

ANNUAL REPORT

Overview of services provided to
Carteret County

August 1, 2016 – July 31, 2017



**Integrated
Family Services**
PLLC

*CONNECTING THE PIECES;
CREATING STRONGER FAMILIES*

Serving Bertie, Beaufort, Brunswick, Camden, Carteret, Chowan, Currituck, Dare, Edgecombe, Gates, Greene, Halifax, Hertford, Hyde, Lenoir, Martin, Nash, New Hanover, Northampton, Onslow, Pitt, Pasquotank, Pender, Perquimans, Tyrrell, Washington and Wilson counties

EXECUTIVE SUMMARY

Owners

Anthony J. Manley Rook MSW, LCSW, ACSW, LCAS

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, CSS

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 consumers 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 FROM August 1, 2016- July 31, 2017 IN CARTERET COUNTY

- ✦ In response to an identified need for immediate increased capacity for Mobile Crisis Management services in Carteret County, Trillium Health Resources contracted with us to provide this service in your community. To ensure rapid and thorough integration of the service into the community, informational sessions were held on July 21 and July 26, 2016.
- ✦ At the request of Carteret County schools, IFS provided information to school social workers, counselors, nurses, psychologists and administrative staff on July 17, 2016.
- ✦ IFS began serving Carteret County on Monday, August 1, 2016.
- ✦ IFS participated in National Night Out with Morehead City Police Department. We provided resource information about services offered in Carteret County.
- ✦ On August 24, IFS was invited to share resource information to the staff at Carteret County Department of Social Services.
- ✦ IFS open house was held on August 31, 2016. During this event, community stakeholders were invited to meet our team members serving Carteret County, tour our office, learn more about IFS and hear about our commitment to serving all residents. IFS highlighted the following services: mobile crisis management, crisis chat, foster care and outpatient therapy. Approximately 50 community stakeholders attended this event. <http://www.integratedfamilyservices.net/community/new-center-opens-doors-city/>
- ✦ In observance of Suicide Awareness Prevention Month and with Carteret county's suicide rate higher than the state and national average, we wanted to bring attention to the importance of community partnership with hospitals, EMS, local healthcare and behavioral health providers, law enforcement, schools, magistrates, the faith community and family and consumer organizations in suicide prevention. IFS facilitated a 2-hour presentation focusing on warning signs, suicide intervention and suggestions for suicide prevention and how services, such as mobile crisis management, assists residents who are suicidal in accessing timely and appropriate crisis intervention. This event was held at Carteret Community College on September 26, 2016. Approximately 75 community members attended this event.
- ✦ We participated in the Peer Support Center of Carteret County (PRC) resource fair where we presented and provided information about our services.
- ✦ Due to the increase in mobile crisis management referrals, IFS added a team member to the Carteret County office. The office consists of a supervisor, 2 full-time mobile crisis workers, 2 part-time mobile crisis workers, a therapist and an office assistant.
- ✦ Since IFS began providing services in Carteret County, we have participated in all CIT trainings with law enforcement. During these trainings, we provide the following three trainings: *Mobile Crisis Management and Law Enforcement: A Partnership*, *Suicide Awareness and Prevention* and *Personality Disorders*. In addition, we participate in the role-plays where officers are provided with a realistic scenario that requires them to utilize a variety of skills learned in CIT training.

- ✦ On January 24, 2017, IFS personally met with Sheriff Asa Buck to share information on our mobile crisis management services and benefits of this service to the community and law enforcement. Through this meeting, we provided information about our services to law enforcement officers by attending shift meetings.
- ✦ On April 10, 2017, IFS was invited by Sheriff Asa Buck to attend a roundtable discussion on efforts to fight opioid addiction. Following the discussion, Attorney General Josh Stein, thanked our Mobile Crisis Supervisor, Jessamyn Angelastro, for feedback provided during the discussion.
<http://www.witn.com/content/news/Roundtable-discussion-on-efforts-to-fight-Opioid-addiction-418895434.html>
- ✦ The majority of our Carteret County team members attended the *Suicide Risk Assessment & Management QPRT Clinical Training* sponsored by Carteret County Health Department on April 21, 2017.
- ✦ IFS was invited to provide information on law enforcement self-care at the Police Executive Association of Eastern North Carolina. This event was held in Cape Carteret on May 25, 2017.
- ✦ IFS provided resource information to the community at the Traveling Vietnam Veterans Memorial Wall on May 27 and 28, 2017.
- ✦ Over the past year, IFS online emotional support program, Crisis Chat, received 12 engaged chats from Carteret County. We believe this valuable resource is one of the most underutilized forms of support for residents facing emotional challenges. Several education efforts, including providing resource to all schools and individuals served through mobile crisis management, have occurred over the past year. We continue to need assistance with increasing the utilization of this resource.
- ✦ IFS recognizes the importance of community involvement. Over the past year, we have actively participated in various meetings including; Carteret Community Collaborative, Carteret Suicide Task Force and the Carteret Health Care Meeting.

MOBILE CRISIS MANAGEMENT IN CARTERET COUNTY

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.

In addition to Carteret County, we provide this service 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.

From **August 1, 2016 through July 31, 2017**, IFS mobile crisis management provided crisis intervention to **287** consumers. **72%** were diverted from an inpatient facility.

Referral Source	
Self	26%
Family/Support System	22%
School	21%
Carteret General Hospital Emergency Department	8%
Other provider agency	7%
Law enforcement	6%
DSS	5%
Justice system	2%
First Responder/Clinical Home	2%
Trillium Health Resources	0.9%
Other public agency (health department)	0.1%
Magistrate	0%
Other/Unknown	0%

As we have noted throughout the past 11 years of providing mobile crisis management services, our largest referral source continues to be the individuals who are initiating services. We will continue to promote this service through educational sessions and in-service trainings with other referral sources listed above. We are also asking for the community’s assistance with on-going awareness of this resource.

Age	Consumer Served
3-5	1%
6-10	4%
11-18	33%
19-25	12%
26-30	6%
31-45	20%
46-55	13%
56 and older	11%

Our mobile crisis management team continues to serve more individuals between the ages of 11 and 18 years old than any other age group. We strongly believe this is a direct result of our partnership with local school districts and eliminating barriers to providing our services.

Response location	
Community	98%
Office	2%

Almost all of the mobile crisis responses were provided in a community setting, i.e. home, school, community agency, etc.

Time of day referrals received	
Business hours	71%
After hours	19%
Weekend/Holiday hours	10%

The majority of the referrals were received during our business hours which are Monday through Friday from 8 a.m. until 5 p.m.

Average response time	
Within 1 hour	99%
Within 2 hours	1%
Over 2 hours	0%

We are elated to report that over the past year, we arrived on-site of the crisis within one hour for almost all of the crisis calls. For the majority of the these calls, we arrived within 45-minutes.

Primary disposition of cases	
Current setting (location of consumer)	55%
Community Detox	21%
Referral for medical/Emergency Department only	18%
Community Hospital (behavioral health unit)	5%
State Alcohol and Drug Abuse Treatment Center (ADATC)	1%
Alternative Natural Support for monitoring	0%
Facility Based Crisis	0%
NC START	0%
Crisis Respite	0%
State psychiatric hospital	0%
Jail or detention	0%
Other	0%

More than half of the individuals we served remained in their current setting. Our data for percentage linked with a community detoxification facility is in line with data about substance use in Carteret County. We successfully linked 21% of the individuals we served, who were seeking substance use treatment, with a detoxification program. Our model of crisis intervention reduces barriers to this type of linkage. This includes

monitoring the consumer and following up with them through the linkage and referral process. When possible, we will assist with transportation to local facilities.

Payor Source	
Medicaid	43%
IPRS (state funds)	42%
Private	14%
Medicare	0.7%
NC Health Choice	0.3%
Medicaid/Medicare	0%

The overall percentages for individuals with the above payment sources are unique to Carteret County. It has been our experience that the majority of the individuals served were uninsured, thus resulting in the highest payor source for mobile crisis management being IPRS (state funds). In addition, we have noted a significant increase with Tri-Care as a payor source.

Consumer Satisfaction	
98%	The Mobile Crisis Worker met with me within 2 hours of calling the hotline.
99%	I am satisfied with the mobile crisis management services.
98%	I was given information about my rights.
95%	I am better able to deal with crisis because of mobile crisis management services.
98%	Mobile Crisis Management provided me with a copy of my crisis plan.
95%	The Mobile Crisis Worker(s) was sensitive to my cultural beliefs (race, religious, sexual orientation, etc.).

The survey data collection system assesses consumer/guardian satisfaction with the services rendered by Integrated Family Services. This is part of the ongoing continuous quality improvement process. The survey data is collected ongoing for mobile crisis services due to the short-term of the services during the follow-up visit. The questionnaire gathers information about the consumers/guardians overall satisfaction with services received, compliance with cultural /ethnic needs, impact of services on daily life, performance in school/work, and overall performance of the workers. This data is divided by mobile crisis services provided in our Northern Region and Southern Region. The data below is combined to include satisfaction for our Southern Region (Brunswick, Carteret, New Hanover, Onslow and Pender counties).

OUTPATIENT SERVICES IN CARTERET COUNTY

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 Degree and are licensed in the state of North Carolina in the appropriate behavioral health discipline.

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.

Outpatient and Psychiatric Services Appointments	
Service	Scheduled Appointments
Outpatient	371
Psychiatric	77

Outpatient Therapy and Psychiatric services are provided at either face to face or via tele-psychiatry. Individuals are eligible for any service once the criteria as outlined in the service's policy and procedures have been assessed and documented in the individual's medical records.