Prestera Center
A united effort dedicated to helping people achieve their full potential.

Annual Report
2011

boone cabell clay kanawha lincoln mason putnam wayne
Notes from the Chairman of the Board of Directors…

Prestera Center is a charitable organization with over fifty locations in eight West Virginia counties. Established in 1967, Prestera Center provides high quality mental health and addiction treatment services and is dedicated to helping people find practical, realistic solutions in a confidential and professional manner. Prestera Center’s mission is brought to life through the staff on a daily basis: “a united effort dedicated to helping people achieve their full potential”.

Prestera Center programs include: adult mental health, children and adolescent mental health, addictions recovery, crisis, intellectual disability, peer support and partnerships with corrections and primary healthcare services. Services range from outpatient care to intensive short- and long-term residential services. This continuum of care allows our experienced clinical staff to offer the best treatment within a fully integrated system developed to meet the unique needs of each individual client.

Prestera Center has grown from serving nearly 13,000 individuals in 2008 to over 19,000 in 2011. Prestera Center continues to grow. Prestera Center employs over 800 people and has an annual operating budget of over $40 million. As Prestera Center continues to rise to meet the behavioral health needs in our towns and communities, service expansion has been necessary. Future plans include continuing to responsibly grow and expand services in the areas of mental health and addiction treatment so that services are available when and where people need them.

As the Chairman, I can say with assurance that it is a pleasure to serve alongside the 18 member Board of Directors which is representative of the many segments of our communities from consumers to businessmen and bankers. The Board of Directors truly appreciates the passion, commitment, integrity and leadership provided by Prestera Center staff. The Board fully supports the functions and activities of Prestera Center in serving men, women, children and families. It is our pleasure to be associated with such an important and impressive organization.

William Mullett
Chairman of the Board of Directors
Prestera Center for Mental Health Services, Inc.
Notes from our Chief Executive Officer…

Fiscal Year 2011 was an extremely challenging year for Prestera Center. The organization undertook three major initiatives which were crucial to our mission and our future. These would not have been possible without the dedication of our employees.

**Opening of the Pinecrest Facility** – The Pinecrest project was a 4.6 million dollar hotel purchase and renovation. This was Prestera Center’s largest undertaking in our 44 year history. In March 2011 we moved into this new addictions treatment facility and re-opened PARC West, PARC Place, Renaissance, and Renaissance Annex, all at our Pinecrest facility. The future is bright as we have a beautifully renovated facility housing our Huntington residential addictions recovery services. Pinecrest has the ability to expand our services to reach more people who are experiencing addiction problems. We are now ready to be more responsive to our consumers than ever before. They deserve the opportunity to recover.

**Implementation of a New Computer System** – In July 2010, Prestera Center implemented a new electronic health record system, a new financial software program, and a new HR timekeeping process. Implementing the Qualifacts CareLogic electronic health record system was a major task. The execution of this system was, and is, crucial for the future of Prestera Center. It is mandatory that we have quality data to make sound decisions and have proper documentation to reflect the quality of services delivered.

**Opening of Three Group Homes and Two Residential Support Programs** – Without suitable housing and the proper support system, people we serve may have to be hospitalized in psychiatric institutions. By providing quality residential support and services, people with complex needs can live successfully in the community. The opening of three new residential facilities was a major undertaking at The Mary Woelfel Home, Cypress Manor and Walnut Place. In addition, two residential support programs were added. These new facilities and programs will help many individuals lead more productive lives.

Each of these new projects are operational. The Pinecrest facility provides better services to our communities. The CareLogic program prepares our entire organization for delivering quality, cost efficient services. The addition of new residential programs fills an important need in our communities.

Robert H. Hansen  
President and Chief Executive Officer
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Alex…

In today’s America, young people must overcome multiple obstacles on their path to becoming productive adults. Youth are faced with decisions about gangs, drugs and fast cash. Staying focused and out of trouble can be challenging.

Alex says: “I was a hot boy.” As many youngsters know, a ‘hot boy’ is someone who lives on the edge, takes risks and seems hungry for notoriety. Barely 18 years old, Alex was caught up in the lure of easy cash through a drug-induced haze. “I was a hustler. I smoked weed and made money - lots of it.”

After several arrests and encounters with law enforcement, Alex was ordered by a Judge to participate in a recovery program. Prevera Center’s Project INTERCEPT became his safe haven and his new destination for the next three months. Five days a week he attended classes and received therapy and counseling to help him discover new coping skills. Often those days seemed too long and Alex felt like he was reaching the end of his rope. “I didn’t want to be there,” says Alex. “I told my mother she was crazy for wanting me to go to this lame program.” Within a few months Alex was singing a different tune.

“I started to see that the road I was heading down was a dark one, and I didn’t want that.” Alex says Project INTERCEPT at Prevera Center changed his life. He learned coping skills which he could apply to his everyday life. “I realized that I couldn’t be a ‘hot boy’ for the rest of my life.” Alex is not the only one happy about his hard work; his mother is also relieved about her son’s new frame of mind. “INTERCEPT helped him a lot,” she says. Alex is a student at a local high school where he is receiving good grades. He also works part-time. In his free time he often hits the basketball courts. In this game called life, Alex is now making all the right shots.

Prevera Center’s Project INTER-CEPT stands for Interventions Needed To End Recidivism - Critical Entry Point Treatment. This program is made possible through funding from the U.S. Justice Department and The Bureau of Justice Assistance. The program is administered by the Kanawha County Commission. Project INTER-CEPT screens youth who are involved in the Kanawha County Juvenile System to identify substance abuse and mental health issues and then provide services to meet those needs. The program reduces the likelihood of further involvement in the juvenile justice system. A continuum of services for children, adolescents, young adults and their families are available at Prevera Center.
Timmy…

The staff and consumers at Boone County’s Intellectual Disabilities Department have the pleasure of being associated with a real celebrity, a true “Hometown Hero”. The staff is very proud of Timmy, and for good reason.

Early one morning in March 2011, Timmy was awoken by his mother Joyce, telling him she was feeling sick and needed help. Timmy and his mother were living with his sister Linda since their home burned down and they lost everything. Timmy has limited communication skills, however he was able to tell his sister, “mommy, one nine” (“one nine” is Timmy’s version of 911). Timmy’s sister went to check on their mother and found that she was having a stroke and needed immediate medical attention. As a result of Timmy’s action, his mother’s life was saved.

Timmy learned about calling 911 and about emergencies and safety at Boone County’s Intellectual Disabilities Program. As a result, Timmy knew to get help and helped save his mother’s life. Timmy’s family say he is “an angel”. Timmy was recognized by a local television station and named a “Hometown Hero”. He received a certificate and praise for his actions. Timmy’s story was also featured in the local newspaper.

At the Intellectual Disabilities Program, the staff is proud of what Timmy has learned. Everyone is proud of Timmy and his accomplishments.

Prestera Center provides individuals diagnosed with intellectual disabilities and/or developmental delays the opportunities to receive services in their home and/or community setting for the purpose of promoting independence, personal growth and community inclusion.
**Shawn…**

Shawn was a good kid from a good family when he started smoking marijuana at 16 years old. By 18, he was drinking alcohol regularly, using marijuana, and experimenting with inhalants and “Ecstasy”. At 20 years old, Shawn tried cocaine for the first time; and soon he was using cocaine, marijuana and alcohol every week and then every day. His family became concerned when he had an automobile accident and cocaine was found in his system. He was missing work and going on binges. Shawn became so desperate that he thought about killing himself. Shawn’s family executed a mental hygiene warrant and committed him to the state hospital when he was 22 years old. After two weeks sober, he suffered a relapse. Shawn continued to spiral downward and his family no longer wanted him around. Shawn was in and out of treatment programs for several years.

And then, success! Following a long-term stay in Presteras’ **PARC Riverside** residential treatment program for men, Shawn has been clean and sober since June 10, 2009. Shawn says, “The help I needed came from 12-step recovery programs, Presteras Center programs, and by the Grace of God.”

Shawn’s life continues to get better. His problems seem like they have faded. Shawn began working at Presteras Center as a Recovery Coach in April 2011. He has an apartment and loves going to work every day, where he can help others. He shares his personal experience with those who are suffering and helps motivate them toward a life free from addiction. “It hurts me to see them hurting,” says Shawn. “I tell them I was exactly where you are, just two and a half years ago.” Shawn helps people find their way to treatment and along the way he provides hope and encouragement. “Presteras has been there for me; all the way. It’s a good feeling to know how far I’ve come,” says Shawn.

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**Presteras Center provides a wide array of addictions treatment services designed to promote recovery for individuals who are abusing or dependent on alcohol and other drugs.**

- Detox Services
- Community Housing
- Intensive Outpatient
- Short-Term Residential
- Recovery Housing
- Suboxone®
- Long-Term Residential
- Outpatient Services
- DUI Services
Nahum...

In December 2010, following a five month stay in a state hospital, Nahum was able to move into Prestera’s Tremont Village Apartments. Since living there he has become a role model to people – both at the apartments and within the community.

Nahum attends Prestera Center’s Assertive Community Treatment (ACT) day program three days a week and has not missed a group therapy session since his enrollment. He attended the WV Mental Health Consumer’s Association Wellness and Recovery Center GED classes to study for the GED exam. He will soon have his GED; he says it has made him feel better about himself and his direction in life. He feels like he has a purpose in life and has never felt that before.

Nahum’s favorite hobby is writing and recording music. He has set up a recording studio in his laundry room and has recorded two CD’s. He hopes to sell his music one day and would like to make music his career. Nahum is very active and believes that having a healthy body allows one to have a healthy mind. He plays basketball at the community park almost daily and encourages people to walk for exercise.

Nahum is thankful for the programs offered by Prestera Center. “It has kept me out of the hospital and the Prestera staff always has positive words to help me.” Nahum goes on to say, “I know the staff is truly concerned for my well-being; I feel like this isn’t a business relationship, the staff are like friends.” Nahum helps others who live at Tremont Apartments with cleaning and cooking and he is quick to volunteer to help the staff.
Spotlight On BRIGHT...

The future is “brighter” for several thousand people who receive services at two Prestera Center sites in Huntington, West Virginia. Prestera Center joined with Valley Health Systems (a private non-profit primary healthcare corporation) and the West Virginia Mental Health Consumers Association to form the BRIGHT Program. (Behavioral health Resources Integrated with Good Health care Techniques).

BRIGHT will improve the health status of people with serious mental illnesses by bringing primary medical care to the mental health care setting. People living with mental illness often do not receive medical care, which shortens their life span by up to 25 years. BRIGHT staff collaborates with primary care providers, mental health care providers and peers, to offer support for healthy lifestyle choices including tobacco reduction and weight loss. The BRIGHT program philosophy is that simple lifestyle changes can profoundly impact health and can enable people to live healthy, productive, and longer lives.

BRIGHT health screenings include evaluations of height, weight, blood pressure, waist circumference, cholesterol testing, diabetes testing and carbon monoxide levels. Depression, alcohol and tobacco use are evaluated. Free wellness and health education materials are available including a pedometer, relaxation CDs, journals and exercise bands. Physical exams, gynecological care, preventive care and immunizations are available. The West Virginia Mental Health Consumer’s Association provides Wellness Recovery Action Plans (WRAP) and free wellness classes for tobacco cessation, healthy cooking and nutrition, and diabetes management.

Detecting health and mental health issues and providing education is the first step in taking responsibility and overcoming disabling health conditions which affect both the mind and the body.

BRIGHT is funded by the Substance Abuse and Mental Health Services Administration (SAMHSA). BRIGHT is one of 64 integration grants in the US. BRIGHT staff, along with other grantees, will establish protocols which will drive the integration of behavioral health and primary health care in the future.
Services Provided

Individuals Served, FY2008 - FY2011

Unduplicated People Seen in FY 2011

- 3375 US Route Sixty Location for Substance Abuse and Mental Health Services - 4,111
- All County Offices Combined - 4,240
- Children and Adolescents and Their Families - 1,816
- Mental Health at Locations Other Than Route Sixty or County Offices - 5,745
- Substance Abuse Services - 3,536
- Intellectual Disabilities - 376
Financial Data

Operating Revenue By Source in FY2011:

- Net Client Service Revenue (48%)
- Federal, State and Other Grants and Contracts (48%)
- Room and Board (1%)
- In-kind Contribution for Use of Facilities (2%)
- Other Income (1%)

Total Expenses FY2011:

- Salaries: $21,394,211
- Fringe Benefits: $7,357,740
- Supplies: $4,608,311
- Other Costs: $8,924,896

Prestera Grant Sources:

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

Total Revenue: $42,204,934
Total Expenses: $42,165,130
Increase in Net Assets: $39,804
**Spotlight on SBIRT...**

**SBIRT** is a screening program for people with behavioral health and addiction issues and is offered within primary health care clinics and emergency departments. The goal is to coordinate care between behavioral health and primary health care services. **SBIRT** offers counseling and referrals to treatment which primary health care patients may not otherwise receive. This statewide program is administered by the West Virginia Department of Health and Human Resources’ Bureau for Behavioral Health and Health Facilities and is known by the initials **SBIRT** which stands for **Screening, Brief Intervention, and Referral to Treatment**.

Prestera staff screens, offers a brief intervention, and then make referrals to treatment programs if needed. Prior to the SBIRT program, there was little to no screening for drug and alcohol use and misuse, and other behavioral health issues in primary care and emergency rooms. Locally, the SBIRT program is offered at various locations throughout West Virginia. Prestera Center has screened more than 40,000 people, of which 2,700 received a brief counseling session or a referral to a treatment program. Statewide over the past three years, 120,500 people were screened by **SBIRT** counselors and 19,011 were recommended for treatment.

Offering screening for substance abuse and mental health issues in a primary health care setting is an emerging practice nationally. Fourteen states are participating in federally funded **SBIRT** programs. By addressing problems earlier, the person and their family can be spared the long-term devastating consequences of treatable problems like addiction and mental illness.

**SBIRT Locations:**

- Marshall University Health Center (Cabell County)
- Cabell-Huntington Hospital Emergency Department (Cabell County)
- “A Woman’s Place” at Valley Health (Cabell County)
- Valley Health Fort Gay Clinic (Wayne County)
- Boone Memorial Hospital Emergency Room (Boone County)
- FamilyCare HealthCenter Madison (Boone County)
- FamilyCare HealthCenter Teays Valley Clinic (Putnam County)
- FamilyCare HealthCenter Eleanor Clinic (Putnam County)
- Charleston Area Medical Center (Kanawha County)
- FamilyCare HealthCenter Patrick Street (Kanawha County)
- Prestera Center at 511 Morris Street (Kanawha County)
- Cabin Creek Health System (Kanawha County)
- Lincoln Primary Care Center (Lincoln County)
Hedges Named 2011 Michael Prestera Award Recipient

Dan Hedges, founder and Executive Director of Mountain State Justice, is the recipient of the 2011 Michael Prestera Award of Excellence. Mountain State Justice is a Charleston-based non-profit public interest law office dedicated to pursuing impact and significant litigation on behalf of low-income West Virginians. Mr. Hedges is widely regarded as one of the top advocates in the country. He is gifted and committed.

Mr. Hedges has been a constant factor in improving and supporting the community based behavioral health system over the last 35 years. Most notably, Hedges was a prominent force in the reopening of the well-known Hartley case, addressing the pressing issue of overcrowding at state hospitals.

His nominator says, “As you look at the development of community based services throughout the decades, the work of Dan Hedges has been instrumental in making things happen. I can think of no other individual who has single-handedly had a greater impact on behalf of people with behavioral health needs.” Prestera Center is proud to announce that Dan Hedges is the 2011 Michael Prestera Award of Excellence Recipient.

Mr. Hedges 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
2005 James Weiler
2006 Delegate Don Perdue and Scott Finn
2007 Linda Pleasants and Jack Clohan
2008 Debby Hibbard and Dr. Ron Duering
2009 Frank Markun
2010 Karen Yost
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The Prestera Foundation sincerely appreciates 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 2011 (July 1, 2010 through June 30, 2011).

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the mission.

a united effort dedicated to helping people achieve their full potential

the goal.

to serve everyone seeking help, regardless of their ability to pay

the promise.

ensuring the longivity of high quality services to west virginians

Since 1967, Prestera Center has been a part of your community and we promise to continue providing the high quality services that you expect. Join us by making your promise today!
Change Service Requested

Prestera Center
for Mental Health Services, Inc.

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3375 U.S. Route 60, East
Huntington, WV 25705
(304) 525-7851
FAX (304) 525-1504

**Boone County**
376 Kenmore Drive
Danville, WV 25053
(304) 369-1930
FAX (304) 369-1978

**Clay County**
163 Main Street
Clay, WV 25043
(304) 587-4205
FAX (304) 587-2978

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Charleston, WV 25301
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(304) 675-2361 x3510
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(304) 586-0670
FAX (304) 586-0671

**Wayne County**
145 Kenova Avenue
Wayne, WV 25570
(304) 272-3466
FAX (304) 272-6418

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(304) 399-7776
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