

# MOVING TOWARD THE FUTURE



## Danville-Pittsylvania Community Services 2019 Annual Report



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## Chairperson's Message

As Chairperson of the Board of Directors of Danville-Pittsylvania Community Services (DPCS), it gives me great pleasure to present to the community our Annual Report for Fiscal Year 2019 (July 1, 2018 to June 30, 2019). This year's report is *MOVING TOWARD THE FUTURE* – a follow up to last year's focus on new construction at DPCS. Included in this year's report is information about how change to the system of care has better prepared us as we provide quality services to our community. This year we are able to share with the community what DPCS is doing in innovative and measurable ways to serve all of the individuals in the City of Danville and Pittsylvania County with whom we are honored to work.

### *MOVING TOWARD THE FUTURE* of Service Provision

The Agency operates approximately 50 unique programs that adapt and change across its Developmental Services, Behavioral Health, and Prevention Services Divisions for adults and children. In this past year in the City and County, DPCS directly served 5,488 individuals through 175,471 distinct units of service within its clinical treatment programs (Behavioral Health and Developmental Services). With a greater focus of *moving toward the future* through prevention efforts across our community, DPCS is reporting an increase in universal and environmental strategies meant to affect population change. Within Prevention Services, from school-based programs that impact multiple grade levels to campaigns that no longer focus on just a few individuals but a *population* of individuals (such as underage drinking), DPCS impacted 24,980 citizens in the City of Danville and Pittsylvania County.

DPCS works with infants, toddlers, children, adolescents, adults, and seniors - everyone in our community. Through treatment services or prevention initiatives, we connect with one in four residents of the City and the County, helping them move toward their future.

### *MOVING TOWARD THE FUTURE* with Our People and Our Places

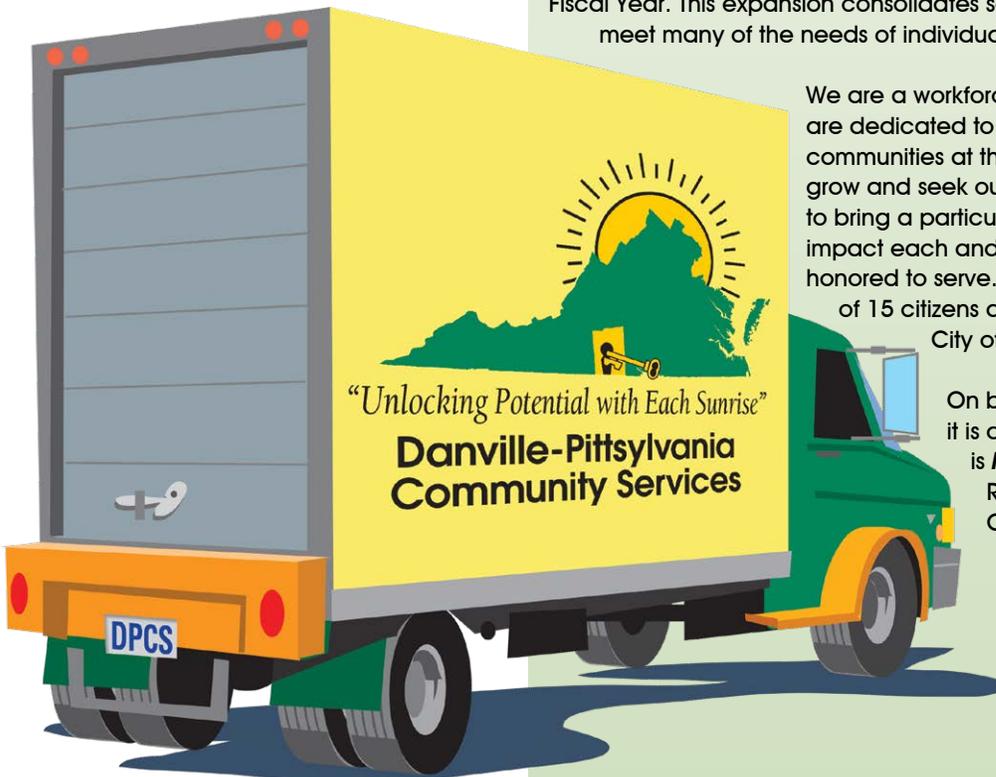
Renovations and expansion of our service locations in the last few years and extending into the next year are everywhere! Three of our four residential facilities for Developmental Services have had renovations or are completing renovations to enhance the homes of the 29 individuals that choose to live with DPCS. Construction at our main campus location at Hairston Street was completed by the end of the Fiscal Year. This expansion consolidates services and provides a one-stop facility to meet many of the needs of individuals of all ages at one site.

We are a workforce approaching 300 men and women who are dedicated to helping others live, work and play in their communities at their maximum potential. We continue to grow and seek out new professionals to join our workforce, to bring a particular skill, passion, and focus that makes an impact each and every day on the lives of those we are honored to serve. We are also a volunteer Board of Directors of 15 citizens dedicated to our community - seven from the City of Danville and eight from Pittsylvania County.

On behalf of our Board of Directors and the staff, it is an honor and privilege to tell you how DPCS is *MOVING TOWARD THE FUTURE* in our Annual Report to the City of Danville and Pittsylvania County.

Sincerely,

**Shelby Irving**  
Chairperson



# DPCS Program Progress

## “UNPACKED”

The **Ambulatory Crisis Stabilization Program** provides crisis stabilization services in a normative environment with a high assurance of safety to adults experiencing a marked reduction in psychiatric, adaptive, or behavioral functioning, or an extreme increase in personal distress. These individuals are determined to be in acute crisis but do not meet criteria for hospitalization or a lower level of care in the behavioral health continuum. These services are intended to provide intensive direct mental health care in the community to prevent the need for hospitalization.

DPCS implemented **Rapid Access**, also known as Same Day Access (SDA), beginning March 1, 2019. SDA allows a person who appears at DPCS during program hours to be assessed that same day instead of potentially waiting weeks for a mental health appointment. Based on that assessment, the person is then scheduled for appropriate initial treatment within ten days. This best practice virtually eliminates “no show” appointments, increases adherence to follow-up appointments, reduces the wait time for appointments, and makes more cost-effective use of staff resources. Prior to the implementation of SDA, DPCS had almost a 50% no show rate for assessments/intakes monthly. SDA has virtually eliminated this no show percentage.

DPCS began implementation of **Just In Time** scheduling and prescribing in early 2019. Individuals receiving services at DPCS have their doctors’ appointments scheduled within 3 to 5 business days of when the next visit is due. The front desk staff gives the individual a reminder card

when leaving their doctor’s appointment. Instead of scheduling a follow-up appointment, the reminder card is a prompt to call Danville-Pittsylvania Community Services to schedule the next appointment. The idea is to reduce the no show rate for doctor appointments. Just In Time scheduling allows DPCS to have a more open, flexible, and individual friendly schedule. Historically, a large percentage of appointments are not kept; with implementation of Just In Time, DPCS has seen a decline in no shows and individuals are better able to obtain appointments when needed.

Developmental Services’ Case Management programs fully implemented **Collaborative Documentation** to more effectively provide person-centered services to recipients, further cultivate compliance with documentation standards, and improve work task efficiency.



The Regional Alliance for Substance Abuse Prevention (RASAP) Youth Advisory Council had a successful year with their campaigns. Students from the County high schools launched the **Arrive Alive.. Don’t Drink and DrivE Campaign**, which focused on the prom and graduation season, the message was promoted through social media and billboards.



City youth council members promoted their anti-marijuana message with **Marijuana I Don’t Wanna..... Why Would You?**, promotion included in school and on social media. They hosted an 80’s themed House Party with music, food, speakers,

and a photo booth. It was a great way to show teens that having fun doesn’t mean you have to be impaired. Youth campaigns reached over 5,832 teens in all six local high schools.

On January 1, 2019, comprehensive/ full-benefit, free or low-cost coverage through **Medicaid** became available to about 400,000 adult Virginians. This is the largest expansion of health insurance in Virginia history. Many adults are eligible for Medicaid who did not qualify before January 2019. This is a game-changer for many Virginians needing health insurance. DPCS hired two outreach workers who are responsible for screening individuals for eligibility and helping them prepare to apply. The program is funded by DPCS, the Danville Regional Foundation and the Virginia Health Care Foundation, and is available to anyone residing in our community.

In Fiscal Year 19, DPCS began to offer **Revive Opioid Overdose and Naloxone Education** to our community. To date we have trained over 31 people. Revive training helps to understand and respond to an opioid overdose by using naloxone. Trainings are offered once a month.

## “STILL ON THE TRUCK”

DPCS continues to move toward full organizational and setting-specific **compliance** with the Centers of Medicare and Medicaid Services (CMS) Home and Community Based Services (HCBS) Final Rule. HCBS Final Rule ensures that individuals receiving long-term services and supports through home and community-based service programs have full access to benefits of community living and the opportunity to receive services in the most appropriate integrated setting.

*Continued*



# DPCS Program Progress

## “STILL ON THE TRUCK” *Continued*

DPCS and Region III began working with the Department of Behavioral Health and Developmental Services in April 2019 to make plans to implement **Alternative Transportation** in the region. DPCS is working with local partners including law enforcement, magistrates, and the local hospitals to begin providing this service in the fall of 2019. G4S, a nationally recognized contractor for behavioral health security and transportation services, will provide alternative transportation for individuals under a Temporary Detention Order (TDO) who are assessed to be appropriate for such a service. The alternative transportation provider uses specially trained drivers wearing plain clothes in secure, unmarked vehicles. Restraints will not be used during transportation. The service will be available 24 hours a day, 365 days a year.

Progress towards conversion of Keen Street Group Home to **Bridge View Place** Intermediate Care Facility for Individuals with intellectual Disabilities (ICF/IID) has continued and included the installation of a sprinkler system that meets requirements outlined by the National Fire Protection Agency's Life Safety Code. Full conversion is estimated to be complete within the first quarter of FY20.

# Community Services

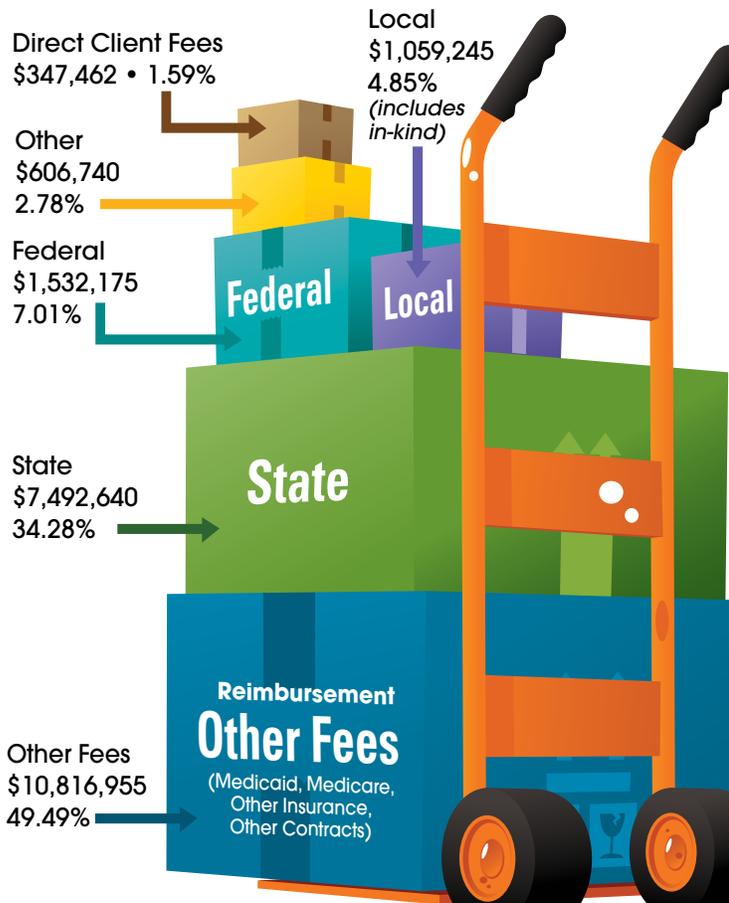
Number of People Served by DPCS during FY19\*

Program Areas	City	County	Other	Total	Service Units	Bed Days
Mental Health (MH)	1328	878	61	2267	61631.91	4918
Dev. Disability (DD)	656	564	29	1249	99387.67	9928
Substance Use (SU)	207	129	3	339	6411.64	137
Prevention	12188	12792	—	24980	—	—
Emergency Services	927	568	138	1633	8039.47	—
Dual Enrolled (MH & SU)	135	78	3	216	—	—
Dual Enrolled (MH & DD)	92	74	4	170	—	—
<b>Total</b>	<b>15533</b>	<b>15083</b>	<b>238</b>	<b>30854</b>	<b>175470.69</b>	<b>14983</b>

\*Individuals may be served by more than one program.

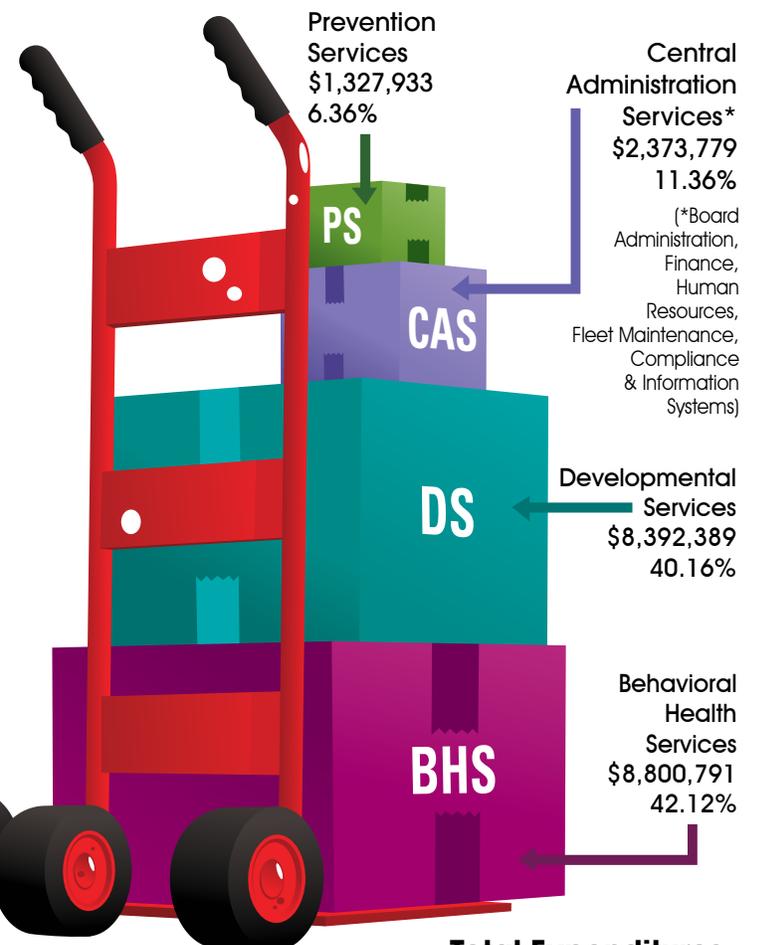
## By the Numbers

### Sources of Revenue:



**Total Revenue - \$21,855,217 • 100%**

### Expenditures by Division:



**Total Expenditures - \$20,894,892 • 100%**