

East Cleveland Neighborhood Center

CY2021 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2020 CONTRACT AMOUNT	2021 CONTRACT RECOMMENDATIONS	PRIORITY
East Cleveland Neighborhood Center			
School Based Prevention	\$ 157,000	\$ 157,000	Prevention
Total	\$ 157,000	\$ 157,000	

CY 2021 Program Highlights and Outcomes

East Cleveland Neighborhood Center

East Cleveland Neighborhood Center (ECNC) provides an array of behavioral health prevention services which promotes the health and safety of individuals in East Cleveland schools and neighboring communities. The ADAMHS Board funding supports the following initiative:

School-based Prevention:

Behavioral health prevention services offered through the utilization of evidence-based prevention education using Positive Action, Reconnecting Youth and Girls Circle curricula.

First Six months of CY2020:

- Expanded partnership with East Cleveland City School District to implement a plan for services that will touch each student.
- Moved locations from East Cleveland Library to ECCS campus.
- Staff received 220 DESSA pre-tests.
- 34% of clients completed a pre and post-test.
- During COVID-19 ECNC provided over 75 families with food, 50 parent-specific wellness calls, 35 students enrolled in Freedom School, 1,194 calls and 725 text messages.

CY2019:

- Anticipated serving 519 clients, but actually served 1,048.
- 416 clients have successfully completed the entire curriculum; 632 completed the partial curriculum.
- Staff received 636 DESSA pre-tests.
- 71% of clients completed a pre and post-test

Goals Met:

- Evidence-based education strategies using Positive Action and Girls Circle curricula: 100% met. Positive Action implemented in 4 elementary schools, 3 high schools and 1 middle school; Girls Circle implemented at 1 middle school.
- Increase protective factors, support healthy lifestyles, reduce/delay onset of ATOD use: 100% met. All lesson plans increase protective factors.
- Develop resistance skills and ATOD refusal skills. 100% met. Lesson plans focus on increasing youth's perceptions of ATOD use as unacceptable.
- Implement population-based interventions (community-based processes and info dissemination.) 100% met.
Implement Alternative Strategies using Positive Action - 35% met.

Metrics used to Measure Success:

- DESSA: Measures growth in social-emotional skills (Self Awareness, Social awareness, Self-Management, Optimistic Thinking, Personal Responsibility, Relationship skills, Goal-Directed Behavior, and Decision-Making) using standardized pre- and post-test instruments that are filled out by youths' teachers.
- Achievement of ATOD Milestones: Number/percentage of students who understand new life skills; identify harmful effects of ATOD; and demonstrate ATOD refusal skills, measured by a post-test/survey taken by students at program's conclusion.

CY 2021 Program Highlights and Outcomes

- Satisfaction Surveys: Self-assessed feedback about overall program satisfaction; being treated with respect by facilitator; and recommending program to others completed by participants at program's conclusion.

Program Success:

- DESSA-Mini: Majority of scores at pre-test and post-test were clustered in 'typical' range. At post-test, students in "need" range (at risk for developing social emotional problems) decreased by 49%. In addition, there was a 9% increase in number of students with social-emotional "strengths" which reflect success of ECNC prevention education.
- ECNC instituted a Peer-led prevention program for Shaw High School girls called Girl Talk. It was designed and led by two seniors with the guidance of a prevention specialist.
- Satisfaction: 92% of surveyed students indicated overall satisfaction with program, 92% felt respected by facilitator, 76% would recommend program to others.

Average Cost Per Client:

- \$80.00 per student.

Additional Information:

- The agency serves youth ages 12 to 18 years who are at risk for behavioral health issues due to low self-esteem, poor school performance, school disciplinary occurrences and association with peers who have favorable attitudes toward substance use.
- ECNC provided skills training, decision making skills and opportunities for giving and receiving feedback, establishing goals and developing interpersonal skills. Program participants made use of worksheets, role play scenarios, youth-led activities and peer group discussions.
- The youth served by ECNC represent the socio-economic demographics of the community including high poverty (>60% of youth); substandard housing; food insecurity; family instability; higher crime rates; and failing schools (East Cleveland schools are currently under State take-over).
- These factors can contribute to higher incidence of ATOD use leading to negative behavior/consequences. As the poorest city in the state of Ohio, it is imperative to provide children and youth with in-school and out-of-school programs that emphasize social-emotional development, youth empowerment and cultural proficiency.
- The prevention education services provided by ECNC are implemented by experienced, creative and professional prevention education specialists who also serve as effective role models.
- Outcome results indicate that ECNC programs are successful at achieving its goals and that youth participants are overall very satisfied with curriculum and facilitators.

Provider:	East Cleveland Neighborhood Center	2019 First Outcome Count:	463	2020 First Outcome Count:	373
Instrument:	DESSA MINI	2019 Final Outcome Count:	331	2020 Final Outcome Count:	74
Program:	Youth Prevention	2019 % of Final:	71.49%	2020 % of Final:	19.84%

The Devereux Student Strength Assessment (DESSA) is an abbreviated assessment designed by the Devereux Advanced Behavioral Health organization for school age children. This instrument is used as a screening tool to identify children who are in need for additional social or emotional education. There are measurement instruments specific for children in Grades K – 8 and for children in Grades 9 – 12.

When the data contains both an initial (first) and follow-up (final) instrument administration, a paired t-test was used for comparing individual scores at those two different points in time. It is the most powerful test for showing changes in individuals. The green highlighted rows suggest that changes from the First Assessment to the Final Assessment did not happen by chance and that the change can be attributed to the program intervention.

Population	Evaluation Year	SubScale	First Outcome Average	Final Outcome Average	Average Difference	Significance
Grades K - 8	2019	No Scale	46.56	49.71	3.15	Significant at p<.05
Grades 9 - 12	2019	No Scale				
Grades K - 8	2020	No Scale	45.53	45.26	-0.27	Not Significant
Grades 9 - 12	2020	No Scale				

**Eldercare Services,
Inc., DBA
Benjamin Rose
Institute on Aging**

CY2021 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2020 CONTRACT AMOUNT	2021 CONTRACT RECOMMENDATIONS	PRIORITY
Eldercare Services Institute			
Hoarding Connection	\$ 20,000	\$ 20,000	
Total	\$ 20,000	\$ 20,000	
Pooled Funding:			
Behavioral Health Services	\$ -	\$ -	

CY 2021 Program Highlights and Outcomes

Eldercare Services Institute

Eldercare Services Institute (dba Benjamin Rose Institute on Aging) provides an array of mental health services for individuals 55 years of age and older. The ADAMHS Board funding supports:

Hoarding Connection:

A county-wide Task Force designed to increase awareness and education both to professionals and the public on Hoarding Disorders and its impact on the community. The Hoarding Connection supports partnerships that allow for ongoing community education, including to first responders, at the Annual Hoarding Conference and in monthly Buried in Treasures groups.

First Six months of CY2020:

- Hoarding Connection continues to meet monthly via zoom.
- The 2020 Annual Conference is being scheduled for November 2020 via a 3-part zoom series.
- Buried in Treasure group is planning to transition to video conferencing.

CY2019:

- Benjamin Rose Implemented 2019-21 Strategic Plan.
- Hoarding Conference and Pre-Conference 4/25/19 and 4/26/19 and 170 were in attendance.
- Had four Buried in Treasures Peer Lead Groups served 22 clients.
- The Hoarding Connection continues monthly meetings.

Goals Met:

- Not Provided.

Metrics used to Measure Success:

- Written reports, attendance records, and documents to support financial expenditures measure goals set by the Hoarding Connection.

Program Success:

- Not Provided.

Average Cost Per Client:

- \$109.00 per conference attendee.

Additional Information:

- The Hoarding Connection Task Force consist of professional and community members from various areas that include: Adult Protective Services, First Responders, Cleaning/Organizers, Department of Aging, Peers and behavioral health professionals.
- Developed a Strategic Plan focused on three areas: Sustainability, Engagement, Conferences and has formed subcommittees to address.
- Hoarding Connection impacted by COVID-19 and loss of staff. Hoarding co-chair and Administrative Assistant resigned.
- The Hoarding Connection is planning to implement the Buried In Treasures peer lead group by the end of 2020.
- 4 Buried In Treasure groups were conducted by peer leaders

CY 2021 Program Highlights and Outcomes

Behavioral Health Services (Pooled Funding):

Provides in-home services to an ever growing older population of Cuyahoga County seniors to eliminate many barriers older clients struggle with such as mobility, transportation, lack of support, advocacy, or just fear, in accessing much needed psychiatric and mental health assistance.

First Six months of CY2020:

- Not Provided.

CY2019:

- Anticipated serving 220 clients, but actually served 200.
- 26 Clients have completed treatment and 267 clients were currently receiving services.
- Clients saw a:
 - CPST an average of 12 times.
 - Each CPST has a caseload of 30 clients.

Goals Met:

- Ongoing access to pooled funding to Behavioral Health Services department allows 9.5 staff to meet the needs of clients increasingly lack insurance and resources necessary to maintain independence and a quality of life resulting in a reduction of psychiatric and medical hospitalizations.
- CY19 RFP goals focused on reduction of hospitalizations, increased education re: medication usage, disposal and communication with other providers, and educational efforts directed toward professionals, senior housing staff, court officials and community members, has to this point been met 100%.
- Goals are ongoing and continue to be refined. Year-to-date, Benjamin Rose is on track to meet all program goals.

Metrics used to Measure Success:

- Behavioral Health Services Department goals are tracked through specialized reports run by the electronic health record (Qualifacts/Carelogic), staff/client documentation, as well as client satisfaction surveys.

Program Success:

- Goals related to reduction in hospitalizations, reduced number and frequency due to medication compliance issues, increased client education re: prescriptions and knowledge of need for medication compliance, along with increased communication among client and prescribing physicians, social services agencies, etc. and education re: appropriate disposal of expired, discontinued, or unused medication; education re: hoarding to community court and agency officials, annual Hoarding Conference, and BITS groups has been met.
- Staff in service trainings re: use, abuse, communication with client and physicians re: prescription medication along with monitoring of usage and proper disposal of unused medications were held during 2019.
- Four BIT group sessions were held throughout 2019, Cleveland East/West, Middleburg Hts. and Cleveland Hts.

Average Cost Per Client:

- \$148.05 is the average cost per client.

Provider:	Eldercare Services Institute, LLC	2019 First Outcome Count:	0	2020 First Outcome Count:	0
Instrument:	Ohio Scales Adult	2019 Final Outcome Count:	0	2020 Final Outcome Count:	0
Program:	Mental Health Treatment for Adults	2019 % of Final:	0	2020 % of Final:	0

The Ohio Scales Adult version is an assessment instrument for measuring the progress for Adults (18+ years) in the treatment process for mental health. The instrument was a collaboratively designed instrument for use by Ohio Department of Mental Health funded providers.

**Emerald
Development and
Economic
Network (EDEN),
Inc.**

CY2021 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2020 CONTRACT AMOUNT	2021 CONTRACT RECOMMENDATIONS	PRIORITY
Emerald Development & Economic Network, Inc. (EDEN)			
Residential - Listed Below:			
Housing Assistance Program (HAP)	\$ 745,665	\$ 745,665	Housing
Property Management Consumer Operated Svs	\$ 77,215	\$ 77,215	Housing
North Ridge Commons	\$ 128,291	\$ 128,291	Housing
Property Management ADAMHS Owned Properties	\$ 166,893	\$ 166,893	Housing
Property Management Residential Facilities	\$ 197,170	\$ 197,170	Housing
Permanent Housing	\$ 1,456,163	\$ 1,456,163	Housing
Total	\$ 2,771,397	\$ 2,771,397	

CY 2021 Program Highlights and Outcomes

Emerald Development & Economic Network, Inc. (EDEN)

EDEN has been identified as the housing development agency charged to expand affordable housing opportunities for individuals with disabilities. The ADAMHS Board funding supports:

Housing Assistance Program:

The Housing Assistance Program (HAP) is a rental assistance program for clients who live with mental illness. HAP allows the clients in the program to choose where they want to live in Cuyahoga County and pays 30% of their adjusted income toward rent and utilities.

First Six Months of 2020:

- 98 households served.
- 92 households remained on program.
- EDEN has transitioned some households onto their Mainstream Housing Choice Voucher (HCV) program. HVC is a permanent subsidy funded by HUD. EDEN reports having approved applicants off the HAP waiting list and are currently in the process of assisting clients with housing searches to utilize the HAP subsidy.

CY2019:

- 107 households served 107.
- 92 households remained on program.

Goals Met:

- 100% of units will meet housing quality standards (HQS) = 100%
- 90% of participants will maintain or increase income = 90%
- 95% of the participants will maintain housing subsidy = 97%
- 100% emergency repairs shall be repaired within 24 hours = 100%
- 100% program administration follows Ohio Landlord Tenant Law & Fair Housing Act = 100%
- On track to meet goals except for the anticipated number to be served. Rents and utilities have increased, as well as the need for larger unit sizes, which reduces the number of households that can be served.

Metrics used to Measure Success:

- Complying with HQS Standards ensures units being subsidized are decent, safe and sanitary.
- EDEN uses Tenmast Software to track income and household composition changes of participants.
- EDEN also maintains a calendar to ensure re-certifications and inspections are occurring at least annually.
- EDEN looks at housing stability and wants participants to move into a unit, remain there and not wind up homeless or into an unstable living situation.

Average Cost Per Client:

- Average of 3 individuals per household.
- \$2,148 is the average cost per household.

CY 2021 Program Highlights and Outcomes

Additional Information:

- EDEN administers HAP, and the ADAMHS Board conducts the inspections to ensure the units are safe and habitable.
- It is intended to be a temporary subsidy until an EDEN owned housing unit, housing choice voucher or another permanent housing option becomes available.

Property Management for Client Operated Services:

Property Management includes collecting rents, paying property related expenses and completing on-site maintenance related functions. Properties are maintained in a cost-effective manner, and property service requests are promptly addressed. EDEN acts as the “contractor” when major repairs or renovations are needed at the sites and determines the scope of work, obtains bids and upon approval of ADAMHS Board, ensures renovations are completed on-time, on-budget and in a quality manner.

First Six months of CY2020:

- EDEN owns and maintains the property located at 2070 West 117th St. It is used by Future Directions for Client Operated Services. EDEN is responsible for paying for items such as utilities, insurance, trash collection, landscaping/snow removal, and staff that work on the property.
- There were six work orders as the property was renovated in 2017 so the maintenance needs are less than many other facilities. Also, due to COVID-19. Future Directions, as well as EDEN, had reduced work hours during the first six months of the year.
- Since June, EDEN replaced the HVAC system for the property and has been working on a retaining wall, drainpipe and exterior stairs.

CY2019:

Goals Met:

- EDEN provided property management and addressed issues at the Future Directions building.

North Ridge Commons:

North Ridge Commons provides permanent housing with on-site supports to the highest need, chronically homeless, near elderly/elderly clients.

First Six months of CY2020:

- Served 30 households.

CY2019:

- 34 households served.
- 29 households maintained housing.

Goals Met/Program Success:

- 95% of tenants will maintain housing = 97%.
- 90% of tenants will maintain or Increase Income = 90%.
- 100% of Property Management services will be consistent with Ohio Landlord Tenant Law & Fair Housing Act = 100%.

CY 2021 Program Highlights and Outcomes

- There will be no Security Incidents = 0.
- All goals are expected to be met in 2019.

Metrics used to Measure Success:

- EDEN uses Tenmast Software to track income and household composition of tenants as well as housing stability to ensure tenants are not returning to homelessness.
- EDEN tracks when re-certifications and inspections are needed annually.
- Front Desk Emergency Logs are used to track any incidents or need for emergency services calls

Average Cost Per Client:

- \$1,780 is the average cost.

Additional Information:

- Residents' safety is monitored by front desk security.
- There are 30 units at Northridge Commons

Property Management ADAMHS Owned Properties:

Property Management includes collecting rents, paying property related expenses and completing on-site maintenance related functions. Properties are maintained in a cost-effective manner, and property service requests are promptly addressed. EDEN acts as the 'contractor' when major repairs or renovations are needed at the sites and determines the scope of work, obtains bids and upon approval of ADAMHS Board, ensures renovations are completed on-time, on-budget and in a quality manner. Properties under this program include: Bradley Manor, Franklin TC, Lakeshore and Bernard.

First Six months of CY2020:

- 33 clients served daily.
- 31 clients remained on the program.

CY2019:

- 36 clients served.
- 34 remained on the program.

Goals Met/Program Success:

- 92% rent collection from residents= 92%.
- 95% occupancy of units = 85%.
- Units will be leased within 15 days= avg is 15-30 days.
- 100% of emergency repairs will be completed within 24 hours = 100%.
- 100% of routine work orders will be completed within 30 days = avg was 16 days. 10% were over 30 days.
- 100% of the units meet one or more of the following: Local Ordinances and/or OhioMHAS Licensure= 100%

Metrics used to Measure Success:

- EDEN will use TenMast Software to track participant income, number of work orders for each property and amount of time to complete them.

CY 2021 Program Highlights and Outcomes

- EDEN also looks at housing stability (amount of time someone resides in unit), if re-certifications are needed annually, and financials for properties.
- Licensure Standards for Class 1 facilities will be met to ensure compliance with OHMAS.
- Current Certificate of Occupancy will exist for properties to ensure compliance with city codes.

Average Cost Per Client:

- \$2,201 is the average cost.

Property Management Residential Facilities:

Property Management includes collecting rents, paying property related expenses and completing on-site maintenance related functions. Properties are maintained in a cost-effective manner, and property service requests are promptly addressed. EDEN acts as the 'contractor' when major repairs or renovations are needed at the sites and determines the scope of work, obtains bids and upon approval of ADAMHS Board, ensures renovations are completed on-time, on-budget and in a quality manner. Properties under this program include: E. 139th, York, Ridge and Cato.

First Six months of CY2020:

- 69 clients served.
- 46 remained on the program.

CY2019:

- 80 clients served.
- 27 remained on the program.

Goals Met:

- 92% is rate for rent collection = 92%
- 95% is rate for occupancy = 100%

Permanent Housing:

EDEN owns 65 properties with 205 units of Permanent Housing for clients living with mental illness. Property Managers and Maintenance Techs can identify potential issues a client may be having and coordinate with their case workers to provide intervention. Units must meet ADAMHS Board certification standards. EDEN Property Managers assist the client's primary CPST worker.

First Six months of CY2020:

- Served 186 households.
- 172 households have maintained housing.

CY2019:

- 193 households served.
- 156 households maintained housing.
- EDEN notes that they continue to rehab a designated number of permanent housing units annually with resources from investors. As a result, it is necessary to leave the unit vacant during the rehab phase.

CY 2021 Program Highlights and Outcomes

Goals Met/Program Success:

- 92% rent collection = 93%.
- 95% occupancy = 96%. EDEN did meet the anticipated number of households to be served due to the continued rehabilitation EDEN is completing on its portfolio. Some units are used to move tenants to temporarily while work is being completed at their property and other units are vacant while rehab work is being done.
- EDEN has been able to secure funding outside ADAMHS Board resources to complete renovations. EDEN have renovated almost 40% of its portfolio.
- 5% or less of involuntary move outs = 2% were involuntary.
- 100% units met ADAMHS certifications = EDEN has current certificates for all units.
- 100% of repairs will be completed within 30 days = 5% were over 30 days.
- 100% of emergency repairs will be completed within 24 hours = 100%.
- 100% property management services consistent with Ohio Landlord Tenant Law & Fair with property issues when applicable, and coordinates communication with Housing Act = 100%.

Metrics used to Measure Success:

- EDEN uses our TenMast Software to track income and household composition of tenants. They system is also used to input and pull reports for work orders.
- EDEN measures housing stability of tenants (length of stay and exit destinations).
- EDEN also tracks when re-certifications and inspections are due annually and inputs budget info into the system and pulls financial reports.

Average Cost Per Client:

- \$3,085 is the average cost.

Epilepsy Association

CY2021 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2020 CONTRACT AMOUNT	2021 CONTRACT RECOMMENDATIONS	PRIORITY
Epilepsy Association			
Pooled Funding:			
Adult Case Management	\$ -	\$ -	

CY 2021 Program Highlights and Outcomes

Epilepsy Association

The Epilepsy Association serves children, adults, and families in Northeast Ohio impacted by epilepsy, raises awareness in the community, provides education, advocacy, and direct services that lead to an increased understanding of the disorder and better management of the condition, allowing affected individuals to build resilience, personal fulfillment, independence, and the ability to contribute meaningfully to the community. The ADAMHS Board funding supports:

Adult Case Management (Pooled Funding):

Provides crucial mental health services to adults diagnosed with epilepsy.

First Six months of CY2020:

- Anticipated serving 72 clients, but actually served 81.
- 72 clients have successfully completed the entire curriculum.
- Clients saw a CPST worker an average of 14.2 times.
- Average caseload is 20 clients per CPST.

CY2019:

Goals Met:

- 100% of average scores for outcomes utilized were at or under agency goal for the year for clients served.
- 88% of clients served during this time period remained open and active in the program and working towards individualized goals which is part of how the agency measures the success of an individual client.

Metrics used to Measure Success:

- QOLIE-10
- Ohio Consumer Outcomes
- PHQ-9
- AEP
- Seizure Tracker
- Consumer Satisfaction
- Number of clients remaining in program through:
 - 2019 - 13
 - 2020 - 11

Program Success:

- QOLIE-10= 26.52, PHQ-9= 7.93, AEP= 40.65, Seizures/month= 38.52%, Consumer Satisfaction= 4.62, Clients remaining in program= 88%

Average Cost Per Client:

- \$5,253 per client.

CY 2021 Program Highlights and Outcomes

Additional Information:

- 89 individuals are currently receiving services.
- Individuals with epilepsy and a co-occurring mental health condition are often marginalized due to the highly stigmatizing nature of both conditions.
- An estimated 55,000 people in Northeast Ohio have epilepsy.
- Epilepsy Association is the only program of its kind, offering community-based mental health services for those with epilepsy struggling to manage independently in the community.
- Without the epilepsy-specific services that the agency provides, individuals struggling with epilepsy and mental health in the Greater Cleveland area would be potentially left without crucial support.
- Epilepsy Association relies on more epilepsy-specific outcomes, as well as the continual engagement of clients in the program to measure success.

Provider:	Epilepsy Association	2019 First Outcome Count:	0	2020 First Outcome Count:	11
Instrument:	Ohio Scales Adult	2019 Final Outcome Count:	0	2020 Final Outcome Count:	10
Program:	Mental Health Treatment for Adults	2019 % of Final:	0	2020 % of Final:	90.91%

The Ohio Scales Adult version is an assessment instrument for measuring the progress for Adults (18+ years) in the treatment process for mental health. The instrument was a collaboratively designed instrument for use by Ohio Department of Mental Health funded providers.

When the data contains both an initial (first) and follow-up (final) instrument administration, a paired t-test was used for comparing individual scores at those two different points in time. It is the most powerful test for showing changes in individuals. The green highlighted rows suggest that changes from the First Assessment to the Final Assessment did not happen by chance and that the change can be attributed to the program intervention.

Population	Evaluation Year	SubScale	First Outcome Average	Final Outcome Average	Average Difference	Significance
Adults (18+ years)	2019	Financial Quality of Life				
Adults (18+ years)	2019	Housing Quality of Life				
Adults (18+ years)	2019	Overall Empowerment				
Adults (18+ years)	2019	Overall Quality of Life				
Adults (18+ years)	2019	Overall Symptom Distress				
Adults (18+ years)	2019	Social Connectedness				
Adults (18+ years)	2020	Financial Quality of Life	2.29	2.38	0.08	Not Significant
Adults (18+ years)	2020	Housing Quality of Life	4.08	3.79	-0.29	Not Significant
Adults (18+ years)	2020	Overall Empowerment	2.99	3.07	0.08	Not Significant
Adults (18+ years)	2020	Overall Quality of Life	3.21	3.22	0	Not Significant
Adults (18+ years)	2020	Overall Symptom Distress	22.71	22	-0.71	Not Significant
Adults (18+ years)	2020	Social Connectedness	3.18	3.36	0.18	Not Significant

Faith Community Supportive Services

CY2021 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2020 CONTRACT AMOUNT	2021 CONTRACT RECOMMENDATIONS	PRIORITY
Faith Community Supportive Services			
2nd Chance Youth Program	\$ -	\$ 20,000	Prevention
Total	\$ -	\$ 20,000	

CY 2021 Program Highlights and Outcomes

Faith Community Supportive Services *Faith-based Program*

Faith Community Supportive Services, Inc. (FCSS), is serving many neighborhoods, races, religions, and all levels of income. FCSS is located inside the Hough Community Multi-Purpose Building and has been providing a variety of services/supports to the Hough Community for many years. The ADAMHS Board funding supports the following initiative:

2nd Chance Program:

Provides after-school services/supports as an alternative to incarceration in the Juvenile Court – Juvenile Detention Center.

First Six Months of 2020:

- New agency that was approved in April 2020 to begin services in May 2020.
- Anticipated serving 60-70 individuals, actually served 10 individuals.

Goals Met:

- Provided Training and Outreach Supportive Services.
- Completely re-structured program to include Mental Health prevention information and related activities.
- Contacting churches and grassroots organizations and implementing Mobile Classroom project and Zoom sessions.

Metrics used to Measure Success:

- Program Narrative/Progress Report.
- Mentoring/Tutoring Services provided.
- Referrals to specialized services.
- Employment Assistance provided.
- Outreach Supportive Services participation.
- Linkage to Behavioral Health.
- Trainings provided.

Program Success:

- Organization has served 10 individuals during COVID-19.
- Receiving new referrals from the court system.
- Already established relationship with Juvenile Court.
- Currently serving the community.

Average Cost Per Client:

- \$220.00 per client.

Additional Information:

- Working on our outreach program currently and contacting potential partners.
- Bringing clients into the building currently.
- Will start enrolling individuals from the churches, grassroots organizations
- Unfortunately, due to COVID-19 we are not as far along as we hoped to be by now.

Far West Center

CY2021 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2020 CONTRACT AMOUNT	2021 CONTRACT RECOMMENDATIONS	PRIORITY
Far West Center			
Art Therapy	\$ 51,840	\$ 51,840	Prevention
Peer Support: Compeer	\$ 59,040	\$ 59,040	Peer Support
Peer Support Specialist	\$ 26,438	\$ 26,438	Peer Support
Family Care Giver	\$ 17,280	\$ 17,280	Prevention
Bridges-Faith Based Mental Health Program	\$ 30,000	\$ 30,000	Prevention
Senior Strong: Prevention Services for Older Adults	\$ 33,447	\$ 33,447	Prevention
Total	\$ 218,045	\$ 218,045	
Pooled Funding:			
Clinical MH Treatment (Core Care Clinic)	\$ -	\$ -	

CY 2021 Program Highlights and Outcomes

Far West Center

Far West Center provides comprehensive mental health treatment and support services to provide affordable, accessible mental health services for the under and uninsured adults under contract with the ADAMHS Board's funding. ADAMHS Board funding supports the following initiatives:

Art Therapy:

Provided through the Art Helps and Heals Program, which is composed of 10-week sessions and weekly drop-in "Open Art Studio" sessions.

First Six months of CY2020:

- 25 clients served.

CY2019:

- 38 clients served.

Goals Met:

- AHH! Art Helps and Heals met its goals for 2019 at 100%.
- Four 10-week series were conducted, and a bonus third series began before June 30th and continued into July 2019 in response to client requests for continued art programming.
- Client participation is strong and sustained, averaging 9.5 clients per series, a satisfactory volume.
- The open-ended weekly Open Art Studio sessions were conducted consistently without interruption, where clients are encouraged to engage in self-directed art expression.
- Both components of the overall art program met their participation goals.
- Quarterly outcomes surveys and client satisfaction results show improvements in recovery goals (expressing emotions, communication, self-confidence, coping skills) and high client satisfaction with art sessions.

Metrics used to Measure Success:

- Success is measured in these ways:
 - Quarterly AHH! Art Therapy client outcomes surveys measuring 7 areas of recovery upon group completion as agreed upon with the ADAMHS Board (stress reduction/relaxation; expressing emotion; communication; self-awareness; self-esteem; coping skills; social skills). Art therapy sessions will contribute to these protective factors of recovery.
 - The Modified Ohio Scales Outcomes Survey is administered at the beginning and completion of each AHH! Art therapy series. It focuses on outcomes responses in 3 key life domains: Symptom Management; Quality of Life/Meaningful Life Activity; and Recovery and Empowerment. Art therapy will contribute to recovery in 3 key life domains.
 - Program Participation: Tracking Number of Sessions and Attendance. All measures were agreed upon with the ADAMHS Board.

CY 2021 Program Highlights and Outcomes

Program Success:

- Quarterly (10-week Series) Recovery Outcomes Surveys: 100% of clients agreed/strongly agreed they made positive changes in all 7 domains! Highest ratings: improved ability to express emotions; increased self-esteem. Survey results for Open Art Studio are similar. The highest ratings were recorded in: relaxation; self-confidence; social connections.
- Modified OhioScale Outcomes Surveys : In aggregate, clients showed improvement in the 3 key life domains: 96% reported improvement in symptom management some or most of the time; 82% showed improvement in quality of life some or most of the time; 93.5% showed improvement in recovery and empowerment some or most of the time.
- Program Participation: 43 AHH! Group sessions were conducted, with 38 participants in 2019. A total of 50 Open Art Studio sessions were held, averaging 11 participants/week. A total of 1781 hours of direct art program services were recorded; 292 hours of supportive services with clients between, before and after sessions; 182 hours were recorded in planning and collaboration with the Art Therapy Studio and FWC providers; and approximately 260 hours dedicated to community client art exhibits, displays and promotions.

Average Cost Per Client:

- Approximately \$870 per client specifically for attending the 10-week AHH! art therapy group series.
- N/A for open art studio and all other components and materials in the AHH! Art Therapy program.

Additional Information:

- AHH! Art Therapy and Open Art Studio are among the most successful, recognized programs at Far West Center. Client, provider and community response has been exceptional. 100% of clients want additional time in AHH! because of its impact on their well-being in so many creative ways.
- Art expression creates a sense of accomplishment and purpose for our clients that is not achieved by traditional clinical service alone. By creating art, clients are mastering the most overwhelming challenge of their illness: stigma.
- An added dimension of AHH! Art Therapy and open art studio are exhibits of client art at various community locations throughout the year. Client art is displayed at Westlake Porter Library; Rocky River Library; FWC; the ADAMHS Board, and soon the North Olmsted City Hall. Some patrons purchased pieces on display, and even commissioned clients for additional art pieces.
- AHH! art therapy has given extraordinary and unexpected benefits for clients who struggle with their illness. "Art changed my life. I'd say it's given me my life back." One of our clients, a rape and abuse survivor, finally discovered her path through her trauma, nightmares, and panic: her new talents in art-making. "It's my triumph." We can't say it better!

Peer Support Compeer:

An international, SAMHSA designated evidence- based best practice program of peer support. Compeer provides peer support services in group settings, through volunteer "One-to-One Friendship Matching" of peers and peer calling. It also offers mentoring services, facilitated activities to promote socialization, community volunteering and self-advocacy/leadership opportunities.

CY 2021 Program Highlights and Outcomes

First Six months of CY2020:

- 153 individuals served (Unduplicated).
- 938 individuals served (Duplicated).

CY2019:

- 163 individuals served (Unduplicated).
- 623 individuals served (Duplicated).

Goals Met:

- Goals were met, nearly met or exceeded in 2019.
- Completed 5 of the projected 8 new matches projected for 2019, bringing friendship matches to 31 (62 persons).
- The number of group activities from January-December 2019 exceeded goals by 50%: 10 events/month was the goal, and 15 events/month were achieved.
- The bi-annual survey scores show between 86-100% achievement of goals for client improvements (target was 50%) as reported by client-members, volunteers, and providers. Protective factors (improved trust, social connection, self-esteem, coping skills) improved the most as reported by clients, their friends and providers.

Metrics used to Measure Success:

- Semi-annual survey of achievement of Compeer goals: rating key recovery domains: reducing isolation; increasing protective factors; empowerment; healthy lifestyle changes.
- Client evaluation of programming: rating the value of activities to their recovery, including rating the Client Planning Committee in the schedule of activities.
- Program Goals: 75% of matches maintained after one-year; 10 activities/month; 60% of Compeer clients attend events; 80% of members recommend Compeer to others
- Annual Compeer International Survey of how Compeer benefits client-members recovery Program Hours.

Program Success:

- Compeer Semi-Annual Recovery Survey: 86% Strongly Agree/Agree they increased social skills and engagement in social activities; 91% reported reduced/no hospital use; 100% made at least 1 healthy lifestyle change.
- Program Satisfaction Survey: High satisfaction with field trips (100%), summer/holiday events (100%), peer socializing (84%). Client Planning Committee highly regarded (100%).
- Program Goals: 85% matches exceed the one-year minimum, exceeding the 75% goal; 15 activities/mo., exceeding the target of 10; 90% of members attend events, exceeding the 60% goal; 85% of members would recommend Compeer, above the 80% goal.
- Compeer, Inc. Survey: 100% highly value their friendship match; 95% value support calls; 80% value group activities. 100% say Compeer is key to their recovery
- Volunteer Hours spent in 1:1 matches: 3079 hours. Compeer Staff Hours in Direct Client Contacts: 1802 hours.

Average Cost Per Client:

\$94.77 per duplicated clients.

CY 2021 Program Highlights and Outcomes

Additional Information:

- Compeer, Inc., is an international SAMHSA-designated evidence-based program of friendship support. It is an intentional friendship program using community volunteers matched with severely mentally ill consumers for the purpose of friendship. Compeer uses the healing power of friendship to promote recovery.
- Compeer is offered exclusively at FWC since 1989, supported in full by the ADAMHS Board. Compeer programming is nonbillable. All Compeer clients receive mental health treatment services at FWC or another provider. There is no average cost per client because the focus is on friendship programming and volunteer engagement, not clinical care.
- Compeer clients face major hurdles with isolation. It is often the only meaningful outlet in their daily life. "It's saving my life and helped me meet the best people." "Compeer is like another family to me. Compeer is a blessing." "I've learned to laugh and not be afraid." "Volunteering gives me a sense of purpose I didn't have." "It shatters stigma."
- Peer Support Specialist is devoting part-time hours to Compeer as a Program Assistant and lends his lived experience to clients and volunteers. His position is funded by a separate PSS grant from the ADAMHS Board.
- Compeer adds creative, new initiatives, including artmaking sessions and the unique supported volunteering program.
- Compeer clients volunteer at assisted living facilities and learn how to be a volunteer.'

Peer Support Specialist (Compeer Program):

This position is 100% recovery support and Compeer program assistance. It is an integral position to Compeer's success and adds a perspective that is critical to a quality peer-support program – lived experience.

First Six months of CY2020 Reports:

- The Peer Support Specialist has worked as a program assistant for the Compeer program at Far West Center.

CY2019:

- The Peer Support Specialist has worked as a program assistant for the Compeer program at Far West Center.

Metrics used to Measure Success:

- The Peer Support Specialist success is measured by:
 - Volume of Compeer contacts, program assistance hours, phone calls, and number of activities supported. Target: 150 contacts/month 60% of time in client/volunteer contacts; recordkeeping is accurate and timely.
 - Self-evaluation of his effectiveness as a role model for client members.
 - Compeer member satisfaction surveys of his effectiveness in supporting recovery. These measures were agreed upon with the ADAMHS Board when the PSS role as Compeer Program Assistant was developed.

Program Success:

- The Peer Support Specialist averaged 166 contacts/month with Compeer members and volunteers, exceeding the target of 150 contact/month by 11%.
- 65% of time, or approximately 568 hours, was in direct member service, exceeding the 60%

CY 2021 Program Highlights and Outcomes

target.

- 35% of time, or approximately 300 hours was in program planning and assistance.
- Directly supported 89 clients on the Compeer waiting list and those in matches.
- Compeer satisfaction survey results rate the Peer Support Specialist as good to excellent (100%) and ability to establish relationships as good/excellent (100%).

Average Cost Per Client:

- Salary of \$26,438 per year for Peer Support Specialist. PSS provides peer support and program assistance in the Compeer Program and the general outpatient service.

Additional Information

- This Peer Support Specialist position is funded by the ADAMHS Board; there are no average costs per client for this grant. His role is 100% recovery support and Compeer program assistance.

Family Care Giver:

A multi-family, psychoeducational CPST group using an evidence-based practice approach.

First Six months of CY2020:

- Provided case consultation and early intervention for Bay Village, Westlake, North Olmsted, and Rocky River Community Centers.
- 21 individuals served representing 8 families in the Multi-Family Group.
- 10 site visits and phone calls conducted to various parishes.

CY2019:

- 21 individuals served representing 8 families in the Multi-Family Group.
- 3 families volunteered as mentors for Compeer Program to provide family-to-family friendships.
- 17 site visits conducted to various parishes.
- 25 individuals attended the Mental Health and the Creative Mind presentation.

Goals Met:

- Program goals have been met for 2019.
- Family Program group sessions continued bi-weekly including nine family units who made a one-year commitment to the program.
- Quarterly outcomes surveys show that families made progress in: understanding mental illness; daily coping skills; reduced sense of burden; and preventing relapses.
- Family screenings and orientations have been implemented as planned.
- The family buddy system goal was implemented and continues.
- Three families serve as peer supports to one another.
- Goals for Family Caregiver Community Education and Outreach were implemented.
- Public awareness of family caregiving stresses, and identifying families in-need, were implemented above program expectations determined by the number of presentations and other public information activities such as health fairs, stress screenings, and panel presentations.

CY 2021 Program Highlights and Outcomes

Metrics used to Measure Success:

- Quarterly surveys of improvements in: client/family daily functioning; quality of life/meaningful life activity; and overall recovery and well-being. Surveys use a 5-point rating scale and are administered to clients and separately to their family members. Results are compared, aggregated and reviewed during group sessions.
- Modified OhioScales Outcomes Survey.
- Client/family satisfaction surveys.
- Evaluation forms are completed when community presentations are conducted to gauge effectiveness in meeting learning needs of the audience, and to elicit feedback for program changes or additional information. Recording total number of community talks and events.

Program Success:

- Improvements: Client and Families report Improvements in Daily Family Functioning (3.5 out of 5 for clients, 3.75 of 5 for families); Quality of Family Life (3.75 of 5 for clients, 4 of 5 for families); Family Recovery and Well-Being (4 out of 5 for both clients and families).
- Modified Ohio Scales Survey:
 - 80% increased understanding and ability to cope with mental illness, compared to the program goal of 65%.
 - 70% reported improved daily functioning at home, compared to the program goal of 65%
 - 70% reported improved quality of life for client and family members, exceeding the program goal of 65%.
 - 80% of clients experienced a reduction in relapse, including no hospitalizations, compared to the program goal of 70%.
 - 80% of Family Members reported reduced stress and reduced feelings of burden, compared to the program goal of 70%.
- Client Satisfaction surveys show highest satisfaction with these areas: learning about mental illness and coping; support from families with same struggles. 96% of families are satisfied/highly satisfied and would recommend program.
- Evaluation forms for combined presentations in 2019: 84% Strongly Agree/Agree with increased understanding of about mental illness; 92% learned new information about good mental health and coping. A total of 5 community events were conducted, and 26 community meetings were held with churches, libraries and community centers.

Average Cost Per Client:

- \$17,280 annual cost of program – not broken down to per client served.

Additional Information:

- The Family Program has been in operation for 17 years with ADAMHS Board support and is the only one of its kind in the county using a mental health professional as the facilitator, with multiple clients and families participating together in psychoeducational sessions.
- Families are expected to make a one-year commitment to attend sessions.
- The overall Family Program has several components, all supported by the grant funding, and not eligible for billing as clinical treatment services: family screening and orientation sessions; multifamily psychoeducation learning sessions based on the McFarlane model; family "buddy" relationships; community outreach, education and information sessions, and

CY 2021 Program Highlights and Outcomes

early identification and referral.

- Many clients in our western communities have some form of a family unit, so our program is attuned to this population. The family sense of burden, hopelessness and isolation can be pronounced. In the program sessions, families develop close connections with one another and this helps build family resiliency.
- The community outreach component interfaces with social and human service organizations serving families with multiple needs; our information about family caregiving challenges has been useful for these organizations.
- Family caregivers are often overlooked but have high needs for help and guidance, often with few options for help. Families appreciate the help they find in the Family Program.

Bridges – Faith-based Mental Health Program:

A mental health education/training program focused on the faith community.

First Six months of CY2020:

- Anticipated making 93 contacts, 25 made.
- 26% of expectation.
- 55 outreach contacts initiated.

Goals Met/Program Success:

- Solid working relationships have been established and continued with faith-based organizations.
- Contact has been maintained and informational materials and tip sheets about coping with the stressors triggered by the COVID-19 pandemic have been distributed as resources.
- Provided increased emotional support and encouragement for pastors themselves as they face daunting challenges in their ministerial role.
- 14 face-to-face meetings and site visits completed.
- Of the 3 collaborative relationships targeted for 2020, 4 were developed as of June, and others in process.
- 10 conference call meetings with clergy and parishioners.
- 55 outreach contacts initiated.
- MHFA trainings were rescheduled due to the pandemic and are now at capacity.
- All 25 Mental Education program participants showed an overall 100% on the evaluation surveys showing increased knowledge, understanding of the role of spiritually, more informed about ways to work effectively, reduced stigma and improved understanding and that information can apply in daily work.

Metrics used to Measure Success:

- Number of outreach contacts with clergy and faith leaders made; number of collaborative relationships established with clergy; number of training or educational programs for clergy and/or congregations scheduled
- Program evaluation/surveys of effectiveness and satisfaction: a. 85% of MHFA attendees score at least 60% on the post-test of learning mental health information; b. 85% of persons attending a mental health education program will score at least 20 on the evaluation survey

CY 2021 Program Highlights and Outcomes

Average Cost Per Client:

- No client service is provided, so there is no average cost of care.
- \$30,000 yearly cost of program in 2020.

Additional Information:

- Continued contact with clergy through the pandemic, being both a support and a resource.
- Providing informational materials about coping with the stressors of the pandemic for dissemination via church newsletters.
- Several planning sessions held with clergy groups.
- MHFA Trainings are scheduled.

CY2019:

- Anticipated serving 73, actual served 60.
- 82% of expectation.
- 98 outreach contacts initiated.

Goals Met/Program Success:

- Reached out to 102 clergy/churches, exceeding the goal of 30 contacts; 63 in-person visits were completed. Of the 5 ongoing clergy collaborations targeted, 4 partnerships were well-established by the end of 2019, and 1 is in process into 2020. These are significant accomplishments.
- The three successful MHFA trainings which were filled to capacity.
- The relationships were built with churches and community members.
- The ability to educate a visiting seminarian from another country on mental health via MHFA.
- The successful fall session of Bridges.
- Program evaluation/surveys and Mental Health First quizzes results shows effectiveness and satisfaction.
- Several planning sessions held with clergy groups.

Metrics used to Measure Success:

- Success is measured by:
 - Number of outreach contacts with clergy and faith leaders made; number of collaborative relationships established with clergy; number of training or educational programs for clergy and/or congregations scheduled
 - Program evaluation/surveys of effectiveness and satisfaction: a. 85% of MHFA attendees score at least 60% on the post-test of learning mental health information; b. 85% of persons attending a mental health education program will score at least 20 on the evaluation survey.

Program Success:

- 68 face-to-face meetings and site visits completed.
- Of the 3 collaborative relationships targeted for 2019, 4 were developed.
- 238 trained via public Mental Health forum and Bridges classes
- Collaborated and participated in the 7/21/19 public forum Pathways Out of Darkness

CY 2021 Program Highlights and Outcomes

presentation/panel discussion At St. Ladislaus Roman Catholic Church in Westlake, Ohio. With nearly 150 in attendance.

- All 23 Mental Education Program participants showed an overall 100% on the evaluation surveys showing increased knowledge, understanding of the role of spirituality, more informed about ways to work effectively, reduced stigma and improved understanding and that information can apply in daily work.
- All 37 MHFA attendees score at least 100% on the post-test of learning mental health information.

Average Cost Per Client:

- Bridges is a mental health education/training program focused on the faith community. No client service is provided, so there is no average cost of care.
- \$20,000 yearly cost of program in 2019.

Additional Information:

- Bridges reduces stigma and supports the role of faith in emotional health and well-being.
- A partnership between the faith and mental health communities is a powerful way to support protective factors of hope, a sense of purpose and meaning that also helps good mental health.
- The relationships were built with churches and community members.
- The Boards support and encouragement to address spirituality when helping others manage their mental health and wellness. This ability is a major highlight

Senior Strong: Prevention Services for Older Adults:

A prevention program through which Far West Center staff interacts with Senior Center members via group sessions, monthly contacts, screenings, talks, and other “help sessions” to support good mental health practices and reduce risk of self-harm from isolation and hopelessness. The program promotes emotional health and reduces suicide risk among older adults.

First Six months of CY2020:

- 77 individuals served in Aging Alone-Together sessions.
- 40 individuals served in educational sessions conducted.
- 29 case consultations conducted.
- Mental Health First Aid cancelled due to COVID-19.

CY2019:

- 19 case consultations conducted.
- 16 educational sessions conducted.
- 56 participants received depression and loneliness screening.
- 3 Mental Health First Aid Trainings conducted.

Goals Met:

- Seniors Strong program goals were met for 2019, and exceeded program plans beyond goals.
- Completed outreach to 6 senior centers.

CY 2021 Program Highlights and Outcomes

- MH First Aid was conducted 3 times in 2019 with senior centers' staff attending. Received new requests for additional programming specific to individual centers. Added a monthly loneliness support groups at 2 centers. Facilitated multiple referrals for MH services for older adults and even senior center employees.
- Seniors Strong is increasing awareness of good mental health among older adults; reducing the risk factor of loneliness; reducing suicide risk through education and early intervention; and increasing protective factors of emotional health. The program had a rapid implementation in 2019, and the senior centers were very receptive to partnerships with us. We want to expand outreach to other senior centers in response to this demand, as our capacity and resources allow.

Metrics used to Measure Success:

- Number of senior centers partnering with FWC for Senior Strong services.
- Number of educational sessions and other services (staff trainings; case consultations; screenings and referrals; other talks or group sessions on request)
- Post-tests after the 4-part Senior Strong educational series to measure improvements in understanding good mental health, risks and protective factors Number of MH First Aid programs conducted.
- Older adults' evaluation of value of loneliness support group sessions (Aging Alone & Together).

Program Success:

- Active partnership with 4 senior centers, and 1 additional center is beginning partnership as of the end of 2019.
- Seniors Strong educational series conducted 4 times (16 sessions).
- Older Adult program evaluations: 93% improved knowledge of mental health and risks of suicide, loneliness and depression; 93% improved understanding the relationship between physical and mental health; 93% understand signs of distress and coping methods; 100% satisfied to very satisfied with program.
- Senior centers participated in 3 MH First Aid sessions.
- Special Seniors Strong programming: 7 additional presentations conducted upon request.
- The Aging Alone & Together loneliness psychoeducation support group launched in 3 centers by centers' 90 requests: Westlake (12 sessions); North Olmsted (6 sessions); Bay Village (2 sessions). Program Evaluation Survey results: 93% improved knowledge of mental health and risks of suicide, loneliness and depression; 100% satisfaction with program.

Average Cost Per Client:

- Seniors Strong does not provide clinical services directly or treat clients, therefore the average cost per client is not applicable. The program increases senior center staff competencies to identify and assist older adults at-risk for mental health problems. It provides psycho-education group sessions for older adults to improve protective factors and prevent/reduce risks for suicide, loneliness, depression, etc.
- \$33,447 is cost of program.

CY 2021 Program Highlights and Outcomes

Additional Information:

- Seniors Strong is an innovative early identification, intervention and educational program for older adults and senior centers' staff. A 2018 SAMHSA toolkit informed the work.
- Seniors Strong reduces risk factors for loneliness and suicide among older adults via senior centers, as well as teaching good practices for emotional health and well-being. Senior centers lacked meaningful programming for the mental health needs of members, and so we designed Seniors Strong. Our introductory meeting with the WestShore collaborative of 6 senior centers changed everything! Their response to Seniors Strong was immediate and decisive.
- This is an under-recognized and under-served population, often forgotten or dismissed as "old" Serious mental health problems can be prevented with on-the-spot intervention in nonthreatening ways. Seniors themselves ask for additional onsite sessions for dealing with life stresses even beyond our plans.

Clinical Mental Health Treatment (Core Care Clinic – Pooled Funding):

Offers integrated care for clients with mental illness that are uninsured or underinsured.

First Six months of CY2020:

- Not Reported.

CY2019:

- Not Reported.

Provider:	Far West Center	2019 First Outcome Count:	132	2020 First Outcome Count:	44
Instrument:	Ohio Scales Adult	2019 Final Outcome Count:	20	2020 Final Outcome Count:	13
Program:	Mental Health Treatment for Adults	2019 % of Final:	15.15%	2020 % of Final:	29.55%

The Ohio Scales Adult version is an assessment instrument for measuring the progress for Adults (18+ years) in the treatment process for mental health. The instrument was a collaboratively designed instrument for use by Ohio Department of Mental Health funded providers.

When the data contains both an initial (first) and follow-up (final) instrument administration, a paired t-test was used for comparing individual scores at those two different points in time. It is the most powerful test for showing changes in individuals. The green highlighted rows suggest that changes from the First Assessment to the Final Assessment did not happen by chance and that the change can be attributed to the program intervention.

Population	Evaluation Year	SubScale	First Outcome Average	Final Outcome Average	Average Difference	Significance
Adults (18+ years)	2019	Financial Quality of Life				
Adults (18+ years)	2019	Housing Quality of Life				
Adults (18+ years)	2019	Overall Empowerment	2.83	3.08	0.25	Not Significant
Adults (18+ years)	2019	Overall Quality of Life	2.83	3.06	0.23	Not Significant
Adults (18+ years)	2019	Overall Symptom Distress	3.51	2.89	-0.62	Significant at p<.05
Adults (18+ years)	2019	Social Connectedness				
Adults (18+ years)	2020	Financial Quality of Life				
Adults (18+ years)	2020	Housing Quality of Life				
Adults (18+ years)	2020	Overall Empowerment	2.87	3.46	0.59	Significant at p<.05
Adults (18+ years)	2020	Overall Quality of Life	2.78	3.4	0.63	Significant at p<.05
Adults (18+ years)	2020	Overall Symptom Distress	3.22	2.35	-0.87	Significant at p<.05
Adults (18+ years)	2020	Social Connectedness				

Front Steps Housing and Services

CY2021 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2020 CONTRACT AMOUNT	2021 CONTRACT RECOMMENDATIONS	PRIORITY
Front Steps Housing & Services			
Art Therapy	\$ 43,200	\$ 43,200	Prevention
Total	\$ 43,200	\$ 43,200	
Pooled Funding:			
IOP for Formerly Homeless with Mental Illness/Addictions	\$ -	\$ -	

CY 2021 Program Highlights and Outcomes

Front Steps Housing and Services

Front Steps Housing and Services (Front Steps), provides temporary housing with supports for formerly homeless individuals. ADAMHS Board funding supports:

Art Therapy:

- Front Steps Housing and Services' Art Therapy program targets formerly homeless men and women between the ages of 21 and 55 years of age with persistent mental illness.

First Six months of CY2020:

- Served 34 clients unduplicated.
- Served 157 clients duplicated.
- Art Therapy sessions completed 46.

CY2019:

- Served 55 clients unduplicated.
- Art Therapy sessions completed 45.

Goals Met:

- The goal of the program is to offer a safe environment in which participants can express themselves through their art and work towards addressing their mental health condition. Motivating factors that encourage client participation and achievement of performance targets include:
 - Creative expression.
 - Interventions that address traumatic stress.
 - Self-regulation and resiliency, self-awareness and insight, self-worth, and the power to create personal change.
 - Participants have used art media, images, and the creative process to reflect their development, abilities, personality, interests, and concerns.

Metrics used to Measure Success:

- Front Steps uses the following metrics to measure success:
 - Ohio Scales for Adults.
 - Self-Reporting.
 - Client Pre- and Post-Class Pre- and Post-Class Surveys.
- Tools track:
 - Quality of Life, Symptoms-Distress, and Empowerment.
 - Monitor stress/relaxation, ability to express emotion in a safe and positive manner and communicate effectively with others.

Program Success:

- Front Steps administered the Ohio scales and examined the results in three areas: Quality of Life, Symptoms-Distress, and Empowerment.
- For the 12-month period, Quality of Life for Art Therapy participants were positively

CY 2021 Program Highlights and Outcomes

impacted.

- Client self-reporting of how the Art Therapy class helped them was very positive. They were able to: stay in the moment; be creative; get inspired; look inside; express themselves; feel enlightened, alive, satisfied, relaxed, patient.

Average Cost Per Client:

- The overall cost per unduplicated client is \$1,932 with classes conducted once a week for two hours throughout the year.
- The average cost per class participant \$254 for a 2-hour session or \$127/hour.

Additional Information:

- In 2019, Front Steps received its second consecutive accreditation by CARF International in the following areas: Case Management/Services Coordination: Mental Health; Community Housing: Mental Health; Intensive Outpatient Treatment: Alcohol and Other Drugs/Addictions; Outpatient Treatment: Integrated: AOD/MH; Prevention: Integrated: AOD/MH.
- The organization has also made an intentional effort to offer services to the community. Individuals have been able to access onsite services including: Art Therapy, IOP, Case management, Employment and Training, Community Support Services, Behavioral Health/Counseling, and Prevention Services.

IOP for Formerly Homeless with Mental Illness/Addictions:

This intensive outpatient program is CARF accredited and provides clients with case management/service coordination, community housing, integrated prevention, Intensive outpatient treatment (IOP).

First Six months of CY2020:

- No Reported.

CY2019:

- Anticipated serving 40 individuals, but actually served 29 individuals, 72.5% of the goal.

Goals Met:

Metrics Used to Measure Success:

- Front Steps is monitoring the following to measure the success of the program:
 - Acceptance of chemical dependency; participation in the recovery program – individual and group sessions.
 - Acquisition of the skills to achieve abstinence; reduction of emotional and behavioral obstacles to recover.
 - Assistance with engagement in community-based support systems; improvement with coping mechanisms; and relapse prevention.
- Also monitoring program retention, program completion, and abstinence of participants.
- Currently using a rating scale to assess the mood of participants before and after sessions

CY 2021 Program Highlights and Outcomes

and we are beginning to use BASIS 24 to measure the change in consumer self-reported symptom and problem difficulty over the course of treatment.

Program Success:

- 29 individuals participated in 67 case management sessions, 79 individual therapy sessions, and 77 groups.
- Seven participants graduated from the program and 5 remained sober for 3 and 6 months.

Average Cost:

- \$8,568/Client

Additional Information:

- Building the referral base for the program to include: drug courts; United Way 211; Cuyahoga County Division of Child and Family Services S.T.A.R.T. (Sobriety, Treatment and Recovery Teams); Find Local Treatment (FTL); and Norma Herr. We are reaching out to the Drug Court, Cleveland Housing Network, the LGBT Center of Greater Cleveland, and the National Alliance on Mental Illness.

Provider:	Front Steps Housing	2019 First Outcome Count:	0	2020 First Outcome Count:	0
Instrument:	Ohio Scales Adult	2019 Final Outcome Count:	0	2020 Final Outcome Count:	0
Program:	Mental Health Treatment for Adults	2019 % of Final:	0	2020 % of Final:	0

The Ohio Scales Adult version is an assessment instrument for measuring the progress for Adults (18+ years) in the treatment process for mental health. The instrument was a collaboratively designed instrument for use by Ohio Department of Mental Health funded providers.

FrontLine Service

CY2021 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2020 CONTRACT AMOUNT	2021 CONTRACT RECOMMENDATIONS	PRIORITY
FrontLine Services			
Prison Linkage	\$ 63,557	\$ 63,557	Crisis
Women's Forensic Program	\$ 207,360	\$ 207,360	
Residential Treatment (Flores Home)	\$ 170,000	\$ 170,000	Housing
Safe Haven I	\$ 250,000	\$ 250,000	Housing
Adult Crisis Services	\$ 2,060,911	\$ 2,060,911	Crisis
Children Crisis Services	\$ 402,512	\$ 402,512	Crisis
Crisis Chat	\$ 79,515	\$ 79,515	Crisis
Strickland Crisis Stabilization Unit	\$ 1,190,000	\$ 1,190,000	Crisis
Additional Crisis Workers	\$ -	\$ 600,000	Crisis
Traumatic Loss Response Team	\$ 146,000	\$ 146,000	Crisis
Outreach Program	\$ 75,000	\$ 75,000	Prevention
Total	\$ 4,644,855	\$ 5,244,855	
Pooled Funding:			
Treatment Services	\$ -	\$ -	
Roberto Flores Residential Treatment Program	\$ -	\$ -	

CY 2021 Program Highlights and Outcomes

FrontLine Service

FrontLine Service is a private, non-profit community Behavioral Health Organization located in Cuyahoga County. FrontLine Service provides mental health and supportive services to children, adults and families. In addition, FrontLine Service operates the largest comprehensive continuum of care for homeless persons. ADAMHS Board funding supports the following initiatives:

Prison Linkage:

Connects individuals with behavioral health issues that are being released from prison to behavioral health services in the community. This program provides support and assistance to improve each person's ability to successfully reintegrating back into the community.

First Six months of CY2020:

- Due to an expansion of service in late 2019 to include referrals to those in need of Substance Use Disorder (SUD) Treatment in addition to referrals for those in need of Mental Health treatment, the program received 308 linkage referrals for behavioral health services.
- 100% of these referrals resulted in a client being linked with an appointment at an agency determined to meet the client's specific needs.

CY2019:

- Frontline Services received 132 referrals for behavioral health services.
- 100% of these referrals resulted in a client being linked with an appointment at an agency determined to meet the client's specific needs.

Goals Met:

- Provided 100% of clients with appoints, but only confirmed that 55% were able to connect to the ongoing provider, which is short of goal by 75%.
- Almost 10% were placed out of County, which complicated Frontline's ability to confirm linkage appointments.
- Frontline has received 200 referrals and anticipates meeting their goal for 2019.

Metrics used to Measure Success:

- Secure an appointment for each person referred; measured by scheduling.
- Confirm individual kept the appointment, measured by calling agency or individual to confirm.

Program Success:

- 100% of individuals referred to the program were given a linkage appointment.
- Confirmed that 75% of individuals kept their appointment with the agency to which they were referred.

Average Cost Per Client:

- \$235.40 is the average cost per client for the linkage program.

CY 2021 Program Highlights and Outcomes

Additional Information:

- Assist each person with a behavioral health treatment need, who is returning to Cuyahoga County from prison with an appointment with an ongoing treatment provider, confirming that the person has kept their appointment.
- This program does not provide face-to-face services, only linkage to other providers, which is why there is not specific client treatment data.
- Being released from prison can be a vulnerable time for individuals with behavioral health issues.
- The barriers facing the re-entry community have been well-documented and include limited financial support, employment challenges, increased risk for homelessness and re-incarceration.
- Prison linkage clients are released with Medicaid benefits, which has proven helpful to reintegration, especially for individuals with behavioral health issues.

Women's Forensic Program:

Serves clients who are in the County jail and are diagnosed with co-occurring substance abuse and mental health disorders, making them high risk for recidivism due to the illnesses and criminogenic risk factors.

First Six months of CY2020:

- Admitted 4 new clients to the program, serving a total of 36.
- 12 clients were enrolled in employment services and 5 (42%) obtained employment.
- 1 of 7 clients (14%) who were enrolled in housing services obtained housing.
- 36 of 36 (100%) clients received healthcare coverage.

CY2019:

- The program served a total of 59 clients.
- 10 clients were enrolled in employment services and 10 (100%) obtained employment.
- 9 of 12 clients (75%) who were enrolled in housing services obtained housing.
- 58 of 59 (98%) clients received healthcare coverage.

Goals Met:

- 80% (4 of 5) of the goals have been met.
 - One goal was that 85% of clients who needed housing will secure housing: only 9 of the 12 homeless individuals have found stable housing.
- The agency anticipates meeting all program goals for 2020.

Metrics used to Measure Success:

- Enrollment in program will serve 25 clients in first 6 months/50 annually.
- 25% of those who want to work will become employed.
- 85% of clients who need housing will secure housing.
- 85% of those eligible for healthcare will have healthcare benefits prior to exiting the program.

CY 2021 Program Highlights and Outcomes

- Reduce recidivism of moderate to high risk female offenders with co-occurring disorders by 50%.

Program Success:

- Expected to serve 50 clients; actually served 59 clients during the fiscal year (118%).
- 100% of clients who wanted to work became employed.
- 12 clients enrolled in housing services that were directly provided to them; 9 of the 12 clients obtained housing (75%).
- 58 of the 59 clients obtained healthcare benefits coverage (98%)
- 9 out of 59 clients returned to jail during 2019 (15% recidivism).

Average Cost Per Client:

- \$2,100.33 per client.

Additional Information:

- Frontline's case managers begin engaging with clients prior to release & continue post-release to make sure that their needs are being addressed.
- Frontline has an extensive history of working with those who have been difficult to engage into services and are sensitive to the need to create a professional relationship that enables a client to participant in their own recovery.
- Agency assists with linkage to critical community resources, including mental health & substance abuse treatment, medication management, transportation, entitlements, housing & Supportive Employment.
- The agency also assists clients in peer support services, gender specific services, groups, & psychotherapy

Residential Treatment Flores Home and Treatment Services (Pooled Funding):

A community-based transitional residential treatment program targeted to serve low-income, dually diagnosed adults that have a co-morbid severe mental illness and substance use disorder.

First Six months of CY2020:

- 7 clients served.
- 2 clients successfully discharged.
- COVID-19 Response: Flores temporarily stopped admissions from March 2020 through mid-May 2020 due to COVID-19. Flores has adopted numerous protocols to promote safety throughout the pandemic. Procedures have been implemented to increase cleaning and sanitizing of high touch surfaces. Clients have their temperature taken twice a day. Flores has stopped outside 12-step meetings, and limited visitors to client primary agency staff and legal guardians. Everyone who enters the building receives a temperature check. Flores resumed admission in mid-May and is now accepting referrals for clients who are coming from an institutional setting, after being COVID-19 symptom free for 14 days, or who have a negative COVID-19 test.

CY2019:

- Anticipated serving 8 clients, served 14.
- 2 clients successfully completed programming, with 4 continuing services into 2020.

CY 2021 Program Highlights and Outcomes

Goals Met:

- 75% (3 of the 4 goals were met).
- One goal was that 40% of residents would graduate from the program and in CY 2019 only 14% individuals graduated.

Metrics used to Measure Success:

- Brief Addiction Monitor (BAM).
- Ohio Scales.
- Successful graduation from the program.

Program Success:

- 75% - 3 of the 4 goals were met in 2019.
- The majority of residents demonstrated an improvement in symptoms distress and BAM scores, but we did not achieve 40% graduation rate.
- 8 clients of the 11 served (72%) are still in treatment.

Average Cost Per Client:

- ○ \$18,890.67.

Additional Information:

- Special priority is given to individuals in state psychiatric hospitals.
- This program provides integrated substance use and mental health treatment services.
- The average length of stay is 9-12 months.
- Flores is the only specialized dual diagnosis residential treatment program for adults with severe mental illness in the County.
- Flores' programming is unique, in that individuals receive long-term, evidence-based, integrated treatment services in a safe, supportive and home-like environment that fosters the recovery process.
- The services provided at Flores help meet the need for long-term residential integrated treatment for some of the most at-risk and highest utilizers of community resources in the County (including residents on conditional release from the state hospital).
- Most residents are low-income, have a history of unstable housing or homelessness, have been long-term consumers of the community behavioral health system, are/were involved in the criminal justice system, and have had multiple substance use treatment attempts. Most also have a history of trauma, necessitating trauma informed service delivery as a critical component of the therapeutic milieu.

Safe Haven I:

Provides services in alignment with the Clubhouse Model of Psychosocial Rehabilitation, which is a comprehensive program of support that provides opportunities for people with severe and persistent mental illness. The program includes individual psychotherapy and groups.

First Six months of CY2020:

- Anticipated serving 8 clients, served 9 clients.

CY 2021 Program Highlights and Outcomes

- 2 clients have successfully completed the program, there was 1 admission and there are currently 7 clients still receiving services.
- 0 residents have utilized the ED or had a psychiatric hospitalization in the first 6 months of 2020.

CY2019:

- Anticipated serving 8 clients, actually served 8 clients.
- Zero clients have successfully completed the program; all 8 are still receiving services.
- All staff provide services to all 8 clients, so there is no average caseload.

Goals Met:

- 100% of set goals are being met.
- Agency anticipates continuing to meet all goals by the end of 2019.

Metrics used to Measure Success:

- Reduce number of psychiatric ER visits/inpatient admissions during program participation.
- Individual improvement in symptom distress scores on the Ohio SCALES.

Program Success:

- Only 1/8 (12.5%) of Safe Haven residents utilized the ED and had a psychiatric hospitalization.
- 3 of 8 (38%) residents reported an individual improvement on their Ohio SCALES symptom distress score.

Average Cost Per Client:

- \$20,642 per client.

Additional Information:

- Safe Haven, also known as the "House of a Thousand Chances" is a unique and critical program in the county's continuum of services for persons with severe mental illness.
- Unable to live in more independent settings, Safe Haven residents would either be homeless, incarcerated or hospitalized for long periods of time at great cost to the individuals and our community.
- While Safe Haven initially appears costly, compared to a 30-day psychiatric hospitalization, the average cost savings to the community is significant, at \$22,660/month.
- work side-by-side to promote the development of social and functional skills that support recovery and independent living, such as cleaning, cooking, shopping, and self-care. Through this environment of support, acceptance, and commitment to the potential contribution and success of each individual, program participants not only direct, but are active participants in, their services.
- In addition to learning life skills, residents participate in nursing appointments, individual psychotherapy, case management and groups. Services are delivered using evidence-based approaches, including trauma informed care, harm reduction, and motivational interviewing.

CY 2021 Program Highlights and Outcomes

Adult Crisis Services:

Includes 24-hour, seven-days-per-week crisis hotline call takers and the Adult Mobile Crisis Team (AMCT), which does face-to-face assessments of adult clients who have called the hotline or have been referred by other agencies, hospitals, first responders and/or family members.

First Six months of CY2020:

- Mobile Crisis anticipated answering 7,400 crisis calls and performing 1,050 assessments, but actually answered 9,876 calls and completed 344 needed hospitalization at Northcoast Behavioral Healthcare.

CY2019:

- 9,553 calls were answered and 415 needed hospitalization at Northcoast Behavioral Healthcare
- Clients saw a:
 - Psychiatrist an average of 225 times
 - Staff member (other) an average of 1,231 times.
- Average caseload is 10 clients per staff member.

Goals Met:

- Exceeded expectations on how quickly calls to the crisis line were answered, meeting this goal at 100%.
- Diverted individuals from hospitalization 50% of the time as anticipated; this goal was met 100%.
- Average length of time to complete an assessment in the community was slightly higher than expected; this goal was met 86% of the time.

Metrics used to Measure Success:

- Answer 95% of crisis hotline calls within 30 seconds.
- Face-to-Face assessments, when needed, should be completed within 3 hours (due to COVID-19, services may be provided via telehealth).
- Mobile crisis team will divert 50% of individuals assessed in the emergency department to a more appropriate level of care.

Program Success:

- 98.1% of calls were answered within 30 seconds.
- Face-to-Face assessments were completed, on average, at 3.8 hours, not meeting
- Using the Clubhouse Model of Psychosocial Rehabilitation, participants and staff the goal, Mobile Crisis Team was able to divert 50% of clients seen in an emergency department to a more appropriate level of care.

Average Cost Per Client:

- \$147.11 per client.

CY 2021 Program Highlights and Outcomes

Additional Information:

- Adult Mobile Crisis Team (MCT) and Child Response Team staff started working remotely in April of 2020 due to the first of six mobile crisis team staff members testing positive for COVID-19. At that time, all Crisis Assessments were done via tele-health for the safety of the staff and the clients.
- Starting in June, the MCT started doing face-to-face assessments in the community when a tele-health assessment was not able to be completed.
- All assessments for individuals in the hospital were done via tele-health because the hospitals were not allowing onsite access.
- At the beginning of September, several MCT staff members started returning to the office for a day or two a week, with the goal of all MCT staff spending one or more shifts in the office.
- Assessments will continue to be done by tele-health when possible, but the agency is continuing to provide face-to-face assessments in the community when a tele-health assessment is not possible. In conversation with hospitals to determine when they will allow access for MCT staff to provide assessments. Assessments for individuals in the hospital setting will continue via tele-health whenever possible.
- Engaging resistant individuals, who are experiencing a crisis, is one of the agency's greatest challenges and one of its greatest rewards when successful. This is why the Mobile Crisis Teams are one of the most valuable crisis services offered.
- All crisis services are CARF accredited, certified by the American Association of Suicidology as well as the National Suicide Prevention Lifeline, allowing the agency to accept calls made to the National Lifeline.

Children's Response Team: Crisis Services:

Includes 24-hour, seven-days-per-week crisis hotline and children's mobile crisis team, which provides a full range of evaluation, intervention, referral, and disposition services for adolescents and children who are experiencing a mental health crisis. Crisis intervention services are face-to face or telephone responses to a crisis provided at any location regardless of insurance. Services include a crisis assessment and appropriate level of care for crisis stabilization and/or ongoing behavioral health services in the community. The goal is to use community-based crisis services and supports to decrease and divert children and adolescents from presenting at emergency rooms or utilizing law enforcement to manage crisis situations.

First Six months of CY2020:

- Anticipated answering 1,000 crisis calls and answered 822 calls.
- Anticipated completing 200 crisis assessments and completed 186 crisis assessments. Of those:
 - 31 youth accessed a crisis stabilization bed.
 - 92% were either linked or re-linked to a community provider.
 - 83% were completed where the youth is located (home or community setting)
 - 18% were diverted from a hospital admission.
 - 32% demonstrated reduced risk of suicide or self-harming behaviors.
 - 11% demonstrated reduced behavioral or emotional symptoms.

CY 2021 Program Highlights and Outcomes

- 18% demonstrated improved life domain functioning.

Additional Information:

- CRT moved to telehealth services at the onset of the pandemic.
- Several staff members were quarantined due to positive COVID-19 tests or exposures in March or April of 2020.
- FrontLine reinstated offering in person or community-based crisis assessments, when safe and clinically indicated, in June of 2020.

CY2019:

- Anticipated answering 2000 calls and actually served 1,830.
- Anticipated completing 400 crisis assessments and actually completed 355 crisis assessments. Of those:
 - 45 youth accessed a crisis stabilization bed.
 - 92% were either linked or re-linked to a community provider.
 - 57% were completed where the youth is located (home or community setting).
 - 30% were diverted from a hospital admission.
 - 36% demonstrated reduced risk of suicide or self-harming behaviors.
 - 16% demonstrated reduced behavioral and emotional symptoms.
 - 15% demonstrated improved life domain functioning.

Goals Met:

- Agency received 91.5% of the calls expected to receive and completed 88.75% of crisis assessments anticipated.
- Linked children and adolescents that were assessed to an ongoing provider 92% of the time.

Metrics used to Measure Success:

- Respond to 2,000 calls on the crisis hotline in regard to children/adolescents and complete 200 crisis assessments.
- Following a face-to-face assessment, 80% of clients will be successfully relinked to their current provider or with a new, ongoing provider, prior to case closure.
- In 2019 Frontline's Children's Response Team began to utilize the Crisis Assessment Tool (CAT) to measure program success.

Program Success:

- Received 1,830 of the expected 2,000 calls (91.5%) and completed 356 of the expected 400 crisis assessments (89%).
- Completed 84% of crisis assessments in the community within 3 hours.
- 94% of children/adolescents who received assessments linked with an ongoing provider.

Average Cost Per Client:

- \$219.95 per client.

Additional Information:

- All crisis services are CARF accredited, certified by the American Association of Suicidology as

CY 2021 Program Highlights and Outcomes

well as the National Suicide Prevention Lifeline, allowing the agency to accept calls made to the National Lifeline.

Crisis Chat:

Provides services to any adult or child in Cuyahoga County who is experiencing a mental health crisis and has access to a computer or smart phone. Crisis Chat program is currently offered from 3:00 p.m. until 8:00 p.m., Monday thru Friday.

First Six months of CY2020:

- Responded to 935 crisis chats, which projects out to 1,403 for the year at this current pace.

CY2019:

- Responded to 781 crisis chats.

Goals Met:

- Answered 45% of chats anticipated to be answered due to lack of staff and/or volunteers.
- Post-chat client satisfaction survey exceeded goals for chat being helpful and counselor being concerned; reported 77%, not 80%, of chat recipients feeling better after the chat.
- Agency is training interns and students to answer chats.
- Agency did not meet client post-chat satisfaction survey goals.

Metrics used to Measure Success:

- Number of crisis chats accepted. 2019 total goal was 1,500.
- Client responses to post-chat surveys, expecting 80% of clients to report feeling chat was helpful, counselor was concerned and feeling better after chat.

Program Success:

- Answered 52% of chats anticipated to be answered due to lack of staff and/or volunteers.
- Post-chat client satisfaction survey was answered by 25% of clients:
 - 86% of clients reported that the chat was helpful
 - 82% of clients reported that the chat counselor was concerned
 - 92% of clients reported feeling better after the chat.

Average Cost Per Client:

- \$101.81 per clients

Additional Information:

- Crisis chat is a valuable way to reach individuals in distress, especially a younger demographic who prefer not to call the hotline.
- Online emotional support services provide an outlet for consumers that have not been readily available until recently.
- Service differs from phone conversations in a number of ways:
 - Chats may cover more intense subject matter due to anonymity
 - Chats last longer than calls

CY 2021 Program Highlights and Outcomes

- Reaches populations that are hesitant to call
- Program was developed to prevent suicide; however, a multitude of mental health concerns are addressed through the chat service including anxiety, relationship concerns and concerns for the LGBTQ community.
- Coordinator attends monthly conference calls with the National Suicide Prevention Lifeline to review up-to-date literature and intervention techniques.
- FrontLine Service is one of only two agencies in the state of Ohio accredited by Contact USA to provide online emotional support services via chat.
- When FrontLine staff are not available to provide the service, the chat requests are forward to the National Crisis Chat hotline, so they are always answered.

Strickland Crisis Stabilization Unit:

Available 24 hours a day, 7 days a week for individuals in psychiatric crisis is an alternative to inpatient psychiatric hospitalization, providing community-based stabilization for individuals experiencing psychiatric crisis and determined appropriate for outpatient care. We help client resolve their crisis, reduce psychotic symptoms, and reintegrate individuals into the community and provide support services and link to community resources.

First Six months of CY2020:

- 259 clients have been served.

CY2019:

- 410 Clients were served.

Goals Met:

- 100% of goals met.
- Agency anticipates it will continue to meet and exceed outcome measures for 2020.

Metrics used to Measure Success:

- At least 90% of clients report on an anonymous satisfaction survey at discharge that they were treated with dignity and respect by CSU staff.
- At least 80% of clients report on an anonymous satisfaction survey at discharge that they had an increase in hope for their future.
- Individuals that have co-occurring substance use issues and mental health issues, at least 75% report that they received support from staff in regard to both issues.
- At least 80% of individuals admitted to the CSU are connected to outpatient provider upon discharge.

Program Success:

- 93% of clients reported being treated with dignity and respect while at the CSU.
- 92% of clients reported an increase in their hope for their future while at the CSU.
- 93% of individuals with co-occurring disorders reported that they received support from staff in regard to both issues while at the CSU.
- 85% of clients admitted to the CSU were connected to outpatient providers upon discharge.

CY 2021 Program Highlights and Outcomes

Average Cost Per Client:

- \$266.87 per client, per day (based on average length of stay, which is 7 days).

Additional Information:

- Due to COVID-19 intake was closed at the CSU in March of 2020.
- To protect the health and well-being of clients and staff, the census was decreased from 15 to 9, to ensure all clients can have their own room.
- In May of 2020, CSU intake partially reopened and clients are screened for COVID-19 risk as part of revised referral procedures. As the COVID-19 decreases, CSU will gradually re-open intake, in stages.
- Beginning in May of 2020, began accepting both police referrals and hospital step-downs, as well as ER referrals in June of 2020.
- CSU provides holistic crisis mental health services through a multi-disciplinary team of mental health professionals including psychiatrists, nurses, social workers and crisis specialists.
- As part of the Recovery Oriented System of Care, CSU is committed to ensuring timely access to client-driven care.
- The CSU utilizes a strength-based and trauma-informed care approach to treatment that emphasizes the rights of individuals to receive services that are tailored to their mental health needs and promotes a unique journey to recovery.
- The CSU services are accredited by CARF.

Traumatic Loss Response Team (TLRT):

Responds quickly to families following the traumatic loss of a loved one, usually from homicide or suicide, in collaboration with the Cleveland Division of Police (CDP).

First Six months of CY2020:

- 267 Clients were served.

CY2019:

- 331 Clients were served.
- Clients saw a staff member an average of 1,205 times.
- Average caseload is 30 clients per staff member.

Goals Met:

- The TLRT program exceeded its goals for contacting family members within 24-hours of receiving a referral as well as engaging family members in services.
- The program fell short in the goal of making face-to-face contact with each family within 72-hours of the referral. Primary reason for this shortfall was family requesting additional time before meeting with the TLRT.

CY 2021 Program Highlights and Outcomes

Metrics used to Measure Success:

- Staff will be 95% successful in attempting to contact family members within 24- hours of receiving a referral.
- Staff will be 80% successful in making face-to-face visits with families within 72- hours of the referral.
- Staff will be 85% successful in engaging families in services offered by the TLRT program.

Program Success:

- Staff was 99.8% successful in attempting to contact family members within 24-hours of receiving a referral.
- Staff was 70% successful in making face-to-face visits with families within 72-hours of the referral. Primary reason for this shortfall was family requesting additional time before meeting with the TLRT.
- Staff was 99.1% successful in engaging families in services offered by the TLRT program.

Average Cost Per Client:

- \$164.38 per client.

Additional Information:

- The TLRT is composed of master's level clinicians who respond to calls from the Cleveland Division of Police Homicide Unit within 24-hours.
- This is the only program providing outreach and support services to the survivors of traumatic losses.

Outreach Program:

Outreach specialists provide coordinated services to assure that unsheltered, chronically homeless and high-need homeless individuals, homeless youth ages 18-24, homeless veterans, and homeless individuals that struggle with primary substance abuse and generally, behavioral health issues gain access to permanent supportive housing, permanent housing, case management, benefits, substance abuse and behavioral health supports, and other community resources that they request.

First Six months of CY2020:

- 44 clients served.

CY2019:

- 214 clients served.

Goals Met/Program Success:

- 41% agreed to treatment services (92).
- 30% agreed to take medication. With continued engagement and involvement with clients, staff will continue to increase the number of participants that agree to take medication and meet the goal for 2020.
- 80% were linked to primary care physician (180).

CY 2021 Program Highlights and Outcomes

- 30% received counseling services (70).

Metrics used to Measure Success:

- 25% of outreached individuals agree to treatment.
- 35% will agree to take medication.
- 35% will be linked to a primary care physician.
- 10% of participants will receive counseling services.

Average Cost per Client:

- \$282.09 per client

Additional Information:

- 100% of this program's services were funded by the ADAMHS Board in 2019.
- Working in response to the substance abuse crisis in Cuyahoga County, FrontLine created a specific outreach team to provide assertive outreach efforts to individuals who are struggling with primary substance abuse and homelessness, and who have historically been resistant to treatment.
- This AOD outreach team is a part of the agency's successful, long-standing, Projects for Assistance in Transition from Homelessness (PATH) program, mirroring their outreach work and service philosophy and serving as the outreach component to the agency's continuum of care for those who are homeless.
- While PATH efforts are focused on individuals challenged with a primary mental health issue, the AOD team outreaches to those with primary substance use issues, working to engage these individuals and work in collaboration with them to identify and secure appropriate housing, benefits and health and addiction services.
- Outreach Program were temporarily without staff for 2 months.
- Specialists work closely with the Cuyahoga County's Coordinated Intake and Assessment program, which is operated by FrontLine, to obtain referrals for services for individuals that are currently residing in an emergency shelter who have substance use issues.
- Essential elements of AOD Outreach include, but are not limited to engaging individuals, linkage to primary care providers, linkage to ongoing mental health and substance use treatment, entitlement, and counseling services.

Future Directions

CY2021 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2020 CONTRACT AMOUNT	2021 CONTRACT RECOMMENDATIONS	PRIORITY
Future Directions			
Peer Support	\$ 405,000	\$ 405,000	Peer Support
Total	\$ 405,000	\$ 405,000	

CY 2021 Program Highlights and Outcomes

Future Directions

Future Directions is a client operated drop-in-center that incorporates arts and crafts into the mental health recovery process. ADAMHS Board funding supports the following initiative:

Peer Support:

- Provided to clients in a drop-in-center, through an arts and craft program and via group discussions about issues that are important to them such as social and/or coping skills.

First Six months of CY2020:

- Served 272 clients (unduplicated).
- Served 886 clients (duplicated).
- 72 new referrals.

CY2019:

- 275 clients served (unduplicated).
- 3,371 clients (duplicated).
- Average daily attendance 16 clients.

Goals Met:

- 100% of ADAMHS Board funding was used for staffing and supplies to facilitate discussion groups, arts and crafts and /or drop-in activities for members of Future Directions.
- Future Directions absorbed the programs and services of another agency in May of 2019; goals changed with the expansion of the program and absorption of staffing and group formats from the other agency.
- Future Directions completed new policy documents, job descriptions, member rules, and OMHAS recertification in 2019.
- 98% is funded by the ADAMHS Board. The other 2% is from arts and crafts sales.

Metrics used to Measure Success:

- Member satisfaction surveys.
- Member feedback.
- Member engagement and retention.

Program Success:

- Attendance had been stagnant in 2019 to start but began improving towards the end of the year.
- Unfortunately, there were several regular member deaths which has affected everyone.
- Future Directions COS expanded in May 2019 to provide Group Support and absorbed The Living Miracles Inc., staff members and programming.

Average Cost Per Client:

- Unable to calculate an exact number as funding and attendance increased in May of 2019. A rough guess would be \$80 per member visit.

CY 2021 Program Highlights and Outcomes

Additional Information:

- Due to COVID-19 Future Directions is closed to in-person participation, but some groups have been offered virtually.
- The Drop-In Center provides puzzles and games, in-house events, coloring books, and other activities for relaxation and enjoyment while providing a friendly, sociable atmosphere where people can speak freely about their experiences or problems, learn from fellow consumers, and offer peer support.
- The Arts & Crafts Program includes sewing, knitting, crocheting, latch-hooking, woodworking, and/or painting wood projects, ceramics, or canvas. This program allows members to sharpen concentration, organize thoughts, develop problem solving skills, improve decision making, learn new social and work skills, support others in learning new skills as well as share personal talents, boost self- confidence, increase independence, and strengthen motor skills. Clients create art and crafts to sell. The agency reinvests proceeds from the sale of the crafts at Fairs, Crafts Shows and Holiday Events back into the program.
- Group Discussions provide educational and support groups that allow members to talk about issues that are important to them, like social and/or coping skills. Peers support others in learning, share personal talents, boost self-confidence for both the individual and the rest of the group, increase independence, and educate each other and the community about mental illness.

Golden Ciphers

CY2021 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2020 CONTRACT AMOUNT	2021 CONTRACT RECOMMENDATIONS	PRIORITY
Golden Ciphers			
SUD Prevention	\$ 76,500	\$ 76,500	Prevention
Total	\$ 76,500	\$ 76,500	

CY 2021 Program Highlights and Outcomes

Golden Ciphers

Golden Ciphers provides school-based and community-based substance abuse prevention and life skills programming for youth. The ADAMHS Board funding supports the following initiative:

SUD Prevention:

This is a direct service prevention program designed to reduce underlying risk factors that increase the likelihood of mental, emotional and behavioral health disorders (MEB), and simultaneously promote protective factors to decrease MEB health disorders including but not limited to substance use disorders, mental illness and suicide.

First Six months of CY2020:

- Staff received 39 DESSA Pretests
- 100% of clients completed a pre- and post-test
- Established new partnership with Euclid City Schools through K-12 Prevention Education initiative
- Expanded existing partnership with CMSD
- Due to the emergence and continuation of the COVID-19 pandemic, many, if not all agency programs and services are being provided through some method of tele-health/tele-medicine or limited face to face services.

CY2019:

- Anticipated serving 190 clients but served 230.
- Average caseload is 10-12 clients per afterschool program.
- Staff received 93 DESSA pretests
- 100% of clients completed a pre- and post-test

Goals Met:

- All Golden Ciphers' prevention programs exceeded the goals set out. It was projected that 190 clients would be reached in the first half of the calendar year and 230 clients were served.

Metrics used to Measure Success:

- DESSA: Measures growth in social-emotional skills (Self Awareness, Social Awareness, Self-Management, Optimistic Thinking, Personal Responsibility, Relationship Skills, Goal-Directed Behavior, and Decision-Making) using standardized pre- and post-test instruments that are filled out by teachers.
- Individual Achievement Plan (IAP)
- Group evaluations, surveys and report cards.

Program Success:

- Implemented "Golden Ciphers for Life" a mentoring program incorporating past participants who are now 18 and older; 46 alumni are actively engaged.

CY 2021 Program Highlights and Outcomes

- All clients have learned life skills and are now training other peers and families about what they have learned in the programs.

Average Cost Per Client:

- No cost analysis was provided

Additional Information:

- Golden Ciphers encourages youth to stay after they complete the program to continue to learn and enhance their leadership, personal and social skills.

Provider:	Golden Ciphers	2019 First Outcome Count:	56	2020 First Outcome Count:	39
Instrument:	DESSA MINI	2019 Final Outcome Count:	0	2020 Final Outcome Count:	0
Program:	Youth Prevention	2019 % of Final:	0	2020 % of Final:	0

The Devereux Student Strength Assessment (DESSA) is an abbreviated assessment designed by the Devereux Advanced Behavioral Health organization for school age children. This instrument is used as a screening tool to identify children who are in need for additional social or emotional education. There are measurement instruments specific for children in Grades K – 8 and for children in Grades 9 – 12.

When the data contains both an initial (first) and follow-up (final) instrument administration, a paired t-test was used for comparing individual scores at those two different points in time. It is the most powerful test for showing changes in individuals. The green highlighted rows suggest that changes from the First Assessment to the Final Assessment did not happen by chance and that the change can be attributed to the program intervention.

Population	Evaluation Year	SubScale	First Outcome Average	Final Outcome Average	Average Difference	Significance
Grades K - 8	2019	No Scale				
Grades 9 - 12	2019	No Scale				
Grades K - 8	2020	No Scale				
Grades 9 - 12	2020	No Scale				

Hispanic UMADAOP

CY2021 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2020 CONTRACT AMOUNT	2021 CONTRACT RECOMMENDATIONS	PRIORITY
Hispanic UMADAOP			
School Based Prevention	\$ 45,000	\$ 45,000	Prevention
After School Prevention	\$ 30,000	\$ 30,000	Prevention
Total	\$ 75,000	\$ 75,000	
Pooled Funding:			
Treatment Services	\$ -	\$ -	

CY 2021 Program Highlights and Outcomes

Hispanic Urban Minority Alcoholism and Drug Abuse Outreach Program (Hispanic UMADAOP)

Hispanic Urban Minority Alcoholism and Drug Abuse Outreach Program's (UMADAOP) provides prevention and residential and outpatient treatment specific Hispanic/Latino population. The agency's priority is to serve youth and adults who are experiencing Behavioral Health issues with a focus on opiate/heroin addictions in both the Hispanic/Latino community and the community-at-large. The ADAMHS Board funding supports the following initiatives:

School-based Prevention:

The Niños Program is a year-long bilingual school-based prevention program serving children K-8 that utilizes a Skills for Growing model, which is a comprehensive positive youth development and prevention curriculum that helps develop life and citizenship skills by guiding youth through six units: a positive learning community, personal development, social development, health and prevention, leadership and service and reflection and closure. It provides 30-36 weekly lessons that engage youth in a social and emotional learning process.

First Six months of CY2020:

- Staff member became an Ohio Certified Prevention Specialist Assistant.
- Received 25 DESSA pre-test.
- Expanded partnership with CMSD through K-12 Prevention Education initiative.

CY2019:

- Anticipated serving 365 elementary and/or middle school students and served 958.
- 721 unduplicated individuals completed the program.
- Clients saw a Prevention Specialist an average of 160 times.
- Client caseload was 20.8 students per staff member, per classroom (425 students divided by 17 classrooms).

Goals Met:

- Enrollment: 325 Projected: 958 Actual (294 percent).
- Identify harmful effects of substance use: 260 Projected: 721 Actual (277 percent).
- The program outcomes were exceeded because during CY 2019, the program operated both as a semester (January-June) and full-year (July-December) program.

Metrics used to Measure Success:

- LionsQuest Skills for Growing Project Model is composed of six developmental units: Positive Learning Community, Personal Development, Social Development, Health and Prevention, Leadership and Services, and Reflection and Closure.
- The substance use prevention metric is: Identify harmful effects of substance use. Students participate in the Health and Prevention unit which exposes students to lessons that discuss healthy habits relating to alcohol, tobacco and other drugs; appropriate usage of prescription drugs; and their harmful impact upon the body. Students are provided a pre- and post-test.

CY 2021 Program Highlights and Outcomes

Program Success:

- Between January-December 2019, the Niños Program exceeded all goals/outcomes:
 - Enrollment: Projected 162/ Actual 958 students.
 - Identify Harmful Effects of Substance Use: Projected 130/Actual 721 students).
 - DESSA Typical/Strength: Projected 114/Actual 594.

Average Cost per Client:

- \$41.66 per student (\$39,918.40 ADAMHS Program Funding divided by 958 students).

Additional Information:

- Niños Program is very well received by Cleveland Metropolitan School District. During CY 2019, the program was implemented in 46 classrooms (Pre-K thru 12th Grade) within six school buildings. This was made possible by Hispanic UMADAOP electing to train new hire staff in the implementation of the LionsQuest Skills for Growing Project Model as an in-school based program for 7th-12th graders. As a result, there were two full-time Prevention Education Specialist implementing in-school program.
- Other brief highlights include: (a) Initiation of Quarterly Family Movie Night, (b) coordination of Spring Community Beautification Project with MetroHealth and Turner Construction, (c) La Mariposa (Girls Empowerment) Summer Camp, (d) holding La Mariposa Annual Celebration, and (e) participation at Ohio Prevention Education Conference, 30th Annual UMADAOP State Conference, ADAMHS Board-Road to Recovery 2019 Conference, and Hispanic Roundtable- Convencia en Hispana 2019.

Afterschool Prevention:

Jovenes en Acción a community-based recreation, substance use prevention and youth leadership program serving high school students that focuses on 6 skills banks (cultural awareness, interpersonal communication, personal management and responsibility, prevention use of tobacco and other drugs, coping with bullying/intimidation and study/writing skills) and 27 community service-learning lessons through a community-service project with five steps process that guides youth in assessing, planning, taking action and sharing results of their service experiences

First Six months of CY2020:

- Program is no longer taking place and per agency will not continue until 2021.

CY2019:

- Anticipated serving 12 unduplicated middle and/or high school students and served 9.
- Zero clients completed program due to a staff's resignation and agencies lack of capacity.
- Clients saw a Prevention Specialist an average of 1 time per week.
- Client caseload is 12 students per staff member.

Goals Met:

- Enrollment: 12 Projected: 9 Actual (75 percent).

CY 2021 Program Highlights and Outcomes

- Identify harmful effects of substance use: 10 Projected: 0 Actual (0 percent).

Metrics used to Measure Success:

- LionsQuest Skills for Action has two components: Essential Skills Bank and Service-Learning Project.
- The Essential Skills Bank includes: Cultural Awareness, Interpersonal Communication, Personal Management/Responsibility, Prevention Use of Tobacco/Other Drugs, Coping with Bullying/Intimidation, and Study/Writing Skills.
- The substance use prevention metric is: Identify harmful effects of substance use. The Prevention Use of Tobacco/Other drugs exposes youth to lessons that discuss healthy living, tobacco, alcohol, illegal drugs, prescription drugs, and interpreting media messages. Youth are administered a pre- and post-test.

Program Success:

- Because of the resignation and end of the school year, Hispanic UMADAOP had to abruptly end the program. There was no opportunity for transitioning the program. As a result, the only actual outcome met was the enrollment of nine students who participated in six-unit hours of the curriculum.
- In addition, HUMADAOP was unable to administer the DESSA instrument.
- As a result, HUMADAOP will need to restart the program and recruitment efforts at the Boys and Girls Club located in Luis Munoz Marin School, along with school buildings on the west side of Cleveland. Ms. Gonzalez-Alicea has begun contacting the various schools and community organizations to introduce the Jovenes en Accion program.

Average Cost per Client:

- \$65.06 per student (\$585.60 ADAMHS Program Funding divided by 9 students)

Additional Information:

- The untimely resignation of the Prevention Education Specialist prohibited the full implementation of the year-long program.
- The program was implemented for two months at the Boys and Girls Club.
- Upon hiring a replacement (July 2020), Hispanic UMADAOP elected to train staff in the implementation of the LionsQuest Skills for Growing Project Model as an in-school based program for 7th -12th graders. By so doing, the Specialist became more familiarized with the LionsQuest overall materials, activities and service delivery.

Treatment Services (Pooled Funding):

Includes assessments, referrals, outpatient and intensive outpatient programs and residential treatment.

First Six months of CY2020:

- 79 clients served in residential treatment.
- 2 clients served in Outpatient services.

Provider:	Hispanic UMADAOP	2019 First Outcome Count:	158	2020 First Outcome Count:	0
Instrument:	Brief Addiction Monitor	2019 Final Outcome Count:	15	2020 Final Outcome Count:	0
Program:	Substance Use Disorder Treatment	2019 % of Final:	9.49%	2020 % of Final:	0

The Brief Addiction Monitor (BAM) is a measurement instrument originally designed for the Veterans Administration to provide an assessment of substance use disorder among adults (18+ years). The instrument is used to monitor progress and help guide treatment.

When the data contains both an initial (first) and follow-up (final) instrument administration, a paired t-test was used for comparing individual scores at those two different points in time. It is the most powerful test for showing changes in individuals. The green highlighted rows suggest that changes from the First Assessment to the Final Assessment did not happen by chance and that the change can be attributed to the program intervention.

Population	Evaluation Year	SubScale	First Outcome Average	Final Outcome Average	Average Difference	Significance
Adults (18+ years)	2019	Drug_Use	5.73	1.93	-3.8	Significant at p<.05
Adults (18+ years)	2019	Protective	10.8	11.53	0.73	Not Significant
Adults (18+ years)	2019	Risk	11.73	7.33	-4.4	Significant at p<.05
Adults (18+ years)	2020	Drug_Use				
Adults (18+ years)	2020	Protective				
Adults (18+ years)	2020	Risk				

Provider:	Hispanic UMADAOP	2019 First Outcome Count:	270	2020 First Outcome Count:	351
Instrument:	DESSA MINI	2019 Final Outcome Count:	228	2020 Final Outcome Count:	0
Program:	Youth Prevention	2019 % of Final:	84.44%	2020 % of Final:	0

The Devereux Student Strength Assessment (DESSA) is an abbreviated assessment designed by the Devereux Advanced Behavioral Health organization for school age children. This instrument is used as a screening tool to identify children who are in need for additional social or emotional education. There are measurement instruments specific for children in Grades K – 8 and for children in Grades 9 – 12.

When the data contains both an initial (first) and follow-up (final) instrument administration, a paired t-test was used for comparing individual scores at those two different points in time. It is the most powerful test for showing changes in individuals. The green highlighted rows suggest that changes from the First Assessment to the Final Assessment did not happen by chance and that the change can be attributed to the program intervention.

Population	Evaluation Year	SubScale	First Outcome Average	Final Outcome Average	Average Difference	Significance
Grades K - 8	2019	No Scale	51.21	53.62	2.41	Significant at p<.05
Grades 9 - 12	2019	No Scale				
Grades K - 8	2020	No Scale				
Grades 9 - 12	2020	No Scale				

Hitchcock Center for Women

CY2021 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2020 CONTRACT AMOUNT	2021 CONTRACT RECOMMENDATIONS	PRIORITY
Hitchcock Center for Women			
Women's Recovery Housing	\$ 400,000	\$ 400,000	Housing
Transportation	\$ -	\$ -	
Total	\$ 400,000	\$ 400,000	
Pooled Funding:			
Outpatient Services for Women	\$ -	\$ -	
Residential Treatment	\$ -	\$ -	

CY 2021 Program Highlights and Outcomes

CY2019:

- 177 clients served in residential treatment.
- 5 clients served in Outpatient Services.
- The agency reports many clients entering Outpatient Treatment are Medicaid eligible.

Goals Met:

- Residential: 125%. There were 250 clients served, 50 over projected numbers. 3% uninsured of the 10% projected.
- Outpatient: 180% (9 total served that remained uninsured / 5 projected).

Metrics used to Measure Success:

- Residential: Client satisfaction surveys and BAMs.
- Outpatient: Client satisfaction surveys and BAMs.

Program Success:

- Residential: BAMs; All clients demonstrated a decrease in their overall score with reductions in use and risk factors and an increase in protective factors. Satisfaction Surveys: 68% reported overall satisfaction with the program, 71% reported the program as effective.
- Outpatient: BAMs; All clients demonstrated a decrease in their overall score with reductions in use and risk factors and an increase in protective factors. For clients who stayed in treatment, there was an increase in risk factor between 90 and 120 days. Satisfaction Surveys; 78 % reported overall satisfaction with the program and that the program as effective.

Average Cost Per Client:

- Residential: \$1,042.16/client (\$260,541.20 total ADAMHS dollars/ 250 total number of clients).
- Outpatient: \$1,422.95 (\$12,806.52 total ADAMHS dollars spent/ 9 uninsured clients).

Additional Information:

- Agency had to temporarily close in 2020 due to a positive COVID-19 case.
- HUMADOAP has implemented a recruitment plan to hire Hispanic and bilingual staff.
- Residential: Of the 250 clients served, 34 of those who were classified as ASA left the same day they arrived from jail and/or detox facility. There were an additional 18 residential clients served from other counties: 12 completions, 1 medical discharge, 1 administrative discharge, and 4 ASAs.
- Outpatient: There was an additional 50 clients assessed at outpatient levels of care; 23 were referred to Catholic Charities due to the agency not having a bilingual outpatient clinician. 27 of the 50 refused recommended level of care.

CY 2021 Program Highlights and Outcomes

Hitchcock Center for Women (HCFW)

Hitchcock Center for Women is a gender specific, trauma sensitive, substance use disorder treatment program for women. The ADAMHS Board provides funding for the following initiatives:

Women's Recovery Housing:

Offers a safe and supportive recovery environment for women in early recovery. Up to three children (infant – age 12) may live with their mother. Also serves pregnant women who are viewed as a priority, with a capacity to serve up to 35 women and/or women with children. Also provides housing to women receiving MAT

First Six months of CY2020:

- 57 women served.

CY2019:

- 188 women served.

Goals Met/Program Success:

- 66 clients were served in Recovery Housing.
- 46 women discharged from Recovery Housing with 48% completing all three goals for successful completion.

Metrics used to Measure Success:

- The number of clients admitted as well as the number of clients who discharge successfully, as defined as maintaining sobriety, completing their vocational/educational goals, having no new criminal justice involvement and moving into stable housing.

Average Cost per Client:

- \$48.42 per client per day. Average length of stay 45-90 days, longer for those with children and those pregnant.

Additional Information:

- 100% Board funded. There are limited other dollars to provide for Recovery Housing funding. Although we do try and collect rent and raise money to offset costs. Additionally, some of the clients can provide rent; however, many do not obtain jobs for various reasons.
- HCFW has consistently had an average Recovery Housing census of 30+ women.
- Anticipate that the agency's participation in the National Council of Behavioral Health Trauma Informed Learning Community will increase our ability to address the needs of our clients and improve outcomes
- Developed relationships with agencies that provide peer supporters with great success and plan to utilize those individuals to further support the women in their recovery. As a result of HCFW being one of the 5 agencies involved in the HRSA Opioid Workforce Expansion Program grant received by CWRU, and anticipate growth in the areas of evidence-based practice and positive outcomes.

CY 2021 Program Highlights and Outcomes

- HCFW continues to provide much needed Recovery Housing for women, especially those with children and those on MAT. Agency consistently has 2-5 pregnant women in Recovery Housing and work closely with other providers including the MOMs program at MetroHealth to ensure women and their babies get the care their need.

Outpatient Services for Women (Pooled Funding):

Enables women in recovery to continue recovery therapies, such as counseling and case management, following a residential treatment program while living in their own homes.

Note: In June 2020, Residential Treatment was added to the array of treatment services in pooled funding.

First Six months of CY2020:

- 64 women served.

CY2019:

- 106 women served.

Goals Met:

- Utilized little of the funds available mostly due to outpatient services including assessments, IOP, OP being covered by clients MCO's.
- Several individuals started with no coverage and were able to become enrolled in Medicaid.
- Most of the women in the programs were provided transportation to MAT appointments and other appointments and billing/finance unable to track for reimbursement.
- Minimal to no bus tickets provided as clients typically live in Recovery Housing at HCFW and receive services.
- 28 women used transportation and were satisfied with the service.

Metrics used to Measure Success:

- Successful completion of programs remains a key metric.
- For CY2020, continue to measure completion of the program; however, did not have any transportation funding for the outpatient services. Will continue to provide the services for MAT, medical and other appointments.

Program Success:

- IOP = 41 clients discharged with 50% remaining abstinent and being involved with prosocial/sober supports.
- OP = 21 clients discharged with 57% abstinent and being involved with pro-social/sober supports.
- Transportation = 28 women in outpatient services & recovery housing.

Average Cost Per Client:

- Outpatient Services Include IOP and Outpatient Counseling - average cost per client is approximately \$300-500 per client depending on length of involved.

CY 2021 Program Highlights and Outcomes

- Minimal need to use pooled funding due to MCO coverage. Transportation to IOP/OP minimal. Most of transportation cost in Recovery Housing rate.

Additional Information:

- Residential services were added to pooled services in June 2020, which added 22 beds for residential treatment that could be paid for with ADAMHS Board pooled funding.
- Outpatient services at HCFW have grown with increased numbers in IOP and outpatient.
- Agency continues to streamline intake/assessment process to avoid duplication of an assessment if one recently occurred. Many clients are referred from other providers who are likely to have already completed an assessment and no need for duplication of services.
- Continue to provide transportation.

Provider:	Hitchcock Center for Women	2019 First Outcome Count:	0	2020 First Outcome Count:	0
Instrument:	Brief Addiction Monitor	2019 Final Outcome Count:	0	2020 Final Outcome Count:	0
Program:	Substance Use Disorder Treatment	2019 % of Final:	0	2020 % of Final:	0

The Brief Addiction Monitor (BAM) is a measurement instrument originally designed for the Veterans Administration to provide an assessment of substance use disorder among adults (18+ years). The instrument is used to monitor progress and help guide treatment.