

ANNUAL REPORT

Overview of services provided to
Onslow 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 FOR ONSLOW COUNTY – August 1, 2016 – July 31, 2017

- ✦ In response to an identified need for immediate increased capacity for Mobile Crisis Management services in Onslow 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 25 and July 27, 2016.
- ✦ At the request of Onslow County schools, IFS provided information to their school social workers, counselors, nurses, psychologists and administrative staff.
- ✦ IFS began serving Onslow County on Monday, August 1, 2016.
- ✦ IFS was invited by Trillium Health Resources to present at the *Compassion Reaction* event on August 3 and the *Rachel's Challenge* event on August 19, 2016.
- ✦ IFS participated in the annual National Night Out with Jacksonville Police Department. We provided resource information about services provided to Onslow County.
- ✦ IFS open house was held on August 30, 2016. During this event, community stakeholders were invited to meet our team members serving Onslow 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. Forty-two community stakeholders attended this event.
- ✦ From 2010 to 2014 there were 62 people in Onslow County age 30 and younger who died from “intentional self-harm”. In observance of September is Suicide Awareness Prevention Month, 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 Onslow County Government on September 27, 2016.
- ✦ In October 2016, IFS participated in the Onslow County Out of the Darkness Community Walk where we provided resource information on suicide awareness and prevention.
- ✦ Due to the increase in mobile crisis management referrals, IFS added team members to our Onslow County office. The office consists of a supervisor, 3 full-time mobile crisis workers, 7 part-time mobile crisis workers, a therapist and an office assistant.
- ✦ Since IFS began providing services in Onslow County, we have participated in all CIT trainings with law enforcement. During these trainings, we have provided the following three trainings: *IFS Array of Services, Mobile Crisis Management and Law Enforcement: A Partnership, Suicide Awareness and Prevention, Mental Health 101, Opioid Abuse and Dependence, 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.

- ✦ In December 2016, IFS mobile crisis team was highlighted in the Jacksonville Daily News after assisting with a standoff situation.
<http://www.integratedfamilyservices.net/community/integrated-family-services-mobile-crisis-unit-assist-standoff-situation/>
- ✦ In recognition of Drug Abuse Awareness week sponsored by NIDA (National Institute on Drug Abuse), we partnered with Onslow County Schools to provide resources on drug awareness.
- ✦ On January 23, IFS highlighted in the Jacksonville Daily News
<http://www.jdnews.com/news/20170123/mental-health-service-providers-face-challenges>
- ✦ In February, we participated in the *USO (United Service Organization) When Loves Isn't Enough* town hall meeting where we provided resource information to about 150 attendees.
<http://www.jdnews.com/news/20170221/mock-bedroom-to-give-parents-insight>
- ✦ In March, we were invited by Onslow County Schools to participate in *Power Hour* where we were asked to provide education on substance use to local high school students.
- ✦ IFS participated in a Gang Awareness event sponsored by Jacksonville Police Department where we provided resource information on our services.
- ✦ IFS was invited by Public Safety Director Yaniero to attend a roundtable discussion on efforts to fight opioid addiction.
<http://www.jdnews.com/news/20170424/opioid-roundtable-discussion-scheduled-for-jacksonville>
- ✦ IFS was asked by Onslow County Schools to provide a training titled: Critical Incident Stress Management for School Personnel for several school administrators.
- ✦ IFS participated in the C.O.N.N.E.C.T. Resource Fair where we provided information on our services.
- ✦ In April 2017, we provided education on mobile crisis management to the local court counselors with the Department of Public Safety: Juvenile Justice.
- ✦ IFS attended the police chief monthly staff meeting where we presented on mobile crisis management services. This meeting included almost all police chiefs in Onslow County.
- ✦ IFS personally met with Sheriff Hans Miller and Patrol Manager Ben Jones with Onslow County Sheriff's Office to provide information on mobile crisis management.
- ✦ IFS was invited to present and share resource information at the Bi-Annual Family Services Day event sponsored by Onslow County Partnership for Children.
- ✦ In an effort to enhance our relationship with law enforcement, several full-time staff participated in a 4-hour police ride along with Jacksonville Police Department.
- ✦ IFS has provided education to most platoons with Jacksonville Police Departments through roll-calls. In approximately 15 minutes, provided information about mobile crisis management and how this service benefits the community.

- ✚ Over the past year, IFS online emotional support program, Crisis Chat, received 40 engaged chats from Onslow 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 participated in various meetings including; Onslow Community Collaborative, Onslow Suicide Task Force, Brynn Marr Community Meet and Greet, Sneeds Ferry H.O.P.E. (Heroin Opioid Prevention Education) and Substance Abuse Task Force.
- ✚ IFS has been asked to partner with Jacksonville Police Department to be the lead service provider of the L.E.A.D. (Law Enforcement Assisted Diversion) program.
- ✚ IFS was invited to provide resource information at the annual Focus Deterrence Violent Crime Reduction event sponsored by Jacksonville Police Department and Onslow County Adult Probation.
- ✚ Over the past year, IFS Critical Incident Stress Management (CISM) team provided a debriefing following two critical incidents in Onslow County.

MOBILE CRISIS MANAGEMENT IN ONSLOW 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 Onslow County, we provide this service in the following counties: Beaufort, Bertie, Brunswick, Carteret, Camden, Chowan, Currituck, Dare, Gates, Hertford, Hyde, Martin, New Hanover, Northampton, Pasquotank, Pender, Perquimans, Pitt, Tyrrell, Washington, Edgecombe, Lenoir, Nash, Greene, and Wilson. The service cannot be provided without consent for treatment or for transportation only. As of September 5th, we are also providing this service in Craven, Jones and Pamlico counties.

From **August 1, 2016** through **July 31, 2017**, IFS mobile crisis management provided crisis intervention to **466** consumers. **85%** were diverted from an inpatient facility.

Referral Source	
Law enforcement	24%
Self	23%
Family/Support System	23%
School	9%
Trillium Health Resources	5%
Other provider agency	5%
First Responder/Clinical Home	2%
Onslow Memorial Hospital Emergency Department	1%
Other public agency (health department)	1%
DSS	1%
Magistrate	0%
Justice system	0%
Other/Unknown	0%

As we have noted throughout the past 11 years of providing mobile crisis management services, our largest referral source as an agency continues to be the individuals who are initiating services. The data above is the result of our partnership with law enforcement agencies in Onslow County, specifically Jacksonville Police Department (JPD). More than half of our law enforcement referrals during this time period were from JPD. We are appreciative of their commitment to partnering with us to enhance crisis services in the community. 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	0%
6-10	5%
11-18	26%
19-25	13%
26-30	13%
31-45	21%
46-55	9%
56 and older	13%

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	58%
After hours	24%
Weekend/Holiday hours	18%

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%
Referral for medical/Emergency Department only	28%
Community Detox	10%
Community Hospital (behavioral health unit)	4%
Other	2%
State psychiatric hospital	0.5%
State Alcohol and Drug Abuse Treatment Center (ADATC)	0.5%
Alternative Natural Support for monitoring	0%
NC START	0%

Crisis Respite	0%
Jail or detention	0%
Facility Based Crisis	0%

A little over half of the individuals we served remained in their current setting. Our data for percentage referred for medical/emergency department only is unique to Onslow County. This data is higher than the other counties we serve. This includes individuals that were linked to the emergency department for various medical, substance use or mental health reasons that were not eventually linked with inpatient hospitalization. This could include individuals experiencing withdrawal symptoms that put them at significant risk of a medical emergency or an individual needing immediate evaluation to determine if inpatient hospitalization is needed. We successfully linked 10% 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	44%
IPRS (state funds)	36%
Private	18%
Medicare	1%
NC Health Choice	0.6%
Medicaid/Medicare	0.4%

The overall percentages for individuals with the above payment sources are unique to Onslow 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 ONSLOW 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	643
Psychiatric	141

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.