



State Human Rights Committee
2009 Annual Report
On the Status of the
Human Rights System

Approved by the
State Human Rights Committee
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State Board of Behavioral Health and Developmental Services
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Message from the SHRC Chair and the Director of Human Rights

This annual report presents the activities and achievements of the State Human Rights Committee (SHRC) and the Office of Human Rights (OHR) in 2009 in accordance with our duties and responsibilities under the *Rules and Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded or Operated by the (DBHDS) Department of Behavioral Health and Developmental Services*. It is our hope that this report enlightens you about the protection of the human rights of individuals receiving services and the contributions of Virginia's citizens who serve as volunteers to assure these rights.

The State Human Rights Committee continued its long-standing practice of conducting its meetings at community programs and state facilities across the Commonwealth. This practice is extremely important to our consumers, families, volunteers, staff, SHRC members and the Office of Human Rights staff. It provided first-hand knowledge and familiarity with services that are available and provided in a variety of settings. We held meetings at four state facilities, one private location, and one Community Services Boards/Behavioral Health Authorities. These meetings provided opportunities for the SHRC to receive feedback from consumers about quality of care, meet our service providers, visit community-based programs and share points of view about human rights issues. Consumers, staff, and family members also shared their experiences and ideas as to how the SHRC could improve the effectiveness and efficiency of services delivered in facility and community settings.

A critical function of the SHRC is to serve as the final step in the complaint resolution process. In 2009, approximately **7342** allegations of abuse or neglect (over 50% of the allegations of abuse/neglect were acts of peer on peer aggression) and **2722** human rights complaints were managed through the statewide human rights system and all but eleven of those were resolved at the provider level. The SHRC heard five of those complaints on appeal. If responsiveness to consumer complaints is an indicator of system success, then the fact that over 99.89% of complaints are resolved at the lowest level indicates a highly effective system of dispute resolution. The SHRC commends the consumers, providers, advocates and family members who worked together to resolve these issues.

During the past year the SHRC continued its efforts to increase monitoring of the human rights system through the development of goals and objectives that address specific areas of concern. The committee engaged in dialogue with staff regarding the committee's concern about the quality of treatment and limitations the system imposes upon consumers including delay in discharge and treatment of children and adolescents. This dialogue was further informed by the outstanding annual reports each region prepared and presented to the committee throughout the year. The committee also was enlightened by the presentations of experts such as Russell Payne, Office of Mental Health, Jeanette Duval, Office of Forensic Services Juvenile Competency Services, Karen DeSousa DBHDS Special Counsel, Office of the Attorney General, and Colleen Miller, Executive Director, Virginia Office of Protection and Advocacy (VOPA), on issues related to our goals. More details about our goals, objectives and activities can be found beginning on page 14 of this report.

At times the SHRC is involved in what are considered high profile cases, cases that attract the attention of media and outside advocacy organizations. One such case was heard on appeal by the SHRC in 2008. The case involved an appeal of a complaint against Western State Hospital regarding an individual who was alleged to have been in seclusion since the early 1990s. The complaint also involved issues regarding access to Spanish speaking staff and resources and the families request for the individual to be moved closer to his home. The SHRC continued to monitor the progress in this case until the individual was moved to NVMHI in September 2009. Unfortunately the individual passed away a few weeks after his transfer. He was however, able to spend his last weeks surrounded by his family.

We extend our sincere gratitude to the Office of Human Rights staff and our volunteers who serve on Local Human Rights Committees and the State Human Rights Committee for their tremendous effort in support of the human rights program. We are proud of this year's accomplishments and look forward to the future with confidence that with our dedicated staff, loyal volunteers and the support of the Virginia Department of Behavioral Health and Developmental Services, we will succeed in making this program the best possible.

Mr. Kirby Wright., Chair
State Human Rights Committee

Margaret Walsh, Director
Office of Human Rights

Overview

The Department's Office of Human Rights, established in 1978, has as its basis the *Rules and Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded or Operated by the Department of Behavioral Health and Developmental Services*. The Regulations outline the Department's responsibility for assuring the protection of the rights of consumers in facilities and programs operated, funded and licensed by DBHDS.

Title 37.2-400, Code of Virginia (1950), as amended, and the Office of Human Rights assure that each consumer has the right to:

- Retain his legal rights as provided by state and federal law;
- Receive prompt evaluation and treatment or training about which he is informed insofar as he is capable of understanding;
- Be treated with dignity as a human being and be free from abuse and neglect;
- Not be the subject of experimental or investigational research without his prior written and informed consent or that of his legally authorized representative.
- Be afforded the opportunity to have access to consultation with a private physician at his own expense;
- Be treated under the least restrictive conditions consistent with his condition and not be subjected to unnecessary physical restraint or isolation;
- Be allowed to send and receive sealed letter mail;
- Have access to his medical and mental records and be assured of their confidentiality;
- Have the right to an impartial review of violations of the rights assured under section 37.1-84.1 and the right to access legal counsel; and
- Be afforded the appropriate opportunities... to participate in the development and implementation of his individualized service plan.
- Be afforded the opportunity to have an individual of his choice notified of his general condition, location, and transfer to another facility. **(new July 1, 2009)**

The State Human Rights Committee's function is to monitor and make suggestions regarding the protection of the legal and human rights of consumers who receive services in programs or facilities operated, funded or licensed by the Department of Behavioral Health and Developmental Services, and to ensure that services are provided in a manner compatible with human dignity and under the least restrictive conditions consistent with the consumer's needs and available services. The SHRC has the responsibility of monitoring and evaluating the implementation and enforcement of the *Rules and Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded or Operated by the (DMHMRSAS) Department of Behavioral Health and Developmental Services* promulgated pursuant to §37.2-400 of the Code of Virginia, as amended.

The State Human Rights Committee (SHRC)

- ◆ The SHRC consists of nine members appointed by the State DBHDS Board (hereinafter the Board).
 - a. Members shall be broadly representative of professional and consumer interests and of geographic areas of the Commonwealth. At least two members shall be individuals who are receiving services or have received within five years of their initial appointment public or private mental health, mental retardation, or substance abuse treatment or habilitation services. At least one-third shall be consumers or family members of similar individuals.
 - b. At least one member shall be a health care professional.
 - c. Members cannot be an employee or Board member of the Department or a Community Services Board.
 - d. If there is a vacancy, interim appointments may be made for the remainder of the unexpired term.
 - e. A person may be appointed for no more than two consecutive terms. A person appointed to fill a vacancy may serve out that term, and then be eligible for two additional consecutive terms.

Duties and Responsibilities:

- ◆ Elect a chair from its own members who shall:
 - a. Coordinate the activities of the SHRC;
 - b. Preside at regular meetings, hearings and appeals; and
 - c. Have direct access to the Commissioner and the Board in carrying out these duties.
- ◆ Upon request of the Commissioner, Human Rights Advocate, provider, Director, an individual or individuals receiving services, or on its own initiative, the SHRC may review any existing or proposed policies, procedures, or practices that could jeopardize the rights of one or more individuals receiving services from any provider. In conducting this review, the SHRC may consult with any Human Rights Advocate, employee of the Director, or

anyone else. After this review, the SHRC shall make recommendations to the Director or Commissioner concerning changes in these policies, procedures, and practices.

- ◆ Determine the appropriate number and geographical boundaries of LHRCs and consolidate LHRCs serving only one provider into regional LHRCs whenever consolidation would assure greater protection of rights under the regulations.
- ◆ Appoint members of LHRCs with the advice of and consultation with the Commissioner and the State Human Rights Director.
- ◆ Advise and consult with the Commissioner in the employment of the State Human Rights Director and Human Rights Advocates.
- ◆ Conduct at least eight regular meetings per year.
- ◆ Review decisions of LHRCs and, if appropriate, hold hearings and make recommendations to the Commissioner, the Board, and providers' governing bodies regarding alleged violations of individuals' rights according to the procedures specified in the regulations.
- ◆ Provide oversight and assistance to LHRCs in the performance of their duties hereunder, including the development of guidance documents such as sample bylaws, affiliation agreements, and minutes.
- ◆ Review denials of LHRC affiliations.
- ◆ Notify the Commissioner and the State Human Rights Director whenever it determines that its recommendations in a particular case are of general interest and applicability to providers, Human Rights Advocates or LHRCs and assure the availability of the opinion or report to providers, Human Rights Advocates, and LHRCs as appropriate. No document made available shall identify the name of individuals or employees in a particular case.
- ◆ Grant or deny variances according to the procedures specified in Part V (12 VAC 35-115-220) of the regulations and review active variances at least once every year.
- ◆ Make recommendations to the Board concerning proposed revisions to the regulations.
- ◆ Make recommendations to the Commissioner concerning revisions to any existing or proposed laws, regulations, policies, procedures, and practices to ensure the protection of individuals' rights.
- ◆ Review the scope and content of training programs designed by the department to promote responsible performance of the duties assigned under the regulations by providers, employees, Human Rights Advocates, and LHRC members, and, where appropriate, make recommendations to the Commissioner.
- ◆ Evaluate the implementation of the regulations and make any necessary and appropriate recommendations to the Board, the Commissioner, and the State Human Rights Director concerning interpretation and enforcement of the regulations.
- ◆ Submit a report on its activities to the Board each year.

- ◆ Adopt written bylaws that address procedures for conducting business; making membership recommendations to the Board; electing a chair, vice chair, secretary and other officers; appointing members of LHRCs; designating standing committees and their responsibilities; establishing ad hoc committees; and setting the frequency of meetings.
- ◆ Review and approve the bylaws of LHRCs.
- ◆ Publish an annual report of the status of human rights in the mental health, mental retardation, and substance abuse treatment and services in Virginia and make recommendations for improvement.
- ◆ Require members to recuse themselves from all cases where they have a financial, family or other conflict of interest.
- ◆ Perform any other duties required under the regulations.

Mission Statement

The Office of Human Rights assists the Department in fulfilling its legislative mandate under §37.2-400 of the Code of Virginia to assure and protect the legal and human rights of individuals receiving services in facilities or programs operated, licensed or funded by the Department.

The mission of the Office of Human Rights is to monitor compliance with the human rights regulations by promoting the basic precepts of human dignity, advocating for the rights of persons with disabilities in our service delivery systems, and managing the DBHDS Human Rights dispute resolution program.

Structure

The Office of Human Rights is located within the Department of Behavioral Health and Developmental Services and is supervised by the State Human Rights Director. The State Human Rights Director oversees statewide human rights activities and provides guidance and direction to human rights staff.

The **State Human Rights Committee** consists of nine volunteers, who are broadly representative of various professional and consumer groups, and geographic areas of the State. Members of the SHRC are appointed by the State DBHDS Board and acts as an independent body to oversee the implementation of the human rights program. Its duties include to: receive, coordinate and make recommendations for revisions to regulations; review the scope and content of training programs; monitor and evaluate the implementation and enforcement of the regulations; hear and render decisions on appeals from complaints heard but not resolved at the LHRC level; review and approve requests for variances to the regulations; review and approve LHRC bylaws, and; appoint LHRC members.

The **Local Human Rights Committees** are committees of community volunteers who are broadly representative of various professional and consumer interests. LHRCs play a vital role in the Department's human rights program, serving as an external component of the human rights system. LHRCs review consumer complaints not resolved at the program level; review and make recommendations concerning variances to the regulations; review program policies, procedures and practices and make recommendations for change; conduct investigations; and review restrictive programming.

Advocates represent consumers whose rights are alleged to have been violated and perform other duties for the purpose of preventing rights violations. Each state facility has at least one advocate assigned. Advocates who serve state facilities and regional advocates are assigned to community public and private programs. The Commissioner in consultation with the State Human Rights Director appoints advocates. Their duties include investigating complaints, examining conditions that impact consumer rights and monitoring compliance with the human rights regulations.

State Human Rights Committee Members

Mr. Kirby Wright

Chairperson

Mr. Wright is Director of Negril Inc., Group Home in Danville, Virginia, and is a former member and Chair of the Southern Virginia Mental Health Institute Local Human Rights Committee. He was a positive driving force of the local committee and has been an active and respected member of the state committee. Mr. Wright resides in Danville.

Ms. Christina Delzingaro

Vice Chair

Ms. Delzingaro currently operates a consulting firm. She previously served as the Director of Career Development and Support Services with Goodwill Industries, serving Central Virginia and Hampton Roads. She is the former Executive Director of The Arc of the Piedmont in Charlottesville, Virginia and the former Personnel and Quality Assurance Coordinator for Central Virginia Community Services Board in Lynchburg, Virginia. She has served on the Western State Hospital Local Human Rights Committee as a consumer representative. Ms. Delzingaro resides in Richmond.

Dr. Angela Brosnan

Dr. Angela S. Brosnan, Psychiatrist. Dr. Brosnan was appointed on March 15, 2002. Dr. Brosnan was staff Psychiatrist and Medical Director of the substance abuse program at the Mental Health Clinic of McGuire Veterans Administration Hospital in Richmond. She also served as Consultant on Psychiatry for Child Neurology at the Bureau of Crippled Children in Richmond, Chairman of the Physician's Consulting Group at St. Mary's Hospital in Richmond, and President of the Richmond Psychiatric Society. Dr. Brosnan is a member of the Medical Malpractice Advisory Panel to the Supreme Court of Virginia. Dr. Brosnan resides in Richmond.

Ms. Delores Archer

Ms. Delores Archer is a retired Department Administrator for the Department of Psychiatry at VCU Medical Center. She has clinical training and expertise in the field of social work and has practiced in the private and public sectors. Ms. Archer has extensive knowledge and experience with the human rights system and the Department through her past membership on the SHRC. She was reappointed to the SHRC in 2007. Ms. Archer resides in Richmond.

Mr. Joseph Lynch

Joseph G. Lynch, LCSW is a founding partner of Newman Avenue Associates, P.C., in Harrisonburg, which provides therapy and consulting services to individuals, couples, groups and families. He has also served as Director of Family Counseling Services, Inc., in Harrisonburg, Virginia, and was responsible for administration and delivery of direct clinical services to individuals, families, groups and organizations. Perhaps most importantly, Mr. Lynch is a cofounder and former clinical staff member of Shenandoah

Valley Sex Offenders Treatment Program, P.C., in Harrisonburg. Mr. Lynch resides in Harrisonburg.

Dr. Jannie Robinson

Dr. Jannie Robinson is the Associate Vice-President for Student Affairs at Norfolk State University. She is a Licensed Clinical Social Worker with experience in social work and psychotherapy and has received training in substance abuse services. Prior to her appointment to the State Human Rights Committee she served on the Chesapeake Regional Local Human Rights Committee. Dr. Robinson was appointed to the SHRC by the State DBHDS Board on August 21, 2007, for a term of July 1, 2007 to June 30, 2010. Dr. Robinson resides in Chesapeake.

Donald Lyons

Mr. Donald Lyons is a retired State Police Officer from Hillsville, Virginia. He has experience as a supervisor in the Bureau of Criminal Investigation, Drug Investigative Unit for the far southwestern area of Virginia. Mr. Lyons is a former member of the Southwestern Virginia Training Center Local Human Rights Committee and served as Chair during his tenure on that committee. Mr. Lyons was appointed to the SHRC by the State DBHDS Board on August 21, 2007, for a term of July 1, 2007 to June 30, 2010.

Carolyn M. DeVilbiss

Ms. Carolyn M. DeVilbiss, LCSW, is a retired mental health manager and former employee of Fairfax-Falls Church Community Services Board and Mount Vernon Outpatient Unit. She has experience in discharge planning for clients hospitalized in the community as well as experience in the oversight of medication services, therapy and case management activities. Ms. DeVilbiss was appointed to the SHRC by the State MHMRSAS Board on June 3, 2008, for a term of July 1, 2008 to June 30, 2011. Ms. DeVilbiss resides in Alexandria.

Randy J. Johnsey

Mr. Johnsey has a Bachelor of Science degree in Psychology from East Tennessee State University. Prior to his appointment to the SHRC was an active member and Chairman of Southwest Regional Human Rights Committee. As a consumer Mr. Johnsey provides the invaluable perspective of individual receiving services from the MHMRSAS system. He was appointed to the SHRC by the State MHMRSAS Board on June 3, 2008, for a term of July 1, 2008 to June 30, 2011. Mr. Johnsey resides in Glade Spring

Dr. Frank Royal

Dr. Royal is an Administrative Projects Coordinator for John Randolph Medical Center. He has experience in managing and treating patients in acute care settings for both residential and outpatient services, and has managed and supervised residents in an addiction medicine clinic. He is a former Psychosomatic Medicine Fellow and a former Child & Adolescent Psychiatric Fellow for the Medical College of Virginia. Dr. Royal's experience provides a valuable resource for the SHRC's oversight of the department's

medical services. Dr. Royal was appointed to the SHRC on September 15, 2009 for a term of July 1, 2009 to June 30, 2012.

Officer Appointments / Membership Changes

Effective July 1, 2009

Mr. Kirby Wright Chair
Ms. Christina Delzangaro, Vice Chair

Term expired on June 30, 2009

Dr. Angela Brosnan

Terms beginning July 1, 2009

Dr. Frank Royal

State Human Rights Committee Activities

- **LHRC Bylaws**

The SHRC approved new or revise Bylaws of 4 local human rights committees.

- **Variances**

Variances were approved for the following providers.

Barry Robinson Center
The Pines
Keystone Newport News Youth Center
VA Beach Psychiatric Center
Poplar Springs Hospital
Western State Hospital
VA Beach Human Services

- **LHRC Appointments**

The SHRC appointed 143 individuals to serve on Local Human Rights Committees.

- **Meetings**

In 2009 the State Human Rights Committee held the following meetings:

January 23	Youth Empowerment Services Richmond, Virginia
March 6	Central Virginia Training Center Madison Heights, Virginia
April 17	Western State Hospital Staunton, Virginia
June 5	Peidmont Geriatric Hospital Burkeville, Virginia
July 10	Rappahannock Area Community Services Board Fredericksburg, Virginia
September 4	Catawba Hospital Salem, Virginia
October 23	Southeastern Virginia Training Center

Chesapeake, Virginia

Meeting at various facilities and programs throughout the state provides the Committee with first hand knowledge and familiarity with the kinds of services available to consumers and the settings within which services are provided.

- **Case Reviews**

Making decisions regarding consumer appeals is among the most challenging and important tasks for the SHRC. A total of more than **10,064** human rights and abuse/neglect complaints were processed through the human rights resolution process in 2009. All but eleven of these cases were resolved at the Directors level or below. Those cases were appealed to local human rights committees and five of those cases were brought before the State Human Rights Committee on appeal. Each case provided the consumer with an additional opportunity to be heard regarding their human rights complaint. These appeals are the culmination of the human rights process and the decisions rendered by the SHRC provide guidance to LHRCs, facilities and programs across the state.

Issues addressed in decisions rendered by the SHRC, and local committees this past year included:

- * right to protection from harm, abuse and exploitation
- * services according to sound therapeutic practice
- * right to treatment with dignity
- * right to informed consent
- * right to participation in decision-making
- * right to freedoms of everyday life
- * right to access and correct record

SHRC Biennium Goals and Recommendations for 2008-2010

Biennium Goal # 1

Promote consistent statewide implementation of the *Rules and Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded or Operated by the Department of Behavioral Health and Developmental Services*. Indicators include:

- Updated policies and procedures
- Training
- Resources

Progress toward Biennium Goal #1 to date:

The SHRC received and reviewed annual reports from each of the six regional human rights teams.

Colleen Miller, Executive Director of the Virginia Office of Protection and Advocacy (VOPA) provided comments on the status of the human rights system during the July 2009 meeting.

Biennium Goal #2

The SHRC will promote the department's system transformation including the concepts of recovery and self empowerment.

Indicator:

- Consumers report satisfaction with quality of life and decision-making.

Progress toward Biennium Goal #2 to date:

The SHRC learned about the DBHDS system efforts to promote Person Centered Planning from Lee Price in January 2008. Frank Tetrick educated the committee about the various consumer satisfaction surveys addressing recovery and service quality.

Biennium Goal #3

The SHRC recommends that DBHDS continue to promote the human rights concepts of treatment in the most integrated settings, and consumer and family choice that are central to the Olmstead Decision.

- Monitor state facility ready-for-discharge lists on a quarterly basis.

Indicators:

- ❖ Discharge lists will be reduced;
- ❖ Individuals are satisfied with services and life after discharge.

- Join and monitor the efforts of the Department and VACSB to increase the number of substitute decision makers.

Indicators:

- ❖ Providers support, teach and encourage individuals to make their own decisions.
 - ❖ Public Guardianship funds are used appropriately to discharge individuals from training centers.
 - ❖ Promote alternative decision making avenues such as Power of Attorney and Advance Directives.
- Monitor Department and system efforts toward maintaining youth in the community following their transition to adult services.

Indicators:

- ❖ Youth in transition will receive appropriate services
- ❖ Promote Provider Choice
 - a. Individuals receive services in a timely manner
 - b. Individuals and family members get full, unbiased choice of providers.

Progress toward Biennium Goal #3 to date:

The SHRC monitors the state MH facility discharge lists on a quarterly basis.

Russell Payne reported that the number of individuals waiting for discharge from state facilities continues to decline. The SHRC will continue to monitor.

Consumer satisfaction surveys indicate satisfaction with quality of service and recovery efforts. The SHRC will continue to monitor this issue.

Lee Price reported on the successful use of Public Guardianship funds.

Ray Ratke, Deputy Commissioner, presented information on the status of the Commonwealth's efforts to improve services to children and adolescents. The SHRC will continue to monitor this issue.

The SHRC learned about the DBHDS system efforts to promote Person Centered Planning from Lee Price in January 2008. Frank Tetrick educated the committee about the various consumer satisfaction surveys addressing recovery and service quality.

Douglas Newsome, Manager Office of Licensing, presented information during the 9/5/08 meeting about the DMHRSAS licensing process.

Julie Stanley, Director of Community Integration, presented information during the 12/5/08 meeting on the System Transformation, Money Follows the Person project including, No Wrong Door, Your life-Your Choice and the Virginia Access web site.

Inspector General, James Stewart presented reports during the 12/5/08 meeting on evaluations of Crisis Intervention and Children and Adolescent services.

Douglas Newsome, Manager Office of Licensing, presented information during the January 2009 meeting about the influx of programs for children and adolescents. Mr. Newsome explained the standards these providers must meet and the monitoring of quality provided by the Department.

Karen DeSousa, Office of the Attorney General conducted training on Substitute Decision Making at the meeting on March 6, 2009.

Biennium Goal #4

The SHRC recommends that DBHDS continue to promote the concept of, and provide training in, treatment without coercion in state operated facilities and community based programs and hospitals.

- State Facilities will reduce the use of seclusion and restraint.

Progress toward Biennium Goal #4 to date:

The Department provides training on TOVA to community partners.

The SHRC reviews and monitors data on the use of seclusion and restraint in state facilities

The SHRC received an update on the use of Therapeutic Options of Virginia (TOVA).

The SHRC received an update on the Seclusion and Restraint grant and TOVA during its meeting on 12/5/08.

Biennium Goal # 5

The SHRC will be efficient and effective.

- Required tasks will be completed in a timely manner

Progress toward Biennium Goal #5 to date:

SHRC reviewed all Regional team reports in 2009.

SHRC 2008 Annual Report was submitted to the State Board in September 2009.

Biennium Goal # 6 (goal met as of June 2008)

The SHRC will monitor the Virginia Center for Behavioral Rehabilitation's adherence to the human rights regulations through reports, policies, and complaint resolution as needed at every meeting or as issues arise.

- Residents are treated with dignity and respect (new indicator)

Progress toward Biennium Goal #6 to date:

As of June 2008, the SHRC no longer serves as the “local committee” of review for VCBR. The Peidmont Local Human Rights Committee has agreed to become the LHRC for VCBR. Since that time VCBR has implemented the complete complaint process in accordance with the regulations. There is no longer an exemption.

Biennium Goal # 7

The SHRC will support Local Human Rights Committees.

- Each SHRC member will attend at least one LHRC meeting per year. SHRC members will provide prior notice to the LHRC chair requesting time on the agenda in order to make brief comments.

Enhance communication with LHRCs.

Progress toward Biennium Goal #7 to date:

The SHRC published 2 volumes of Human Writes in 2008.
SHRC members attended meetings of local committees.

Biennium Goal # 8

The SHRC will promote and provide ongoing training opportunities for all stakeholders.
Enhance leadership skills of LHRC members

Progress toward Biennium Goal #8 to date:

The SHRC issues guidance to LHRC members in the newsletter.

Biennium Goal # 9

The SHRC will recognize the service of LHRC members.

Progress toward Biennium Goal #9 to date:

A member of a local committee is featured in each volume of Human Writes.

Office of Human Rights Program Highlights

Staffing

The Office of Human Rights had several staffing changes 2009 that have significantly impacted the overall organization of the office. A list of the staff changes and status of the positions is below.

- Mr. Jim Bowser, Regional Advocate in Region IV, retired in March 2009 - position eliminated due to WTA.
- Mr. Randy Urgo, Human Rights Advocate at CVTC left service in March 2009.
- Ms. Joan (Beth) Lee, joined the OHR as the Human Rights Advocate at CVTC in July 2009 filling Mr. Urgo's position.
- Ms. Judy Crews, Human Rights Advocate at CVTC retired in June 2009 - position eliminated due to WTA.
- Ms Adrien Monti, Human Rights Advocate at Catawba and Roanoke Valley, left service in June 2009 - position eliminated due to budget reduction.
- Mr. Brian Whitely, Human Rights Advocate at Eastern State Hospital and the Tidewater, left service in October 2009 - position vacant.
- Mr. Jerry Thomas, Human Rights Advocate at Western State Hospital, retired in December 2009 - position eliminated due to WTA.
- Ms. Mary Towle, half time Human Rights Advocate at NVTC, left service in December 2009 - position eliminated due to budget reduction.

The Office lost 4 ½ positions in 2009 with another position currently vacant. The loss of these positions impacts every region of the state. The current staffing pattern severely reduces the availability of the OHR to provide quality advocacy services. At risk is the availability of OHR staff to promote provider compliance with the regulations through consultation and guidance and sight visits; respond to human rights complaints; investigate allegations of abuse and neglect; and provide training to consumers, providers and professionals. The Department's overall system of consumer protection, including the Office of Licensing, suffers due to the lack of sufficient staff resources.

The proliferation of new providers across the state has put an extra burden on already stretched staff. Regional staff worked with new providers to facilitate licensure in order to provide services to individuals. The numbers below do not reflect the number of actual service locations that a particular provider may operate. For example, a provider of sponsored residential services may provide service at 30 different locations.

The number of providers per region in 2009 is as follows:

- 137 in Region I
- 111 in Region II
- 89 in Region III
- 263 in Region IV
- 220 in Region V

- 145 in Region VI

The number of new providers per region in 2009 is as follows:

- 11 in Region I
- 12 in Region II
- 4 in Region III
- 35 in Region IV
- 47 in Region V
- 22 in Region VI

The number of LHRCs per region in 2009 follows:

- 10 in Region I
- 9 in Region II
- 9 in Region III
- 17 in Region IV
- 26 in Region V
- 9 in Region VI

The OHR continues to promote the cross training of all advocates. At this time, all advocates provide services to both community and state facility programs which strengthens both the community and facility programs by providing continuity of care and an increased emphasis on discharge planning and service development.

Efforts to promote compliance with the *Rules and Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded or Operated by the Department of Behavioral Health and Developmental Services* continued throughout the year. OHR staff provided over 140 training events in 2009. These efforts included the following activities:

Training: OHR staff provided training to consumers, family members or providers at the following locations:

- Club Houses
- Psychiatric Hospitals
- Professional Organizations
- Parent Organizations
- Group Homes
- Residential Treatment Centers
- Training Centers
- Psychosocial Rehabilitation Programs
- Community Organizations
- Substance Abuse Programs
- Conferences/Meetings
- Community Services Boards
- Preadmission Screening Evaluator Certification (video tape)

Web based Information: Individuals can also access general information about the human rights program at www.DBHDS.virginia.gov. Click on Human Rights on the left side of the page.

This information includes:

- Notice of SHRC meetings
- Notice of Variance requests
- LHRC affiliations and meeting schedules
- Relevant legislative information
- OHR Directory
- SHRC Annual Reports
- Frequently Asked Questions (FAQs)
- Human rights training information including video tapes, power point slide presentations and workbook
- Sample Test Questions

Training and Staff Development

Quarterly Advocate (QA) meetings were held at CVTC on May 12th and November 17 at Central Office. Another meeting was conducted via conference call on 4/7. The Regional Advocates also participated in several conference calls and Central Office meetings with the Director. All training and meetings focused on enhancing staff ability to effectively advocate for individuals, and monitor the implementation of the regulations. Topics addressed during these meetings included reorganization strategies, streamlining of the provider approval process, forensic issues, informed consent, person centered planning, system wide recovery efforts, peer on peer reporting, the complaint process, LHRC affiliations, CHRIS rewrite project and efforts to improve the documentation of OHR work products. These meetings also served to keep staff informed of relevant policy and legislative changes. One of the most important and beneficial aspects of the QA meetings is the regional updates. This provides a forum for all staff to share what is happening in their areas with each other. Staff often uses this time to share ideas and promote creative problem solving.

System Transformation Efforts

Efforts to transform the DBHDS system continued in 2009. The changes in the Virginia Code including the criteria for commitment, the mandatory outpatient commitment process and the sharing of medical records went into effect on July 1, 2009. Additional efforts to revise the Code were considered for submission to the General Assembly for the 2009-2010 session including changes to the Health Care Decisions Act involving psychiatric advance directives. Each of the proposed area of change to the Code impact the rights of individuals served in the system. The SHRC and OHR continue to monitor the outcome of the proposed changes to the Code.

Additional system transformation efforts include the promotion of recovery, empowerment and self determination. A critical aspect of this is the use of the person centered planning approach

throughout the system. The Person Centered Planning Advisory Committee developed and began the implementation of a model document. This planning tool was developed for use with individuals with intellectual disabilities but can be used by all consumers.

Recovery efforts are moving forward in state facilities and community based programs. There is a statewide Recovery Council that promotes system wide efforts of recovery. Peer mentors and peer run centers are being developed and utilized as a means to enhance and support the recovery efforts of individuals with mental illness.

Reporting Requirements

The regulations require that providers report and investigate human rights complaints and allegations of abuse, neglect or exploitation. The Department is developing a web based reporting system that should help with having more accurate data. One area that providers continue to struggle with regarding reporting is events of peer on peer aggression. Hopefully the change in the regulations and the new web based system will help in this area. The new system should be operational by winter 2010.

Abuse/Neglect

Departmental Instruction 201 is the Department's policy on abuse and neglect. In the past, State operated facilities were noted as being somewhat inconsistent with the adherence to and understanding of this policy. After a thorough review and revision process, DI 201 was revised in late 2009. The implementation of the revised DI appears to be successful. The OHR continues to promote compliance with this policy and the regulations.

Projected Activities for 2010-2011

The primary goal for the Office of Human Rights for the year 2009-2010 is to provide quality advocacy services to consumers in programs operated, funded and licensed by the Department. This is always the central function of the OHR and all other goals and activities support this goal. In support of this goal a major activity for the upcoming year will be to promote consistent implementation of the *Rules and Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded or Operated by the Department of Behavioral Health and Developmental Services*. Other major projected activities for the Office of Human Rights for the year 2010-2011 are as follows:

- A. Provide training and guidance on the human rights regulations.
- B. Implement a web-based human rights reporting system.
- C. Promote best practice models of recovery and self empowerment
- D. Promote community integration
- E. Continue efforts to identify efficiencies in operation.
- F. Continue efforts to coordinate monitoring activities with the Office of Licensing
- G. Provide support, training and guidance to local human rights committees.
- H. Promote coercion free environments statewide.

- I. Work with consumers, providers, family members, professionals and other stakeholders to identify options to improve the system and availability of alternative decision-makers.
- J. Promote consistency and accurate documentation of monitoring activities.
- I. Develop resources to assist consumers and providers as needed.

Local Human Rights Committees

Local Human Rights Committees continue to monitor the activities of facilities and community programs in assuring protection of consumers' rights. The volunteers who serve on these committees lend their time and expertise to ensure compliance with the Rules and Regulations. Committee members are appointed by the State Human Rights Committee and are eligible to serve two three-year terms. Local Human Rights Committees or subcommittees held approximately 450 meetings in 2009. A listing of all **79** LHRCs and their program affiliates can be found in Appendix III.

All committees meet at least quarterly, with many meeting on a monthly basis. Local Human Rights Committees activities include:

- reviewing complaints filed on behalf of consumers;
- developing bylaws;
- reviewing variance requests;
- conducting fact-finding conferences;
- reviewing restrictive programs; and
- reviewing policies and procedures.

Advocates Activities

During the year, the human rights staff was involved in numerous activities to ensure and protect the rights of consumers. These activities included:

- Representing and assisting individuals in the presentation and resolution of complaints;
 - 7342 total allegations of abuse/neglect 2009
 - 6765 in licensed services
 - 658 cases were founded
 - 577 in state operated services
 - 128 cases were founded
 - 2722 total human rights complaints in 2009
 - 1411 in licensed services
 - 1311 in state operated services
 - 10,053 complaints and allegations of abuse and neglect were resolved at the Director level or lower.
 - 11 appealed to LHRC
 - 5 appealed to SHRC
- Investigating allegations of abuse and neglect and other potential violations of the regulations
 - 250 investigations in 2009

- Educating consumers, families, staff and Local Human Rights Committees on the rights of consumers;
- Monitoring the implementation and compliance with the regulations;
 - 343 announced and unannounced site visits in 2009
- Assisting in developing, reviewing and amending human rights policies and procedures for the approximately **625** providers in the state. These providers offer **1567** services at **4420** locations across the state. To illustrate the increase in providers, in 2005 there were 448 providers, 1133 services, and 2850 locations served and in 2009 there are 625 providers (40% increase), 1567 services (38% increase), and 4420 locations (55% increase). In November 2009 there were 257 new provider applications in process.
- Providing training to staff, consumers, family members, LHRCs;
- Providing consultation on the human rights program to consumers, program staff, LHRCs, and advocacy and community groups.
- In addition to all of the above, the regional advocates and managers provide supervision to assigned staff.
- Regional staff/teams prepared comprehensive Regional Reports for 2009. These reports provide detailed statistics and information about human rights activities in each of the six regions. Each Regional Team presented their report to the SHRC.

Summary of Community Program Abuse/Neglect and Complaint Allegations

The following table reflects statistics on abuse/neglect allegations/substantiation and human rights complaints from community programs for the years 2001 through 2009. This information is reported to the Regional Advocates from the Community Service Boards (CSB) and private providers.

- There were 1311 human rights complaints as reported to the Office of Human Rights in 2009. This number includes complaints processed both formally and informally in accordance with changes in the 2007 regulations. Providers continue to have questions about the actual nature of a complaint and when to report it to the OHR. OHR and LHRCs continue to educate providers about this important issue.
- There were 6765 allegations of abuse and/or neglect as reported to Office of Human Rights in 2009. The large number of allegations results from the large number of peer on peer incidents that were investigated as potential neglect. Over 50% of these allegations involved peer on peer aggression. Most of the reported peer on peer aggression occurs in residential treatment centers for children and adolescents.
- There were 658 substantiated cases of abuse and or neglect as reported to the Office of Human Rights in 2008, which is up significantly from 464 reported in 2008. The increase is attributed to many factors including the increased number of providers, improved reporting and investigations and increased awareness of the human rights regulations. Often times one incident accounts for many allegations and findings since each individual affected by the incident is accounted for in the numbers. For example, if a group of five individuals were left unattended for a time then an allegation of neglect would be filed on behalf of each of those 5 individuals.
- Because of the many variables affecting this data it is best used as a tool for quality improvement for a specific provider rather than a tool for comparison among providers or regions.

Community Programs

	Abuse Allegations	Abuse cases Substantiated	Human Rights Complaints
2001	899	162	840
2002	1094	215	785
2003	1626	252	380
2004	1694	276	534
2005	1938	286	849
2006	**3098	**334	**689
2007	**4007	**340	**615
2008	**5402	**464	**1374
2009	**6765	**658	**1311

Note: Data for 2004 is incomplete

**Data from Regional Reports

Summary of State Facility Human Rights Complaints and Abuse/Neglect Allegations

(Data source is CHRIS)

- There were 1411 human rights complaints in state facilities in 2009. This number includes complaints processed both formally and informally and is very similar to the 1435 reported in 2008. The OHR is not confident that state facilities are reporting all complaints processed informally yet. As such, this data should be viewed with some caution.
- All but three of the of the facility complaints was resolved at the Director's level or below. Three human rights complaints were heard on appeal at the LHRC level and two were heard on appeal at the SHRC level.
- The number of complaints reported at VCBR has increased from 292 in 2008 to 407 in 2009. This is primarily due to the increase in census at VCBR. We anticipate that these numbers will continue to rise in direct proportion to the increase in census at the facility.
- There were 577 allegations of abuse/neglect in the state facilities. This number continues to fluctuate due to the inconsistent application of Departmental Instruction (DI) 201 on the reporting and investigating of allegations of abuse and neglect as well as inconsistent data entry in CHRIS. It is hoped that with the implementation of the new CHRIS system in mid 2010 and the revised DI 201 that this will no longer be a concern.
- The 128 substantiated cases of abuse and neglect is statistically similar to the 135 substantiated cases in 2008.
- Because of the many variables affecting this data it is best used as a tool for quality improvement for a specific facility rather than in comparison among or between facilities.

State Facility
Abuse/Neglect Data

	#Allegations/ #Substantiated							
	2002	2003	2004	2005	2006	2007	2008*	2009*
Catawba	16/0	8/0	12/5	8/0	10/0	11/1	9/0	8/2
CSH	172/28	148/27	119/10	131/14	127/25	156/18	143/14	136/13
CVTC	73/13	63/18	51/13	53/17	21/5	60/16	98/36	87/21
CCCA	21/0	11/0	11/0	8/0	4/1	6/4	4/1	15/2
ESH	71/12	79/14	92/8	68/7	72/12	78/4	61/5	50/6
HDMC	10/4	9/1	7/1	11/1	6/0	7/0	4/1	3/1
NVMHI	65/4	49/4	29/1	47/3	13/2	16/6	24/3	28/0
NVTC	16/7	11/5	12/7	10/6	5/3	16/10	12/3	19/11
PGH	17/4	6/3	9/1	13/2	7/3	7/1	12/1	10/0
SEVTC	47/13	71/19	29/8	38/10	34/11	20/10	19/10	14/7
SVMHI	14/1	21/1	6/2	3/1	3/1	5/0	5/0	6/4
SVTC	39/12	60/23	70/27	70/28	67/17	101/25	75/34	60/36
SWVMHI	40/3	34/3	32/7	26/2	20/1	19/4	14/0	25/2
SWVTC	71/6	66/9	71/7	53/12	29/5	67/13	72/19	57/11
WSH	33/5	24/6	15/1	10/7	17/5	25/6	16/5	30/8
VCBR					13/0	14/0	35/4	29/4
Totals	686/112	660/133	565/98	549/110	448/92	608/118	568/132	577/128

* Includes data from CHRIS and the Regional Annual Reports

State Facility
Human Rights Complaints

	2002	2003	2004	2005	2006	2007	2008	2009
Catawba	122	40	22	36	8	8	74	57
CSH	109	179	193	58	51	97	291	163
CVTC	191	42	11	17	5	8	3	4
CCCA	34	8	1	3	0	25	41	36
ESH	53	84	101	32	58	54	215	264
HDMC	1	1	2	1	4	1	0	0
NVMHI	99	52	51	57	4	6	25	75
NVTC	4	0	0	1	0	0	4	0
PGH	69	77	76	68	52	42	21	0
SEVTC	5	2	3	6	4	3	2	7
SVMHI	24	31	26	11	15	39	46	50
SVTC	12	7	10	11	13	6	12	16
SWVMHI	80	41	28	39	26	14	42	30
SWVTC	19	17	15	0	5	10	22	7
WSH	239	171	241	261	263	70	345	295
VCBR					160	292	292	407
Totals	1061	752	780	601	668	650	1435	1411

- Includes Complaints processed formally and informally
- Data from CHRIS and Regional Annual Reports

APPENDIX

I

OFFICE OF HUMAN RIGHTS DIRECTORY
OFFICE OF HUMAN RIGHTS REGIONS

OFFICE OF HUMAN RIGHTS

Apr 2010

Region	Phone	Cell	Fax	Toll Free	Location
Margaret Walsh, Director Kli Kinzie, Sec	804- 786-2008 804- 786-3988	804- 840-3425	804- 371-2308	Jefferson Bldg	
Region 1 (Northwest)					
Chuck Collins, Regional Adv	540- 332-8321	540- 430-2624	540- 332-8314	877- 600-3437	WSH
Angela Harrison, Sec	540- 332-8309				
Mark Seymour	540- 332-2149	540- 480-0300	540- 332-8314	CCCA	
Region 2 (Northern VA)					
Deb Lochart, Regional Adv	703- 323-2098	540- 850-6250	703- 323-2110	877- 600-7431	NVTC
Tim Simmons	703- 207-7217		703- 207-7270		NVMHI
Region 3 (SW VA)					
Nan Neese, Regional Adv	276- 783-1219	276- 780-4460	276- 783-1246	877- 600-7434	SWVMHI
Deb Jones	276- 783-0828		276- 783-1238		SWVMHI
BJ McKnight	276- 728-1111		276- 728-1118		SWVTC
Region 4 (Richmond, Petersburg)					
Yolanda Smith, SVTC Sec	804- 524-7321		804- 524-7398		SVTC
Michael Curseen, Manager	804- 524-7245	804- 720-3038	804- 524-4734		CSH
Beverly Garnes, Manager	804- 524-7431	804- 720-1948	804- 524-7398		SVTC
Carrie Flowers	804- 524-4463		804- 524-4734		SVTC, HWD
Ansley Perkins	804- 524-7528		804- 524-4734		CSH
Region 5 (Williamsburg ,Tidewater)					
Reggie Daye, Regional Adv	757- 253-7061	757- 872-2745	757- 253-5440	877- 600-7436	ESH
Kathryn Ketch, Sec					
Carrie Flowers/Ansley Perkins	757- 253-4066		757- 253-4070		ESH
Stewart Prost	757- 424-8263	757- 508-2591	757- 424-8348		SEVTC
Region 6 (South Central)					
Sherry Miles, Regional Adv	434- 947-6214	434- 942-0030	434- 947-6274	866- 645-4510	CVTC
Roanna Deal	434- 773-4267		434- 773-4241		SVMHI
J. Beth Lee	434- 947-6230		434- 947-6274		CVTC
Buddy Small	434- 767-4519		434- 767-4551		VCBR, PGH

APPENDIX

II

Local Human Rights Committees and Affiliations

**LICENSED PROGRAMS
AFFILIATED W/LHRC'S
IN REGION I
2010**

CCCA LHRC – MARK SEYMOUR

+CHILDREN PROGRAMS

12 – Updated 3/29/10

+CROSSROADS COUNSELING OF FREDERICKSBURG
+FAMILY PRESERVATION SVCS. OF VERONA
+INTERCEPT YOUTH SVCS., INC. (SHENANDOAH HOUSE)
+LEAGUE OF THERAPISTS
+LIBERTY POINT
+LUTHERAN FAMILY SVCS.
+MINNICK EDUCATION CENTER
+NATIONAL COUNSELING GROUP
+PEOPLE PLACES (STAUNTON)
+SPECIALIZED YOUTH SVCS. OF HARRISONBURG (SHENANDOAH ACADEMY)
+VIRGINIA SCHOOL FOR THE DEAF AND BLIND
+CCCA

HRC SB LHRC – CHUCK COLLINS

10 – Updated 3/29/10

CC & ASSOCIATES
CJ DESIGNS, INC. (SOMERSET & SUNSET RIDGE)
FAIR HAVEN RESIDENTIAL SVCS.
LUTHERAN FAMILY SERVICES
PLEASANT VIEW, INC.
RMH – Behavioral Health Unit
THE ARC (OF HARRISONBURG/ROCKINGHAM CO.)/OP SHOP
VAIL (VALLEY ASSOCIATES FOR INDEPENDENT LIVING, INC.)
WHERE THE HEART IS II
HRC SB programs

LOUDOUN COUNTY CSB'S LHRC – MARK SEYMOUR

+CHILDREN PROGRAMS

11 – Updated 3/29/10

CALVARY HEALTHCARE
ECHO
GREEN MEADOWS
+HOFFMAN AND LEBEDA
JOB DISCOVERY IN LOUDOUN
+NATIONAL CHILDREN'S REHAB CENTER AT GRAYDON
+NORTH SPRINGS BEHAVIORAL HEALTHCARE, INC.
ST. JOHN'S COMMUNITY SVCS. IN LOUDOUN
VISIONS FAMILY SERVICES
NOVA FAMILY SERVICES
LOUDOUN COUNTY CSB programs

NWCSB LHRC – CHUCK COLLINS

+CHILDREN PROGRAMS

25 – Updated 3/29/10

A PLACE TO CALL HOME, INC.
BLUE RIDGE OPPORTUNITIES
BLUE RIDGE RESIDENTIAL SVCS.
BRIDGING THE GAPS, INC.
COMMUNITY ALTERNATIVES OF VIRGINIA (RESCARE)
+CROSSROADS COUNSELING CENTER (WINCHESTER-formerly CHILDREN SVCS. OF VA)
DEPAUL FAMILY SVCS.
+FAMILY PRESERVATION SVCS., INC.
GOOD LIFE CORPORATION
+GRAFTON
HEART HAVENS, INC.
+INTENSIVE SUPERVISION COUNSELING SVCS.
LORD FAIRFAX HOUSE
+LUTHERAN FAMILY SVCS.
+NATIONAL COUNSELING GROUP
NOVA FAMILY SERVICES
NW WORKS, INC.
ROBERT E ROSE MEMORIAL FOUNDATION
SHENANDOAH VALLEY COMMUNITY RESIDENCES, INC.
SHEN-PACO INDUSTRIES, INC.
+TIMBER RIDGE SCHOOL – added intensive in-home
WALL RESIDENCES, LLC – added residential respite svc. in Loudoun County (1 yr.)
WHERE THE HEART IS
WINCHESTER MEDICAL CTR.
NWCSB programs

UVA LHRC – CHUCK COLLINS

1 – Updated 3/29/10

UVA (RUCKER 3 & 5 EAST)

RAPPAHANNOCK-RAPIDAN CSB LHRC – CHUCK COLLINS

+CHILDREN PROGRAMS

17 – Updated 3/29/10

ACT FAMILY SERVICES
AGAPE COUNSELING & THERAPEUTIC SERVICES
BLUE RIDGE GROUP HOME
BLUE RIDGE RESIDENTIAL SVCS. (FOREST & CHARLOTTESVILLE)
+CHILDHELP EAST USA (ALICE C. TYLER VILLAGE)
+COUNSELING INTERVENTIONS, INC.
+CHRYSALIS COUNSELING
DIDLAKE, INC.
+EMPOWERING FAMILIES
FAMILY FOCUS COUNSELING SERVICE
+FAMILY PRESERVATION SVCS.
+LEAGUE OF THERAPISTS (CULPEPER)
+MOUNTAIN LAUREL RESIDENTIAL TREATMENT CTR.
NATIONAL COUNSELING GROUP
PSYCHOLOGY ASSOCIATES
WALL RESIDENCES, LLC
RRCSB programs

REGION TEN CSB LHRC – CHUCK COLLINS

+CHILDREN PROGRAMS

26 – Updated 3/29/10

ARS PANTOPS CLINIC
BLUE RIDGE FIRST STEP
BLUE RIDGE RESIDENTIAL SVCS., LLC
CAVALIER CONGREGATE CONSORTIUM
CENTRAL VIRGINIA FAMILY THERAPY
+CNSLR
+CREATIVE FAMILY SOLUTIONS, INC.
+EMPOWERING FAMILIES
+FAIR WINDS I & II
+FAMILY & ADOLESCENT SVCS.
+FAMILY PRESERVATION SVCS., INC.
+JEFFERSON TRAIL TREATMENT CENTER FOR CHILDREN (formerly WHISPER RIDGE)
LAKEVIEW VIRGINIA NEUROCARE (BREEZY HILL)
+LAMANO AGENCY
+LEAGUE OF THERAPISTS (CHARLOTTESVILLE, HARRISONBURG, & Greater Richmond)
+LITTLE KESWICK SCHOOL
MERIDIAN HOUSE
+MIRACLES
ON OUR OWN (NOT LICENSED BUT FUNDED)
+RAGGED MOUNTAIN HOME
THE ARC OF THE PIEDMONT
+THERAPEUTIC INTERVENTIONS
WALL RESIDENCES
WORKSOURCE ENTERPRISES
+YCAPP
RTCSB programs

ROCKBRIDGE AREA CSB LHRC – CHUCK COLLINS

+CHILDREN PROGRAMS

6 – Updated 3/29/10

CENTRA HEALTH, INC.
+FAMILY PRESERVATION SVCS., INC.
OPEN ARMS HAVEN
PRESBYTERIAN GROUP HOME
ROCKBRIDGE AREA CSB
WALL RESIDENCES, LLC

VALLEY CSB LHRC - CHUCK COLLINS

14 – Updated 3/29/10

AHC (CROSSROADS MENTAL HEALTH UNIT)
BLUE RIDGE RESIDENTIAL SVCS.
CC & ASSOCIATES
COMMUNITY LIVING SVCS.
CREATIVE FAMILY SOLUTIONS, INC.
DEPAUL FAMILY SVCS.
FAMILY SHARING, LLC
FIDURA & ASSOCIATES
HALL COMMUNITY SVCS.
HEART HAVENS, INC.
PRESBYTERIAN GROUP HOME & FAMILY SVCS.
THE ARC (OF AUGUSTA), INC.

WALL RESIDENCES, LLC
VCSB programs

WSH LHRC – Chuck Collins

1

WSH

TOTAL AFFILIATED PROGRAMS FOR REGION 1 – 123

REGION II

M Alexandria Community Services Board

Affiliations

Alexandria CSB
Central Fairfax Services*
Industrial Concepts of Northern Virginia, Inc.*
Second Genesis, Inc.
St. John's Community Services*
Service Source*
E-Tron Systems, Inc.*
Didlake, Inc.*
Mt. Vernon-Lee Enterprises, Inc.*
The Sheltered Occupational Center of No.Va*

M Arlington Community Services Board

Affiliations

Community Residences, Inc.*
Vanguard Services, Unlimited*
Volunteers of America Chesapeake, Inc.*
Fellowship Health Resources
Arlington CSB
Family Focus Services
SOC Enterprises
L'Arche

M Fairfax - Falls Church Community Services Board

Affiliations

Fairfax-Falls Church CSB
Community Systems, Inc.
Community Residences, Inc.*
Chimes of Virginia, Inc.*
Central Fairfax Services*
Langley Residential Support Services
Industrial Concepts of Northern Virginia, Inc.*
Community Living Alternatives, Inc.
Lifeline of Virginia
Fairfax CSB LHRC cont.
Job Discovery, Inc.*
Gabriel Homes, Inc.
St. John's Community Services*
Service Source*
Jewish Foundation for Group Homes, Inc.

Abilities Network*
Hartwood
E-Tron Systems, Inc*
Pathway Homes, Inc.
Mt. Vernon-Lee Enterprises, Inc.*
RIVA
Psychiatric Rehabilitation Services

m Loudoun County Community Services Board

Affiliations

Loudoun CSB
National Children's Rehab Center dba Graydon Manor
Job Discovery, Inc.*
St. John's Community Services*
Every Citizen has an Opportunity, Inc. (ECHO)
Hoffman and Lebeda

m

Northern Virginia Regional LHRC 1

Affiliations

Cardinal Group, Inc.
Sellati & Co. Inc.
North Spring Behavioral Center
Braley & Thompson
Childrens Services of Va., Inc.
No.Va. Counseling Group
Family TEAMWORK
Center for Multicultural Human Services
Multicultural Clinical Center
The Women's Home, Inc.
Beyond Behaviors
Whitman-Walker Clinic, Inc.
St. Coletta Society of No.Va.
School for Contemporary Education (Phillips-Family Partners)
Ethos Foundation, Inc
No. Va. .Regional I LHRC cont.
Living Free Unlimited
.Family Preservation Services, Inc.
Adolescent & Family Growth Center, Inc.
Virginia Psychiatric Company, Inc. dba Dominion Hospital
Family Advocacy Services of Virginia, Inc.
Harrison House, Inc.
Residential Youth Services
Circles of Hope Counseling & Addictions Services
Estelle Place, LLC

Family Priority, LLC
Innovative Behavior Treatment Center
INOVA – Kellar Center
Institute for Family Centered Services
Meier Clinics – Fairfax
The Recovery Center of Northern Va.

m Prince William Community Services Board

Affiliations

Prince William CSB
Community Residences, Inc.*
Elite Healthcare, Inc.
Volunteers of America Chesapeake, Inc.
Service Source*
Accutek Assemblies, Inc.*
Didlake, Inc.*
Association for Retarded Citizens - Pr.Wm. (VOSAC)
*Insight, Inc.
Prince William Area Agency on Aging
Our Place
Destiny's Place
Creative Family Solutions
Victoria Transcultural Services, Inc.
Phoenix "N" Peace
Family Focus, Inc.

Northern Virginia Hospitals' (NVH)

Affiliations
Inova – Alexandria
Inova – Fairfax
Inova – Mt. Vernon
Inova – CATS
Inova - Loudoun
NVMHI
Prince William Hospital (CPAT)
Virginia Hospital Center

No Affiliations

Northern Virginia Training Center

*Licensed organizations affiliated with more than one CSB LHRC

REGION III AFFILIATIONS BY LHRCs

updated 12/2009

! **Blue Ridge Regional Human Rights Committee**

A Better Life Counseling Services
A Shining Light, Inc
Avenues to Recovery, Inc.
Bethany Hall
Blue Ridge Behavioral Healthcare
Blue Ridge Residential Services
Blue Ridge Support Services
Braley & Thompson, Inc
Camelot of VA
Cee-Breeze Personal Care Services, Inc
CHIP of Roanoke Valley
Centra Health
DePaul Family Services
Didlake, Inc.
EHS MH Support Services, LLC
East Mental Health, LLC
Family Preservation Services, Inc.
Family Services of the Roanoke Valley
Fidura and Associates, Inc.
Goodwill Industries of the Valley (Roanoke)
Hall Community Services
Hope Tree Developmental Disabilities Ministry of Virginia Baptist Family Services
Innovative Community Solutions, Inc
Intercept Youth Services, Inc
Lamano Agency
Lutheran Family Services of Roanoke
Mayo Residential, Inc
Minnick Education Center
Mount Regis Center
National Counseling Group, Inc
New Hope Support Services
Roanoke League of Therapists/New River League of Therapists
Roanoke Treatment Center
Support Services, LLC
The Madeline Centre, Inc
Total Life Counseling, Inc.
Youth Villages, Inc

! **Roanoke Local Human Rights Committee**

Alleghany Highlands Community Services

Austin Residential & MHSS
Dominion Youth Services, Inc
Dominion Day Services
It's About Time, Inc
Key Living Options, Inc
United Support Services

! **Mount Rogers Local Human Rights Committee**

Mount Rogers Community Mental Health and Mental Retardation Services Board

Camelot of VA
Holston Family Services
Life Center of Galax - SAS residential center and outpatient/Methadone Center
Lutheran Family Services
Positive Options in Living
Twin County Regional Healthcare Behavioral Health Services
Walls Residence, LLC.

! **New River Valley Local Human Rights Committee**

New River Valley Community Services
Braley & Thompson, Inc
Carilion's St. Albans Behavioral Health Center
Creative Family Solutions
DePaul Family Services - Christiansburg
Family Preservation, Inc. - Christiansburg
Intercept Youth Services, Inc
Lakeview Blue Ridge Center
Strengthening Our System, LLC
Wall Residences, LLC

! **SW Regional Human Rights Committee:**

Cumber Mountain Community Services
Dickenson County Behavioral Health Services
Highlands Community Services
Planning District I Community Services Board – Frontier Health
Clearview Psychiatric Unit of Russell County Medical Center
Clinch Valley Treatment Center
Creative Family Solutions
Cross Roads Point, Inc. and New Roads, Inc
DePaul Family Services
Hope Tree Developmental Disabilities Ministries of VA Baptist Children & Family Services –
2 Abingdon Group Homes
Family Preservation Services, Inc.
Holston Family Services

Infinite Potential, LLC
Mountain Connections, Inc.
New Beginnings
Rachel's Haven
R & S Helping Hands

! **Catawba Local Human Rights Committee**

Catawba Hospital
Carilion's Roanoke Memorial Behavioral Health Center
Lewis Gale Psychiatric Center

! **Southwestern Virginia Mental Health Institute Local Human Rights Committee**

Southwestern Virginia Mental Health Institute
Ridgeview Pavilion Psychiatric Center – Wellmont Healthcare System
Marion Youth Center

! **Southwestern Virginia Training Center Local Human Rights Committee**

REGION IV

4/27/2010

- **ANUE LHRC**

Affiliated Programs:

Abrial Youth Services
Agape Counseling
Blandford & Haley Family Services
Changing Faces Youth Services
Clinical Services of Virginia
Community Alternatives for Youth & Family
Family & Children Treatment Services
From the Ground Up Youth Services
Healthy Minds, LLC
Heritage Adult Day Services
HIM First Home Health Services
Influential Family Services
Pathways to Life, Inc.
We Care Youth Services

- **Central Area**

Affiliated Programs:

Evolve Therapeutic Counseling Services
Exceptional Treasures
Family Face 2 Face Services
Grove House
Guiding Lights, LLC
Karisma Consulting
Legacy Family Services
Levoc Family Services
My Three Sons
New Beginnings Residential Services
New Hope Homes
Phase One
Put Family First, LLC
Rest Assured

- **Central State Hospital**

Affiliates Programs:

None

- **Chester Regional LHRC**

Affiliates Programs:

Alternative Interventions
Atiba Youth Interventions
Bair Foundation
Compassionate Hearts
Cornerstone Youth
E & M Residential
El Shaddai Adult Group Home
Intensive Community Outreach Services
Ivan, Joseph & Allan, LLC
Life Touch Services
New Heights, Inc.
Outreach Training & Support Center
Paradise Homecare
River City Comprehensive
Youth & Family Dynamics

- **Chesterfield LHRC**

Affiliated Programs:

A Dab of Hope
Advanced Services for Kids
All Chesterfield CSB (directly operated and contracted programs)
Covenant Homes
Grafton
J & M Adult Care
Jerolin Management
Kids In Focus of Virginia
Langhorne Family Services
League of Therapists (seeking affiliation at their 11/23/09 meeting)
Lyle Professional
Quality Life Services
Rivers Assisted Living
Second Chance Youth Services
Youth Empowerment Services

- **Commonwealth LHRC**

Affiliated Programs:

Abraham Youth Family
All Care Family Services
Circle of Care
City of Richmond, Justice Dept.
Cornerstone Support Services

Elk Hill
From Within
New Directions Community Outreach
Proactive Family Services
Quality Health Care
Second Chance 4 Youth, LLC
Serenity C & C, Inc.
Trinity Commonwealth Group
Unity Family Services
Urban Oasis Youth Services

- **Crater LHRC**

Affiliated Programs:

Adult Activity Services
Agape' Unlimited I
Agape' Unlimited II
Benchmark
Dan-Poe-Dil
DePaul Family Services
D19 CSB (Directly Operated and Contracted Programs)
John Randolph Recovery Center
Low Ground Visions
New Beginnings
Phoenix-N-Peace, Inc.
Progressive Adult Rehabilitation Center, Inc. (P.A.R.C.)
Pryor House
Southside Regional Hospital (Inpatient & Outpatient Services)
T-Lab, Inc.
Visions Family Services

- **Hanover Community Services Board**

Affiliated Programs:

All Hanover CSB (Directly Operated and Contracted Programs)
Ascending Dove
Bethel Residential
Creative Family Solutions
Destiny Services
Dimensions Youth Services
Envision Solutions
Fidura & Associates
Hanover Adult Center
Milestone Counseling Services
Riggins Residential
Step N Up Youth Services

Veldot Residential
Virginia Baptist Children's Home
Virginia Supportive Housing
Wall Residences
Youth Counseling Services

- Henrico Community Services Board

Affiliated Programs:

All Henrico Area CSB (Directly Operated and Contracted Programs)
Aunt Ann's Home for Adolescents
Braley & Thompson
Clarr Vission Support Services LLC
Clinical Alternatives
Family Life Services
Family Focus
Hartwood Foundation
Heart Havens
Institute for Family Centered Services
Intercept Youth Services
Little Sisters of St. Francis (Seton House)
LOCHMS Inc. – Olivia's House *
Lutheran Family Services
NDUTIME Youth & Family Services
St. Mary's Behavioral Health Inpatient Unit
Support One, Inc. (formerly Community Based Services)
The Center for Child & Family Services
The Family Counseling Center for Recovery
Tree of Life Services

Temporary Affiliate:

*Attachment & Trauma Institute (Compass Youth Services)

- **Metropolitan LHRC**

Affiliate Programs

A Fresh Approach Youth Services, LLC
M.I.N.K.S. Youth & Family Services
Omega II Therapeutic Afterschool, Inc.
Youth Builders, LLC
All Family Matters, Inc.

- **Metro Richmond LHRC**

Affiliated Programs:

A Grace Place Adult Care Services

All RBHA CSB (Directly Operated & Contracted Programs)

Associated Educational Services of Virginia
Bon Secours Richmond Community Hospital

CJW/Tucker Pavilion

Challenge Discovery

Child Savers (formerly Memorial Child Guidance Clinic)

Community Residences

Cumberland Community Based Services & RTC

Dana's Habitat

Diamonds In The Rough

Divine Residential Services

Dominion Youth Services

Drug Addition Services

Faith Residential

Family Preservation Services

Generation X-Cel

Human Resources

Independent Adult Care

J & D Residential

JDM of Va./South Richmond Adult Day

Kristie Family Care

MCV/VTCC

Metro Treatment of Va.

NHS Mid-Atlantic, Inc.

RAARC/Camp Baker

Richmond IOP

Richmond Residential

Rubicon

Sierras Life

Slabaugh & Associates

St. Joseph's Villa

The Healing Place

The New Y-Capp, Inc.

United Methodist Family Services

- New Creation LHRC

Affiliated Programs:

Access Regional Taskforce

Believer's Vision, LLC

Brother's Keeper

Creative Youth

DNL In-Home Services (seeking affiliation at the 12/2/09 meeting)

First Class Living

Five Star Living

Greatness In You, LLC

Hands of Unity
Harrison House
Impact Youth Services
Joshua Home Family Services
Kingdom Dominion Impact Youth Services
More Solutions Youth
Open Arms Residential Services
Richmond Private Methadone Center (Sellati & Co.)
Stepping Stones
The MARCS Agency, LLC
Therapeutic Interventions
Upside to Youth Development

- **Petersburg Regional LHRC**

Affiliated Programs:

A & C Alternative Care, LLC
Amazings Grace
DBS Family Services, Inc.
Empowerment Clinical Services
FamMat
Gateway Homes
Poplar Springs Hospital & Programs
R.E.A.P.
River City Residences
Savannah's House
Simms Children Assistance Services
Specialized Youth Services of Va.
The Jireh House
Triumph Residential Services
We Care Residential

- **Richmond Tri-Cities LHRC**

Affiliated Programs:

Acclaim Care, Inc.
Alternative Counseling Group
Beetween the T's
Changing Fazes
Community Connections
Edgewood Group Family Services
Faith & Family Advocates
Family Impact
Family Transitions
Good Neighbor Homes
Halo, Inc.

Hope, Unity & Freedom
King's Heart Residential Services
Life Construction
Lumzy's Residential Services
Mercy 'N' Grace Residential Services, Inc.
Open Arms Family Services & Residential
Renewance Services, LLC
Safe Haven Day Support Services
Solace Health Care Group, Inc.
Substance Abuse Consulting Services, Inc.
Taylor's Enhanced Living
Transitional Adult Residential Care
Wilkerson's Consulting Services
Youth Pathway, LLC

Temporary Affiliation

Metro Area Support Services
Wise Enterprises

• **Richmond Unified**

Affiliate Programs:

Abundant Life
Counseling & Advocacy
Diversity Training & Support Center
Diversity Residential Homes
Family Maintenance Counseling Group, Inc.
Family Restoration Services, LLC
Inspiration House
It's A New Day
Outreach Residential
Pleasant View Residential
Strong Foundation Youth Initiative
T.O.D.A.Y.S. Youth Service
Va. Counseling & Community Development
Vigilant Mindz, Inc.
Youth Intervention Services
Youth Services of Virginia, LLC

• **S. V. T. C.**

Affiliate Programs:

None

• **Tuckahoe LHRC**

Affiliate Programs:

Alliant Consortium
Associates in Counseling & Therapeutic Services
Blue Ridge Residential Services
Caring Corner
EMS Intensive In-Home Services
Family & Adolescent Services
Family & Community Support Systems
Grace Family Services
Greater Unity
H.O.P.E., Inc.
H.Y.P.E. Youth Services
Hamlet House Youth Services
Miracles Behavioral Health Center
OLA Home for Boys
Riseup, LLC (seeking affiliation at the 12/1/09 meeting)
S.T.O.N.E.S.
Southern Va. Regional Medical Center
Tri-City Solutions
Williamsville Wellness, LLC

REGION V

Revised: 03/30/10

- **Atlantic Regional LHRC**

Affiliates (11)

Divine Behavioral Services
Divine House
F.A.C.E.S. Community Services
Harmony House
New Hope Family and Youth Relations
Oasis Counseling Center
Open Hearts
Pathways Developmental Services
Peaceful Surroundings
Rosezanne's Ark
Superior Community Services

- **Bay Regional LHRC – Newly Formed**

- **Chesapeake Regional LHRC**

Affiliates (11)

Carpe Diem of Virginia, Inc. – Children's Services of Hampton Roads
Chesapeake General Hospital's Older Adult Behavioral PHP
Circle of Friends
Compass Youth Services
In-Home Clinical and Casework Services
Institute for Family Centered Services
Joy Haven (P)
Latch Key Projects, LLC
National Counseling Group (P)
Our Summer Place
Shore Memorial Hospital Psychiatric Center

- **Colonial Regional LHRC**

Affiliates (16)

Alpha Counsellors Services, Inc.
Community Behavioral Support Services
Covel Family Services
Family Maintenance Counseling Group, Inc.
Independent Perspectives

John and Mildred Thoroughgood House
Kids 4 Success
LEVOC Family Services
Lyle Professional Counseling In-Home Services
Martha's Place
New Season Clinical Services
Strong Foundation Youth Initiative
Therapeutic Interventions
VBODIE
Virginia Supportive Housing
Youth Intervention Services

- **Eastern State Hospital LHRC**

No Affiliations

- **Eastern Virginia LHRC**

Affiliates (3)

Holiday House of Portsmouth
Maryview Behavior Medicine Center – Turning Point Program
St. Mary's Home for Disabled Children

- **Genesis LHRC**

Affiliates (10)

Alpha Community Services
Community Direct Services
Cornerstone Service Intervention Systems, LLC (*Temporary Affiliation*)
Hope Unity & Freedom, LLC
Individual's First
Just People, Inc.
Liberty Family Services
Louise Eggleston Center
Pleasant Vue Residential Care Home
Reliable Community Care

- **Hampton Regional LHRC**

Affiliates (14)

Alliant Consortium (TA)
Bell's Haven (TA)
Boney Community Residential Services
Caring Family Homes (P)

Charis Support Services (TA)
Family & Adolescent Services (TA)
Family Impact (TA)
H & L Group Homes (P)
Hagar Manor
Higher Heights Residential Services Center (TA)
New Y-Capp (TA)
People Too, LLC (TA)
Serenity C & D (TA)
Visions Family Services

- **Hampton Roads Regional LHRC**

Affiliates (11)

Community Services of Virginia
Didlake, Inc. (Formerly Commonwealth Support Systems)
Emerson Place
E.V.O.L.V.E.
Family Redirection Institute, Inc.
G.R.A.C.E. (*Temporary Affiliation*)
James Bentley Treatment Program (*Temporary Affiliation*)
Northwestern Human Services of Virginia
Seeds of Success
Sentara Behavioral Health Care Program
Tranquility Manor Residential Services

- **Health Planning Region V LHRC**

Affiliates (13)

Another Level Youth & Family Services
Associates at York
Compassion House
Fidura & Associates
Heart Havens, Inc.
Hope House Foundation
Lucas Lodge LLC
Norfolk CSB
Portsmouth DBHS
Quailshire Court
Support Services of Virginia
Tidewater Regional Group Home Commission – In Home Services
V & V Adult Group Home

- **James City Regional LHRC**

- Affiliates (6)

- Elam House
 - Extended Family Services
 - Fam Mat
 - Gale's Place
 - Milestone Counseling Services
 - Miracles Behavioral Health Center

- **Mid-City LHRC**

- Affiliates (11)

- A J & T Independent Group Homes
 - Alternative Family Treatment Services (*Temporary Affiliation*)
 - Community Solutions
 - Cook Community Support
 - Dubie's Love Residential
 - Prosperity Homes (*Temporary Affiliation*)
 - Restorer of Broken Walls
 - T. W. Neumann & Associates
 - Up Center (Formerly Child & Family Services)
 - Urban Learning & Leadership
 - Virginia Institute for People with Disabilities

- **Middle Peninsula/Northern Neck LHRC**

- Affiliates (10)

- Blue Ridge Residential Services (two sponsored homes)
 - Brambles
 - Brother's Keeper
 - Bridges of Rappahannock
 - Empowering Youth for Positive Change
 - Heart Havens, Inc.
 - Lewis B. Puller Center
 - Middle Peninsula/Northern Neck CSB
 - Sola, Inc., Zorzan Home
 - Walls Residential

- **Newport News Regional LHRC**

- Affiliates (8)

A & R Health Care – Alexander House
Brighter Futures, Inc.
Chessen & Associates
Family First – Lydia’s House
Families in New Directions
Family Solutions, Inc.
Newport News Behavioral Health Center
Residential Living Options

- **Norfolk Regional LHRC**

Affiliates (14)

Achievers House
Ashanti House (P)
Alliance of Community Provisions (TA)
Brighton Gardens (TA)
Community Group Homes, LLC (TA)
Destiny’s House
Dominion Day Services
Family & Youth Foundation
Giving Hearts, LLC (TA)
Hope Tree Services for Developmental Disabilities
Jerolin Managment
National Coalition for Youth and Families, USA
Neighbor to Family (P)
Positive Pathways

- **Ocean View Regional LHRC**

Affiliates (11)

Access Regional Task Force
B & M Group Home
Compassion, LLC
Divinely Directed Services
Essential Family Services
Family Determination
Intensive Community Outreach
Jen & C Home Care
Neighborhood Empowerment and Transformation (NEAT)
United Methodist Family Services
Valdemar Home Care

- **Peninsula Regional LHRC**

Affiliates (5)

Agape Counseling & Therapeutic Services, Inc.
Hampton Mental Health Associates
Riverside Behavioral Center – Acute
Riverside Behavioral Center – Residential Services
Riverside Regional Medical Center – Psychiatric Center

- **Portsmouth Regional LHRC**

Affiliates (10)

Armethia, Angelene & Gwendolyn (AA & G) Group Home
Blue Ridge Residential Services
Child of God Group Home (*Temporary Affiliation*)
Comprehensive Family Services of Virginia
Dominion Services for All People (*Temporary Affiliation*)
Faith, Hope & Charity (*Temporary Affiliation*)
Intercept Youth Services
Nursing Consultants Associates - Shepherd's Lodge
Phoenix Aspiration System of Care, LLC
Virginia Beach Methadone Clinic

- **Southeast Alliance LHRC**

Affiliates (5)

Association for Retarded Citizens - Peninsula (ARC-P)
Colonial Services Board
Hampton/Newport News CSB
Lutheran Family Services, Home Based Services and Outpatient Counseling Services
Mid-Atlantic Family Services

- **Southeastern Virginia Training Center LHRC**

No Affiliations

- **Southside Regional LHRC**

Affiliates (11)

Atlantic Psychiatric Services
Barry Robinson Center
Dominion Pyschiatric Services

Family Net
Finney Psychotherapy Associates
New Life Programs
Paramount Youth Services Group Home
Pendleton Child Services Center
Sarah's Place
Tidewater Psychotherapy Services
Virginia Independent Training Organization (VITO)

- **Suffolk Regional LHRC**

Affiliates (11)

Baker Homes
Better Care Family Homes - Carlisle Estates, Inc
Braley & Thompson, Inc.
Community Supported Training Organization
Obici Hospital, Behavioral Management Program
Quality Care Residential Services
Quality Community Supports
Rehobeth Residence
Visions Community Services
Western Tidewater CSB
Zuni Presbyterian Homes

- **Tidewater Regional LHRC**

Affiliates (5)

Family Support Team - In Home Services - First Hospital Corporation (FHC)
First Home Care (FHC) Homes
Oyster Point Academy
Pines – Brighton, Crawford and Kempsville Campuses
Virginia Beach Psychiatric Hospital

- **Universal Family LHRC**

Affiliates (13)

CMJ Positive Change
Crossroads Family Services, LLC
Essential Independent Lifestyles
Family Preservation Services LLC
Hines Haven/Columbia House
Hoffler House
Limited Time Adult Services
Peterson Family Care Center

Preferred Providers Services
St. Joseph's Residential & Day Support Services
Steppingstone Family Services – Legacy House
Taylor Family Homes
Volunteers of America – Baker House

- **Virginia Beach LHRC**

Affiliates (7)

Burke Family Care
Chesapeake CSB
Community Alternatives, Inc.
Eagles Nest, LLC
Eastern Shore CSB
Hope House Foundation
Virginia Beach Department of Human Services

- **Williamsburg Regional LHRC**

Affiliates (9)

Bacon Street
Better Life of Virginia (*Temporary Affiliation*)
Campbell House (*Temporary Affiliation*)
East End Intensive Outpatient Program
Family Preservation, Inc.
Neurological Rehabilitation Living Center
Sentara Williamsburg Regional Medical Center–Structured Outpatient Behavioral Health
United & Empowered Care
Williamsburg Place

Region VI Affiliated Programs

Effective January 5, 2010

Central Virginia Community Services LHRC

Central Virginia Community Services

Able Homes

Anderson Counseling Services

ARC of Central Virginia

Bedford Adult Day Center

Blue Ridge Residential Services

Blue Ridge Support Services

Braley & Thompson, Inc.

Cabaniss Consultants

Cabaniss Day Support

Centra Health

- Adult Psychiatric Program
- Bridges Child & Adolescent Treatment Center
- Child and Adolescent Psychiatric Program
- Mental Health Services
- Pathways Treatment Center

CentraCare, LLC

Comprehensive Family Services, LLC

Creative Family Solutions, Inc.

DePaul Family Services

DePaul Family Services-Mental Health Supports

Dominion Day Services

Family Impact, Inc.

Family Preservation Services, Inc.

Harvest Outreach Center

Heart Havens

Innovative Family Consultants, Inc.

Jessie Calloway Family Services

Jordan-Brown Residential Homes

Lamano Agency, Inc.

Laury Homes Residential Services

LifeLine Residential Services

Loving Residential Care Facility

Lutheran Family Services of Virginia, Inc.

Lynchburg League of Therapists

The Madeline Centre, Inc.

McKinney Residential Services

New Beginnings

Otter River Resource Center (formerly known as The Sheltered Workshop of Altavista, Inc.)

Poindexter Residential

Presbyterian Homes

Rice Counseling and Associates

Strategic Home Based Therapy Associates
Support Services of Virginia
Tree of Life Christian Counseling
VP & J Services
Wall Residences, LLC
Windsor Manor Training Home
Wynne Adult Care
Youth Intervention Services, LLC
Youth Villages

Central Virginia Training Center LHRC

Central Virginia Training Center

Danville-Pittsylvania County Regional LHRC

A New Inspiration
Alliant Human Services
Doss Estates
Johnny's Heroes

- Johnny's Angel's
- Family First Solutions
- Family First Solutions
- Johnny's Heroes- day treatment

Kingdom Dominion, LLC
MT Sorrell Home
Negril, Inc

Goochland-Powhatan Community Services LHRC

Goochland/Powhatan CSB
Ann Zetta's Therapeutic Home for Boys
Family and Adolescent Services
Heartfield Home for Boys
National Counseling Group
Next Level Residential Services
Royal Care Residential Services
Therapeutic Services Unlimited
V.A.B.O.D.E.
Virginia Group Home Services

Heartland Regional LHRC

Amelia Residential Estates
Bridgeway Residential Services, LLC
Counseling and Advocacy Associates
Faces of Hope, LLC
Family and Adolescent Services
Helton House
Hope Tree Family Services (Virginia Baptist Children's Home and Family Services/DDM)

LEVOC Family Services
Mary's Rest Home
Miah's House

Piedmont Community Services LHRC

Piedmont Community Services
ATIBA Youth Intervention Services, LLC
Blue Ridge Counseling Services
Branches of Hope
The Claye Corporation
Didlake, Inc
EHS Support Services
Family Preservations Services, Inc of Martinsville
Family Preservation Services, Inc of Roanoke at Rocky Mount
Goodwill of the Valleys
Hope Tree Family Services
Mayo Residential, LLC
Memorial Hospital of Martinsville and Henry County Inpatient Program
M Powering Kids Mentoring Services
National Counseling Group, Inc
PARC Workshop
Patrick County Developmental Center
Pioneer Health Services of Patrick County
Stepping Stone, Inc
Support Services, LLC
Wall Residences, LLC
Upside to Youth Development, LLC
Piedmont Geriatric Hospital LHRC
Piedmont Geriatric Hospital
Crossroad Community Services Board
Mental Health Community Based Resources
Virginia Center for Behavioral Rehabilitation (VCBR)

Southern Virginia Mental Health Institute LHRC

Southern Virginia Mental Health Institute
Alternative Community Services
All Care Family Services
Children and Family Community Development
Danville/Pittsylvania Community Services
Danville Regional Medical Center
Family Preservation Services
Hope Harbor
Hughes Center for Exceptional Children
New Hope Support Services, LLC.

Southside Community Services LHRC

Community Living Inc.

- Psychosocial Rehabilitation Services

Community Memorial Pavilion

Divine Residential Services, LLC

Family First

Family Systems II, Inc., and New Life Programs, Inc.

G and H Group, Inc.

Halifax Regional Health System

Palmer Springs Group Home

Phoenix N-Peace, Inc.

The Empowerment Services Group, Inc.

Taylor's Enhanced Living

United Friends

United Methodist Family Services