

Annual Report

PORT Human Services

Helping to build a healthier | 2008
Eastern North Carolina | 2009

Serving Beaufort, Bertie, Craven, Dare,
Edgecombe, Gates, Greene, Hertford,
Jones, Lenoir, Moore, Nash, New
Hanover, Northampton, Pamlico, Pitt,
Wayne, Wilson



Message from the CEO

2008
2009

Annual Report 2008-2009

It is with great pleasure that I share with you our 2008-2009 annual report. This report reflects the non stop dedication and efforts of a highly qualified and diverse workforce that is committed to improving the quality of people's lives.

As we embark on completing our fifth year of operations, the journey thus far can be summarized as being nothing short of remarkable. We continue to demonstrate resiliency and optimism despite having to deal with a multitude of challenges and constant changes imposed on us from state reform efforts.

Typically amidst constant change an organization's mission can be lost. Proudly, we have never lost focus of our mission to help those in need. The persons served have received only the highest quality of care and dedication to help them to achieve their goals. PORT Human Services has a reputation for meaningful work and our ability to make a difference.

One of many milestones this year was our achieving a three year international re-accreditation from CARF for all of our services and locations. This achievement occurred with only four years of operating experience. It is a true reflection of our abilities and potential we have as an organization.

The success our organization has realized would not have been possible without the involvement of our community leaders and stakeholders. The support we receive from the LMEs with whom we work demonstrates a genuine commitment to strengthen communities. Our Board of Directors and Rights of Persons Served Committee has provided sound advice and guidance. The relationships we have developed with other community agencies are ones of not only cooperation but true collaboration.

PORT Human Services ability to effectively utilize data, history and feedback is reflected in this year's annual strategic plan and will help to guide the accomplishment of our future goals and objectives. Maintaining our current momentum will be a major theme to insure our continued success. With great sincerity, I want to thank everyone who has been a part of this and our past years journey. I am proud to be a member of such an important organization and have the opportunity to serve the citizens of Eastern North Carolina.



Thomas O. Savidge, CEO

PROGRAMS AND SERVICES

CHILD and ADULT OUTPATIENT

Provides both mental health and substance abuse services in either group or individual settings. Interventions and supports include assessment and referral, medication management, psychiatric evaluations, and numerous evidenced based treatment modalities. An emphasis is placed on individualized treatment planning to support recovery goals.

SAIOP

Substance Abuse Intensive Outpatient Program provides treatment, education and skill development for up to 15 hours/week.

OPIOID TREATMENT

A specifically designed program aimed at treating persons with Opioid addictions (prescription medications, heroin). Intensive therapy and community supports is complimented with medication administration (Beuphenorphine, Suboxone, Methadone) to help with the attainment of recovery goals.

HIV SERVICES

Services are available to those in need that include on site testing, counseling, referral and case management.

TASC-TREATMENT ACCOUNTABILITY for SAFER COMMUNITIES

Serves adults who are on intermediate or intensive probation. Individuals served in this program have a substance abuse or mental health diagnosis. TASC provides screenings, intakes, and referrals to the appropriate treatment modality, case management, and urine drug screenings.

ADETS- ALCOHOL DRUG EDUCATION TRAFFIC SCHOOL

A prevention/intervention service which provides an educational program for first time offenders convicted of DWI.

DRUG COURT

The goal of this programs is to curb recidivism rates for persons with legal issues and substance abuse problems by providing Intensive Probation supervision in addition to Intensive Outpatient substance abuse treatment through PORT Human Services. By the time one graduates, they have been able to establish a period of abstinence from all mood-altering substance anywhere from 6 months to 1 year.

PSYCHIATRY

Provides, assessment, evaluation, consultation, referral, medication management and therapy.

SACOT

Substance Abuse Comprehensive Outpatient Treatment provides treatment education and skill development at a minimum of 19 hours per week.

FACILITY BASED CRISIS

Provides mental health/substance abuse crisis services 24 hours a day, 7 days a week. The Crisis Unit provides services for individuals withdrawing from alcohol and/or other drugs, those in need of mental health/psychiatric stability, or a combination of both. This service provides an alternative to hospitalization for adults who have a mental illness or substance abuse disorder. FBC is a 24-hour non-hospital medical facility that provides support and crisis services in a community setting.

DWI-DRIVING WHILE IMPAIRED

Serves individuals who have been charged with DWI or Driving after Consuming under the Age of 21.

CJPP-CRIMINAL JUSTICE PARTNERSHIP PROGRAM

A collaborative program with Department of Community Corrections. The program provides treatment to adults on intermediate or intensive probation. The individual is on community probation and are at risk for violation and have received an intermediate punishment or the individual is on parole.

DES- DRUG EDUCATION SCHOOL

A prevention/intervention service which provides an educational program for drug offenders as provided in chapter 90 of the North Carolina Controlled Substances Act and regulations.

COMMUNITY SUPPORTS

Community Support Services help persons served and their families to increase independence, develop natural supports in their community, and enhance the overall quality of their lives. The main functions of these services are to assess, plan, link, advocate, coordinate and monitor activities. Community Supports is a direct and indirect periodic service where the CS worker provides direct intervention and arranges, coordinates, and monitors services on behalf of the recipient. Service is provided in any location and may be provided to an individual or a group of individuals. Community Supports staff focuses on person-centered treatment and work to ensure that information and education provided to persons served is relevant and appropriate to meet their needs.

PROGRAMS AND SERVICES

WORK FIRST

A program designed to help support persons that are eligible or receiving public assistance. Substance abuse assessment and therapy are utilized as a means to address problems that may interfere with a persons goal to be independent from public assistance.

CROATAN HALFWAY HOUSE

Croatian House is a Halfway House for men who are ready to begin their road to recovery. Residents are given the opportunity to lay a foundation for a new life by obtaining employment, education, and daily living skills in a supportive environment. Residents will receive education about their illness, support services, and linkage to resources in the community that will assist in maintaining long-term recovery.

F.I.N.D.

Families In Need of Development is a program offered to students who have violated school policies regarding substance abuse. As an alternative to long term expulsion from school, children and their family members or guardians participate in a ten week program which provides education, problem solving, communication and brief intervention. If needed, referral is made to more intensive services.

PREVENTION

Substance abuse prevention is a vital component of the continuum of care offered. This program is for youth at high risk of developing substance abuse issues.

ADOLESCENT SUBSTANCE ABUSE

The PORT Adolescent Substance Abuse Program provides residential care for adolescents who have not been successful with other interventions thus necessitating the need for 24 hour supervised care and specific mechanisms to address their strengths, needs, abilities and preferences. The program is designed to address the behavioral, emotional, environmental, academic, vocational, and spiritual needs of persons during their program stay. A combination of treatment philosophies are utilized to address those needs and to enable the persons served and their families to internalize and maintain the therapeutic gains as they reintegrate into their respective communities.



SHELTER PLUS CARE

This program is aimed at decreasing the number of mentally ill homeless persons within our communities by providing access to permanent housing together with long term recovery services.

ANCHOR HOUSE PSYCHOSOCIAL REHABILITATION

Anchor House is a place for members who are challenged with severe mental illness to come and participate in meaningful activities. They work together to build on existing strengths and increase each member's sense of self-worth and productivity. The program is designed to address member's needs in the areas of social, vocational, educational, leisure, and recreation. Members benefit from building personal support systems that allow for increased independence.

ADOLESCENT OUTREACH

Adolescent Outreach seeks to identify youth who may be in need of mental health and substance abuse services and removes all barriers to facilitate appropriate services. This program is also designed to increase public awareness of the nature and extent of substance abuse and mental health issues therefore collaboration with community agencies and groups

MAJORS

Managing Access for Juvenile Offenders Resources and Services is a special program to deal with youth with substance abuse problems that are involved with the juvenile justice system.

DAY TREATMENT

Day treatment is provided for adolescents with substance-abuse and mental health issues at a minimum of 5 hours a day with no more than 2 consecutive days off; each person served is eligible for day treatment services, which includes daily group and individual therapy, relapse prevention, psychoeducation, therapeutic activities including but not limited to art, physical education, yoga, music therapy, community outings, and recreational therapy, teaching and providing opportunities for life skills.

ACCOMPLISHMENTS FOR THE YEAR

- Received three year international reaccreditation from CARF.
- Successfully implemented a contract with Dare County to help facilitate a special service initiative. This demonstration project is aimed at providing substance abuse services outside of the constraints of state and federal requirements. The desired outcome of this demonstration project is to show methods for delivering more effective and efficient services with positive outcomes and accountability. Over 300 persons were served this year in this project.
- Added additional services to include substance abuse intensive and comprehensive outpatient, Beuphenorphine administration and therapy, a multitude of group therapies, adolescent day treatment and supervised living. These services were delivered by utilizing evidenced based treatments such as the GAIN, Reclaiming Futures, contingency management, and motivational interviewing. Expanded our service area to New Hanover and Moore Counties.
- A total of 14 staff have received licensure and or certification this year.
- The Quality Improvement committee has completed numerous projects to include staff and persons served satisfaction surveys, program reviews and various trainings, and facilitated the first annual all staff training and camaraderie day (HOPE Day).
- Improved our data collection, billing and analysis system. This has resulted in our ability to make better decisions and strategies to achieve our goals.
- Served a total of 15,728 persons which was an increase of 5% from the previous year.
- The compliance program initiated a number of projects resulting in our ability to insure the provision of services that meet only the highest ethical and quality standards.
- Developed productive relationships with Local Management Entities (LMEs) that result in a true commitment to serve persons in need.
- Had representation on over fifty federal, state and local committees and boards.
- Made our first capital purchases to include a new administrative building and halfway house.

BOARD OF DIRECTORS

Dr. Garrett Franzoni, Chair
Cornell McGill, Vice Chair
Pete Stanke, Secretary
Dee Bowling
Jeff Theus
Sam McCoy

RIGHTS OF PERSONS SERVED COMMITTEE

Dick Adams
Angela Murrell
Steve Goodman
Jane Ross
James Barnes

ANNUAL PERFORMANCE

OUR MISSION

To help families and individuals navigate through life's challenges by providing effective and efficient substance abuse and mental health services and supports.

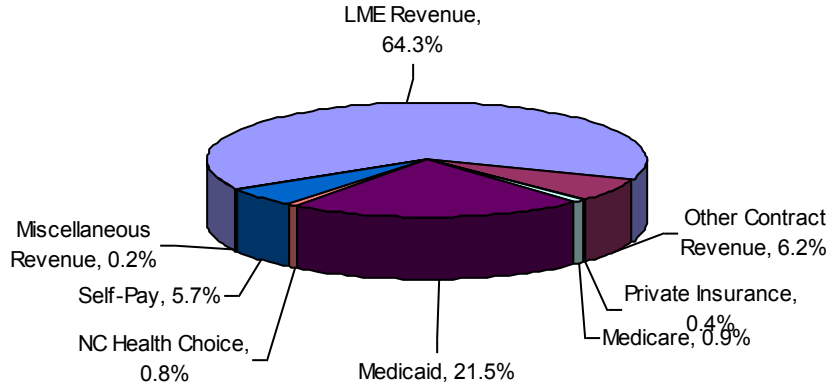
OUR VISION

To become the best and largest provider of a full continuum of mental health and substance abuse services for the citizens of Eastern North Carolina.

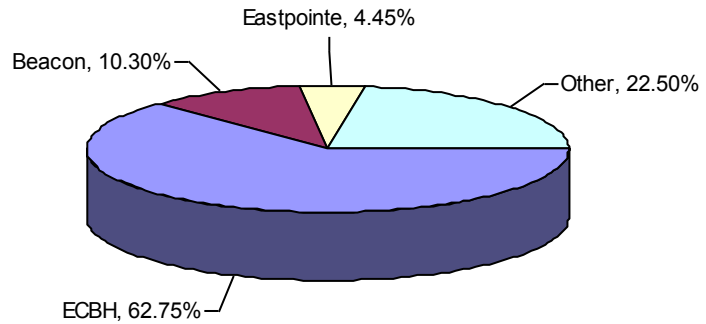
OUR PROMISE

We will instill hope and give people the tools necessary to recover and reach their goals.

Revenue by Source

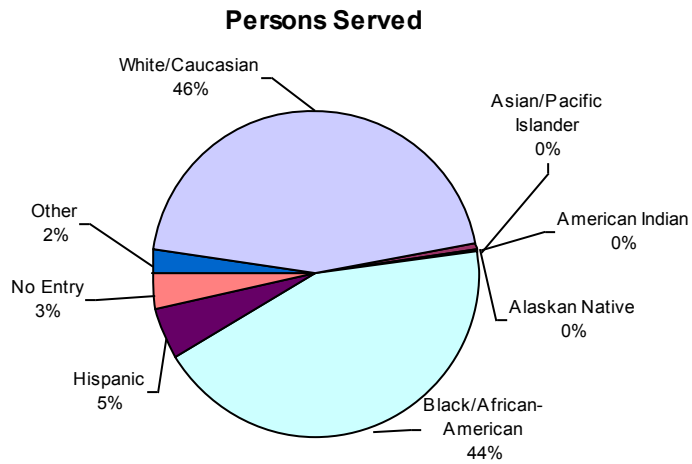


Expense by Area

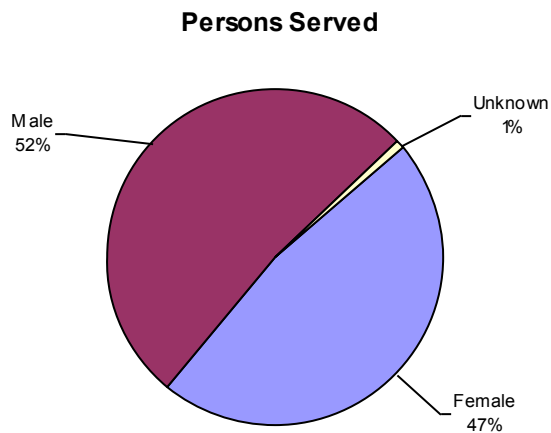


Meeting the Needs

Race	Persons Served
Alaskan Native	1
American Indian	72
Asian/Pacific Islander	42
Black/African-American	6836
Hispanic	784
No Entry	529
Other	377
White/Caucasian	7087
Grand Total	15728



Gender	Persons Served
Female	7387
Male	8228
Unknown	113
Grand Total	15728



Child / Adult	Persons Served
Adult	8543
Child	7107
No Entry	3
(blank)	75
Grand Total	15728

