Since 1967, Prestera Center for Mental Health Services has provided mental health and substance abuse treatment to over 21,000 children, families and adults annually. Prestera strives to serve everyone seeking help, regardless of their ability to pay. With 53 locations across Boone, Cabell, Clay, Kanawha, Lincoln, Mason, Putnam and Wayne counties, Prestera Center services are accessible when and where you need them. Prestera Center is the largest mental health and addictions treatment service provider in the State of West Virginia.
The past year has been a time of transition for Prestera Center as the Board of Directors bids a fond farewell to the retiring President and CEO of 22 years, Robert H. Hansen. The Board also welcomes the new President and CEO, Karen Yost. The almost year-long selection process for the new CEO has been intensive and arduous as Mr. Hansen’s legacy is profoundly productive. In difficult economic times, selecting the right leader is essential. The Board is confident in Karen Yost’s abilities and will work to continue to ensure the longevity of high quality behavioral health services under her direction.

It has been my sincere pleasure to serve as your Chairman of the Board of Directors at Prestera Center for another year. Prestera Center is a top-notch organization providing services to over 21,000 adults, families and children this past year. Eight hundred and fifty staff working in 53 service locations in eight counties in West Virginia, provided over forty million dollars worth of needed services. It has been a great pleasure to be associated with the leading provider of behavioral health services in West Virginia. The management team, the leaders and the other staff at Prestera Center are truly impressive. Clients and their families are provided with the best and most effective services available anywhere. Where there are behavioral health needs, it is Prestera Center that rises up to meet those needs. Every day, staff help clients achieve their full potential and thereby fulfill the organization’s mission. From services for children in schools and at home, to crisis mental health services that avert psychiatric hospitalization, to outpatient counseling and psychiatry, to services for the homeless, to comprehensive addictions recovery services, to grants that bridge the gap between primary health care and behavioral health care or suicide prevention, Prestera Center works every day to serve the people most in need, regardless of ability to pay. I am confident when I say on behalf of all of the members of the governing board that it is our great pleasure to serve along with the staff to make a difference in people’s lives that matter.

Sincerely,

William Mullett, Ph.D.
Chairman of the Board of Directors
Prestera Center
It is always difficult to say goodbye and hard not to feel somewhat nostalgic. After twenty-two years, I have witnessed dramatic changes to our organization. Prestera Center has undergone a period of unprecedented expansion, helped thousands of consumers, and through it all, remained committed to helping others. It has been an honor and a privilege to have been a part of Prestera Center’s growth from a small rural community mental health center to one of the state’s largest mental health and addiction treatment service providers.

Of course, none of this could have been achieved without the help of our Staff, Board of Directors, or the Preestera Foundation’s Board of Trustees. Our staff drives the organization to new heights; it is their commitment to their work that fulfills our mission to help people achieve their full potential. Prestera Center’s Board of Directors has allowed me, as CEO, to help ensure that our consumers continually receive the highest quality of care. Finally, without the support of the Preestera Foundation’s Board of Trustees we would be unable to provide many of the valuable programs and services the organization would otherwise be unable to fund.

Thank you for all that you have done to help. As my time as Prestera Center’s CEO draws to a close, I feel comfortable knowing that we have made a significant impact on the lives of the people living within the communities we serve. I have been truly blessed to have had the opportunity to serve in a position I have loved and enjoyed. As I look forward, I know there is much more we can achieve, and I wish the new CEO Karen Yost, the Prestera Center staff, the Board of Directors, and Foundation Trustees the very best. Karen, I am certain Prestera Center will continue to reach new heights under your direction and leadership.

Thank you all again for entrusting me with this position; it has been an honor. Goodbye, and the best of everything to all of you in the future.

Robert H. Hansen
President and Chief Executive Officer
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THE MISSION
A united effort dedicated to helping people achieve their full potential.

OUR GOAL
To serve everyone seeking help, regardless of their ability to pay.

OUR PROMISE
Ensuring the longevity of high-quality services to West Virginians.
Since 2008, S.H.A.P.E. has reduced the cost of homelessness in the community, serving those in greatest need.
I JUST WANT TO GO HOME

Let’s try an experiment. Walk outside, close your eyes, tap your heels together three times while saying aloud, “There’s no place like home. There’s no place like home. There’s no place like home.” Now, open your eyes. Have you been magically transported to the safety and comfort of the place you call home? Unfortunately, hoping and waiting for a place to call home is the best some individuals and families in our region have experienced.

Prestera Center’s S.H.A.P.E. program helps homeless individuals and families in our communities who need treatment for mental health or substance abuse problems. The program helps individuals and families secure and keep safe, affordable housing while providing effective treatment services that lead to long-term success.

S.H.A.P.E. program staff lessen the burden of day-to-day living by offering guidance and support for independent living in the home. The program provides an array of services including individual counseling, substance abuse treatment, transportation, employment assistance, and access to a support network of service providers. It gives people and families a sense of stability and pride that comes with having a place to call home.

Since 2008, S.H.A.P.E. has reduced the cost of homelessness in the community, serving those in greatest need. The program has helped over 220 homeless individuals and families secure permanent housing. For those who have a place to call home, there is a 97% retention rate in the program and less than 12% have needed psychiatric hospitalization.

S.H.A.P.E. decreases the financial drain that homeless people place on community resources. When S.H.A.P.E. participants are successfully housed and matched with services, there is a significant decrease in visits to local emergency rooms, jails, and public intoxication shelters. That reduces the amount hospitals never collect when bills are not paid, decreases tax dollars needed to house offenders who commit a crime for a warm bed and a meal, and frees up law enforcement officers that would process and taxi individuals to public intoxication shelters.

S.H.A.P.E. is an effective Prestera Center program that exemplifies the mission of helping people achieve their full potential.

Meet Ronnie

Ronnie doesn’t remember knowing about Prestera Center before February 2012. Ronnie was used to sleeping outside. He slept in a park for the first time when he was 15 years old. He says life was tough at home and it seemed easier if he wasn’t there. His mother died when he was in his 20s, and he lost contact with other family members. He kept a job and had an apartment most of his life. He began feeling depressed and developed health problems, lost his job and lost his apartment. At age 40, Ronnie found himself where he never expected: homeless in Charleston WV, fifty miles away from where he used to live and work.

The S.H.A.P.E. team helped Ronnie link up with other supports and resources. Looking back, Ronnie says, “I was depressed and homeless and didn’t know what I would do.” Within 30 days of returning to Huntington, Ronnie was getting the help he needed with medical insurance, an income, medication for depression, and medication for his physical health issues. On his 32nd day back in Huntington, Ronnie moved into a local assisted living facility.

Ronnie says he is grateful to the S.H.A.P.E. program for helping him find suitable housing and transportation to appointments. Ronnie said, “I like my workers. They even got me a little birthday cake, the first one I remember having.”

Today, Ronnie continues to stay in an assisted living center. The S.H.A.P.E program offers support service. Ronnie is active in the community, and you can find him giving back by volunteering at a local homeless shelter.
For those individuals who find themselves lost in the dark woods of addiction, Prestera Center is there to help.
Two tons of unused, expired, or unwanted prescription drugs were collected in 48 hours by the West Virginia division of the U.S. Drug Enforcement Agency (DEA) as part of a recent drug take-back program. That would be two tons of drugs including opioid pain killers that might otherwise have been abused or in the hands of those who would abuse them. Unfortunately, two tons is a drop in the bucket when it comes to the quantity of pain killers available and abused in our state.

Opioid prescription drugs like codeine, hydrocodone, and oxycondone are killing more than just pain; they are killing our young people and those who work hard to make our state a success. What may start out as a simple way of relieving some minor or temporary aches and pains begins clearing the pathway for abuse and addiction. Furthermore, when these drugs find their way into our family medicine cabinets, we expose our children to the opportunity of starting down this treacherous path. For those individuals who find themselves lost in the dark woods of addiction, Prestera Center is there to help.

Our medication assisted treatment program offers several treatment options for addiction to prescription pain medications. The most notable of these options is our outpatient Suboxone® program that began in February 2008. The program has successfully grown into one of the largest outpatient treatment programs in West Virginia. Prestera Center offers programs in Cabell, Kanawha, Clay, Boone, and Putnam counties with six prescribing physicians serving over 300 consumers. People can choose to recover with this office-based treatment as an outpatient instead of checking into a hospital setting.

Suboxone® is the brand name for buprenorphine. Unlike other medications used to treat individuals with opioid dependence, it is a milder semi-synthetic opioid. One of the major advantages of Suboxone® is that it prevents the painful symptoms of withdrawal and stops cravings for other opioids. Suboxone® also does not produce the euphoric feeling that often accompanies treatment with other opioid addiction medications. Individuals simply pick up their medication at a pharmacy where it can be taken at home just like any other medication.

To receive treatment a person is required to attend individual and group therapy, submit to regular drug testing and pill counts, as well as participate in a 12-step group for six months to a year. This program is convenient for those who may not be able to check in to a residential treatment facility because of employment or child care. No one suffering opioid dependency should be pulled away from the love and comfort of their family.

Meet Jimmy H.

Jimmy began in the Suboxone® program at Prestera Center in early 2012 after five years in and out of inpatient treatment facilities. Jimmy’s addiction began when he was young and progressed into his adulthood.

Through hard work and determination, Jimmy turned a small painting job into a multimillion dollar business. Life seemed good when Jimmy was using, but when he didn’t have pain pills, the feeling of loneliness and despair intensified, making him crave them and want them more. When describing his experiences, Jimmy said, “The pain that set in when my body began to crave was like no other feeling I’ve ever experienced or want to experience. I couldn’t sleep; I felt extremely hopeless; my body couldn’t sit still; and my mind would not stop racing. It was absolute hell. The mental obsession and physical craving to have drugs was so powerful, I lost all control.”

Today Jimmy has committed himself to changing his behavior. As a participant in Prestera Center’s outpatient medication assisted treatment program he takes his medication and participates in groups. His withdrawal symptoms have been manageable, and Jimmy says, “This is the greatest I’ve ever felt. I really feel successful. I can deal with my cravings, and I have an iron clad support system. I have taken back control!” By realizing he was powerless over his addiction he has empowered himself to overcome its tight grip on his life. “Today, I feel a lot of hope, appreciation, and gratitude. Without Prestera, I had no chance. With the medication and therapy, I really feel successful.”
Prestera Center has trained crisis staff available 24 hours per day, every day of the year.
HELPING THROUGH CRISIS: 24 HOURS A DAY

A crisis for an individual or family member can occur at any time, day or night. Having trained professionals available at all times will make a difference for people suffering excruciating emotional distress. Prestera Center has trained crisis staff available 24 hours per day, every day of the year. There are two crisis teams serving eight counties. One team covers Kanawha, Boone, and Clay counties. The other team covers Cabell, Wayne, Mason, Lincoln, and Putnam counties. Crisis workers listen to callers, evaluate the intensity of the crisis, and develop a crisis response plan that is acceptable to the caller. Crisis response plans can include identifying and using coping skills, identifying support systems and developing a plan for treatment. Treatment services vary based on individual needs. Services can include inpatient hospitalization, partial hospitalization or an immediate appointment with a psychiatrist and/or therapist.

Prestera Center services include two eight-bed crisis residential units in Huntington and Charleston, West Virginia. Crisis units play an important role as an inpatient alternative to expensive hospitalization and institutionalization. Crisis units help people in psychiatric crisis or in need of detoxification immediately. Crisis units manage all after-hours emergency phone calls for the organization, and they route the calls to on-call crisis workers. A consumer admitted to the crisis unit sees a psychiatrist daily in addition to therapy services. Crisis units are staffed with nurses 24 hours per day. Prestera Center has a toll free number for consumers to use to access services, including emergency services.

Anyone in crisis or in need of treatment can call twenty-four hours a day, every day, at (800) 642-3434.

Meet Charlie

Thirty-five years after Charlie’s mother passed away, he found himself homeless and struggling with alcoholism and depression. When his depression worsened beyond his control, Charlie found himself in the care of Prestera Center’s crisis unit. Charlie says that Prestera Center’s crisis services get him where he needs to be when “all I need is a restart.” Since beginning treatment, Charlie has gained a better understanding of how to manage symptoms. “I have learned a better way to spend my time than just drinking,” says Charlie. Today Charlie spends his time reading at the local library and trying to help others. He hopes to one day secure a job at the library and establish a nearby residence. Charlie’s time at the crisis unit represented a new beginning for him that gave him the restart on life he needed.

“I have learned a better way to spend my time than just drinking.”

www.prestera.org
Prestera Center provides case management services designed to link with the appropriate services to meet a person’s needs.
Availability and access are two obstacles preventing individuals living in rural areas from receiving mental health and substance abuse treatment services. Prestera Center overcomes these barriers by providing rural counties the behavioral health services that would otherwise be unavailable or inaccessible. Last year, Prestera Center’s rural county offices in Putnam, Wayne, Lincoln and Mason counties provided services to 3,625 individuals, families and children. Forty-eight percent of the estimated 7,400 individuals in need of mental health and substance abuse treatment services were provided services at a Prestera Center rural county office (need for services is estimated by the USDHHS, Substance Abuse and Mental Health Services Administration at www.SAMHSA.gov).

Prestera Center educates the community about mental health and substance abuse treatment in an effort to increase awareness and reduce stigma. Prestera Center provides case management services designed to link with the appropriate services to meet a person’s needs. Outpatient services include psychological and psychiatric evaluation, individual, group and family therapy, marital counseling and supportive counseling. Care coordination services in rural locations provide services needed to prevent hospitalization and institutionalization. Rural county offices reach out to the communities they serve, working with partners like drug courts to end the vicious cycle of addiction.

“Meet Leroy"

“I’m 55 years old and without Prestera, I wouldn’t be here today,” says Leroy Burgess from Lincoln County. “Life was very hard before I came to Prestera. I was worrying about everything, and I didn’t know how to control my emotions.”

Leroy is one of Prestera Center’s many consumers utilizing behavioral health services in six rural counties in West Virginia. When asked about his experience at Prestera Center, Leroy said, “Prestera has helped me keep off drugs and has helped me with my medications. I have learned coping skills to deal with my emotions, and I have a new outlook on life. My eyes are more open to my illness.”

Leroy represents the voice of a population that would suffer in silence if there were not Prestera Center services in rural areas. Considering how valuable Prestera Center is to rural communities in West Virginia, Leroy probably said it the best, “Prestera is a place where anyone - rich or poor - can go to get help if you are willing.”

“Prestera is a place where anyone - rich or poor - can go to get help if you are willing.”
www.prestera.org 11
Prestera Center is prepared to stay one step ahead in the everyday battle for a healthier, drug-free West Virginia.
PREVENTING ADDICTION

Barely a day goes by when we are not reminded of the war on drugs attacking our families, friends, co-workers and neighbors. Whether it is the discovery of a meth lab in our neighborhood, the death of a young community member, or the aftermath of a violent drug-related crime, the fallout of the addiction epidemic touches us all. That’s why Prestera Center is positioned on the front lines working to prevent future generations from being lured into addiction. Education is key for combating this epidemic. Through funding provided by WV DHHR’s Bureau of Health and Health Facilities (BHHF), Prestera Center coordinates training, provides technical assistance, and supports programming to local substance abuse coalitions across ten counties in our region. Prestera Center works closely with community leaders to develop and implement substance abuse education programs at the local level.

Town hall meetings have been held in each county on topics like synthetic drugs, prescription drug misuse, drug-exposed infants and underage drinking. Information about prescription drug abuse has been provided to seniors, pharmacists, and other medical professionals. Several counties offered “teen summits” where middle school and high school students discuss topics like underage drinking, tobacco use, substance abuse, and suicide prevention. Prestera Center received a grant to help military personnel and their families find mental health and substance abuse treatment services in Logan and Mingo counties.

Prestera Center works with community groups to develop effective early intervention and prevention strategies. Local schools started or expanded “Students Against Destructive Decisions” (SADD) Chapters or “24/7 Clubs” that give teens support while serving as positive role models to other students. In Mason and Kanawha Counties, a “Loved Ones Group” has started to support family and friends of people who suffer from addiction issues. Prestera helps the WV State Police conduct inspections that identify businesses that are selling alcohol or tobacco to underage youth.

Prestera Center is an active member of the Governor’s Substance Abuse Task Force that assists legislators in developing statewide policies. In May, Governor Earl Ray Tomblin and members of the Task Force gathered at Prestera Center’s Pinecrest program to watch as the Governor ceremoniously signed West Virginia’s first ever comprehensive substance abuse law. This law prevents drug abuse by monitoring prescriptions and refills and places limits on access to over-the-counter medications used to produce methamphetamine. Prestera Center’s Substance Abuse Prevention Program is working to prevent the spread of drugs throughout our communities. Whether implementing programs, training staff, expanding services, or working to educate the community, Prestera Center is prepared to stay one step ahead in the everyday battle for a healthier, drug-free West Virginia.

PreventIng Addiction

Margaret was strong in her recovery for more than five years when she decided to volunteer in the Huntington community and first heard about an important program. It was the Peer Support Specialist Training Program that changed her life. Margaret learned about a holistic recovery as a process of self-discovery involving physical health, mental wellness, family and relationships, social support, leisure, spirituality and vocation. She decided that teaching at a local university was not giving her life the meaning and purpose she was seeking.

After completing the Peer Support Specialist Training Program, Margaret applied and started working at Prestera Center as a Recovery Coach. She started taking referrals for residential treatment, facilitating groups, completing follow-ups and sharing her story with others. She especially enjoys working with people in early detox who are transformed from being beaten and broken by addiction to beginning to heal. She now coaches recovery in women and their children in long-term residential treatment. Margaret helps them find jobs, repair relationships, become healthy and productive members of society. Today, Margaret has no regrets about leaving academia. She feels blessed to be able to give back to others who suffer from addiction and to be able to work with dedicated and supportive colleagues at Prestera Center.

Sue echoes Margaret’s praise for the Peer Support Specialist Training Program. Through the training program, she learned about herself and made many new friends. She works as a support staff in a residential addictions treatment program in Huntington and is grateful for the opportunity to give to others what was so freely given to her – the gifts of recovery.
FINANCIAL DATA AND SERVICES PROVIDED

PRESTERA GRANT SOURCES
Boone County Commission
Bureau for Behavioral Health and Health Facilities
Cabell County Commission
City of Huntington
Department of Housing and Urban Development
Kanawha County Commission
Lincoln County Commission
Mason County Commission
National Institute on Drug Abuse Services Administration
State of West Virginia
Substance Abuse and Mental Health
Wayne County Commission
WV Division of Rehabilitation Services

OPERATING REVENUE BY SOURCE IN FISCAL YEAR 2012
- Net Client Service Revenue - 49%
- Federal, State and Other Grants and Contracts - 46%
- Room and Board - 1%
- In-kind Contribution for use of Facilities - 2%
- Other Income - 2%

TOTAL EXPENSES FOR FISCAL YEAR 2012

Total Revenue: $42,891,333
Total Expenses: $42,719,421
Increase in Net Assets: $171,912
OPENING UP ACCESS

Accessing mental health or addiction treatment services can be challenging and discouraging. Many are reluctant to seek help or start services for mental health or addiction problems. Some are reluctant because they will begin a complicated process of scheduling appointments, educating themselves about available services, understanding the cost of care, and going through a lengthy evaluation process. This can seem like a monumental proposition that may require multiple visits over several days, which may seem too overwhelming or paralyzing. Prestera Center does not believe that modern mental healthcare services should pose a challenge for those actively seeking treatment. That is why Open Access was created.

Open Access has become one of Prestera Center’s major initiatives with the goal of cutting through barriers that traditionally discouraged individuals receiving treatment and services. Instead of making an appointment scheduled weeks away, individuals may simply walk into any of Prestera Center’s eleven outpatient facilities during our Open Access hours. Once a person decides to come in for services, they will immediately see a professional and begin the intake process, receive any necessary evaluations or diagnostics and receive recommendations about their mental health needs and treatment options. Following the intake and evaluation, they are ready to start services that are the best fit to their needs, are accommodating to their schedule, acceptable to the individual and/or family and the most effective in meeting their needs.

Over the past couple of years, Prestera Center’s Open Access initiative has been successful as it enables people to receive rapid and on-demand care.

Open access at Prestera Center means immediate intake services to anyone seeking help for mental health or substance abuse problems. Charity care for those who qualify.
Prestera Foundation warmly thanks the following for their support of our effort to ensure the longevity of high quality services available to West Virginians. These gifts were given over the course of fiscal year 2012.

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Mr. Jim Morgan is a native of Huntington, WV, and he earned a Bachelor’s of Science Degree in Agriculture from West Virginia University. He has served on the boards of The Stella Fuller Settlement, City of Huntington Foundation, Cammack Children’s Center; Greater Huntington Chamber of Commerce and the Huntington Clinical Foundation.

In 1973 Mr. Morgan was appointed to the Cabell County Commission and he has served in the WV House of Representatives since 1988. He currently Chairs the House Committee on Government organization, as well as serving on numerous House Committees.

Delegate Morgan was selected to receive this prestigious honor because of his long standing support of Prestera Center and its mission. He is an invaluable resource locally as well as at the state level. Because of his commitment to and support of the services Prestera Center provides our citizens, Delegate Jim Morgan is the 2012 Michael Prester Award of Excellence recipient.

Mr. Morgan joins other notable past award recipients:

1996 Mildred Mitchell Bateman, MD
1997 Joan E. Ross
1998 Betty Barrett
1999 William Dotson
2000 Delegate Margarette Leach
2001 Francie Roberts-Buchannon
2002 William Wright
2003 Maurice Cooley
2004 Senator Robert Plymale
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2010 Karen Yost
2011 Dan Hedges

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Please mail form to: Prestera Foundation
PO Box 2672
Huntington, WV 25726

Questions: (304) 414-3061

www.prestera.org
With over 50 locations in eight counties, Prestera is accessible when and where you need us. If you ever find yourself or a loved one in need of our help, contact us today at (304) 399-7776 or (800) 642-3434.

**BOONE COUNTY**  
376 Kenmore Drive  
Danville, WV 25053  
p: (304) 369-1930

**CLAY COUNTY**  
163 Main Street  
Clay, WV 25043  
p: (304) 587-4205

**KANAWHA COUNTY**  
511 Morris Street  
Charleston, WV 25301  
p: (304) 341-0511

**MASON COUNTY**  
715 Main Street  
Point Pleasant, WV 25550  
p: (304) 675-2361 x3510

**PUTNAM COUNTY**  
3389 Winfield Road  
PO Box 299  
Winfield, WV 25213  
p: (304) 586-0670

**WAYNE COUNTY**  
146 Kenova Avenue  
Wayne, WV 25570  
p: (304) 272-3466

**CABELL COUNTY**  
3375 U.S. Route 60, East Huntington, WV 25705  
p: (304) 525-7851

**LINCOLN COUNTY**  
25 Lincoln Plaza  
Branchland, WV 25506  
p: (304) 824-5790