

**The Phoenix Center – Greenville County Commission
On Alcohol and Drug Abuse
Annual Management Report
July 2008 – June 2009**

I. Client Services (Excluding Prevention)

Total Number of Persons Served – For FY 2009, the highest number of intakes and persons served was in the first quarter. As compared to previous years, FY 09 numbers were consistent throughout with 432 more discharges than the previous year. New admissions continue to account for at least 50% of the total served each year. The total number served continues to increase each fiscal year.

	FY 09					FY 08	FY 07	FY 06	FY 05	FY 04
	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr	YTD					
Intakes - # who completed enrollment paperwork	1184	1048	1133	1103	4468	4582	4249	4025	3586	2940
Admissions - # who were assessed and placed in services (based on admissions)										
First Entry	590	500	587	600	2277	2215	2241	1989	1698	1410
Re-entry	504	435	511	451	1901	1983	1782	1589	1160	1158
Total Admissions	1094	935	1098	1051	4178	4198	4023	3578	2858	2568
Discharges - # who completed or left services	955	919	977	896	3747	3315	3163	2661	2483	2247
Total Served - # who received any type of service (unduplicated count)	2035	1924	1871	1865	4574	4407	4065	3738	3414	2894

*Data for all quarters in FY 09 updated on 8/18/09

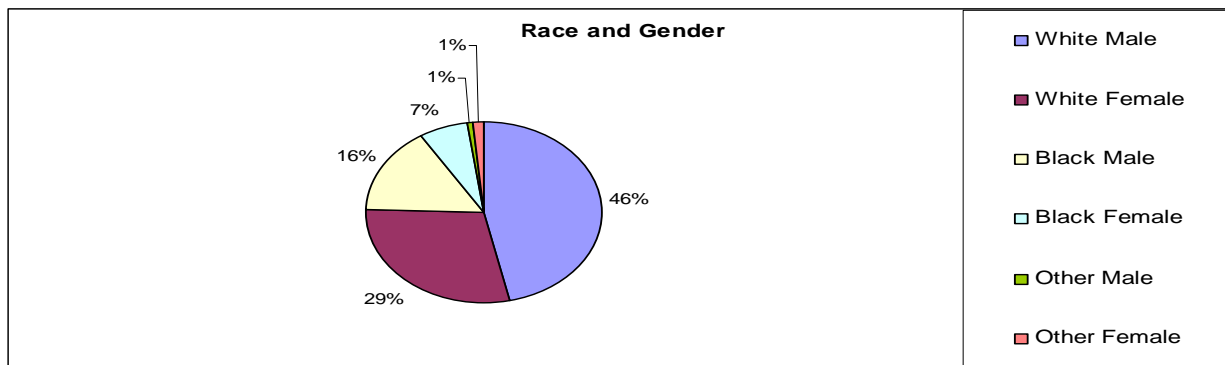
Number of Persons Served by Program – For the 2009 fiscal year, Adult Outpatient accounted for 34% of the total number of persons served. ADSAP accounted for 32%. For 50% of ADSAP clients, PRI was the recommendation for services. These percentages are generally consistent across quarters.

FY 09	Intakes	Admissions	Discharges	Total Served
Detox/Crisis Stabilization	1322	1274	1138	963
Women's	54	64	37	43
Circle of Friends	67	66	53	77
Intensive Family Services	32	28	33	49
Adult Outpatient				
Outpatient Services	1409	781	755	1129
Intensive Outpatient Services	0	521	378	411
Total	1409	1302	1133	1540

FY 09	Intakes	Admissions	Discharges	Total Served
Adolescent Outpatient Outpatient Services	359	244	234	300
Intensive Outpatient Services	0	68	41	54
Total	359	312	275	354
Offender Based Outpatient Services	0	32	27	34
Intensive Outpatient Services	0	17	13	17
Educational Curriculum	83	0	6	39
Total	83	49	46	90
ADSAP Outpatient Services	1	456	510	669
Intensive Outpatient Services	0	98	44	55
Educational Curriculum	1141	529	477	734
Total	1142	1083	1031	1458
FY 09 Total	4468	4178	3746	4574

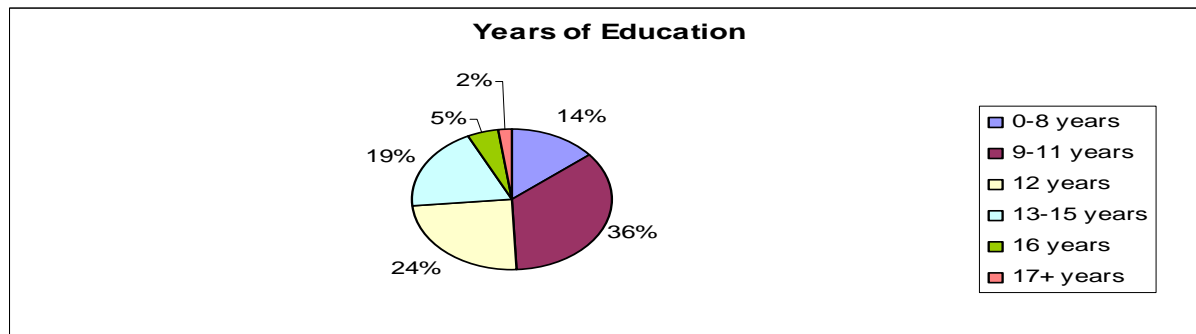
Client Demographics for FY 09*

Race and Gender – White males consistently comprise the greatest percentage of individuals who enter services with 46% for the fiscal year. Overall, 63% of clients were identified as male and 75% were identified as white.



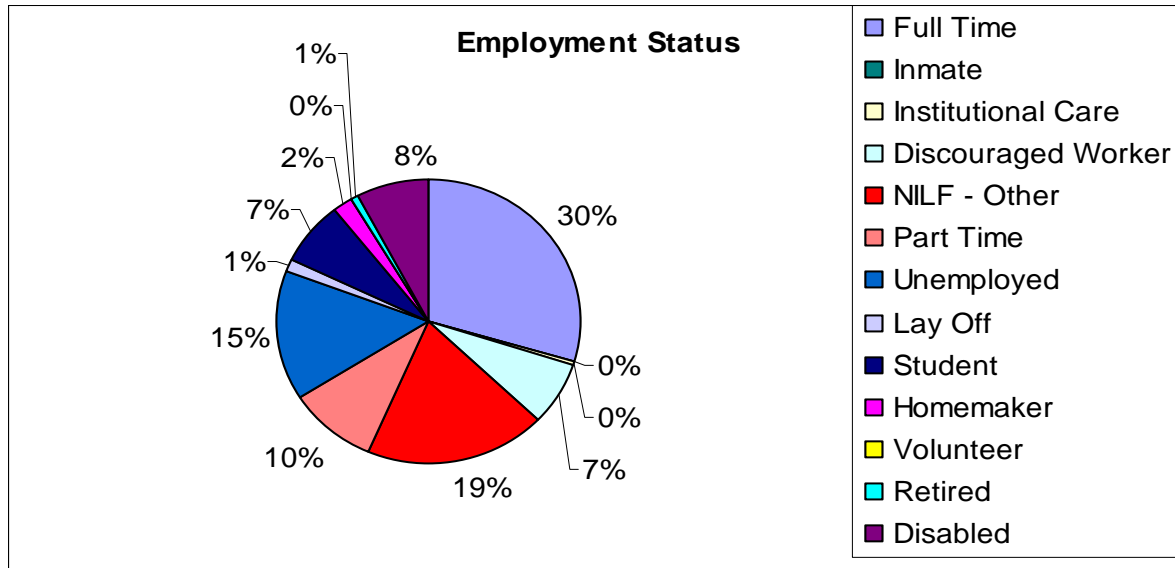
*(Based on 4178 admissions)

Education – The largest percentage of clients report 9-11 years of education. Interestingly, 50% of individuals report 12 or more years of education with the highest percentage being 12 years.



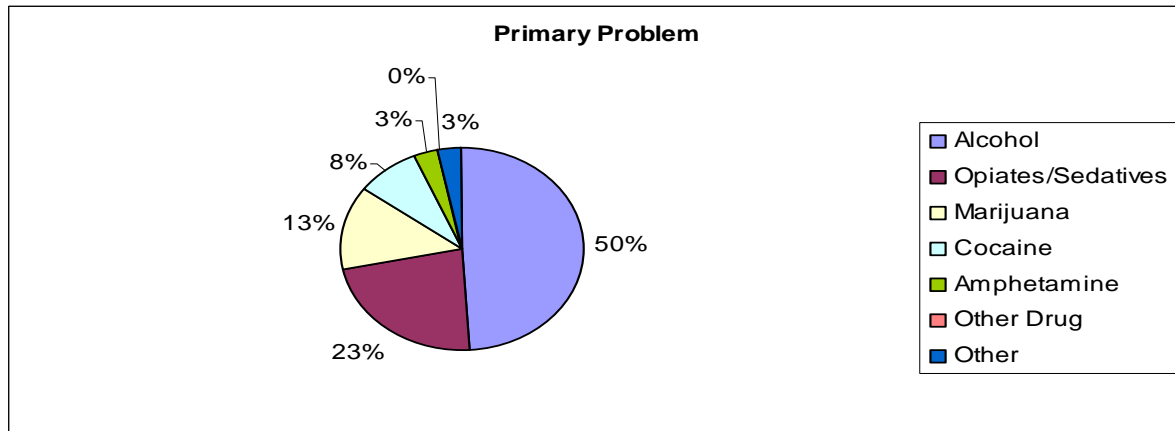
*(Based on 4178 admissions)

Employment – Only 30% of individuals report full time employment. Nearly 42% fall into one of the following categories: discouraged worker, NILF – other, unemployed, lay off.



*(Based on 4178 admissions)

Primary Problem – Alcohol remains the primary problem at admission. As a group, opiates have the next largest percentage. Although amphetamines only account for 3%, methamphetamine is the primary problem for 131 of the 138 individuals with a primary problem of amphetamine.



*(Based on 4178 admissions)

II. Prevention Services

Program Description

Number of Persons Served

General Prevention Activities- Health Fairs, Awareness Activities, Community Events

11,438 Awareness

School District – Youth Board Programs, Student/Teacher/School Presentations

3,356 Students/Staff

Youth Board Programs

134

Children in the Middle - 8 hour parenting class for divorcing/separating parents

55 Family Members

Street Smarts - Multi-session prevention curriculum offered to community/school groups	523 Students
REACH - Weekly prevention program for at-risk youth ages 13-19	154 High-Risk Students
Alternatives to Suspension - 4 hour Prevention class for youth with tobacco violations	24 Adolescents
HIV/AIDS Community education, awareness, and testing	1,221 Education 2,000 Awareness 127 Testing/Counseling
Merchants – Alcohol and Tobacco Compliance Checks by law enforcement partners	99 Merchant Ed 592 Alcohol Compliance Checks 90 Tobacco Compliance Checks
College Programs – Environmental Prevention technical assistance to SC colleges	295 College Staff/Administrators
TOTAL	20,108 Greenville County Residents

III. Department Accomplishments

Administration – Throughout FY 09, several projects were implemented in order to improve customer service and to increase access to services. This included renovation of several areas at the main location which resulted in the addition of 3 new group rooms and a physician’s office. To accommodate additional space for board meetings and other staff meetings, one of the offices in the executive suite was renovated into a conference area.

Several improvements were focused on the detoxification area. This included the installation of equipment for a hot buffet service, purchase of new digital camera equipment to monitor client safety, and installation of hand rails along the corridors.

In response to client feedback, several administrative changes were made in the business office. This includes extended hours Monday through Thursday to better accommodate clients who are arriving for sessions in the evenings. By staying open until 7:30 pm on those days, clients are able to make payments and receive assistance in finding their group room. In addition, new credit card machines were purchased and new procedures implemented to allow credit card payments over the phone.

The *Adult Outpatient Orientation Handbook* was revised to include up to date information on client fees and program services. The handbook includes a welcome letter from the Executive Director which emphasizes our focus on helping individuals resolve the issues they have identified. The *Adolescent Outpatient Orientation Handbook* is currently being revised to a similar format.

From July 2008 through the most recently completed month (April 2009) 26% of post-discharge surveys were successfully completed. This is well above the 15% minimum requirement from DAODAS and above the FY 08 average of 17%. This makes the agency eligible for monetary incentives from DAODAS for the 2nd quarter. The more surveys we collect, the more

information we have to utilize in improving our services and in convincing others that treatment does work and people do recover.

During the January 2009 United Way Awards event, we were recognized for our hard work in the 2008 campaign. We received the Chairman's Award based on the amount of money raised, the increase in money raised, percentage of Fair Share givers, and participation in the Palmetto Society. The 2009 campaign was recently completed and we anticipate receiving the Chairman's Award again in the January 2010 awards event.

A new partnership was formalized with the School District's Occupational Diploma program in which a group of students from JL Mann High School will be allowed to participate in job shadowing here. These students are juniors or seniors who are working toward an occupational diploma. Job shadowing is a requirement for their graduation. For the first year, students assisted Tricia Matkin with administrative duties such as making copies, assembling packets, filing, and greeting clients. Other students assisted Brenda Duckett in the kitchen area by sweeping, mopping, and stocking shelves. The primary purpose is to help them obtain skills to ensure a smooth transition from school to work.

Information and Referral Line – The line was transitioned from Mental Health America's CrisisLine to an agency-staffed line. Initially, a Case Manager answered the calls during normal business hours while detoxification staff answered all other calls. With budget cuts in early FY 2009, the line was transferred to the detoxification unit 24/7. In July 2009 the customer support department assumed responsibility of the line during normal business hours allowing detoxification staff to focus more on direct client care. An on-call counselor and case manager remain available to assist with questions or referrals.

Adolescent Residential – A groundbreaking ceremony was held on November 21, 2009 at the site on Foot Hills Rd. Approximately 70 individuals were present to participate in the event. Following submission of a competitive sealed bid, DeShields Grading Co. was selected from the contractors who submitted proposals for the project. The grading permit and Notice to Proceed was obtained on December 29, 2009 and grading began upon receipt of this permit. An invitation for bids was released on December 22, 2009 for general contractor services. The bids closed on January 15, 2009 at 2:00 pm. Following a competitive sealed bidding process, Able Constructors was chosen as the general contractor for the construction project. The anticipated completion date continues to be late 2009 or early 2010.

Prevention – Annual activities included: *Fox Carolina* initiated a Back to School story on prevention services at The Phoenix Center; 600 Greenville youth participated in tobacco prevention at Safe Kids Camps; the AET group attended the National EUDL meeting in Nashville, Tennessee and accepted an award on behalf of state efforts in enforcing underage drinking laws; Prevention/AET staff was interviewed by *The Greenville News* for a front page story on underage drinking. Presentations were provided to the Fountain Inn City Council, Student Resource Officers, and the Greenville County school district. Prevention staff worked closely with Serenity Place staff to implement the Upstate's Largest Baby Shower with Clear Channel Radio and Ingles. Donations were accepted at various Ingles locations throughout the week in conjunction with air time on several local radio stations.

The department was awarded three new grants: \$8,500 from the Palmetto Initiative for Campus/Community Collaborative to coordinate underage drinking prevention initiatives with Clemson and Furman Universities, \$27,500 from DAODAS a statewide college Core Survey on SC student drug and alcohol use, and \$6,500 from the SC Tobacco Collaborative to expand

environmental tobacco prevention program with law enforcement. In addition, the school district allocated \$15,360 to partner with the prevention department for FY 09.

In January, a mutual aid agreement was signed by all Greenville Law Enforcement agencies and city mayors. The event was held in County Council Chambers and was an opportunity for us to collaborate with community partners who share our vision for limiting underage access to alcohol and tobacco.

A Phoenix Center Youth Board member was recognized as student of the year by the Greenville Area School Resource Officers (GASRO) and Angie Hunt, a prevention staff member, was recognized as Citizen of the Year by GASRO.

Adult Outpatient – Following a change in the screening and admission process in July 2009, almost 100% of clients who presented for an orientation appointment were also seen for an assessment immediately following the orientation.

Beginning in February, a Narcotics Anonymous meeting is held on site on Friday and Saturday nights at 10 pm. The group is called Recovery in the Dark.

A new program was implemented for referrals from the Department of Transportation. Through this program, individuals who are employed in a safety sensitive position and have a positive drug screen or refuse to take a drug screen will be required to complete an assessment by a qualified staff person. If further services are recommended, the individual will be required by the DOT to comply with recommendations.

Circle of Friends – Residential infants are now being enrolled into TBS at two weeks of age. This change from enrolling at six weeks of age allows the TBS staff to begin working with the client mom sooner so that the initial goals of feeding and bonding can be addressed. This is an important element as there has been a correlation with addiction and gastrointestinal problems in newborns.

First Steps completed an initial assessment of the toddler class, which scored a 6.7 out of a possible 7.0. This is an extremely high score and means that the program will not qualify for technical assistance services. The assessor stated that she had never seen a score that high in pre-assessment. The following donations were made to the program: \$50 from an individual following a field trip and \$1,000 from the Lee Foundation for music therapy.

Detoxification – Through coordination with the Greenville City and County police, individuals may be accepted into the detoxification service after being picked up by the police if they meet certain criteria.

Greenville Tech and Bob Jones University nursing students returned for their fall semester clinical rotation. Dr. Sherman met with nursing students weekly to present basic information related to AOD treatment.

Due to a change in the screening and admission process, clients are no longer required to schedule an appointment but are allowed to arrive as soon as they are able if there is a bed available.

A new process was implemented to reduce the number of clients who leave Against Medical Advice. Clients who indicate a desire to leave and cannot be convinced to stay will be re-assessed using the CIWA/COW scales. If there are no withdrawal symptoms present, the client

will be discharged successfully from the program. If withdrawal symptoms are still present they will be discharged against medical advice.

Women's Residential – At the request of Prince of Peace Church in Taylors, SC, staff conducted an evening presentation for one of the women's outreach ministries at the church. At the request of DAODAS, staff conducted a 3 hour "**Substance Use Disorder and Domestic Violence**" workshop at the S.C. Coalition Against Domestic Violence & Sexual Assault annual conference. Through a partnership with the St. Francis Mobile Dental Unit, women and their children received dental care on the SP property.

Adolescent Outpatient – Met with representatives from the following organizations to provide information on referral process and services provided: Providence Community Corrections – an organization that works with individuals on home incarceration; and Greenville County School District Social Workers. Worked with Margaret Burnquist of Fox News to complete a news story on challenges to making healthy decisions for young people. Training was provided in the following areas to applicable staff: safety and de-escalation, disaster response, Lead Clinical Staff, and use of the Risk and Resiliency Assessment tool.

Adolescent counselors attended training on entering Risk and Resiliency scores for each adolescent who participates in the assessment process. Data can be compared internally between the treatment and prevention program, as well as externally between our programs and other programs across the nation. Beginning in March, a new experiential component was added to the Adolescent Intensive Outpatient Program. This new component includes a partnership with the First Tee program which allows the adolescents to participate in golf related activities as an incentive to attend group and school.