683
41-65	791
66 and up	99

Racial/Ethnic Groups	
American Indian	6
Asian (non-Pacific Islander)	6
Black, African-American	1359
Hispanic, Latino	65
Pacific Islander	4
White (non-Hispanic, Latino)	980
Other	205

Religious Affiliation	
Catholic	63
Christian	1165
Jehovah Witness	5
Muslim	13
Protestant	74
No Preference	436
Other	273
Not Reported	596

Top 7 Axis I Diagnosis	
<b>314.01</b> Attention Deficit of Childhood w/Hyperactivity	317
<b>313.81</b> Oppositional Defiant Disorder	220
<b>311</b> Depressive Disorder	249
<b>296.32</b> Major Depressive Disorder, Recurrent Moderate	190
<b>296.9</b> Mood Disorder Unspecified	176
<b>309.81</b> Post Traumatic Stress Disorder	156
<b>299.8</b> Other Persuasive Developmental Disorders	96

## PROGRAM REVIEW

Mobile Crisis Service Areas	Mobile Crisis Service Calls	Mobile Crisis Service Areas	Call Diverted from Inpatient Facility
Albemarle Area (Camden, Pasquotank, Perquimans, Dare)	436	Albemarle Area (Camden, Pasquotank, Perquimans, Dare)	271
Beaufort Area (Washington, Beaufort, Martin, Tyrrell, Hyde)	191	Beaufort Area (Washington, Beaufort, Martin, Tyrrell, Hyde)	136
Pitt County (Nash, Edgecombe, Greene, Lenoir)	382	Pitt County (Nash, Edgecombe, Greene, Lenoir)	307
Roanoke-Chowan Area (Hertford, Bertie, Gates, Northampton)	246	Roanoke-Chowan Area (Hertford, Bertie, Gates, Northampton)	184
Total	1255	Total	898

Mobile Crisis Referral Source	Albemarle Area	Beufort Area	Pitt County	Roanoke Chowan Area	Totals
Self	93	94	103	95	385
Family/Support System	97	42	98	29	266
LME Access	17	15	76	12	120
First Responder/Clinical Home	1	1	6	11	19
Other provider agency	23	2	14	7	46
Hospital emergency department	7	2	2	2	13
School	50	17	68	43	178
DSS	11	3	5	2	21
Law Enforcement	53	7	13	15	88
Justice System	0	0	0	0	0
Other public agency (health department)	13	5	14	14	46
Other/unkown	0	0	0	0	0

## SERVICES SUMMARY

# 2014

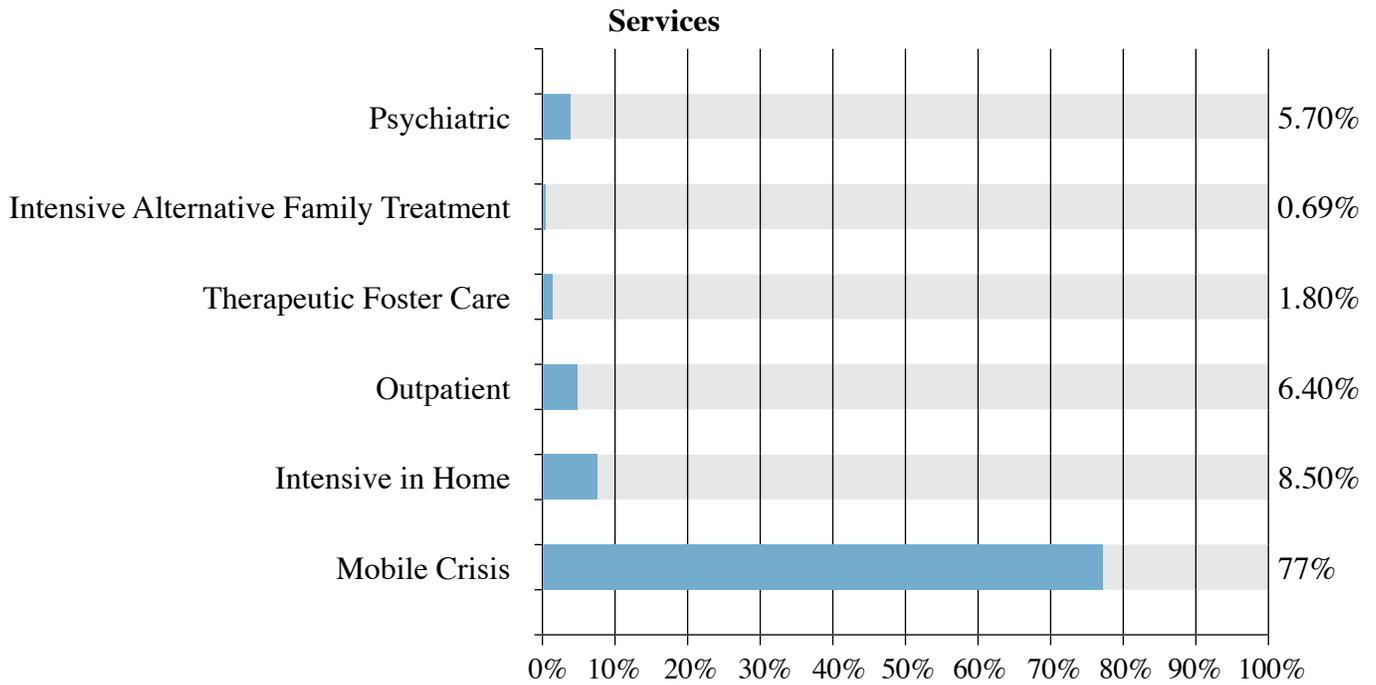
Services Array	Consumers Served
Outpatient/Psychiatric	1321
Foster Care	7
Intensive in Home	42
Mobile Crisis	1255

Consumer Attendance Outpatient and Psychiatric Services					
Service	Scheduled Appointments	Completed As Planned	%	No Show / Cancellation / Rescheduled	%
Outpatient	9199	3805	41%	5394	59%
Psychiatric	7696	3880	50%	3813	50%

Consumers Served per Office Location	
Location	Consumers Served
Ahoskie	570
Elizabeth City	530
Greenville	1003
Jackson	306
Washington	216

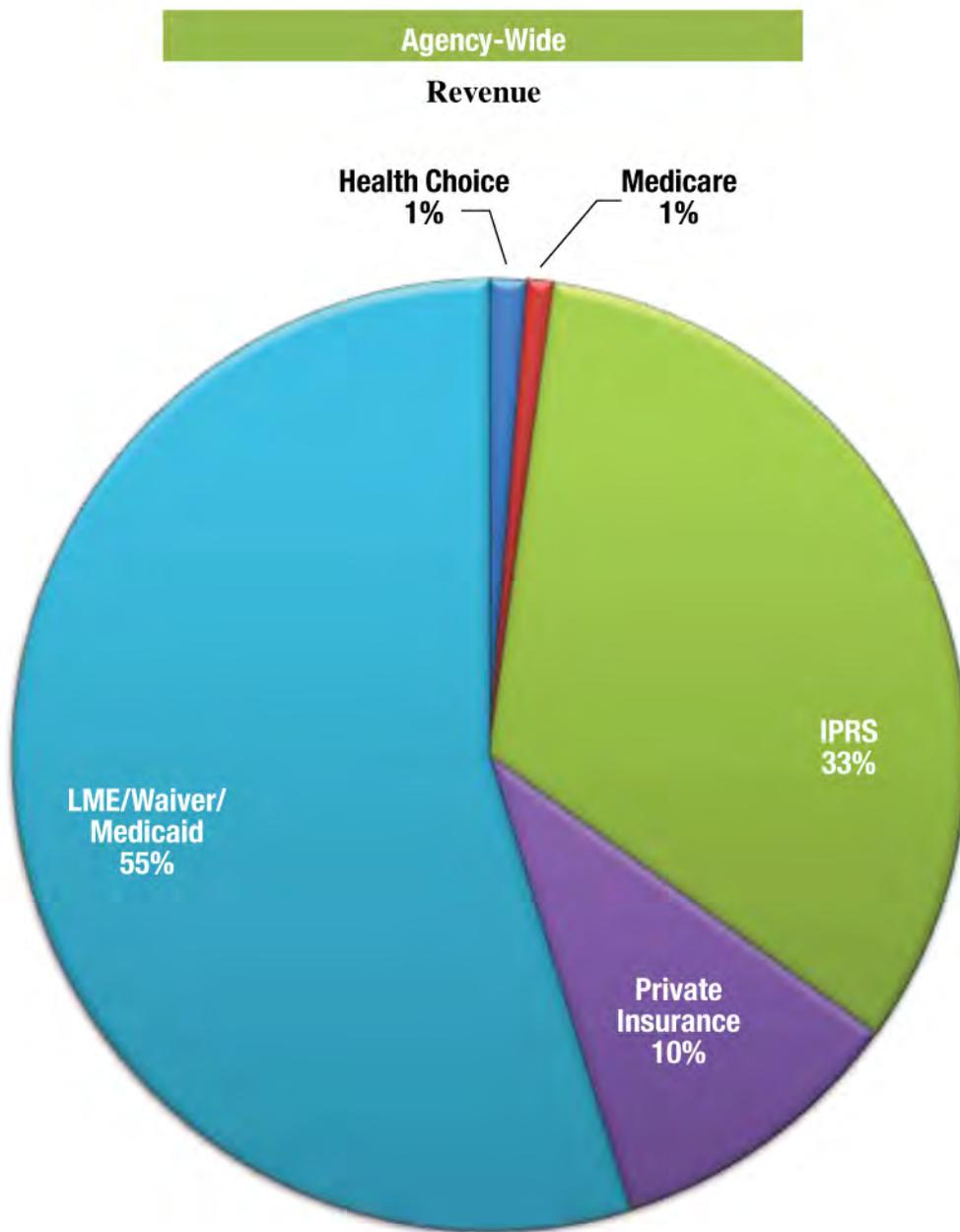
# REVENUE SUMMARY

## Revenue per Service



# REVENUE SUMMARY

# 2014



# CONSUMER SATISFACTION

## 2014 Satisfaction Survey Results

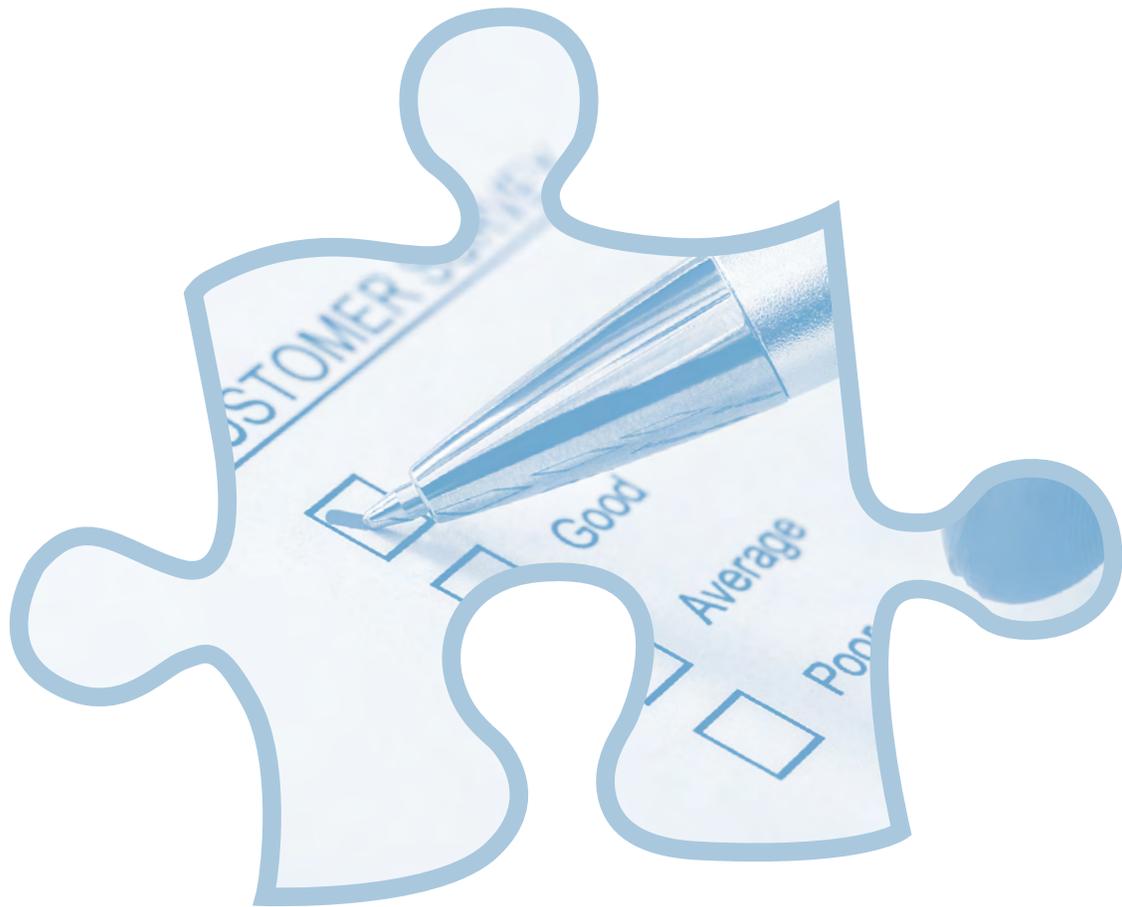
There were **1108** surveys completed in **2014** by consumers, family members and other stakeholders.

**98%** were satisfied with our services.

**96%** reported IFS employees were friendly and treated them with respect.

**96%** reported IFS employees were culturally sensitive (race, religion, sexual orientation, gender, etc.).

**80%** reported they felt they were getting better with treatment.





2014



**Integrated  
Family Services**  
PLLC

*“Connecting the pieces;  
creating stronger families”*

PO Box 885  
312-B Academy St.  
Ahoskie, NC 27910

**866.437.4615**  
**252.209.0388**

[www.integratedfamilyservices.net](http://www.integratedfamilyservices.net)