

## Special Olympics Advantage Award Given to Joyce Gilbert

**J**oyce Gilbert received the Virginia Special Olympics Area 10 Farm Bureau Advantage Award. She is a Program Coordinator at the Adult Activity Center at Developmental Services.



She was recognized for 33 years of dedicated, energetic service from the track, behind the scenes, and as she cheered from the sidelines.

The gifts of service by the award winners are a brilliant example of how people can transform communities. Special Olympics is a year-round program of sports training and athletic competition for children and adults with intellectual and developmental disabilities, reaching more than 40,000 athletes and volunteers throughout the Commonwealth.



Where People Are Important

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# Impressions

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## PD1, Frontier Health Celebrate 30-Year Partnership

**I**n April, Planning District One Behavioral Health Services and Frontier Health celebrate their 30 year partnership of providing services in Southwest Virginia's Lee, Scott and Wise counties and the city of Norton.

The Community Services Board began contracting with a precursor organization of Frontier Health on April 1, 1981. In the first month of operation, three part-time staff at the three existing clinics provided 293 people with mental health and substance abuse services.

Thirty years later the staff has grown to 226 full- and part-time staff providing 5,909 people with behavioral health services including mental health, substance abuse,



Historical photos of PD1 Executive Director Sam Dillon and E. Douglas Varney, Tennessee Commissioner of Mental Health; Ken Taylor and Sandy O'Dell, and Marianna Roberts.



co-occurring, developmental and intellectual disabilities, recovery, residential, vocational rehabilitation and other services.

PD1 and Frontier Health work together to build diversified funding sources from foundations, state, federal and other grants, fees, and community and local government support to help people with limited or no ability to pay. "Our doors are open," said Charles E. Good, Frontier Health President

and CEO. "We turn no one away who has no ability to pay."

Executive Director of Planning District One Sam Dillon said, "We have wonderful support from our local communities and government agencies that allows us to offer care regardless of their ability to pay. We continue to do our jobs well because of that support."

### Dated Material

Frontier Health funding sources include area United Ways; local, state, and federal government; client fees; and contracts. Services in Lee, Scott, Wise, & Norton, Va., are provided in partnership with Planning District One Behavioral Health Services.

No person shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity operated by Frontier Health.

## Client's Private Information is Safe with Frontier Health

**F**rontier Health keeps private information safe in many ways. As part of our continuing efforts, the client's private health information is stored in a protected Electronic Medical Record that is available to members of the treatment team.

Frontier Health does not give a client's private health information to any other provider unless the client has signed a form to allow private health information to be shared. If someone's life is in danger, federal laws may require that someone's private health information be released.

Staff are trained on how to keep private health information safe throughout the year. For example, staff do not talk about client's medical information outside their



office or in the community. Any paperwork that includes a client's name is locked in secure areas. The Electronic Medical Record cannot be accessed by anyone who does not have authority. Frontier Health staff members do not call clients without permission.

To further protect privacy, Frontier Health has begun making changes to the front desk areas of our outpatient locations. Hawkins County Mental Health Center and Bristol Regional Counseling Center were recently updated

to create a check-in area that provides greater privacy for clients.

Clients are also encouraged to fill out a comment card or tell their provider to make suggestions about privacy or other ideas to help improve services.

## Frontier Health Announces New CEO, Senior Vice Presidents

**F**rontier Health is announcing key senior leadership changes. Charles E. Good was named President and CEO. Since 1978, Good has served in several senior leadership and clinical positions, including Assistant Executive Director of one of Frontier Health's precursor organizations.

Teresa Kidd, Ph.D., became the Senior Vice President of Operations. Dr. Kidd joined the agency in 1982 and was the Senior Vice President of Tennessee Outpatient Services. A licensed psychologist with more than 30 years experience, she is very active in the community, serving as chair of the Greene County Health Council, chair of the Advisory Committee of Greene County Reality Program, and is a member of the Northeast Tennessee Regional Health Council.

Senior Vice President of Tennessee Children's Services is Kathy Benedetto. She has been instrumental in growing services for children and families in our region for 34 years. She is on the Tennessee Council on Children's Mental Health,



Charles E. Good  
President and  
CEO



Teresa Kidd, Ph.D.  
Senior Vice  
President  
Operations



Kathy Benedetto  
Senior Vice  
President TN  
Children's Services



Joe Page, Senior  
Vice President TN  
Adult Services

the TAMHO C&Y Subcommittee, and on the board of the Tennessee Suicide Prevention Network,

Senior Vice President of Tennessee Adult Services is Joe Page. He played a key role in development of critical services for children and adults during the last 26 years. He is involved with the steering committee of the Sullivan County Anti-Drug Coalition and is on the Tennessee Dept. of Mental Health State Policy and Planning Council.

## Eating Disorders Coalition New Face Put on Teen Awareness

**F**rontier Health staff Colleen Weems at Science Hill High School, Kristy Lamberson at Indian Trail Middle School, and Lee Hughes at Unicoi Elementary School, worked with the Eating Disorders Coalition of Tennessee — Northeast chapter, to put a new face on teen eating disorders awareness. Presentations were also made by Hughes at Chuckey Doak High School.

The week-long program YES! (Youth Education and Support) Team educates youth about eating disorders, and helps them develop healthy body image, build friendships, and support each other. Frontier Health staff worked with coordinated school health staff, counselors, and teachers in several schools to assist with programs designed to prevent the development of eating disorders.

The events were held in 31 schools in five regional systems, with staff from each school tailoring the curriculum to “fit” their school. Digitally touched up photos of teachers and others helped students decode media messages. The enhanced photos helped students see how beauty can be, “manufactured,” in the media. Teens often use these drastic



media changes to gauge themselves. The program also helped students realize that how they talk with each other can impact self-image and to discourage them from weight-and shape-related teasing.

Students used the Wall of No Shame to leave personal messages that affirmed their own positive self image. Indian Trail also collected blue jeans for Anna’s Closet, dedicated to the memory of a former student. Mirrors were covered for a brief period to emphasize how many times students look in the mirror, or how they measure their value by physical appearance. “Get Real Barbie,” a visual display of how unrealistic the Barbie doll proportions are, was displayed in some schools.



## State Advocacy Award

### Tim Perry Receives Tennessee’s Jim Pryor Child Advocacy Recognition

**T**im Perry was awarded the Tennessee 2011 Jim Pryor Child Advocacy Award by the Tennessee Commission on Children and Youth in Nashville. Perry was recognized for efforts in improving, expanding and advocating for services for children and youth.

The nomination stated, “With a loving heart and strength of character, he has guided numerous children and families toward the path of a positive life.” He was recently named the Frontier Health Tennessee Division Director of Children’s Outpatient Services.

He is a Licensed Professional Counselor – Mental Health Service Provider, Certified Listed Tennessee Supreme Court Rule 31 Mediator, Certified Domestic Violence Counselor, Certified Critical Incident Stress Debriefer, Certified Children



Tim Perry with Kathy Benedetto

and Family Trauma Specialist, National Board Certified Counselor, National Board Certified Domestic Violence Counselor, National Board Certified in Forensics Specialist.

The awards ceremony was a part of Children’s Advocacy Days, an event that gathers more than 600 people to War Memorial Auditorium each year.

The award is presented annually by the Tennessee Commission on Children and Youth at its Children’s Advocacy Days. The Commission is an independent agency created in 1955 by the Tennessee General Assembly. Its primary mission is to advocate for improvements in the quality of life for Tennessee children and families. For more information on the commission, please call (800) 264-0904 or access the agency’s website at [www.tn.gov/tccy](http://www.tn.gov/tccy).

## Frontier Industries Thrift Store: More Than a Bargain Donation Bin Locations & Tri-City Area Pick Up Available

**F**rontier Industries Thrift Store has more than 30,000 square feet of clothing, shoes, furniture, household items, toys, and books. The store offers more than just a bargain for quality, reasonably priced items.

The Thrift Store is also a hands-on training site for people with disabilities. Trainees get valuable retail experience in sorting, sizing, pricing, stocking merchandise, operating a cash register, and serving the public to help them secure community employment.

Vocational retail training includes cashier, processing and stocking, shipping and receiving, and janitorial. The store has a, “boutique,” section for the consummate shopper. Only select merchandise makes it to the boutique, often with price tags still attached. And, like all items at the store, if it doesn’t sell fast it is reduced for quick sale.

It is very easy to donate items to the Thrift Store store. The store accepts items directly. There is a bin outside the store on Bristol



Highway in Johnson City, and if needed, you can bring items inside. Donation receipts are provided on request.

There are donation bins in Abingdon, Va., at Roses Shopping Center, at Frontier Industries — Kingsport off of Stone Drive, and at Homestead Shoppe in Church Hill. Clothing placed in donation bins should be bagged without hangers. Shoes should be secured together or bagged in pairs. All donations at the bin sites must be able to fit inside the bin.

Pick ups can be scheduled by the store at (423) 952-3210 based on the

quantity of the donation, location of needed pick up and the size of the donation.

Frontier Health does not accept used mattresses or broken furniture. All furniture must be clean and without any need of repair. Most pick ups are scheduled Thursday or Friday afternoon. The Thrift Store can pick up in the Tri-City area and in the areas of bin locations.

## Family Links

### Kingsport Community Foundation Grant

**F**amily Links planned respite services, a program of Frontier Health, received a \$400 grant from the East Tennessee Foundation and Kingsport Community Foundation, part of \$15,000 distributed to non-profit agencies in Northeast Tennessee. The grant will fund transportation for nearby outings for children with severe emotional disturbances. The outings provide a needed break for the parent and help the children served by Family Links to develop positive behavior and social skills.

Family Links provides short-term respite services for parents and caregivers of children 2 to 15 years old with severe emotional disturbances or mental illness. The program works with families to improve behavioral issues and social skills. Family Links serves children in the Tri-Cities area. If you would like more information about Family Links respite services, call (423) 232-2719.

## Marcou Receives ARCH Angel Award

Melissa Marcou received the Arch Angel Award from the Appalachian Regional Coalition on Homelessness for her help getting people from homelessness to home ownership. Frontier Health also received a certificate of appreciation.



## BRCC Hosts Substance Abuse Council

The Northeast Tennessee Teen Substance Abuse Prevention Advisory Council held their regional meeting at Bristol Regional Counseling Center. Sixteen community representatives talked about drug disposal activities, new resources for A&D prevention, goals of the coalition, and networking. BRCC staff Amanda Mountain and Jill White facilitated the event.



## Open House at BRCC

Adult Outpatient and C&Y staff combined efforts this year for their annual open house. Suzanne Elliott, Peggy Blackwell, Kitty Pitini and Aleksandra Gentry discussed women’s recovery, intensive outpatient and case management. Tim Perry talked about C&Y substance abuse services. There were 25 people attending including the health department, Adult Parole and Probation, Juvenile Court, the Department of Social Services, the Department of Children’s Services, Highlands Community Services, and United Way.