

Introduction

Piedmont Community Services (PCS) was established in 1972 as a public, non-profit organization to provide services to children, adults and families with mental health, substance abuse and intellectual disability needs in the counties of Franklin, Henry and Patrick, and in the City of Martinsville. PCS strives to help our consumers achieve the best possible outcomes in health, wellness, recovery and independence. It is our goal to improve the quality of life for the consumers we serve and at the same time, enhance public safety, improve the wellness of the community and provide the best possible return on the resources provided by our designated community partners. PCS is one of 40 Community Service Boards statewide.

Mission of Piedmont Community Services

Piedmont Community Services helps individuals, families, and the community enhance the quality of life by providing an effective continuum of behavioral health and intellectual disability services including prevention, treatment, education and support within available resources.

Community Need

The PCS service region includes approximately 142,000 people who reside in the counties of Franklin, Henry and Patrick, and in the City of Martinsville. Within this population, an estimated 21,521 individuals suffer from serious mental illness, substance use problems, and/or intellectual and developmental disabilities.

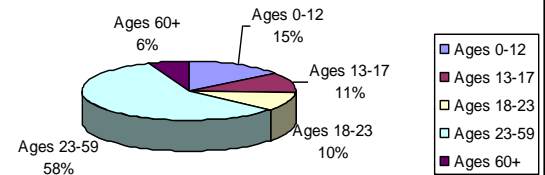
Estimated Local Population with Behavioral Health Conditions

Condition	Estimate
At Risk/Developmental Disability Age 0-6	1,530
Intellectual Disability Age 6+	1,306
Alcohol or Drug Problem in Past Year Age 12+	11,934
Serious Emotional Disturbance Age 9-17	726
Serious Mental Illness Age 18+	6,025

Community Services

PCS offers mental health, intellectual disability and substance abuse services to children, families and adults through 18 service facilities located throughout the service area. Emergency services are also available for people in crisis, early intervention services for children ages 0-6 and adolescents to reduce risk and promote physical and emotional wellness. In FY 2011, PCS provided direct services to approximately 5,000 individuals accounting for 706 children ages 0-12, 558 teens, 489 young adults ages 18-23, 2,863 adults and 299 seniors over the age of 60.

PCS Consumers Served in FY 2011 - 4,915



Prevention Education

Healthy individuals and strong families through education and community empowerment is the goal of Prevention Services. Substance abuse, suicide and violence prevention are provided to students in partnership with area schools. Youth who may need further attention are identified through problem identification and referral services offered at the schools. Parenting classes are offered through the Strengthening Families program. Community mobilization and prevention education for the entire community are provided through periodic seminars, awareness campaigns and information dissemination. Approximately 15,000 individuals (duplicated count) participate each year.

Community Investment

PCS finances its extensive service network through a combination of public and private sector funding. In FY 2011, PCS generated revenues of over \$17 million from multiple sources. Fee-for-service revenue is primarily Medicaid dollars. Other Fees dollars represent private insurance reimbursements and private pay. In addition to revenues of over \$17 million, PCS manages and disperses an additional approximately \$10 million in Medicaid waiver dollars and \$146,000 in non-waiver dollars used to purchase services through other area providers and non-profits.

♦ For every \$1 in direct local funding, \$48.53 was generated from other sources.

Piedmont Community Services Sources of Support

Source	Investment	%
State	\$4,204,162	24.61%
Local Govt. & United Way	\$344,930	2.02%
Federal	\$1,713,867	10.03%
Medicaid Fees	\$9,792,627	57.33%
Other Fees	\$1,027,140	6.01%
Total	\$17,082,726	100.00%

Community Outcomes

The value of our services can be defined in terms of citizens' increased productivity in school and work, reduced community costs for other services, improved health and wellness, recovery, independence, and improved quality of life.

PCS helps...	...accomplish these individual and community outcomes...
Infants and toddlers with disabilities and their families...	✓ Require fewer special education services and some types of medical services, resulting in long-term cost savings in decreased grade repetition, reduced special education spending, lower healthcare costs, and increased tax revenues.
Children, youth, and families...	✓ Prevent risky behavior, including substance and alcohol use and the associated costs of treatment, and lower juvenile justice costs.
Adults and youth in crisis...	✓ Stabilize their situation and mitigate the need for costly inpatient hospitalization and encounters with the criminal justice system.
Adults and youth with serious mental illness...	✓ Manage their condition and live in community settings at far less cost than hospitals, jails, or homeless shelters.
Adults and youth with severe substance use disorders...	✓ Recovery to drug and alcohol free lives, employment, supporting their families, and mentoring others out of the addiction cycle.
Individuals with intellectual disabilities...	✓ Gain independence, hold jobs, and live in community settings at far less cost than nursing homes and state institutions.
Veterans and their Families	✓ Overcome the traumas of stress-related and traumatic brain injuries, and fully rejoin their community.

Community Innovations	
School-Based Therapy	Partners with school divisions to identify students in need of counseling services. The program promotes increased academic performance, decreased disciplinary problems at school and home, and healthy interpersonal relationships by identifying mental health or substance use disorders that create behavioral problems.
Targeted Case Management	Offers personal and individualized support for addressing immediate and long-term needs of children and adults with serious mental illness and serious emotional disturbance. The Case Manager provides active linking to services, monitors progress toward goal achievement, and helps the individual maintain adherence to the treatment plan.
Substance Abuse & Mental Health Treatment	Provides walk-in assistance for adults in need of behavioral health services resulting in more consumers receiving treatment without enduring lengthy waiting lists.
Intermediate Care Facility (ICF)	PCS will open its' first ICF in the spring of 2012. This residence will serve eight adults with intellectual disabilities that also require additional specific services to meet their physical health needs.
Crisis Stabilization	Helps persons with mental illness who are most at risk of hospitalization to reduce hospital bed days in the community and at SVMHI by 10%, of 540 bed days. Services provided by "peer supports" who are themselves recovering from a mental illness. The results are substantial cost savings and an improved health status.
Electronic Records	PCS utilizes an Electronic Health Record (EHR) system certified by the Commission for Health Information Technology. Our EHR gives our providers rapid access to the information they need to ensure consumers receive the most timely, appropriate and efficient care possible.
Community Recovery Program	Consumers recovering from mental illness receive help in finding employment and other necessary services as they develop stability in their lives and community.
Wounded Warrior Program	Offers assessment, care coordination, and referral to Virginia veterans of any era, members of the Virginia National Guard or Armed Forces Reserves not in active federal service, and their families. The focus is on stress-related and traumatic brain injuries related to military service.

Community Economic Impact

In addition to its role as a quality community service provider, PCS is a primary contributor to the local economy. In FY 2011, PCS provided 221 full-time equivalent positions (includes 324 full-time and part-time staff) providing \$11,556,405 in employee compensation, insurance and other benefits. Using standard methods of economic impact analysis, it is estimated that these direct outputs support 57 additional jobs in the community, \$3,582,485 in additional labor income, and \$15,175,766 in additional local economic output.

Piedmont Community Services Economic Impact*

	Direct Impact	Ripple Effect	Total Impact
Total Jobs	221	57	278
Total Labor Income	\$11,556,405	\$3,582,485	\$15,138,890
Total Output	\$17,082,726	\$5,466,472	\$22,549,198

Community Stewardship

PCS embraces stewardship of community resources as a high priority. Accountability is demonstrated through strict adherence to established standards of accounting, auditing, and reporting. PCS operates under a multi-level system of accountability.

- Internal Audits
- External Audits by CPA accounting firm
- Extensive Peer Review Process
- Board of Directors Periodic Review
- Department of Behavioral Health & Developmental Services Reviews
- Department of Medical Assistance (DMAS) Reviews



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*Data provided by Community Health Solutions, Inc.