



**Integrated
Family Services**
PLLC

2012 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**

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

- ✦ Re-accredited by CARF International for three years.
- ✦ Administrative and Clinical Director are licensed clinical addiction specialists.
- ✦ Clinical Director is a Clinical Supervisor Intern.
- ✦ Increased service array by adding New Beginnings of Ahoskie as a subsidiary of Integrated Family Services which provide DWI assessments and classes.
- ✦ Implemented electronic health records system provided by ENOTES.
- ✦ Utilization of the electronic health record systems, ENOTES to enhance efficiency in the billing and monitoring of program objectives.
- ✦ Added night clinic in the Greenville location in an effort to increase availability as indicated in consumer satisfaction surveys.
- ✦ Signed Memorandum of Agreement with Cardinal Innovations LME/MCO formally known as Piedmont Behavioral Health to increase service coverage to the Halifax area.
- ✦ In an effort to remove the accessibility barriers and increase the capacity to serve community, the Greenville location relocated to a larger office.
- ✦ Signed a Memorandum of Agreement to provide behavioral health consultations to Martin County Community Actions Head Start programs.
- ✦ Received endorsement by East Carolina Behavioral Health LME/MCO to provide therapeutic foster servicers.
- ✦ Awarded a contract by East Carolina Behavior Health LME/MCO to provide school based therapy for Bertie and Hertford County Schools.
- ✦ Organizational structural change to include addition of two positions: Director of Children Services and Assistant Administrative Director.
- ✦ Provided mental health and/or substance abuse services to 1946 persons.

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.

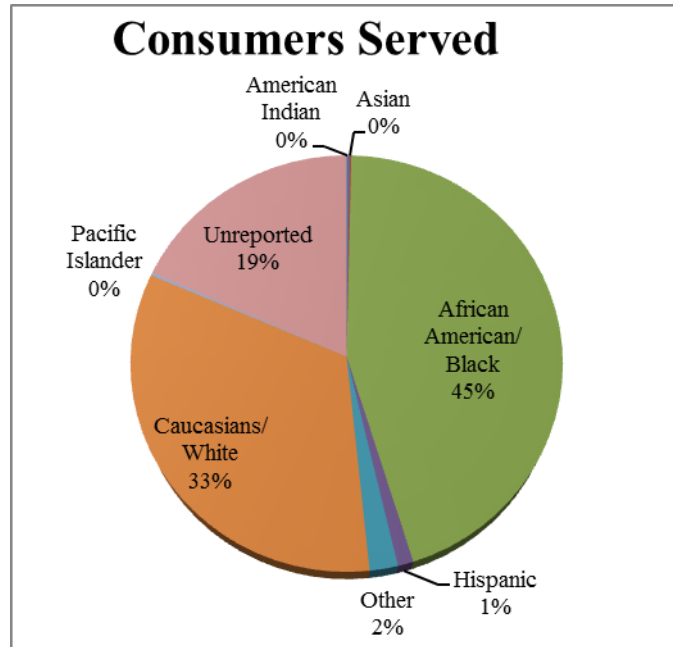
New Beginnings in Health of Ahoskie

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.

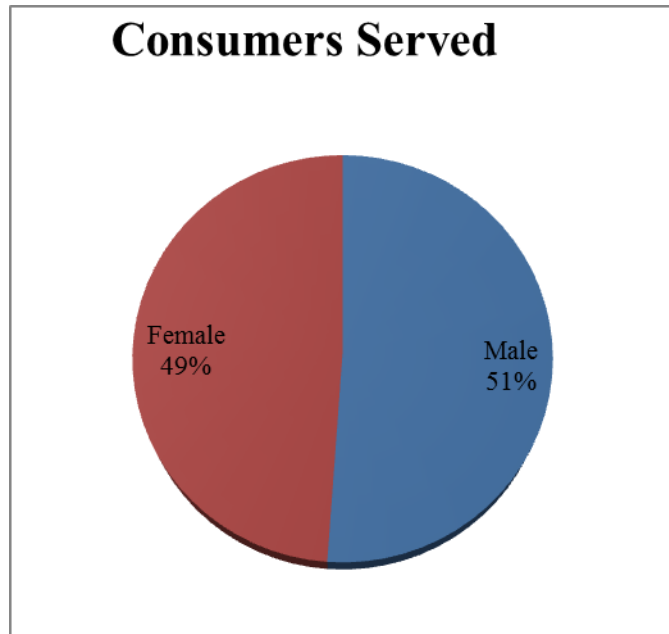
To get ones driver's license re-instated after it is revoked because of a DWI, the individual must have completed a Substance Abuse Assessment and completed whatever steps recommended by the assessment.

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.

Race	Consumers Served
American Indian	4
Asian	3
African American/Black	872
Hispanic	22
Other	40
Caucasians/White	645
Pacific Islander	4
Unreported	356
Total	1946



Gender	Consumers Served
Male	995
Female	951
Total	1946



Consumers Served

Age	Consumers Served
0-5	48
6-18	755
19-40	586
41-65	501
66 and up	56
Total	1946

