

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Achievement Centers for Children</b>			
Early Childhood Mental Health	\$ 437,590	\$ 437,590	Prevention
<b>Total</b>	<b>\$ 437,590</b>	<b>\$ 437,590</b>	

# CY 2020 Program Highlights and Outcomes

## Achievement Centers for Children (ACC)

- Achievement Centers for Children (ACC) offers a wide array of interdisciplinary services for children from the youngest age (prenatal) through adulthood and their families. Mental Health Programming is provided for children birth through six (6) years of age experiencing social, emotional and/or behavioral challenges. The ADAMHS Board funding supports the following initiative:
  - **Early Childhood Mental Health (ECMH) Programming:** offers consultation and treatment services, provided by the Early Childhood Mental Health (ECMH) Agency Work Group, delivered as a family driven, strength-based community service to aid parents and caregivers with early intervention support to divert and avoid deeper penetration into the behavioral health system.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 206 children and actually served 227.
  - 108 clients completed the program.
    - 31 received treatment and 77 received consultation, Infant Massage and MHA with no indication of needed treatment.
  - Clients saw a:
    - Social Worker an average of 12 times.
  - Client caseload is 41.
- **Goals Met:**
  - Individual Service Plans - 100% (Goal 90%)
  - DECA - 59% showed improvement (Goal 80%). Determined that additional training for parents and staff on the administration of the DECA was needed along with implementing a more efficient tracking system. This was completed July 2019. This will increase the number of accurately completed DECAs and improve results.
  - Satisfaction Survey - 95% (Goal 98%). Although the satisfaction survey results did not reach the intended targeted goal, the agency is very pleased with the 95% level of satisfaction results.
- **Metrics used to Measure Success:**
  - Individual Service Plans - The results of client goals are documented in the agency's electronic data management system. Goal reports are run on discharged clients & percentages are calculated.
  - DECA - Measures child protective factors in the areas of self-regulation, initiative and attachment/ relationships at the beginning of service and at the end of service to assess improvement.

# CY 2020 Program Highlights and Outcomes

## Achievement Centers for Children (ACC)

- Satisfaction Survey - Clients are asked a 14 question survey related to efficiency, effectiveness, & access. A 5 point Likert scale is used & level of satisfaction is calculated based upon the responses.
- **Program Success:**
  - Individual Service Plans - 31 clients discharged with treatment plans and 77 clients through consultation, Infant Massage and MHA with no indication of treatment.
  - 100% of the clients either met all of their goals or showed significant progress at the time of discharge.
  - DECA - 34 clients had a pre & a post assessment. 59% of those clients indicated improvement.
  - Satisfaction Survey - 95% of the clients who responded to the survey indicated they were highly satisfied with our services. The response rate was 24%.
- **Average Cost per Client:**
  - \$1,440.32 average per 12 one-hour sessions per client.
- **Additional Information:**
  - Experienced therapists are highly skilled in addressing the complex needs of children, including those who may have experienced trauma.
  - Scope of services also addresses the significant impact of parenting challenges, including parental disabilities, unemployment, violence, stressors in the community environment, and other trauma.
  - Work collaboratively with all families to provide evidenced-based treatment, with a focus on building resiliency and strengthening families.
  - While we are attempting to reach as many families in need as possible, ACC continues to be a good steward of ADAMHS Board funding. For example, 26 clients over and above the 227 started services with prevention dollars and were efficiently transferred to Medicaid billing.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Applewood Centers, Inc</b>			
Early Childhood Mental Health	\$ 110,602	\$ 110,602	Prevention
Mental Health in the Detention Center	\$ 400,000	\$ 504,352	Prevention
Crisis Stabilization Placement for Youth	\$ 200,000	\$ 275,000	Crisis
School Based Prevention	\$ 112,500	\$ 112,500	Prevention
<b>Total</b>	<b>\$ 823,102</b>	<b>\$ 1,002,454</b>	
<b>Pooled Funding:</b>			
Treatment Services	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## Applewood Centers, Inc.

- Applewood Centers, Inc., is a non-profit agency and one of Northeast Ohio's largest providers of behavioral healthcare and social services for children, youth and families. ADAMHS Board funding supports the following initiatives:

- Crisis Stabilization:** Applewood's needs-driven crisis stabilization program provides flexible, therapeutic short-term residential placement that varies from 24 hours to 30 days depending upon each youth's presenting needs and individualized treatment plan.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 15 children and actually served 15.
  - 14 clients completed the program.
  - Clients saw a:
    - Psychiatrist an average of 32 times.
    - Counselor, Social Worker and Nurse an average of 228 times.
- **Goals Met:**
  - Returned home to parent/guardian - 91%
  - Fewer risk behaviors - 58%
  - Improved behavioral and emotional symptoms - 50%
  - Improved life domain functioning - 42%
  - Improved caregiver resources - 25%
- **Metrics used to Measure Success:**
  - Applewood Centers utilizes the Crisis Assessment Tool (CAT) for identified youth in need of crisis care within the agency's residential program. The CAT is completed collaboratively by agency staff and the client's parent or guardian upon initiation and termination of crisis care. This assessment tool allows Applewood to measure progress for clients receiving short-term crisis care.
- **Program Success:**
  - 91% returned home to parent/guardian.
  - 58% demonstrated fewer risk behaviors.
  - 50% demonstrated improved behavioral and emotional symptoms.
  - 42% demonstrated improved life domain functioning.
  - 25% demonstrated improved caregiver resources.
- **Average Cost per Client:**
  - Medicaid rate: \$370.67 per day; Non-Medicaid rate: \$562.61 per day
- **Additional Information:**
  - Applewood's needs-driven crisis stabilization program provides flexible, therapeutic short-term residential placement for youth presenting with varying safety concerns in the community.

# CY 2020 Program Highlights and Outcomes

## Applewood Centers, Inc.

- Treatment is individualized and length of stay varies from 24 hours to 30 days depending on the youth's needs.
- Placement in the residential crisis bed program is safe and highly supervised within the secure, gender specific and structured residential Intensive Treatment Units, which maintain a staff-to-client ratio of 1:3.
- Each youth receives intensive, individualized services which are strength based, culturally and linguistically competent, and youth and family focused.
- Treatment modalities include evidence-based practices (CBT, TF-CBT, DBT) and are led by a multidisciplinary treatment team including dually-trained and licensed mental health/SUD clinicians, psychiatrists, psychologists, social workers, counselors, registered nurses, and qualified mental health specialists.

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- **School-based Prevention:** run for eight to 12 weeks. Short Term Child and Family Consultation services are client-specific and dependent upon individual needs, client profile, and problem intensity. Staff will utilize the Ohio/Georgetown Consultation Model, which is evidence-based and can be provided in whole class and small group settings as well as individually and to school staff, children, and parents

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 475 individual children and 600 adults and actually served 617 unduplicated individuals with consultation and prevention services.
  - 617 unduplicated individuals completed the program.
  - Clients saw a:
    - Counselor and Social Worker an average of 3 times.
  - Client caseload is 41.
- **Goals Met:**
  - Applewood's school-based counselors have provided some level of consultation or prevention services to 617 out of the 1,075 individuals we set as our service goal. As such, we have already met more than 57% of our goal and anticipate going well over 100% by the end of the year.
- **Metrics used to Measure Success:**
  - Devereux Student Strengths Assessment (DESSA) to measure ongoing student consultation, with the goal of increasing scores on a continuum from "Need" to "Typical" to "Strength."
  - Only students who receive ongoing consultation services or group services have outcomes completed, per instructions from the ADAMHS Board.
- **Program Success:**
  - 98.5% of all students served (208/211) had their needs fully met through consultation, without needing a referral for mental health treatment services

# CY 2020 Program Highlights and Outcomes

## Applewood Centers, Inc.

- 36% of students (16/45) demonstrated T-score improvements within 1 standard deviation on the DESSA
- 22% of students (10/45) demonstrated T-score improvements of 1 standard deviation on the DESSA
- 4% of students (2/45) demonstrated T-score improvements of 2 standard deviations on the DESSA
- **Average Cost per Client:**
  - \$52.52 per individual receiving some level of consultation or prevention.
- **Additional Information:**
  - Applewood, which has provided school-based services for more than 30 years, sees first-hand how prevention and short-term consultation directly impacts children's abilities to achieve success in school, at home and in society; supports teachers and staff; and promotes a stronger, stable culture in the schools.
  - When clinically indicated, counselors can quickly triage a student from consultation to a higher level of care with access to proper supports as soon as possible.
  - Of the 617 clients served from January-June with ADAMHS Board funding, Applewood achieved strong outcomes for our clients via the provision of consultation to 28 high school students; one-time consultation to 138 K-8 students; one-time classroom presentations to 115 students; ongoing consultation or consultation groups to 45 students; and adult consultation to 291 parents, teachers and school staff.

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- **Early Childhood Mental Health (ECMH):** Agency Work Group is delivered as a family driven, strength-based community service to aid parents and caregivers with early intervention support to divert and avoid deeper penetration into the behavioral health system.

### First Six Months of 2019 Outcomes:

- Anticipated serving 33 children with consultation, 9 children with treatment, who are under 3 years old or do not have Medicaid. They actually served 54 children with consultation and 9 children with treatment.
- 37 children completed consultation services and 5 children completed treatment services; 30 children are still receiving consultation services and 9 children are currently receiving treatment services.
- Clients saw a:
  - Counselor and Social Worker an average of 9.3 times.
- Client caseload is 15-20 cases per staff.
- **Goals Met:**
  - Applewood's ECMH Therapist and Consultants have provided services to 54/33 consultation clients and 9/9 treatments clients we set as our service goal for this 6

# CY 2020 Program Highlights and Outcomes

## Applewood Centers, Inc.

months. The agency met 164% of its consultation services goal and 100% of its 6 month treatment services goal.

- The agency anticipates exceeding its goals by December 31, 2019. To date, the agency already met more than 81% of its consultation services goal for the year and 50% of its treatment services goal for the year; agency also anticipates going well over 100% by the end of the calendar year.

- **Metrics used to Measure Success:**

- For both consultation and treatment our ECMH Program uses the E-DECA for outcomes.
- ECMH program goal for both consultation and treatment is to increase protective factors and decrease behavioral concerns as measured by the DECA.
- The program goal is for clients to show a decrease in the need range and to move into the typical range.

- **Program Success:**

- Behavioral Problems measured at Pre 90.91% were in need range and 9.09% in typical range. At Post the agency saw a dramatic decrease to only 27.27% in the need range, while there was an increase to 72.73% in the typical range.
- Protective Factors measured at Pre 45.45% were in need range and 54.55% in typical range. At Post only 18.18% were in the need range, while the typical range increased to 81.82%.

- **Average Cost per Client:**

- Treatment: \$1,189.24 per client
- Consultation: \$898.33 per client seen Jan-June

- **Additional Information:**

- ADAMHS Board funding for ECMH consultation has helped Applewood reduce wait lists, expand capacity, and maximize its ability to serve many families quickly and efficiently.
- Of the 70 children served using consultation dollars in 2019 to date, only 6 (8.5%) required additional treatment services.
- Applewood was able to meet the needs of most families using a targeted consultative approach in an average of 6.5, 90 minute sessions.
- For both consultation and treatment, Applewood secured strong outcomes using the Board-funded DECA, which allows the agency to quickly determine needs, in an effort to, focus our services.

# CY 2020 Program Highlights and Outcomes

## Applewood Centers, Inc.

- Consultants/therapists focus on relationships as the key to helping families function more successfully. In focusing on caregivers and relational issues, the work done is generalizable and change is sustainable.
- Early intervention using ECMH consultation or treatment reduces the need for additional services as the child ages or when additional children are born to the family.
- Applewood brought on 2 more staff in fall of 2019 to meet the needs of the community.

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### **Mental Health Services – Cuyahoga County Juvenile Court Detention**

**Center:** In collaboration with the ADAMHS Board and the Juvenile Justice Center, Applewood has been providing Mental Health services in the Detention Center since January 2016. Services have been modified over the years to meet the needs of the current Detention Center administration and the ever-changing youth population.

The Mental Health Services in the Cuyahoga County Juvenile Court Detention Center program stabilizes youth with mental health challenges who are detained within the detention center, as well as provides consultative guidance and education about mental health and behavioral issues to Detention Center staff.

A dedicated team of licensed clinicians provides mental health services to youth identified by the Juvenile Court within each of the five housing units of the detention center: brief solution focused therapy, suicide risk assessments, linkage and coordination, and crisis intervention when indicated. A child/adolescent psychiatrist provides pharmacological assessment and medication management up to eight hours per week.

### **First Six Months of 2019 Outcomes:**

- **In the First Six Months of 2019:**
  - Anticipated serving 250 youth and actually served 345.
  - 95 youth completed the program.
  - Clients saw a:
    - CPST Worker an average of 10 times.
    - Psychiatrist an average of 4 times.
    - Counselor an average of 20 times.
    - Social Worker an average of 17 times.
  - Client caseload of 40 per month.

# CY 2020 Program Highlights and Outcomes

## Applewood Centers, Inc.

- **Goals Met:**
  - Expecting to serve 250 youth within the first six months of the project, Applewood saw 345 youth in the Detention Center during this time period, meeting 69% of the annual service goal within the first half of the year.
  - Applewood met 75% of the program's outcomes goals, but was not able to meet the community safety goal due to higher-risk youth (e.g. felony and violent offenders) not being returned to the community at a rate consistent with previous years.
- **Metrics used to Measure Success:**
  - For this project, Applewood utilizes the Child and Adolescent Needs and Strengths (CANS) - Juvenile Justice Crisis assessment tool. CANS is a multi-purpose tool developed to support care planning and level of care decision-making, to facilitate quality improvement initiatives, and to allow for the monitoring of outcomes of services.
- **Program Success:**
  - Of the youth who received counseling services from Applewood beyond the initial assessment:
    - 68.4% demonstrated fewer risk behaviors.
    - 69.5% demonstrated improved behavioral and emotional symptoms.
    - 66.3% demonstrated improved life domain functioning.
    - 32.3% demonstrated an improved community safety rating.
- **Average Cost per Client:**
  - \$520.40 is the average cost per client during this time period.
- **Additional Information:**
  - Due to the inability to bill Medicaid or private insurance for youth seen while remanded in the Detention Center, this program and its successful outcomes for youth is reliant on grant funding.
  - Applewood's CY20 contract increase reflects the 2018 Soler Assessment which recommends placing more direct service staff in the Detention Center.

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**Treatment Services (For Medicaid Non-Eligible Clients): Pooled Funding**

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 11 youth and actually served 27.
  - 21 clients completed the program, with most being enrolled in Medicaid.
  - Clients saw a:
    - CPST Worker an average of 3.32 times.
    - Psychiatrist an average of .79 times.
    - Counselor an average of 5.86 times.
    - Nurse an average of 1 time.

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Asian Services in Action, Inc.</b>			
West-Community Adult Monitoring Program	\$ 78,893	\$ 86,000	Prevention
<b>Total</b>	<b>\$ 78,893</b>	<b>\$ 86,000</b>	

# CY 2020 Program Highlights and Outcomes

## Asian Services in Action (ASIA), Inc.

- Asian Services in Action (ASIA) Inc., is a non-profit organization in Northeast Ohio whose mission is to empower and advocate for Asian Americans/Pacific Islanders (AAPI's) and to provide access to culturally and linguistically appropriate information and services. The ADAMHS Board provides funding for the following initiative:

- Behavioral Health Prevention Services – Westside Community Adult Mentoring Program (West CAM)**

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 216 clients and actually served 177.
  - 77 clients completed the program.
  - Clients saw a:
    - Other: Prevention Worker an average of 20 times.
  - Client caseload is 12 per worker.
- **Goals Met:**
  - Approximately 80% of program goals have been met between January 1 and June 30, 2019. ASIA, Inc., seeks to serve more than 180 students between the after-school and summer youth programs. In addition, ASIA hosts 3 parenting parents serving 30 parents/families.
  - Within these service goals, youth of after-school programming on average demonstrated less needs assessment on the post-assessment than on the pre-assessment.
  - Prevention focused Lifeskills curriculum provides students with a toolbox of skills that allows them to make healthy choices, demonstrate resiliency, and resist peer pressure when faced with substance abuse.
- **Metrics used to Measure Success:**
  - Meeting the number of students who attend after-school and summer programming 75% of the time.
  - Meeting the number of enrolled in parenting programs.
  - Number of parents who demonstrate ability to track rewards/consequences for children's behaviors.
  - Number of parents who create behavior goals for at least one child.
  - Number of parents who demonstrate positive communication skills.
  - Number of parents who demonstrate clear, consistent rule setting and expectations regarding substance abuse.
  - Number of parents who identify harmful effects from substance abuse.
  - Decrease in NEEDS assessed students from pre to post-testing using the DESSA instrument.

# CY 2020 Program Highlights and Outcomes

## Asian Services in Action (ASIA), Inc.

- **Program Success:**
  - 87 students attended programming 75% of the time.
  - 27 families were enrolled in parenting program.
  - 19 parents enrolled demonstrated ability to track rewards/consequences for children's behaviors.
  - 18 parents created behavior goals for at least one child.
  - 20 parents demonstrated positive communication skills and clear, consistent rule setting and expectations regarding substance abuse.
  - 19 parents identified harmful effects of substance abuse. 12 students improved in ratings, while 3 students worsened in ratings.
  
- **Average Cost per Client:**
  - \$493 is the average cost per client during this time period.
  
- **Additional Information:**
  - West-Community Adult Mentoring Program has been in existence for over 10 years and has been in partnership with Lakewood City Schools to serve English Language Learners maintain and improve in academic standing as well as developing protective factors for leading a healthy and successful life.
  - Families served in the program can range from being in the country from 6 months to over 5 years.
  - Students of the West-CAM program often have higher English proficiency than their parents, and therefore act as liaisons for doctor's appointments, legal appointments, or questions regarding public services.
  - This increased responsibility, alongside cultural norms, places additional stress that can cause trauma upon arriving to a new country. West-CAM strives to alleviate the hopelessness newcomers from the refugee and immigrant communities feel when faced with the daunting task of performing academically and socially in a culture and language they have never been exposed to before.
  - West-CAM is unique in being able to serve families of populations with special cultural needs with wrap-around services through culturally competent services through dozens of social services programs and two federally qualified health centers through the parent agency, ASIA Inc.
  - West CAM meets after school, twice a week, for students in grades 2-12 and involves drug prevention education, English language education, tutoring, and mentoring. In addition, parenting classes are offered weekly during the school year. The classes teach parents about communicating expectations, handling family conflict, setting rules about drugs, using "I" messages, American culture, and other ways to prevent drug use and abuse.
  - During the summer, West CAM provides small group and individual drug prevention education, literacy-based education, and extracurricular activities such as field trips. Summer programming occurs 6 hours a day, 5 days a week, in June and July.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Beech Brook</b>			
School Based Prevention	\$ 112,500	\$ 112,500	Prevention
Early Childhood Mental Health	\$ 160,000	\$ 160,000	Prevention
<b>Total</b>	<b>\$ 272,500</b>	<b>\$ 272,500</b>	

# CY 2020 Program Highlights and Outcomes

## Beech Brook

- Beech Brook is a behavioral health agency that serves children, adolescents and transitional aged youth at risk in Northeast Ohio through a continuum of outpatient services. ADAMHS Board funding supports the following initiatives:
  - **School-based Prevention:** is a collaborative effort comprised of the ADAMHS Board, Agency Providers, Cleveland Metropolitan School District, as well as the outer and inner ring suburban districts in Cuyahoga County. The ADAMHS Board School-based Prevention utilizes consultation services through brief interventions that are short-term modeled from the Ohio Georgetown Model that is extended to students, teachers, school administration and more importantly parents and/or caregivers without the need to develop a formal treatment plan in effort to intervene. In addition to the aforementioned, programming includes universal and targeted prevention groups to address mental health and social skill struggles.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 1,154 clients and actually served 992.
  - 991 clients completed the program.
  - Clients saw a:
    - Counselor an average of 101 times.
    - Social Worker an average of 855 times.
  - Client caseload is 31 per worker.
- **Goals Met:**
  - Anticipated that 1,154 clients would complete services during the period. 991 clients completed services, therefore 86% of the service goal of number of clients served was met.
- **Metrics used to Measure Success:**
  - Comparison of pre and post DESSA scores for students receiving on-going consultation services.
  - Satisfaction surveys collected from teachers and non-teaching staff at the end of the school year; and
  - Number of students moving from consultation to treatment, while not a measure of success, an important measure of how consultation services allow Beech Brook school-based staff to identify and treat students requiring more intensive services.

# CY 2020 Program Highlights and Outcomes

## Beech Brook

- **Program Success:**
  - DESSA scores: Analyses show that consultation students' scores were higher at the end of consultation services than they were at the start, although this difference did not reach statistical significance.
  - The improvement did reach statistical significance for students receiving more than 2 consultations.
  - Teachers (93%) and non-teaching staff (98%) expressed high levels of satisfaction with Beech Brook's services.
  - 31 students moved from consultation to treatment.
- **Average Cost per Client:**
  - \$1,802.22 is the average cost per client during this time period.

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- **Early Childhood Mental Health (ECMH):** services through consultation and treatment interventions. As other ECMH partnering agencies, Beech Brook utilizes the Devereux Center for Resilience's web-based system to assess the strengths of children birth to six (6) years of age.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 200 clients and actually served 99.
  - 55 clients discharged from the program.
  - Clients saw a:
    - Counselor an average of 33 times.
    - Social Worker an average of 66 times.
  - Client caseload is 16 per worker.
- **Goals Met:**
  - Anticipated serving 100 children through 6/30/19 and we served 99. Client satisfaction scores are on target.
- **Metrics used to Measure Success:**
  - Positive change in DECA scores and 90% of parents endorsing improvement on client satisfaction surveys.
  - PIR-GAS scores were discontinued in January of 2019 per ADAMHS mandate that ECMH providers move to using DC 0-5 from DC 0-3R.
- **Program Goals:**
  - DECA scores are calculated in eDeca and pulled down by ADAMHS quarterly.
  - Satisfaction surveys showed that 100% of clients (N=16) at discharge reported treatment goals were met or addressed.

# CY 2020 Program Highlights and Outcomes

## Beech Brook

- **Average Cost per Client:**
  - \$636.00 is the average cost per client during this time period.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Bellefaire JCB</b>			
Residential Treatment Crisis Beds	\$ 469,752	\$ 469,752	Crisis
Mobile Autism Intervention Team & Beds	\$ 129,600	\$ 144,000	Crisis
School Based Prevention	\$ 76,500	\$ 76,500	Prevention
Social Advocates for Youth (SAY)	\$ 35,000	\$ 35,000	Prevention
<b>Total</b>	<b>\$ 710,852</b>	<b>\$ 725,252</b>	

# CY 2020 Program Highlights and Outcomes

## Bellefaire Jewish Children's Bureau (Bellefaire JCB)

- Founded as an orphanage in 1868, Bellefaire Jewish Children's Bureau has evolved into one of the nation's leading providers and innovators of wellness, advocacy and behavioral healthcare for children, youth and their families. ADAMHS Board funding supports the following initiatives:

- School-based Prevention:** program runs eight to 12 weeks, while Short Term Child and Family Consultation services utilize the Ohio/Georgetown Consultation Model, and are client-specific and dependent upon individual needs, client profile, and problem intensity.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - 850 youth via prevention and consultation and 337 consultations with adults
  - 764 youth and 195 consultations with school staff, administrators and/or parents
  - Clients saw a:
    - CPST Worker, Counselor and Social Worker an average of 1-4 times.
  - Client caseload is 1-5 per worker.
- **Goals Met:**
  - 100% of the program's goals were met between January 1, 2019 and June 30, 2019.
  - Students exhibited improvements in self-control, thinking and planning skills, social and emotional growth, and achieved a decrease in mental health symptoms, high-risk behaviors and juvenile court involvement.
  - Parents and teachers participated in prevention/educational seminars and learned about potential risks related to their children.
  - Students who participated in groups learned effective conflict resolution strategies.
  - Overall, consultation and prevention services help to increase resiliency and decrease negative behaviors.
- **Metrics used to Measure Success:**
  - In addition to DESSA, staff work to enhance students' abilities through monitoring a range of other measures that track the effectiveness of provided services, including how students make positive decisions, handle daily life, cope with adverse situations, confidence level when talking to their peers about unhealthy/risky behaviors, ability to avoid potentially harmful situations, and ability to resist peer pressure.
  - Bellefaire has implemented the use of the Child Behavior Checklist, the PHQ-A and the GAD-7 to measure progress/change over time. The instruments are

# CY 2020 Program Highlights and Outcomes

## Bellefaire Jewish Children's Bureau (Bellefaire JCB)

empirically based and will be utilized by staff, when appropriate, to monitor progress and/or needs for longer term mental health treatment.

- **Program Success:**
  - From pre- to post-test, Bellefaire's DESSA scores increased in percentage of "strength" and "typical" ratings and decreased in "need" ratings.
  - Of the students who successfully completed services, 77% had an improvement of at least 1 point in T score and 26% had a change of 10 points or more, indicating significant improvement.
  - Of the students who had an identified need at pre-test, 71% improved to typical or strength ratings.
- **Average Cost per Client:**
  - \$372.00 is the average cost per client (approximately four sessions)
- **Additional Information:**
  - Working in 70 Cuyahoga County schools to reduce barriers to learning and provide intervention at the earliest opportunity, Bellefaire's Master's level school-based counselors deliver expert prevention and consultation services to at-risk children (pre-K through 12th grade), their caregivers and school administrators and staff.
  - With many requests from the schools for increased consultation and prevention services, Bellefaire had hoped to serve 25% more clients this year. Unfortunately, due to the ADAMHS Board's 25% cut to our prevention funding for CY 2019, we anticipate that our diminished capacity will result in serving 300 fewer clients.

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- **Residential Treatment Crisis Beds:** serve as an adjunct to our children's mobile crisis team to stabilize youth 8 through 17 years of age with mental health & co-occurring disorders who may require brief periods of stabilization, assessment, interventions and treatment recommendations. The goal is to divert hospitalization and a residential placement stay. All residential programs stress a multidisciplinary approach to address the complex needs of each individual.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 22-28 youth and actually served 18.
  - 18 youth completed the program.
  - Clients saw a:
    - Psychiatrist an average of 78 times.
    - Psychologist an average of 12 times.
    - Counselor an average of 156 times.
    - Nurse an average of 78 times.

# CY 2020 Program Highlights and Outcomes

## Bellefaire Jewish Children's Bureau (Bellefaire JCB)

- Program is for 3 crisis beds.
- **Goals Met:**
  - Of the clients served, the target range (objective) is that 50% of clients at discharge will demonstrate the following on the Crisis Assessment Tool (CAT). Next to each item is the percentage achieved from January 1, 2019 to June 30, 2019:
    - Return home to their parent/guardian (94%).
    - Fewer risk behaviors (100%).
    - Improved behavioral and emotional symptoms (94%).
    - Improved life domain functioning (72%).
- **Metrics used to Measure Success:**
  - In assessing and measuring success, Bellefaire completes the Crisis Assessment Tool (CAT) for identified youth in need of crisis care within the agency's residential intensive treatment or critical care units. Developed by the Buddin Praed Foundation, the CAT is a decision support tool that facilitates the measurement and communication of the needs of youth experiencing a crisis. The CAT is completed collaboratively by agency staff and the youth's parent or guardian upon initiation and termination of crisis care. Through this tool, we are able to measure progress on client's receiving short-term crisis care.
- **Program Success:**
  - Of the clients served from January 1, 2019 to June 30, 2019:
    - 94% Returned home to their parent/guardian
    - 100% demonstrated fewer risk behaviors
    - 94% had improved behavioral and emotional symptoms
    - 72% reported improved life domain functioning
- **Average Cost per Client:**
  - ITU bed: \$471.18/day.
  - SCCU: \$757.67/day.
  - Monarch Boarding Academy: \$505.94/day
- **Additional Information:**
  - Bellefaire JCB's Residential Treatment crisis beds provide short-term crisis stabilization, assessment, and intervention for youth with an acute mental or behavioral crisis who do not meet the criteria for inpatient hospitalization, including youth with autism or other developmental disability and a significant mental health disorder.
  - Through expanded crisis services, youth receive an array of assessments, treatments, and family therapy to stabilize the crisis and prepare them to successfully return to the community with mental health services in place.

# CY 2020 Program Highlights and Outcomes

## Bellefaire Jewish Children's Bureau (Bellefaire JCB)

- Bellefaire is equipped to accept youth 24/7 for emergency mental health or co-occurring substance abuse cases. Additionally, Bellefaire is experienced in working with youth dually diagnosed with autism or other developmental disability and a significant mental health disorder.
- Currently, no area hospital admits youth with a dual diagnosis on the autism spectrum or with an IQ below 60, making these crisis beds critical.

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- **Mobile Autism Intervention Team and Beds: are for youth ages 8-21 with autism spectrum disorder or other developmental diagnoses and a co-occurring mental health disorder. Clients include youth that are experiencing a crisis situation in which they become a safety risk to themselves or others and require immediate crisis intervention and de-escalation.**

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 18 youth and actually served 11.
  - 8 youth completed the program.
  - Clients saw a:
    - Other Residential Worker an average of 141 times.
  - Average case load per worker is 3-4 clients.
- **Goals Met:**
  - The program service goals were partially met during this time period, and collected data shows notable improvement toward our goals.
  - Data shows a 54.93% decrease in Risk Behaviors, 25.64% decrease in Behavioral and Emotional Symptoms, and 40.33% decrease in concerns with Life Domain Functioning.
  - Families report a 50.85% decrease in stress in the post assessment measure. Families seeking out our services through community referral would benefit more from our program as they would be more able to comply.
- **Metrics used to Measure Success:**
  - The MAT (also known as Community Behavior Outreach and Education) administers a Crisis Assessment Tool (CAT) as a pre- and post-measure.
  - The CAT documents identified needs of the child served. Items are rated on a scale of 0-3: 0 – no evidence, 1 – watchful waiting/prevention/relevant history, 2 – action needed/Mild Presentation, 3 – immediate/intensive action/Severe Presentation.
  - The higher the score on the CAT, the greater the need is for the child. MAT's role is to provide the child with support to be safe in the home and community, resulting in a lower CAT score post measure. In order to ensure the goals are

# CY 2020 Program Highlights and Outcomes

## Bellefaire Jewish Children's Bureau (Bellefaire JCB)

maintained, MAT assists the family in care coordination and obtaining on-going support to continue those efforts past 90 days.

- **Program Success:**
  - 62.5% of discharged clients experienced no new out-of-home placements.
  - 40% demonstrated fewer risk behaviors on the Crisis Assessment Tool (1 unchanged).
  - 60% demonstrate improved behavioral/emotional symptoms on the Crisis Assessment Tool (1 unchanged).
  - 60% demonstrated improved life domain functioning on the Crisis Assessment Tool.
  - 60% demonstrated improved family stress levels on the Crisis Assessment Tool.
- **Average Cost per Client:**
  - Average cost is \$17,366.71 per client. The ADAMHS Board pays \$12,000 per client.
- **Additional Information:**
  - Bellefaire established the Mobile Autism Team (MAT) to work with children, ages 8-21. The program is not fully funded by the ADAMHS Board, which is \$5,336.71 less than the average \$17,366.71 cost per MAT client.
  - Typically, by the time clients reach emergency placement, families are in crisis at a level that interferes with behavior change.
  - Bellefaire strongly believes that if MAT has the capacity to accept community referrals, we will prevent out-of-home placements and emergencies by providing challenged families with solutions before they are overwhelmed and in crisis.
  - Community referrals remain a program goal, and MAT receives steady inquiries for this service from providers and parents seeking help to reduce risks and system involvement.
  - Bellefaire's MAT is the only resource in Cuyahoga County that provides skilled, trained professionals who understand the interplay between autism and mental health.
  - MAT offers specialized, family-focused plans to treat challenging or crisis situations, while providing caregivers with the skills and resources to safely maintain their child in the home. Without access to MAT, families have few options beyond 911, police, the ER, etc. when they are unable to manage their child's unsafe or escalating behaviors.

# CY 2020 Program Highlights and Outcomes

## Bellefaire Jewish Children's Bureau (Bellefaire JCB)

- **SAY - Social Advocates for Youth:** is a school based prevention and early intervention program for students in middle and high school. SAY services are offered in seven suburban school districts in Cuyahoga County. It is also a coalition of community representatives working to strengthen families, youth and their communities in order to: Help prevent the use of alcohol and other drugs by teens and adolescents; Help reduce the incidence of social and behavioral problems, such as teen violence, depression and suicide, and support teens and their families through adolescence.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**

- Anticipated reaching 10,750 clients during this time frame.
- Information dissemination to 5,000 unique clients w/at least 3 contacts each + 140 other services.
- Clients saw a:
  - Counselor, Social Worker and Other Worker an average of 25 times.
- Average case load per worker for Education Group: 90; Alternatives: 58; Info Dissemination approximately 10,500 per quarter.

- **Goals Met:**

- SAY met about 90% of the anticipated service goal. While we worked to meet 100% of the goal, our funding request to provide Problem Identification and Referral was not granted.
- If funded, SAY would have the capacity to see approximately 225 HS students for this service.
- Problem ID and Referral is particularly important as students typically identified for this service are most at-risk for SUD and/or violence and are in need of individual referrals to ensure short-term and longer-term prevention of opiate use and other risks.
- SAY did exceed its goals in Prevention Education and Alternative Activities for lower risk students, however.

- **Metrics used to Measure Success:**

- For middle school students we are using the DESSA Mini which is completed by classroom teachers. At this time, we have had a difficult time receiving completed DESSA Mini forms back from teachers. Consequently, our results do not accurately reflect the numbers of students receiving services and due to small sample size may not accurately reflect our outcomes.
- For high school students, we are using a self-report survey created by the research department at Wingspan Care Group.

# CY 2020 Program Highlights and Outcomes

## Bellefaire Jewish Children's Bureau (Bellefaire JCB)

- **Program Success:**
  - For the DESSA data: Of the students with paired data who had an identified need at pre-test, 63% improved to typical or strength. Of the High School students who received classroom education, 71% reported feeling more able to make positive decisions.
  - Of the High School students receiving pscho-educational groups, 93% reported feeling better able to make positive decisions.
  - Of the students in alternatives, 2/3 responded "strongly agree" to increased confidence and increased confidence in talking to peers about risky behavior.
- **Average Cost per Client:**
  - \$3.31 per student.
- **Additional Information:**
  - ADAMHS Board prevention funding covers only a portion of SAY's work (education, alternative activities, and information dissemination) in two of the seven school districts, Cleveland Heights/University Heights and Shaker Heights.
  - Although both districts have asked for an expansion in SAY services, Bellefaire does not have the capacity to do so without full funding.
  - The five other districts SAY serves (Beachwood, Chagrin Falls, Mayfield, Orange and Solon) are in Cuyahoga County but not covered by the ADAMHS Board's prevention dollars.
  - SAY's strategies include 1) Prevention Education within classrooms or small groups; 2) Alternative Activities to risky behaviors via SAY Student Leadership Council & clubs; 3) Information Dissemination in Your Teen Magazine, forums, social media and prevention emails; and 4) Problem Identification and Referrals for at-risk, in-need youth.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Eldercare</b>			
Hoarding Connection	\$ 18,540	\$ 20,000	
<b>Total</b>	<b>\$ 18,540</b>	<b>\$ 20,000</b>	
<b>Pooled Funding:</b>			
Behavioral Health Services	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## Benjamin Rose Institute on Aging

- 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 countywide Task Force designed to increase awareness and education both to professionals and the general 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 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 175 people at the conference and 20-40 people through four Buried In Treasures groups, but actually served 170 people at the conference and 18 in the Buried in Treasures groups.
  - Conference number is final at 170; Buried in Treasures groups will continue – 18 people already served and 13 people in the groups.
  - Clients participate in peer-led groups.
- **Goals Met:**
  - The Hoarding Connection has been working closely with the CLE Housing Court on the development of the new hoarding docket to help reduce evictions and help people access mental health and other community services.
  - The annual hoarding conference attracted 170 registrants from myriad fields, including social work, counseling, sanitarians, housing professionals, building inspectors and allied professionals, first responders, organizers and consumers.
  - 3 of 4 BIT groups have begun and the fourth will begin in October.
  - The Hoarding Connection continues to meet monthly.
  - Year to date Eldercare Services is on target to meet program goals.
  - The conference was completed in April.
  - Benjamin Rose implemented the 2019-2021 strategic plan for the Hoarding Connection and will be increasing outreach efforts, particularly to engage other organizations who touch the lives of people who hoard and expand its impact by attracting new individuals and organizations to the table.
- **Metrics used to Measure Success:**
  - Number of conference attendees
  - Number of professions represented among conference attendees

# CY 2020 Program Highlights and Outcomes

## Benjamin Rose Institute on Aging

- Number of Buried in Treasures groups
  - Number of Buried in Treasures participants
  - **Program Success:**
    - The annual hoarding conference attracted 170 registrants. Keynote speaker Dr. Catherine Ayes, shared a treatment protocol with attendees, who also heard from a panel of BIT participants and local professionals who shared resource info. More than 80% of attendees who completed an evaluation (n=126) reported that they learned new information and all reported that conference objectives were met or exceeded.
    - Pre-test and post-test data for BIT groups will be analyzed as groups are completed.
  - **Average Cost Per Client:**
    - There is not a cost per client for this program, but funding pays for one administrative assistant.
  - **Additional Information:**
    - Benjamin Rose provides in-kind support for the Hoarding Connection, via staff time from co-chair Etta Smith-Wells and Marketing Communications Director Jeanne Hoban. Additionally, office space and operational expenses are funded by Ben Rose.
    - In spring 2018, the Hoarding Connection agreed to undertake the development of a strategic plan.
    - The task force sought to reevaluate the HCCC mission and identify feasible and meaningful strategies for the period ahead. That fall, a strategic planning committee reviewed trends, interviewed stakeholders, completed a SWOT analysis and collected research.
    - The initial plan was developed during a committee retreat facilitate by Dr. Susan Eagan, Benjamin Rose VP for strategic development.
    - The committee completed its charge and the strategic plan was accepted by the task force at its July 11, 2019 meeting. Working committees are now forming to begin the work outlined in the plan.
    - The Hoarding Connection supports partnerships that allow for ongoing community education, including to First Responders, at the annual Hoarding conference and in monthly BITs groups.
- 
- **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.

# CY 2020 Program Highlights and Outcomes

## Benjamin Rose Institute on Aging

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 220 clients, but actually served 200.
  - 26 Clients have completed treatment and 267 clients are 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 our Behavioral Health Services department allows 9.5 staff to continue to meet the needs of clients who 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 focus 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 percent.
  - Goals are ongoing and continue to be refined. Year-to-date, Ben 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 med. compliance issues, increased client education re: prescriptions and knowledge of need for Rx 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, have all been met.
- **Average Cost Per Client:**
  - \$148.05 is the average cost per client.
- **Additional Information:**
  - Funding for our BHS program is crucial in providing in-home services to an ever growing older population of Cuyahoga County seniors.
  - In-home service eliminates 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.

# CY 2020 Program Highlights and Outcomes

## Benjamin Rose Institute on Aging

- Regular visits from case managers and social workers decrease isolation and promote health and wellness which offset negative consequences of chronic health and mental health conditions.
- Diagnostic Evaluation, CPST, and TBS individual services allow for regular contact with clients in their home environment, at which point our staff have the unique opportunity to see things that impact a client's life that would otherwise not be seen in an office visit.
- In addition, our service delivery model connects health care providers, community based supports and partnerships with clients as they accompany them to various appointments. All of this helps promote a reduction in more costly hospitalizations.
- From Jan. – June 30, Behavioral Health Services staff have seen a total of 508 clients (200 of which were funded through the ADAMHS Board), this is 102 more individuals than were seen during the same time in 2018.

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Briermost Foundation</b>			
Recovery Housing	\$ 35,000	\$ 35,000	Housing
<b>Total</b>	<b>\$ 35,000</b>	<b>\$ 35,000</b>	

# CY 2020 Program Highlights and Outcomes

## Briermost Foundation

- The Briermost Foundation's mission is to provide safe, sober and supportive housing to women in recovery from drugs and alcohol and provide purpose in living through learning and training opportunities. ADAMHS Board funding supports the following initiative:
  - **Recovery Housing:** Briermost Foundation began operating the recovery house and training farm in March of 2018. This program aims to eliminate the employment barriers that many women in recovery face and includes a training program. Residents who participate in the training program are paid an hourly stipend for training. Residents engaged in intensive outpatient treatment are able to participate for 10 hours per week. Once clients have completed IOP, they can increase the number of hours worked. Not all residents participate in the training program. All residents have been diagnosed with SUD, many have been dually-diagnosed. The farm allows for residents receiving MAT. The Recovery house offers supportive housing in a monitored peer-supported environment.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 10 women, but actually served 13.
  - Seven women have completed the program
  - Clients saw a:
    - Peer Supporter and an average of 180 times.
  - Average case load per worker is 8.
- **Goals Met:**
  - 100% of goals for the first half of 2019 have been met and are tracking to finish the year with the same outcomes.
- **Metrics used to Measure Success:**
  - Briermost Foundation is certified by Ohio Recovery Housing. As an organization we have identified data points that best describe the effectiveness of our recovery housing program. These metrics are from SAMSHA including sobriety, engagement in recovery, recidivism, mental and physical health, obtaining pertinent documents, stability at move out and prior move-in.
  - Progress of the women engaged in the training program including skill attainment, workplace application, individual and team behavior change, and meeting individual targets are also tracked.
  - Soft skills that are needed by all who are re-entering the workforce are also tracked. These are metrics used by The Department of Labor.

# CY 2020 Program Highlights and Outcomes

## Briermost Foundation

- **Program Success:**
  - 86% of residents maintain sobriety with 86% also discharged to stable living environments.
  - 0% recidivism rate of residents.
  - 71% of our residents are engaged in training or employed with the other 29% receiving either disability income or retirement income.
  - 100% of our residents are engaged in their chosen recovery program including medication assisted treatment/recovery, celebrate recovery and 12 step programs.
- **Average Cost per Client:**
  - \$24.65 per day.
- **Additional Information:**
  - Briermost Foundation serves women with substance use disorders and co-occurring mental health disorders. We also serve women who are prescribed any form of medication assisted treatment which is a tremendously under-served population.
  - Over the past year we have completed 14 toolkits which is the beginning of our full curriculum development. Our plan is to have the curriculum ready for publication and distribution for other organizations in 2020.
  - We believe the quality recovery housing model in conjunction with an agriculture training program can be replicated by other organizations. Over the past year our residents have gained marketable skills for the workforce, a genuine sense of self, improved communication and interpersonal skills, a strengthened work ethic, teamwork, leadership development, critical thinking, problem solving and professionalism.
  - The women have successfully completed IOP, aftercare, and are maintaining sobriety through their individualized recovery plans.

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Care Alliance</b>			
Fentanyl Test Strip Program	\$ 15,000	\$ 15,000	Innovative Prog.
<b>Total</b>	<b>\$ 15,000</b>	<b>\$ 15,000</b>	

# CY 2020 Program Highlights and Outcomes

## Care Alliance Health Center

- Care Alliance Health Center is a Federally Qualified Health Center (FQHC) agency with a mission to provide high-quality, comprehensive medical and dental care, patient advocacy and related services to people who need them most, regardless of their ability to pay. ADAMHS Board funding supports the following initiative:
  - **Fentanyl Test Strip Program:** is a harm reduction effort to reduce the number of overdoses deaths related to fentanyl in Cuyahoga County. The fentanyl test strips can be used to test heroin and cocaine for traces of fentanyl. The test strips and educational information will be given to patients at the FQHC who have indicated drug use or have symptoms of drug use or substance use disorders.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Approximately 7,500 test strips have been distributed with the intention of reducing overdoses and deaths related to Fentanyl, which is now appearing in cocaine.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Catholic Charities</b>			
SUD Prevention Services	\$ 223,647	\$ 223,647	Prevention
Seasons of Hope	\$ 206,000	\$ 206,000	Crisis
Employment	\$ 216,000	\$ 216,000	Employment
School Based Prevention	\$ 22,312	\$ 22,312	Prevention
Project FIRST Schizophrenia Program	\$ 30,000	\$ 30,000	Innovative Prog.
<b>Total</b>	<b>\$ 697,959</b>	<b>\$ 697,959</b>	
<b>Pooled Funding:</b>			
Matt Talbot for Women - Res. Treatment & IOP	\$ -	\$ -	
Hispanic Men's Program	\$ -	\$ -	
Matt Talbot for Men Residential Treatment	\$ -	\$ -	
Matt Talbot for Men Integrated Physical & Behavioral Health Clinic	\$ -	\$ -	
The FIRST Program	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## Catholic Charities Corporation

- Catholic Charities Corporation (CCC) is a comprehensive behavioral health organization that provides a myriad of services under contract with the ADAMHS Board for adolescents and adults. ADAMHS Board funding supports the following initiatives:
  - **Hispanic/Covenant Alcohol, Tobacco and Other Drugs (ATOD) Prevention Services:** provides two alcohol, tobacco and other drug (ATOD) prevention services to youth on the West Side of Cleveland. The Hispanic Youth Prevention (HYP) Program serves predominately Hispanics and the Covenant Center provides serves a variety of schools and community centers, both throughout the West Side of Cleveland.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 500, but actually served 647.
  - 657 completed the program.
  - Clients saw an Other: Prevention Specialist an average of 15 times.
  - Average case load per staff member is 12 groups at a time.
- **Goals Met:**
  - Of the students who took the ATOD pre/post test:
    - 98% identified two harmful effects of ATOD use.
    - 98% of students demonstrated two refusal skills.
    - 97% of students demonstrated two life skills.
  - 91% of students receiving tutoring improved academically.
  - 99% of youth trained in the summer program were able to identify two positive alternatives to ATOD use.
  - Staff attended 8 meetings as part of the Hispanic Alliance, and became a MYCOM community work site for the summer prevention program.
  - All goals for this time frame have exceeded the anticipated percentages.
- **Metrics used to Measure Success:**
  - The prevention program uses a Pre/Post test and the project SCCOPE Role Play Rating scale recommended by SAMHSA to track ATOD knowledge and refusal skills and decision making/life skills.
  - Also receive feedback from teachers on the students' use of the knowledge and skills they are learning and feedback from students through our student satisfaction survey.
  - Now using the Devereaux Students Strengths Assessment (DESSA) which measures program impact on behaviors related to resilience, social-emotional competence and school success for children in kindergarten through eighth grade. This tool helps assess a child's social and emotional skills and promote healthy outcomes, to offset vulnerability for substance use.

# CY 2020 Program Highlights and Outcomes

## Catholic Charities Corporation

- **Program Success:**

- This program has exceeded all outcomes for this time frame.
- Over 80% of students who took the ATOD pre/post-test were able to identify two harmful effects of ATOD use (98%).
- Over 80% of students were able to demonstrate two refusal skills (98%).
- Over 80% of students were able to demonstrate two life skills (97%).
- Over 90% of youth trained in the summer program were able to identify two positive alternatives to ATOD use (99%).
- Over 70% of youth who received tutoring improved their academics (91%).

**Average Cost per Client:**

- \$96.50 per hour.

- **Additional Information:**

- School based programs using evidence based curriculum. The Hispanic Program uses Lion's Quest which is offered in English and Spanish. The Covenant Program uses Botvin Life Skills Training. Both programs are in schools, summer camps, community centers, providing information dissemination, education, alternatives, and problem identification and referral services.
- The Hispanic Program has a summer "Just Say No" program that youth between the ages of 13 to 18 present prevention messages utilizing a traveling puppet show to children in the community.
- The Covenant program has also developed an ATOD social media platform to promote 'Cyber Prevention' to youth, parents, adults, teachers, and community.
- Our HYP program is part of a community-based process strategy whereby is part of the Hispanic Alliance, a collaborative between 15 different Latino serving community organizations with the purpose of creating and fostering a healthy and viable Hispanic community that can resist the use and abuse of drugs and alcohol with special emphasis on our young people

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- **Seasons of Hope:** is a unique, nonclinical program that provides safety, community connections, AoD support and confidentiality to women in distress. Staff hold office hours, serve daily meals, and run AA meetings on a weekly basis at the Bishop Cosgrove Center. Staff are able to publicize the services and familiarize themselves to dozens of women experiencing crisis.

**First Six Months of 2019 Outcomes:**

- In the First Six Months of 2019:
- Anticipated serving 250 women, including House Visits, Phone Calls and Outreach Efforts, but actually served 64 women who had 372 visits, plus 60 phone calls and outreach.

# CY 2020 Program Highlights and Outcomes

## Catholic Charities Corporation

- Women do not completed a program as Seasons of Hope is a safe house/drop-in facility.
- **Goals Met:**
  - The Program anticipated serving 250 women during this time frame. While just 64 of the 250 goal was met, care was provided during 372 visits to the safe house, and 60 phone calls resulted in connections to community resources through the Program Coordinator, and an untracked amount of community outreach (due to confidentiality).
  - Estimate to serve 10 women per month for the remainder of the year, which will result in 73% of our annual goal being met.
- **Metrics used to Measure Success:**
  - Seasons of Hope tracks the number of unduplicated women visiting the home, total number of divests (duplicated) to the center, and phone calls.
  - Seasons of Hope estimates an average monthly number of women served through outreach efforts based on attendance of AA meetings, office hours, and CIT training.
  - Thirty client satisfaction surveys were voluntarily completed during this time frame. Every women who visits the center is given access to complete the survey.
- **Program Success:**
  - Through increased outreach efforts, Seasons of Hope is making strides in publicizing services to the populations of women suffering vulnerability in Cuyahoga County. At least one of the women who had periodically visited has found permanent, safe housing.
  - The 64 women who have visited the house have enjoyed 372 nights of safe shelter from the streets.
- **Average Cost per Client:**
  - \$830.00 per client
- **Additional Information:**
  - In 2019, Seasons of Hope moved from Catholic Charities Treatment, Prevention and Recovery department to the Emergency Assistance Services (EAS) department.
  - As a safe haven/night drop-in center for women, the service provided are more closely aligned with the homeless shelters and day drop-in services provided by EAS.

# CY 2020 Program Highlights and Outcomes

## Catholic Charities Corporation

- **Employment:** uses a strength-based and outcome focused approach to supportive employment for people with serious mental illness and/or co-occurring substance use disorder. Program is designed to prepare, place and retain clients in the world of work. All clients receive an orientation, comprehensive assessment and individualized employment plan.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 150, but actually served 176.
  - Clients saw a CPST worker an average of 2 times
  - Clients saw an Other: Employment Specialist an average of 8 times.
  - Average case load per staff member is 30.
- **Goals Met:**
  - A strategic plan to improve job placement performance goals was implemented in January of 2019 to ensure that 100 consumers will be placed by December, 31, 2019. Plan includes weekly and monthly placement goals and quality assurance measures.
  - Performance goals are reviewed bi-weekly in a weekly report and through regularly scheduled meetings with both the Program Director and Managing Director.
  - Actual number of clients served between January 1, 2019 and June 30, 2019, exceeded the goal by 117%.
  - The program placed 63 consumers in the first six months.
- **Metrics used to Measure Success:**
  - Access and utilization services measure the following:
    - Number of referrals.
    - Number of completed assessments.
    - Percentage of individuals referred who complete assessments.
  - Clinical and process outcomes include:
    - Client employment rate.
    - Client engagement rate in treatment.
    - Treatment completion rates.
    - Client satisfaction.
- **Program Success:**
  - 252 Referrals.
  - 138 Assessments completed.
  - 54% of Referrals completed assessments,
  - 100% Completed vocational counseling.
  - 100% Completed vocational skills training.
  - 63 Placements

# CY 2020 Program Highlights and Outcomes

## Catholic Charities Corporation

- **Average Cost per Client:**
  - \$614.04 per client
- **Additional Information:**
  - On-site employer hiring events are held bi-monthly to increase employment placement.
  - Retention services are provided to all employed individuals for a minimum of six months as supportive services.
  - Participants are eligible to receive Career Advancement after successfully completing 90 days of employment.
  - Program has a Work Incentive Practitioner as well as a CDCA.
  - Approximately 80% of our clients obtain employment over 21 hours per week with an hourly wage of \$10 or greater.
  - Comprehensive vocational counseling services assess work readiness and support the individual's continued recovery as they transition to maintain employment and self-sufficiency.
  - Program is bilingual-bi-cultural and specializes in servicing the Hispanic Community.

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- **School-based Prevention:** is designed for consultation and targeted prevention groups. Services provide prevention groups and consultation services to assist school personnel with developing behavioral intervention strategies, train school personnel and parents on mental health signs and symptoms.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 506, but actually served 462.
  - 462 students have been successfully discharged.
  - Clients saw a Other: Prevention Specialist an average of 8 times.
  - Staff average 2 groups per week per school.
- **Goals Met:**
  - 136 prevention episodes and 53 consultation episodes completed; putting the program at 50% of the planned prevention and consultation services.
  - 100% of consultations have resulted in resolution or linkage to services.
  - 3. 94% of school teachers and staff were satisfied with services.
  - DESSA scores over show an increase in the overall number of children who scored in the "Strengths" category from 18% to 25%.
- **Metrics used to Measure Success:**

# CY 2020 Program Highlights and Outcomes

## Catholic Charities Corporation

- Measure school staff perception of services as percentage satisfied with services meeting their needs and the results of services through use of customer satisfaction survey administered at the end of each school year.
- Consultation is tracked using the quarterly tracking sheet.
- Measure behaviors related to resilience, social-emotional competence and school success for children in kindergarten through eighth grade by use of the Devereaux Students Strengths Assessment (DESSA).
- DESSA is completed three times per school year maximum for prevention, and used as a pre- and post-test for all on-going consultation episodes involving face-to-face student contact.
- **Program Success:**
  - Completed 136 prevention episodes and 53 consultation episodes; putting the program at 50% of the planned prevention and consultation services.
  - 100% of consultations so far have resulted in resolution or linkage to services.
  - 94% of school teachers and staff were satisfied with services.
  - DESSA scores over the school year showed an increase in the overall number of children strengths.
- **Average Cost per Client:**
  - \$22.90/15 minutes of Prevention Group.
  - \$23.58/15 minute per Consultation Session
- **Additional Information:**
  - Catholic Charities of Cleveland has found a niche in school based programming with local Catholic School in the Diocese.
  - Also offer services in the Brecksville School District.
  - Would like to grow this program and offer increased Consultation through a dedicated Independently Licensed Supervisor of the program.
  - As program approaches its third year of school based program, staff are implementing various approaches to individualize the services to the culture, strengths, and needs of each school environment.
  - Would like to offer increased Program Centered Consultation to work with teachers and identified students who demonstrate common opportunities for growth with effective interventions.
  - Offer consultation and prevention groups with evidenced informed curriculum and plans to launch a new SEL group from the Georgetown/DESSA resource center.
  - Offering targeted services based on survey results, diagnosis patterns, and client satisfaction input.

# CY 2020 Program Highlights and Outcomes

## Catholic Charities Corporation

- **Project FIRST Episode Schizophrenia Program (Allocation & Pooled Funding):** began in 2014 as a pilot for early identification and treatment of schizophrenia. This program continues to develop with successes based on a growing number of referrals which exceed 50 for the year. Clients select a minimum of 2 of 6 treatment components: individual resiliency training & behavioral health (BH) counseling; family psycho-education; pharmacological management; case management; supported employment/education; and substance use disorder treatment when co-occurring with schizophrenia.

### **First Six Months of 2019 Outcomes:**

- In the First Six Months of 2019:
  - Anticipated serving 50, but actually served 45.
  - Five clients have been successfully discharged.
  - Clients saw a:
    - CPST worker an average of 6 times.
    - Psychiatrist an average of 6 times.
    - Psychologist an average of 3 times.
    - Counselor an average of 9 times.
    - Social Worker an average of 12 times.
    - Nurse an average of 6 times.
    - Other: Mental Health Professional an average of 12 times.
  - Average case load per staff member is 15-20.
- **Goals Met:**
  - 90% of clients' first appointments with psychiatrist occur within 14 days of admission.
  - 80% of clients admitted within 14 days or less of referral.
  - 70% of clients successfully remain in treatment.
  - 80% of clients compliant with medication use.
  - 80% of clients do not require hospitalization for their symptoms.
  - 70% of clients participate in supported employment/ education.
  - 80% of clients not dependent on social security income/disability.
- **Metrics used to Measure Success:**
  - Program receives a fidelity rating from Westat and OhioMHAS where the program is dissected and measured on every service offered through the FIRST team.
  - Program is also measured using satisfaction surveys, Lehman's scale, Colorado symptom matrix, Global functioning scale and The Ohio Scales.
- **Program Success:**
  - Program received a 4.3 on a 5 point Fidelity Scale through Westat.
  - Client Satisfaction Surveys report a 95% satisfaction rate.

# CY 2020 Program Highlights and Outcomes

## Catholic Charities Corporation

- The OhioMHAS study concluded that clients had significant improvement in becoming independent and finding employment.
- 20 employed clients and 12 clients in school services.
- Over 90% of clients gained stable housing.
  - Statewide, 80% of individuals found housing and jobs after entering a FIRST program.

- **Average Cost per Client:**

- \$862.28 per client

- **Additional Information:**

- Began offering clients the substance use disorder treatment in 2019.
  - Staff team realized that while working with clients with schizophrenia, a growing number present with co-occurring disorders such as a dependence on marijuana, alcohol, or other mood altering chemical.
  - Some clients use opioids and would benefit from CBT for co-occurring issues.
  - At least 52% of our clients have a co-occurring substance use disorder along with the diagnosis of schizophrenia.
- 

- **Matt Talbot for Women Residential & IOP (Pooled Funding):** offers a continuum of care including residential and IOP addiction treatment to women and women with small children.

### **First Six Months of 2019 Outcomes:**

- In the First Six Months of 2019:
  - Anticipated serving 100, but actually served 128: 93 in residential; 35 in IOP.
  - 80 clients have been successfully discharged; 63 residential and 17 IOP.
  - Clients saw a:
    - CPST worker an average of 5 times.
    - Psychiatrist an average of 3 times.
    - Counselor an average of 27 times.
    - Nurse an average of 2 times.
  - Average case load per staff member for residential is 4 to 5; IOP is 12 to 15.
- **Goals Met:**
  - Residential Services:
    - All 6 goals have been met, and the program exceeded the 60% completion rate.
    - 100% of clients have increased social services and have not been arrested since the start of treatment.
  - IOP Services:

# CY 2020 Program Highlights and Outcomes

## Catholic Charities Corporation

- 54.2% completed successfully, of those, 98% had housing, 50% obtained employment, and 100% were connected to a sober support system
  - **Metrics used to Measure Success:**
    - At admission, the Brief Addiction Monitor (BAM,) OH Behavioral Health, a mental health status screener, lethality assessment, and the Columbia suicide questionnaire.
    - At discharge, the OH Behavioral Health and satisfaction surveys. Additionally, clients are provided with a task list of goals and program expectations at intake. This list is reviewed regularly and assessed for completion prior to a successful discharge.
  - **Program Success:**
    - 75% of clients are Cleveland Residents.
    - 83% successfully complete their program.
    - 100% are abstinent.
    - 100% have no new arrests.
    - 100% have stable housing.
    - 54.2% are successfully discharge from IOP.
  - **Average Cost per Client:**
    - \$1,749.38 per client
  - **Additional Information:**
    - Residential and intensive outpatient programs.
    - 90% of clients have a co-occurring mental health disorder.
    - Accept clients with complicated medical problems such as diabetes, require weekly wound care, high risk pregnancies, heart disease, hypertension, and other problems which require continual medical intervention.
    - Equipped to accept clients with chronic, refractory schizophrenia, as well as those with developmental disabilities.
    - Accept adult clients of any age range and firmly believe that everyone deserves an opportunity for recovery, despite being rejected by other agencies.
    - Case manager will link clients with any resources they may need.
- 
- **Hispanic Men's Program (Pooled Funding):** bilingual-bi-cultural program that specializes in servicing the Hispanic Community. Our Hispanic Services Office has been offering drug and alcohol services to Latino community since 1974, and include assessment, case management and intensive and non-intensive outpatient treatment.

# CY 2020 Program Highlights and Outcomes

## Catholic Charities Corporation

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 65, but actually served 78 with 12 for assessment only.
  - 38 clients have successfully completed treatment; 12 were assessment only.
  - Clients saw a:
    - CPST worker an average of 15 times.
    - Psychiatrist an average of 2 times.
    - Counselor an average of 20times.
    - Nurse an average of 2 times.
  - Average case load per staff member is 26.
- **Goals Met:**
  - 88% percentage of clients successfully completed treatment without rejecting services.
  - 98% percentage of clients have no new arrests at date of last service.
  - 97%percentage of clients have increased social supports and or social connectedness at date of last service.
- **Metrics used to Measure Success:**
  - Completion of treatment and the men meeting their goals.
  - Successful completion of goals is documented in our progress notes, referral source reports such as probation and parole feedback, children and family services feedback, urine screens and client feedback (satisfaction surveys).
- **Program Success:**
  - 92% of men receive two or more treatment services within 14 days or less of completion of diagnostic assessment.
  - 92% of men referred successfully engage in treatment.
  - 88% of men successfully completed treatment without rejecting services.
  - 4. 99% of men perceive their needs were met and are satisfied with the results of treatment
- **Average Cost per Client:**
  - \$715.14 for Men's Program and \$2,054.27 for Men's IOP
- **Additional Information:**
  - Program utilizes intensive case management to connect clients to the community resources to meet their many needs.
  - Familiarity with the culture and community resources allows a network that enhances our treatment outcomes.
  - Clients also have to access the wide variety of services within the Hispanic Services Office such as our emergency assistance program, anger management and parenting program.

# CY 2020 Program Highlights and Outcomes

## Catholic Charities Corporation

- Clients use emergency assistance dollars to maintain or obtain housing, medication, I.D.'s and utility assistance.
- Anger management and parenting classes are provided to our clients that are involved in either Cuyahoga County Probation, Cleveland Municipal Court and/or Cuyahoga County DCFS.
- The program works closely with MAT providers such as Metro Health, Signature Health and Catholic Charities. Accept adult clients of any age range and firmly believe that everyone deserves an opportunity for recovery, despite being rejected by other agencies.

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- **Matt Talbot for Men Residential & Integrated Physical & Behavioral Health Clinic (Pooled Funding)**: offers alcohol and drug addiction residential treatment for adult men. Physical and Behavioral Health Clinic provides medical and psychiatric care to the residential clients. Every client receives a nursing assessment, history & physical, and, if needed, a psychiatric evaluation. Medical and psychiatric follow-up and crisis appointments are provided by clinic staff, too.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 270, but actually served 223.
  - 162 clients have successfully completed treatment.
  - Clients saw a:
    - Psychiatrist an average of 1 time.
    - Counselor an average of 67 times.
    - Social Worker an average of 67 times
    - Nurse an average of 3 times.
    - Other; MH/AOD Treatment Specialist an average of 143 times.
  - Average residential case load per staff member is 7. Clinic does not carry a caseload.
- **Goals Met:**
  - Matt Talbot achieved all but one goal pertaining to clients being employed or enrolled in school at discharge but have a plan in place for goal achievement.
  - Goals center on achieving stability from mental illness and addiction by providing person-centered treatment through a trauma informed lens.
  - Successfully engage most clients, and assisted them in achieving their treatment goals.
  - Upon successful completion of treatment, most clients are sober, linked to sober supports and focused on going to sober housing in the community.

# CY 2020 Program Highlights and Outcomes

## Catholic Charities Corporation

- **Metrics used to Measure Success:**
  - Track the achievement rate of specific National Outcome Measures (NOMs).
  - Monitor results from the client satisfaction surveys that are taken at discharge.
  - Identified key indicators of success that are important to the organization, OhioMHAS, ADAMHS Board and other funders via EMR. When not able to be extracted from the EMR, we have established report-out guidelines that are monitored in supervision.
  - Nursing assessment and history and physical in a timely manner and every client is screened appropriately for TB.
- **Program Success:**
  - Residential Target 70%:
    - 97% did not incur additional legal charges while in treatment.
    - 92% abstinent at discharge.
    - 91% satisfied with treatment.
    - 72% successfully completed treatment.
    - 84% have stable housing situation at discharge.
    - 81% increased social connectedness.
    - 66% employed or enrolled in school at discharge
  - Treatment Target 80%: 75% engage in treatment.
  - Diagnostic Assessment Target 90%:
    - 92% receive 2+ services within 14 days of completion of diagnostic assessment
  - Clinic outcomes include:
    - 100% (target 100%) of clients have results of a recent TB test, or undergo testing at admission which is read for result.
    - 72% (target 70%) of men received nursing assessment within 3 days of admission.
    - 70% (target 70%) of men will receive history and physical within 7 days of admission.
    - 91% (target 70%) of men perceive their needs were met.
- **Client:**
  - \$2,734.93 per residential client.
  - \$1,097.76 per clinic client.
- **Additional Information:**
  - Matt Talbot for Men has been in existence for over 50 years and continues to be a provider of choice.
  - Can serve a total of 81 clients but for the purposes of this RFP, information reported is only from the ADAMHS Board funded units.
  - Clients enrolled in Matt Talbot for Men are diagnosed with a substance use disorder and many also have a mental illness.

# CY 2020 Program Highlights and Outcomes

## Catholic Charities Corporation

- Longstanding partnership with Cuyahoga County Court of Common Pleas, and reserve 10 admissions per month for individuals being released directly from the county jail.
- Unique features of Matt Talbot for Men include having one unit reserved for clients with Opioid Use Disorder, welcoming clients on MAT, the ability to prescribe Vivitrol, onsite medical and psychiatric clinic, incorporation of yoga and wellness related activities, and, including pro-social sober events.
- Education specific to MAT is provided to all interested clients and as applicable, Vivitrol is prescribed and administered in the clinic. Clients who are prescribed Buprenorphine by an outside provider is supported by Matt Talbot and staff provide ongoing transportation to the other providers in the community to ensure compliance.
- More than half of the clients in our residential treatment program have either a chronic medical condition and close to 90% have a co-occurring mental illness requiring care. Most clients are prescribed numerous medications and side effects are monitored by the clinic medical team.
- Noteworthy, to this year is that medical and psychiatric services were provided to clients on the unit specific for Opioid Use Disorder at a rate that was almost double what it was for the other units. It is essential to continue to provide integrated care to clients when they are in residential treatment.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Center for Families &amp; Children</b>			
Integrated Care Coordination (Prevention)	\$ 343,000	\$ 343,000	Innovative Prog.
Wellness/Benefits Support	\$ 169,000	\$ 169,000	Innovative Prog.
Transportation	\$ 10,000	\$ 10,000	Transportation
<b>Total</b>	<b>\$ 522,000</b>	<b>\$ 522,000</b>	
<b>Pooled Funding:</b>			
Treatment Services	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## The Centers for Families and Children (The Centers)

- The Centers is a comprehensive behavioral health organization that also provides a variety of other services in the community to both children and adults. The ADAMHS Board funding supports the following initiatives:
  - **Integrated Care Coordination (Prevention):** includes Rapid Access and Transitional Case Management Services to position clients and the community provider in the center of transitional care planning. The program includes centralized enrollment and access to information, rapid access assessment after hospitalization and primary care case management and clinical pharmacy services for individuals with persistent and severe mental illness

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 300, but actually served 243 that were referred and 226 that were enrolled in the program.
  - Clients saw a:
    - CPST an average of 4.5 times.
    - Psychiatrist an average of 2.5 times.
    - Counselor an average of 3 times.
  - Average case load per staff member is 40.
- **Goals Met:**
  - 75% of the targeted 300 clients were seen.
- **Metrics used to Measure Success:**
  - # of referrals.
  - Referral sources.
  - Type of hospital admission.
  - # Referrals to other services.
- **Program Success:**
  - Rapid access and Transitional Case Management Services positioned more than 160 clients for care planning and removal of any social barriers that could interfere with on-going care.
  - Clients were engaged and assessed prior to hospital discharge.
  - Show rate for follow-up appointments increased.
- **Average Cost per Client:**
  - \$759 per client.
- **Additional Information:**
  - During this time frame the Integrated Care program developed relationships with the behavioral health emergency department intake teams at University Hospital

# CY 2020 Program Highlights and Outcomes

## The Centers for Families and Children (The Centers)

and Cleveland Clinic. These new relationships are helping to link new and existing clients to care prior to being admitted to the hospital.

- Provides follow-up appointments for patients presenting to the Emergency Department.
- Hope to expand this by having staff onsite a few times a month to engage the patients in a mental health assessment in order to link the individual with the Centers while avoiding any unnecessary hospitalization or to reduce the frequency of hospitalizations.
- Engages the client with in-home and office-based follow-up care regarding chronic disease management including but not limited to smoking cessation, diabetes control, medication compliance, pill boxes, vaccines, hypertension management nutrition and prescriber consultation.

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- **Wellness Groups/Benefits Support:** provides benefit support that includes verifying insurance coverage and eligibility, educating clients about benefits and assisting clients in applying for Medicaid and other benefits (SSD, food assistance, etc.), as well as assisting with the redetermination process for benefits. Wellness activities include group activities with peers such as art coping groups, yoga, smoking cessation, chronic disease management classes, photography club, knitting club, health fairs, and dancing. Clubs are offered in English and Spanish and generally provide a healthy snack. There is full interdisciplinary support for clients by team members from psychiatry, pharmacy, behavioral health and primary care.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 3,000 in wellness and 2,650 in benefits support, but actually served 1,886 in wellness and 1,022 in benefits support.
  - Clients saw a:
    - Nurse an average of 3,981 times.
    - Other: Benefits Specialist or Wellness Instructor an average of 2,381 times.
  - Average case load is 55.
- **Goals Met:**
  - ADAMHS funding supports 20% of the full-time equivalent positions including Benefits Manager, Benefits Specialists and wellness instructors that deliver targeted services to clients.
- **Metrics used to Measure Success:**
  - Number of clients screened for benefits.
  - Number of participants in wellness programs.

# CY 2020 Program Highlights and Outcomes

## The Centers for Families and Children (The Centers)

- **Program Success:**
  - 100% of clients were screened for benefits eligibility.
  - 100% of clients needing benefits support were provided assistance in accessing benefits.
  - 100% of clients wanting to participate in a wellness program were connected to the opportunity.
- **Average Cost per Client:**
  - \$23 per client.

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- **Transportation Program:** provides combination of bus tickets, hired taxi (Lyft/Uber) or Community Psychiatric Supportive Treatment (CPST) workers personal cars for all clients deemed incapable of utilizing public transportation or taxi service.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 2,850, but actually provided 438 bus tickets and 151 cab vouchers.
  - Average residential case load per staff member is 40.
- **Goals Met:**
  - 100% of clients transportation needs were met during the funding period. All clients requiring access to care utilizing public transportation or taxi/voucher were provided the needed support.
- **Metrics used to Measure Success:**
  - Number of times a bus or cab voucher was provided to a client to attend IOP.
- **Program Success:**
  - Overall, transportation program services include a combination of bus tickets, hired taxi (lyft, uber) or CPST personal cars.
  - ADAMHS funding was only used to support the cost of clients who accessed public transportation and hired taxi cab/voucher services.
  - A total of 538 client trips were supported through the period.
- **Average Cost per Client:**
  - \$8.50 per each of the 538 trips.
- **Additional Information:**
  - Names of clients taking advantage of public transportation or taxi vouchers are not currently tracked.

# CY 2020 Program Highlights and Outcomes

## The Centers for Families and Children (The Centers)

- **Treatment Services (fee-for-service, non-Medicaid) Pooled Funding:** offers programs and services that are designed to assist clients in overcoming barriers to recovery and provide balance to people living with chronic mental illness. Assessment, Case Management, Substance Abuse Treatment, Behavioral Health Treatment and Counseling, as well as a variety of group therapies are offered.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 800, but actually served 740.
  - Clients saw a:
    - CPST an average of 9 times.
    - Counselor an average of 7 times.
  - Average case load per staff member is 35.
- **Goals Met:**
  - Improved health/wellness outcomes –96% of patients completing the satisfaction survey report that their treatment goals and needs are being addressed.
  - Client Engagement – 73% clients received at least 1 service in previous 3 months and 97% of clients completing the satisfaction survey report indicate that they would recommend the Centers.
- **Metrics used to Measure Success:**
  - Client satisfaction survey
  - Client service utilization reporting
  - Discharge Coordination referrals
- **Program Success:**
  - Reduce hospitalizations - only 4% of clients were hospitalized Jan-June 2019. Clients were connected through the discharge coordination team and were provided continued MH services from The Centers. Six of the clients were hospitalized more than once during the time-frame.
  - Increased self-sufficiency - 15% clients are employed at least part time or are retired from the workforce.
- **Average Cost per Client:**
  - \$165.64 per client.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Circle Health</b>			
Fentanyl Test Strip Program	\$ 15,000	\$ 15,000	Innovative Prog.
<b>Total</b>	<b>\$ 15,000</b>	<b>\$ 15,000</b>	
<b>Pooled Funding:</b>			
Treatment Services	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## Circle Health Services

- Circle Health Services (formally The Free Clinic) is a Federally Qualified Health Center (FQHC) agency that provides intensive and non-intensive outpatient substance abuse treatment in Northeast Ohio. ADAMHS Board funding supports the following initiative:
  - **Fentanyl Test Strip Program:** is a harm reduction effort to reduce the number of overdoses deaths related to fentanyl in Cuyahoga County. The fentanyl test strips can be used to test heroin and cocaine for traces of fentanyl. The test strips and educational information will be given to patients at the FQHC who have indicated drug use or have symptoms of drug use or substance use disorders.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 80, but actually served 3,000.
  - Clients saw a:
    - Other: Health Worker an average of 26 times.
- **Goals Met:**
  - ADAMHS funding supports 100% of the purchase of fentanyl test strips distributed through the Syringe Exchange program.
- **Metrics used to Measure Success:**
  - Number of fentanyl test strips distributed.
  - Number of treatment referrals.
  - Number of syringes exchanged.
  - Number of unduplicated clients.
- **Program Success:**
  - 100% of clients were provided information on fentanyl.
  - 100% of clients received harm reduction services including syringe exchange.
  - 100% of clients seeking treatment information were connected to the opportunity.
- **Average Cost per Client:**
  - \$1 per test strip.
- **Additional Information:**
  - With support from the ADAMHS Board, Circle Health has significantly expanded its distribution of Fentanyl strips to our Syringe Exchange Program clients as a harm reduction practice. Helping inform clients about their risk for Fentanyl exposure remains an integral part of services offered at Circle Health.

# CY 2020 Program Highlights and Outcomes

## Circle Health Services

### Treatment Services (fee-for-service, non-Medicaid) Pooled Funding:

#### **First Six Months of 2019 Outcomes:**

- In the First Six Months of 2019:
  - Anticipated serving 55, but actually served 270.
  - Clients saw a:
    - CPST an average 4 times.
    - Psychiatrist an average of 2.2 times.
    - Counselor an average of 3.5 times'
    - Other: Behavioral Health Worker an average of 8.5 times.
- **Goals Met:**
  - Circle AOD has successfully provided education on addiction as a brain disease, provided to individuals information on symptoms and harmful consequences of substance abuse and dependence and provided relapse prevention skills to 100% of patients in the addiction treatment programs.
  - Only 4% of Circle Psychiatry patients have been hospitalized during the 1/1/19-6/30/19 period.
- **Metrics used to Measure Success:**
  - Depression Screenings.
  - Patient Satisfaction Surveys.
  - Number of Hospitalizations.
- **Program Success:**
  - 79% of patients were screened for depression and had a follow-up plan documented if the screening was positive.
  - 87% of patients taking the patient satisfaction survey rated the item "clinical staff listens to me" as excellent.
  - 96% of patients report that clinical staff are helping them meet their treatment goals.
- **Average Cost per Client:**
  - \$564.84 per client.
- **Additional Information:**
  - Circle Health Services is a community health center which provides mental health and substance abuse services to more than 7,000 clients, annually.
  - Offers both youth and adult behavioral health services and adult substance abuse services.
  - Over 80% of clients fall at or below the Federal Poverty Line.
  - Team approach to treatment and has committed to addressing both the mental and physical health of the clients by providing primary care, as well as an in-house pharmacy that not only offers the clients the convenience of obtaining their medications, but allows for the pharmacy staff to be a part of the client's care team.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Cleveland Department of Health</b>			
School Based Prevention	\$ 67,500	\$ 35,000	Prevention
<b>Total</b>	\$ <b>67,500</b>	\$ <b>35,000</b>	

# CY 2020 Program Highlights and Outcomes

## City of Cleveland Department of Public Health (CDPH)

- The Cleveland Department of Public Health's (CDPH) Office of Mental Health and Substance Abuse provides abstinence based substance abuse treatment and prevention activities. ADAMHS Board funding supports the following initiative:

- School-based Prevention:** that delivers services in the prevention service model, utilizing the Substance Abuse Mental Health Services Approach (SAMHSA) & the Center for Substance Abuse Prevention (CSAP) strategies which are Problem Identification and Referral along with dissemination of educational materials, Alternatives, and Community Based Process to

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 750 youth and 12 adults, but actually served 12 adults. Note: Program began after June 30, 2019.
  - Clients saw a:
    - Other: Prevention Specialist an average of 2 times.
- **Goals Met:**
  - Started community based process services with the students from Cleveland State University Area Health Education Center. These students were selected to participate as scholars to implement the This is (Not) About Drugs (TINAD) curriculum in the community, as well as to increase the knowledge of entry level minority health care professionals (i.e. future doctors, nurses, and community health workers) about the impact of opiates and prescription drug addiction.
  - Students in the program completed the initial Devereux Adult Resilience Survey (DARS) and two community based process service sessions to prepare for implementation of the TINAD program.

### Metrics used to Measure Success:

- To measure resilience in adults the Devereux Adult Resilience Survey (DARS) is used for those working with the youth served.
- For youth receiving the service the TINAD student worksheet instrument is used to measure the students' pre- and post-test knowledge regarding the similarity and risks of pain pills and heroin; how the age of onset of first use of alcohol and other drugs increases the risk of addiction and the likelihood that someone would use heroin; how overdoses occur; and how to recognize the signs of an overdose. The instrument asks if the youth is more likely to talk to someone if they have concerns about their use or that of someone else and if the youth knows someone who is misusing pain medicine.

# CY 2020 Program Highlights and Outcomes

## City of Cleveland Department of Public Health (CDPH)

- **Program Success:**
  - In CY 2019, of the 9 adults in the program that completed the DARS pretest assessment:
    - 93% gained knowledge to develop healthy relationships.
    - 95% learned skills to increase self-worth to enhance their internal beliefs and values.
    - 91% learned strategies to increase independence initiative.
    - 90% learned how to self-regulate and self-control without substance use and negative influences.
- **Average Cost per Client:**
  - \$168 average cost per unit hour.
- **Additional Information:**
  - Preliminary outcome results for youth involved in the TINAD program: Of the 94 youth who completed the pretest/post-test survey:
    - 30% agreed that pain pills and heroin are the same drug. Post, 59% agreed representing a 29% increase.
    - 47% of the youth agreed that prescription pain pills not prescribed to you are AS RISKY AS using heroin. Post, 65% agreed representing an 18% increase.
    - 23% of the youth disagreed that Overdose ONLY happens with heavy drug use. Post, 40% agreed representing a 17% increase. \
    - 36% of the youth disagreed that I WOULD NOT be able to recognize if someone was having an overdose. Post, 41% agreed representing a 5% increase.
    - 70% agreed that the younger someone starts drinking alcohol or using drugs INCREASES the risk of addiction or alcoholism. Post, 67% agreed representing a 3% increase.
    - 40% of the students agreed that drinking alcohol, using marijuana or other drugs INCREASES the likelihood that someone would use heroin. Post, 55% agreed representing a 15% increase.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Cleveland Christian Home</b>			
School Based Prevention	\$ 18,750	\$ 18,750	Prevention
<b>Total</b>	<b>\$ 18,750</b>	<b>\$ 18,750</b>	

# CY 2020 Program Highlights and Outcomes

## Cleveland Christian Home (CCH)

- Cleveland Christian Home is a non-profit organization specializing in the provision of treatment services for difficult and at-risk child and youth populations. ADAMHS Board funding supports the following initiative:
  - **School-based Prevention:** services are delivered with a similar framework as the other partnering agencies participating in this school-based initiative. This program identifies youth most in need through the Georgetown consultation model.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 290, but actually served 471.
  - Clients saw a:
    - Social Worker an average 117 times.
  - Average case load of 65.
- **Goals Met:**
  - 100% of goals met In collaboration with school personnel:
    - Wide-ranging impact on attitudes of entire school communities.
    - Addressing emotional and behavioral challenges.
    - Better identifying students who need further services.
    - Reducing the stigma of mental health interventions.
- **Metrics used to Measure Success:**
  - Ohio Scales for Youth to assess a variety of life factors such as behavioral problems, general functioning, and hopefulness about the future.
  - Satisfaction Surveys.
  - Monitoring the effectiveness of the services provided by Cleveland Christian Home.
- **Program Success:**
  - CCH set a goal that 80% of clients would experience fewer symptoms, and improved functioning.
    - An actual 67% of clients had fewer symptoms of stress at discharge (Ohio Worker Scale).
    - 68% of clients discharged have experienced progress during treatment (CCH Survey).
- **Average Cost per Client:**
  - \$110 per client.
- **Additional Information:**
  - CCH has experienced significant challenges in the recruitment and retention of licensed and qualified personnel.

# CY 2020 Program Highlights and Outcomes

## Cleveland Christian Home (CCH)

- Fewer and fewer individuals are seeking out Social Work as a career path, therefore, there is significant demand and competition for quality therapists.
- CCH is responding to an RFP through the Woodruff Foundation to participate in a study and program designed to assist in addressing this profession-wide issue.

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Cleveland Rape Crisis Center</b>			
Comprehensive Sexual Violence Prevention	\$ 40,000	\$ 40,000	Prevention
<b>Total</b>	<b>\$ 40,000</b>	<b>\$ 40,000</b>	

# CY 2020 Program Highlights and Outcomes

## Cleveland Rape Crisis Center (CRCC)

- Cleveland Rape Crisis Center (CRCC) offers direct and comprehensive services which include prevention, treatment, education and advocacy to support individuals impacted by sexual violence and assault. The ADAMHS Board funding supports the following initiative:

- Mental Health Prevention Outreach Services:** includes community-based prevention programming that provides information about sexual violence so that community members can recognize and respond to sexual violence disclosures. Provides outreach, education and information dissemination to faith-based organizations, community groups, culturally specific organizations, schools and college campus to prevent rape and sexual assault. It also trains community partners on referral systems and best practices on referring survivors to services.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 2,000, but actually served 4,865.
- **Goals Met:**
  - CRCC anticipated serving 4,000 individuals in 2019. At the 6-month mark of the grant cycle it was anticipated that 2,000 individuals would be served. To date CRCC has served 4,685 individuals with prevention programming.
  - CRCC has met and already achieved the 6 month goal at 234%.

### Metrics used to Measure Success:

- CY19 Program Metrics:
    - Participate in 60 speaking engagements.
    - Reach 4,000 individuals.
  - Distribute 5,000 pieces of collateral material.
  - 100% of individuals who disclosed sexual abuse or rape received direct referrals.
  - Participate in 6 community collaborations.
  - Participate in 35 speaking engagements.
  - Respond to 100% of training requests from community partners.
- **Program Success:**
    - Participated in 102 speaking engagements.
    - Reached 4,865 individuals.
    - Distributed 7,282 pieces of collateral material.
    - 100% of individuals who disclosed sexual abuse or rape received direct referrals.
    - Attended 12 community collaboration meetings.
    - Participated in 30 speaking engagements.
    - 100% response to training requests.

# CY 2020 Program Highlights and Outcomes

## Cleveland Rape Crisis Center (CRCC)

- **Average Cost per Client:**
  - 198.25 OUTREACH HOURS X \$80.20 per hour/4,865 clients = \$3.27 per client.
- **Additional Information:**
  - CRCC is in the process of opening two more Cuyahoga County office locations and plans to conduct even more prevention outreach in Cuyahoga County to drive survivors to our services. This additional outreach will increase prevention program numbers in the current (CY19) and coming (CY20) calendar years.
  - Serves any survivor of rape or sexual abuse, their families, and community members seeking to learn about or prevent rape and sexual assault. Participants include first responder professionals, religious leaders, community organizations, middle and high school and college students.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Cleveland Treatment Center</b>			
Art Therapy	\$ 51,840	\$ 51,840	Prevention
Sober Housing	\$ 275,365	\$ 275,365	Housing
<b>Total</b>	<b>\$ 327,205</b>	<b>\$ 327,205</b>	

# CY 2020 Program Highlights and Outcomes

## Cleveland Treatment Center (CTC)

- The mission of the Cleveland Treatment Center (CTC) is to “Improve the health and well-being of residents of Northeast Ohio by providing a state of the art, cost effective, abstinence-based drug treatment/prevention health prevention services. CTC is a Substance Use Disorder (SUD) treatment facility that primarily provides Methadone Maintenance and Outpatient services. The ADAMHS Board funding supports the following initiatives:
  - **Art Therapy:** is a complementary and alternative medial (CAM) approach to assist with SUD and co-occurring disorders.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 45, but actually served 62.
  - 39 clients have completed the program.
  - Clients saw a:
    - Counselor an average of 19 times
    - Social Worker an average 19 times.
    - Other: Art Therapist an average of 19 times.
  - Average case load of 19 per class. 39 clients who completed the program have all been assessed by Licensed Therapist and Social Worker.
- **Goals Met:**
  - CTC has met 5 of the following 6 benchmarks with anticipation to meet all 6 by the end of the year:
    - Enroll 90 clients in CY19.
    - 80% of clients demonstrate willingness to follow therapist/treatment recommendations.
    - 80% of clients demonstrate/verbalize an understanding of addiction.
    - 80% of clients modify negative behaviors
    - 80% adopt elements of healthy lifestyle changes.
    - 80% client satisfaction with recovery process.
- **Metrics used to Measure Success:**
  - Pre- and Post-Tests utilizing the Brief Addiction Monitor (BAM).
  - Outcome Assessment and Reporting System (OAARS).
  - Progress notes from the Licensed Art Therapist.
- **Program Success:**
  - 85% clients successfully completing the program.
  - 85% of clients demonstrated willingness to follow recommendations. With 27.4% average in behavior change.
  - 85% of clients modified negative behavior with 28.9% average behavior change.

# CY 2020 Program Highlights and Outcomes

## Cleveland Treatment Center (CTC)

- 85% of clients adopted health lifestyle behavior with 21.7% average behavior change.
  - 91% client satisfaction with program.
  - **Average Cost per Client:**
    - 198.25 OUTREACH HOURS X \$80.20 per hour/4,865 clients = \$3.27 per client.
  - **Additional Information:**
    - CRCC is in the process of opening two more Cuyahoga County office locations and plans to conduct even more prevention outreach in Cuyahoga County to drive survivors to our services. This additional outreach will increase prevention program numbers in the current (CY19) and coming (CY20) calendar years.
    - Serves any survivor of rape or sexual abuse, their families, and community members seeking to learn about or prevent rape and sexual assault. Participants include first responder professionals, religious leaders, community organizations, middle and high school and college students.
- 
- **Sober Housing Coordination:** manages a network of Recovery Housing that meets the standards for the National Association of Recovery Residences (NARR) and Ohio Recovery Housing (ORH) as Levels 1 and 2 Recovery Residences. The average length of stay in the Sober Housing Program is 90 days. Key services include orientation, intake and comprehensive assessment, benefit coordination, links to support groups, IOP, family services, physical/medical evaluation, financial assessment and budgeting, transportation, life skills and other services as needed.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated linking 63 clients, but actually linked 106.
  - 69 clients have completed the program.
  - Clients saw a:
    - Counselor an average of 2 times
    - Social Worker an average 3 times.
    - Other: Case manager an average of 8 times.
  - Average case load of 20 per Case Manager.
- **Goals Met:**
  - 19/30 clients enrolled with 73% successfully completing the program
  - 100% of clients demonstrate willingness to follow therapist/treatment recommendations.
  - 83% of clients demonstrate/verbalize an understanding of addiction.
  - 81% of clients modify negative behaviors

# CY 2020 Program Highlights and Outcomes

## Cleveland Treatment Center (CTC)

- 81% adopt elements of healthy lifestyle changes.
- 83% client satisfaction with recovery process.
- **Metrics used to Measure Success:**
  - Pre- and Post-Tests utilizing the Brief Addiction Monitor (BAM).
  - Outcome Assessment and Reporting System (OAARS).
  - Progress notes from the Case Manager.
- **Program Success:**
  - 69/106 clients enrolled were successfully discharged.
  - 100% demonstrate to follow treatment recommendation with 35.5% average behavior change.
  - 85.9% of clients verbalized understanding of addiction with a 34.4% behavior change.
  - 77% of clients modified negative behavior with 27.8% average behavior change.
  - 81% of clients adopted health lifestyle behaviors with 31.7% average behavior change.
  - 81% client satisfaction in referrals, screenings and placements.
- **Average Cost per Client:**
  - \$624.50 per month; \$3,747 for an average of a 6-month stay.
- **Additional Information:**
  - Recovery /Sober Housing is a cost effective way to address the service gap between residential treatment and permanent recovery.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Community Action Against Addiction (CAAA)</b>			
Recovery Housing	\$ 155,105	\$ 155,105	Housing
<b>Total</b>	<b>\$ 155,105</b>	<b>\$ 155,105</b>	
<b>Pooled Funding:</b>			
SUD-Medication Assisted Treatment (MAT)	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## Community Action Against Addiction (CAAA)

- Community Action Against Addiction (CAAA) provides Medication Assisted Treatment (MAT) to persons addicted to heroin. The agency has expanded its treatment base of Methadone to include Subutex/Suboxone and Vivitrol giving the clients greater choice in their treatment regimen. The agency also has expanded its Intensive Outpatient (IOP) Treatment Program. The ADAMHS Board funding supports the following initiative:
  - **Recovery Housing:** program is a 24-hour/day, 7-days/week residential program for men in recovery from SUD, some on Medication Assisted Treatment. Clients receive a physical examination and psychosocial assessment upon intake and create individualized treatment plans to help them achieve their goals. The housing program provides hygiene items and food to clients. Clients are required to attend individual and group counseling sessions and receive assistance in obtaining employment.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 35 clients, but actually served 20.
  - 9 clients completed the program.
  - Clients saw a:
    - CPST an average of 2 times.
    - Psychiatrist an average of 2 times.
    - Counselor an average of 3,072 times.
    - Social Worker an average of 6 times.
    - Nurse an average of 20 times.
    - Other: Residential Specialist an average of 17 times.
  - Average case load of 6.
- **Goals Met:**
  - 100% of the Recovery Housing Program funding provides living environments that are free from alcohol and illicit drug use with a primary focus on connections to recovery and peer supports.
  - Program utilizes a Social Model Recovery philosophy.
  - Outcome measures for this program are based on National Outcome Measurement Tools, NOMS. The indicators used are stability in housing, reduction in health, behavioral and social consequences, health improvements through management of overcoming or managing SUD issues, and Purpose as the ability to conduct meaningful activities.

# CY 2020 Program Highlights and Outcomes

## Community Action Against Addiction (CAAA)

- **Metrics used to Measure Success:**
  - Success is measured in a number of ways. Secure housing is an essential core need and knowing that this need has been met supports a recovery lifestyle.
  - Primary goal is to assist the resident in finding permanent safe housing in the community.
  - Additionally support is provided through counseling focused on high quality recovery planning and relapse prevention skill development.
  - Services are based on the Social Model Recovery philosophy. This model addresses life skills, the development of healthy social systems, the development of healthy purpose, and vocational/educational skills to assist in the ability of the resident to become self-sufficient.
  - Majority of the work is done through Peer Coaching and Peer Support.
- **Program Success:**
  - 90% of all Recovery Housing residents have moved on to safe and sober permanent housing in the community.
  - Average length of stay is 90 days. Of those not achieving this goal they have moved on to complete residential treatment as the housing program served as a bridge for them as they completed detox and needed a safe environment to wait for placement into treatment.
  - Program has seen a 15% readmission rate. Readmission allowed us to offer recovery support.
- **Average Cost per Client:**
  - \$7,500 per client.
- **Additional Information:**
  - This program meets an important need and fills a gap for a number of homeless men who have SUD issues.
  - Cost of operation of this program utilizing the Social Model Recovery Philosophy a best practice approach, is an expensive undertaking and the current rate of funding does not cover the entire cost of operation. Additional costs include expenses such as identification, medications, special diet needs.

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- **SUD-Medication Assisted Treatment Pooled Funding:** uses medications in combination with counseling and behavioral therapies to treat opioid use disorders (OUD) and can help some people to sustain recovery.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 89 clients, and actually served 89.
  - Clients saw a:
    - Counselor an average of 2,670 times.
    - Social Worker an average of 89 times.

# CY 2020 Program Highlights and Outcomes

## Community Action Against Addiction (CAAA)

- Other: BH Specialist an average of 16,109 times.
- Average case load of 89.
- **Goals Met:**
  - 100% of the MAT funded services were met.
  - Best practice traditional SUD treatment approaches are utilized: counseling, both individual and group, case management services, medication management and crisis intervention for adults meeting the DSM V diagnosis for OUD and ASAM Placement criteria for OTP.
  - CBT and Psychosocial Models of care are the best practice approaches used. The agency serves 550 clients daily of which 89 are fully ADAMHS Board funded.
- **Metrics used to Measure Success:**
  - Success is measured in a variety of ways with Abstinence being a primary goal.
  - Mat is designed to improve the overall quality of life of clients and the goals are approached from a bio-psycho-social approach; daily dosing to eliminate the need for street drug use, building reliable sober support networks which include traditional SUD treatment professionals and Peer Supports and Coaching.
  - Medical Services are utilized to manage MAT medicines and to support improvement in physical and emotional health.
  - National Outcomes Measures, NOMS, guide the work with the ultimate goal being improved life skills and quality of life for the people served.
  - To reduce the risk of overdose Narcan is provided to all clients.
- **Program Success:**
  - Approximately 90% of all clients served successfully meet the goals established.
  - All clients attend individual and group counseling and all newly admitted clients attend a New Client Group to familiarize them with the agency, MAT risk and benefits and assistance with Relapse Prevention and Recovery Skill Development.
  - Of the 10% who are unsuccessful more intense services are offered or they are linked to higher levels of care, Peer Support, Residential or Partial Hospitalization when available.
- **Average Cost per Client:**
  - \$7,500 per client.
- **Additional Information:**
  - The cost of treatment for Opioid Use Disorder clients continue to rise while available funding rarely meets the true cost needed for best practices.
  - OUD clients bring a level of complexity not seen before as they age, have a number of co-occurring disorders such as trauma, declining health, emotional and mental health needs and life skill deficiencies which complicate their ability to participate fully in treatment.

# CY 2020 Program Highlights and Outcomes

## Community Action Against Addiction (CAAA)

- Additionally issues surrounding reliable transportation, ambivalence about treatment, and chaotic lifestyles complicate responsiveness to care and negatively impact effectiveness of treatment.
- Services should include greater access and availability for wrap around and case management, but current funding levels make this difficult as current levels cover the MAT medication cost and all other services are often given minimum attention because of disconnect between what is funded and what is needed.
- Funding needs to match closer to real cost for providing care and support for additional community based care are truly needed to make change in the lives of the people we serve.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Community Assessment &amp; Treatment Services (CATS)</b>			
Modified Therapeutic Community	\$ 66,744	\$ 66,744	
<b>Total</b>	<b>\$ 66,744</b>	<b>\$ 66,744</b>	
<b>Pooled Funding:</b>			
Room and Board	\$ -	\$ -	
Drug Court Sustainability	\$ -	\$ -	
SUD Residential Treatment	\$ -	\$ -	
Outpatient SUD Treatment	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## Community Assessment & Treatment Services, Inc. (CATS)

- Community Assessment & Treatment Services (CATS) provides Alcohol and Other Drugs (AOD) Intensive Outpatient (IOP) Treatment Program and residential treatment services to referrals from Drug Court, the community and adult probation staff. ADAMHS Board Funding supports the following initiative:
- **Modified Therapeutic Community (MTC):** complements treatment services by helping clients transition from residential to outpatient levels of care by providing assistance with security deposits for housing and utilities, household items, clothing and hygiene items; work supplies and staff guided peer support meetings. Program includes assessment, individual counseling, group therapy, case management, crisis intervention, and urine analysis. It uses several evidence-based practices including relapse prevention and MAT, and provides accommodations for mental health symptom management. The program also assists with aftercare expenses. The program provides a minimum of 15 hours per week for adult males with a diagnosis of chemical abuse and/or dependency and a history of incarcerations.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 21 clients, and actually served 21.
  - 21 clients have completed the program.
  - Clients saw a:
    - CPST an average of 16 times.
    - Psychiatrist an average of 42 times.
    - Social Worker an average of 168 times.
    - Other: BH Specialist an average of 630 times.
  - Average case load of 15.
- **Goals Met:**
  - 100% of clients will have access to SUD treatment regardless of Medicaid coverage.
  - 65% of clients who successfully complete the program will have an increase in protective factors associated with SUD.
  - 65% of clients who successfully complete the program will have a decrease in risk factors associated with SUD.
- **Metrics used to Measure Success:**
  - Brief Addiction Monitor (BAM), specifically the subscales of continued use risk and protective factors.
- **Program Success:**
  - 100% of clients had access to needed services regardless of Medicaid coverage

# CY 2020 Program Highlights and Outcomes

## Community Assessment & Treatment Services, Inc. (CATS)

- 88% of clients who successfully completed the program had an increase in protective factors.
  - 100% of clients who successfully completed the program had a decrease in risk factors
  - **Average Cost per Client:**
    - \$1,488.29 per client.
  - **Additional Information:**
    - This program provides residential treatment for Substance Use Disorders at an ASAM 3.1 level delivered in compliance with CARF standards for individuals who would otherwise not have access to needed services and provides integrated, mental health treatment (psychiatry and counseling) to address barriers to recovery posed by severe mental illness.
    - EBP include Residential Drug Abuse Program (RDAP), Seeking Safety (Trauma-Informed), Straight Ahead (SUD), Gorski's Relapse Prevention, Medication Assisted Treatment (MAT), Thinking For a Change (T4C), Bridges to Recovery (applying EBP to 12-steps) & Motivational Enhancement as well as Morning Meditation and Evening Closure groups drawn from therapeutic community literature.
- 
- **Room and Board Pooled Funding:** for clients requiring a residential level of care, which is an obvious and essential element of residential treatment that is not covered by insurance. Provides a safe environment in which risk factors associated with continued use and relapse of substances are greatly reduced and protective factors flourish. In accordance with Maslow's hierarchy of needs, basic needs such as shelter and food must be met before clients can work on higher needs such as self-efficacy and recovery.
- First Six Months of 2019 Outcomes:**
- In the First Six Months of 2019:
    - Anticipated serving 85 clients, and actually served 119.
    - 119 clients have completed the program.
    - Clients saw a:
      - Other: Residential Specialist an average of 7,140 times.
    - Average case load of 20.
  - **Goals Met:**
    - 100% of clients will have room and board while participating in ASAM 3.5 and/or 3.1 level of care substance use treatment.
  - **Metrics used to Measure Success:**
    - Admission and treatment data - Number of clients receiving room and board while receiving ASAM 3.5 and/or 3.1 level of care substance use treatment.

# CY 2020 Program Highlights and Outcomes

## Community Assessment & Treatment Services, Inc. (CATS)

- **Program Success:**
  - 100% of clients had room and board while receiving ASAM 3.5 and/or 3.1 level of care substance use treatment
- **Average Cost per Client:**
  - \$ 1,880.33 per client.
- **Additional Information:**
  - This service array consists of the 24/7 physical operations that the facility must provide; to maintain the security, maintenance and health & safety standards in which our physical plant and food services are in compliance with laws, codes & certifications. These services are mandated and audited by: Ohio Department of Health, OhioMHAS, Ohio Dept. of Rehabilitation & Corrections, Commission on the Accreditation of Rehabilitation Facilities, American Correction Association.

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- **Drug Court Sustainability Pooled Funding:** provides Substance Use Disorder (SUD) as part of a larger Drug Court Specialty Docket. This model is evidence-based and is on the SAMHSA National Registry of Evidence Based Practices. The program is in collaboration with Cuyahoga County and Municipal Drug Court Dockets; all which are monitored by SAMHSA.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 10 clients, and actually served 5.
  - 5 clients have completed the program.
  - Clients saw a:
    - CPST an average of 2 times.
    - Social Worker and average of 160 times.
    - Other: BH Specialist an average of 496 times.
  - Average case load of 20.
- **Goals Met:**
  - 100% of clients will have access to SUD treatment regardless of Medicaid coverage.
  - 75% of clients will have a decrease in risk factors associated with SUD.
  - 75% of clients will have an increase in protective factors associated with SUD
- **Metrics used to Measure Success:**
  - Brief Addiction Monitor (BAM), specifically the subscales of continued use risk and protective factors.
- **Program Success:**
  - 100% of clients had access to needed services regardless of Medicaid coverage
  - 100% of clients who successfully completed the program had an increase in protective factors

# CY 2020 Program Highlights and Outcomes

## Community Assessment & Treatment Services, Inc. (CATS)

- 25% of clients who successfully completed the program had a decrease in risk factors
  - **Average Cost per Client:**
    - \$ 2,177.64 per client.
  - **Additional Information:**
    - SUD treatment is provided through a wide array of ASAM criteria ranging from 1.0 (outpatient) through 3.5 (high intensity residential). The service array consists of; psychiatric diagnostic evaluations, crisis/ group/individual psychotherapy sessions, assessments, group counseling, IOP, case management, urine drug screens and residential treatment. All of which are delivered by Independent and/or Supervised Practitioners that are state licensed.
    - These clinicians provide access to multiple levels of care to this population, which is a crucial element of the model, as it provides the ability to respond to changing treatment needs of the individual within one single treatment episode, providing a continuity of care.
    - In addition, the program includes a liaison to the courts, an essential element of the model in which the treatment provider and the criminal justice personnel are integrated into one, unified team.
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- **SUD Residential Treatment Pooled Funding:** provides residential treatment for Substance Use Disorders at an ASAM 3.5 level delivered in compliance with CARF standards for individuals who would otherwise not have access to needed services. Those with substance abuse disorders frequently lack Medicaid. This commonly occurs when their symptoms are the strongest, meaning they don't have medical coverage when they need it most. The service array consists of; psychiatric diagnostic evaluations, crisis intervention/group/individual psychotherapy sessions, assessments, group counseling, case management, urine drug screens. All of which are delivered by Independent and/or Supervised Practitioners that are state licensed.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 10 clients, and actually served 7.
  - 7 clients have completed the program.
- Clients saw a:
  - BH & Residential Specialist an average of 210 times.
- Average case load of 15.
- **Goals Met:**
  - 100% of clients will have access to SUD treatment regardless of Medicaid coverage.
  - 65% of clients will have a decrease in risk factors associated with SUD.

# CY 2020 Program Highlights and Outcomes

## Community Assessment & Treatment Services, Inc. (CATS)

- 65% of clients will have an increase in protective factors associated with SUD.
- **Metrics used to Measure Success:**
  - Brief Addiction Monitor (BAM), specifically the subscales of continued use risk and protective factors.
- **Program Success:**
  - 100% of clients had access to needed services regardless of Medicaid coverage
  - 79% of clients who successfully completed the program had an increase in protective factors.
  - 89% of clients who successfully completed the program had a decrease in risk factors.
- **Average Cost per Client:**
  - \$ 10,655.52 per client with an average stay of 60 days.
- **Additional Information:**
  - EBP include Residential Drug Abuse Program (RDAP), Seeking Safety (Trauma-Informed), Straight Ahead (SUD), Gorski's Relapse Prevention, Medication Assisted Treatment (MAT), Thinking For a Change (T4C), Bridges to Recovery (applying EBP to 12-steps) & Motivational Enhancement.

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- **Outpatient AOD Treatment Supplemental Pooled Funding:** provides outpatient treatment for Substance Use Disorders at an ASAM 2.1 and/or 1.0 level delivered in compliance with CARF standards for individuals who would otherwise not have access to needed services. Clients with substance abuse disorders frequently lack Medicaid. This commonly occurs when their symptoms are the strongest, meaning they don't have medical coverage when they need it most. The service array consists of; psychiatric diagnostic evaluations, crisis/ group/individual psychotherapy sessions, assessments, group counseling, IOP, case management and urine drug screens. All of which are delivered by Independent and/or Supervised Practitioners that are state licensed.

### First Six Months of 2019 Outcomes:

The First Six Months of 2019:

- Anticipated serving 20 clients, and actually served 44.
- 44 clients have completed the program.
- Clients saw a:
  - CPST an average of 66 times.
  - BH Specialist an average of 2,112 times.
- Average case load of 30.
- **Goals Met:**
  - 100% of clients will have access to SUD treatment regardless of Medicaid coverage.

# CY 2020 Program Highlights and Outcomes

## Community Assessment & Treatment Services, Inc. (CATS)

- 65% of clients will have a decrease in risk factors associated with SUD.
- 65% of clients will have an increase in protective factors associated with SUD.
- **Metrics used to Measure Success:**
  - Brief Addiction Monitor (BAM), specifically the subscales of continued use risk and protective factors.
- **Program Success:**
  - 100% of clients had access to needed services regardless of Medicaid coverage
  - 100% of clients who successfully completed the program had an increase in protective factors.
  - 75% of clients who successfully completed the program had a decrease in risk factors.
- **Average Cost per Client:**
  - \$ 1,236.71 per client.
- **Additional Information:**
  - EBP include Residential Drug Abuse Program (RDAP), Seeking Safety (Trauma-Informed), Straight Ahead (SUD), Gorski's Relapse Prevention, Medication Assisted Treatment (MAT), Thinking For a Change (T4C), Bridges to Recovery (applying EBP to 12-steps) & Motivational Enhancement.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Cornerstone of Hope</b>			
Bereavement Support Group	\$ 67,000	\$ 67,000	Prevention
<b>Total</b>	<b>\$ 67,000</b>	<b>\$ 67,000</b>	

# CY 2020 Program Highlights and Outcomes

## Cornerstone of Hope

- Cornerstone of Hope's goal is to make life and living possible again and to find new hope after the loss of a loved one. ADAMHS Board Funding supports the following initiative:
  - **Bereavement Support Group Program:** offers 6 unique support groups guided by a facilitator to express grief reactions, gain education on healthy coping strategies, normalize grief feelings, and gain peer support, support group clients will be at a decreased risk for complicated grief, depression, and substance abuse

### First Six Months of 2019 Outcomes:

The First Six Months of 2019:

- Anticipated serving 55-70 individuals, and actually served 108.
- 108 clients have completed the program.
- Clients saw a:
  - Counselor an average of 11 times.
  - Social Worker an average of 2,112 times.
- 6-8 Grieving Individuals per Support Group
- **Goals Met:**
  - Goal - To offer professionally-led Bereavement Support Groups for Overdose Loss, Suicide Loss, Murder Loss and Complicated Loss for 10 weeks and 120 minutes each session.
  - From Jan 1 - Jun 30, 2019, held 2 sessions each of Overdose Loss Support Group and Suicide Loss Group Held one group of Murder Loss and one group of Complicated Loss. In all, 44 grievors were served in these support groups.
  - Also held a 5-week educational series and a memorial on Suicide Loss, which served 64 individuals.
- **Metrics used to Measure Success:**
  - Closely monitor the number of Intake Assessments performed for the support groups.
  - Pre-support group evaluation, as well as a post-support group evaluation.
  - After every group session, the Support Group Facilitators participate in a de-brief with Clinical Supervisors. Support Group Facilitators regularly meet with Clinical Supervisor and our Clinical Director in order to discuss progress within the group. At the end of the 10-week group, Clinical Director reviews all the data collected in order to inform the curriculum for the next round.
- **Program Success:**
  - Client Evaluation Data - [Rate 1-5]
  - 1. I am able to identify thoughts and feelings about my loss. Avg = 4.6
  - 2. I understand how grief can change the way I think, feel, and act. Avg = 4.8
  - 3. I know other people who have experienced the loss of a loved one. Avg = 5
  - 4. I know how to take care of myself in my grief. Avg = 4.5

# CY 2020 Program Highlights and Outcomes

## Cornerstone of Hope

- 5. I am able to share the story of my loss with others. Avg = 4.7

- **Average Cost per Client:**

- \$ 314 per client.

- **Additional Information:**

- Due to the number of deaths due to suicide, overdose, and murder, the Bereavement Support Groups for Overdose Loss, Suicide Loss, Murder Loss, and Complicated Loss continue to fill with grieving clients.
- Some individuals who go through intake assessment are not ready for group are recommended for individual counseling and often receive this counseling at Cornerstone.
- In evaluations, provider sees that the support group clients receive needed grief support to help with the difficult pain of loss and they learn healthy coping strategies.
- Because of the volume of grieving individuals who have lost loved ones to overdose and suicide, more programming specific to the kind of loss was developed. In addition to our existing Support Groups, the curriculum for a Suicide Loss Series that combines support and education was developed.
- In spring, the inaugural Suicide Loss Series for 6 weeks with 52 people in attendance.
- With the development of these programs, Cornerstone of Hope continues to reach individuals who are affected by these losses in a different way. Following the program, griever have the ability to process their loss and be supported in their grief. Accordingly, Cornerstone of Hope's work lessens the instances of complicated grief, depression, substance abuse, and suicide for these clients.

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Courage to Caregivers, Inc.</b>			
Support Groups for Mental Illness Caregivers - East & West Side	\$ 15,000	\$ 20,000	Prevention
<b>Total</b>	<b>\$ 15,000</b>	<b>\$ 20,000</b>	

# CY 2020 Program Highlights and Outcomes

## Courage to Caregivers

- Courage to Caregivers is a Support Group pilot program. ADAMHS Board Funding supports the following initiative:
  - **Support Groups for Mental Illness Caregivers - East & West Side:** is a support group for individuals who identify as caregivers for people living with mental illness. The weekly groups are themed around self-care. The groups educate members, provide support to reduce stress, create positive relationships with others who understand and empower participants to achieve personal goals. The groups are facilitated by both professional and trained peers.

### First Six Months of 2019 Outcomes:

The First Six Months of 2019:

- Anticipated serving 40 individuals, and actually served 28.
- Clients saw a:
  - Other: Group Leader an average of 193 times.
- **Goals Met:**
  - An estimated 80% of the following goals were achieved:
    - Decrease the stress of caregiving and caregiver burden – YES.
    - Improve satisfaction with life for those who care for a loved one with mental illness – TBD.
    - Empower and encourage caregivers to take care of their own emotional (and physical) health, thereby improving their ability to take care of their loved one – YES.
    - Provide a source of short and long-term (if needed) support – YES
    - Reduce the loss of hope during a mental illness crisis – YES
- **Metrics used to Measure Success:**
  - Each client served is measured as a result of their participation in this program:
    - Stress levels - reporting % change in stress weekly through self-reporting at each support group.
    - Satisfaction with life - part of a narrative exit interview with each participant at the end of the year.
    - Number of personal goals achieved and new coping skills attained.
- **Program Success:**
  - This Support Group program has had a considerable impact, reducing participants' stress levels between 13 and 87%, with an average of 43% reduction in stress during this time period.

# CY 2020 Program Highlights and Outcomes

## Courage to Caregivers

- The other measurable outcomes are to be reported at year-end through a narrative exit interview with each participant.
- **Average Cost per Client:**
  - \$ 407 per client.
- **Additional Information:**
  - Provider is encouraged by the participant feedback received. Participants are fully engaged and completing their homework. They're also doing the hard work being asked of them - making small changes, sometimes just in their thinking, each and every week.
  - Due to the nature of the challenges faced by the target population, the discussions held at the support groups can bring up very emotional reactions. Since this discovery, we have added a metric for measuring stress going forward: Did your stress increase today? IF YES – Can you tell us why? In most cases it is because the curriculum's content or discussion that ensues. For example, when discussing exercise and its benefits, a participant noted that they have a negative body image, low self-esteem and the call to action/change around exercise increased their stress level on this evening.
  - There has been a disparity in attendance between our east and west side program locations, with more participants on the east side. We have tackled the low attendance on the west side through circulating a west side focused press release and have recently hired a Community Outreach Coordinator who lives on the west side to develop and implement targeted marketing and communication efforts.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Court of Common Pleas</b>			
CC Correction Center Women's Re-entry	\$ 131,030	\$ 100,000	
<b>Total</b>	<b>\$ 131,030</b>	<b>\$ 100,000</b>	
<b>Pooled Funding:</b>			
Adult Treatment Drug Court	\$ -	\$ -	
Treatment Capacity Expansion	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## Cuyahoga County Common Pleas Court, Corrections Planning Board, TASC

- The Corrections Planning Board is a governmental entity under the auspices of the Cuyahoga County Common Pleas Court (CPC) and functions as the administering organization to Treatment Alternatives to Street Crime (TASC). TASC's mission is to provide an objective and effective bridge between the Criminal Justice System and the treatment community. ADAMHS Board funding supports the following initiatives:
  - **Cuyahoga County Correction Center (CCCC) Women's Reentry Program:** is Ohio Mental Health and Addiction Services (Ohio MHAS) certified for Behavioral Health Counseling and Therapy. The Court/Correction's Planning Board and the Sheriff's Department (SD) proposes to implement and adhere to an evidence-based trauma informed cognitive behavioral treatment (CBT) modality for its gender specific SUD Treatment Services Program for incarcerated females at the CCCC. Sentenced moderate to high-risk female participants will be screened by CCCC Social Service Specialists for drug abuse and referred to TASC for assessment. Based on ASAM criteria, TASC Assessment Specialists will provide: Outpatient Treatment (OP), Intensive Outpatient Treatment (IOP), Individual Counseling, Case Management, and aftercare. Linkages to community agencies for treatment services and other post release programming (e.g., employment, literacy, mental health) will be included in each individual participant case plan.

### First Six Months of 2019 Outcomes:

The First Six Months of 2019:

- Anticipated serving 48 women, and actually served 6.
- Clients saw a:
  - Social Worker an average of 1 time.
- Average case load of 6 due to Jail staffing and access issues.
- **Goals Met:**
  - This was a newly designed program in collaboration with the Cuyahoga County Corrections Center, so there was no baseline to set goals.
  - Essentially, the program hoped to screen and admit up to 96 women in 2019 who were housed at the Euclid Annex. Prior to implementation, the women were moved back to the jail housed in the Justice Center. Between January 1, 2019 and June 30, 2019, a biopsychosocial assessment was completed with 6 women.
- **Metrics used to Measure Success:**
  - For the purposes of this project, provider is reporting the following measures on the quarterly reports sent to the Board:

# CY 2020 Program Highlights and Outcomes

## Cuyahoga County Common Pleas Court, Corrections Planning Board, TASC

- Number who completed the program and the Number of Jail Bed Days Saved. In addition, staff are also collecting a Brief Addiction Monitor on Admission and at Successful Discharge.
  - **Program Success:**
    - 12 women were screened for admission, 6 women were assessed and 5 were enrolled. The first group cohort did not begin until Quarter 3, though women had been screened, assessed, and enrolled to begin during the second quarter.
  - **Average Cost per Client:**
    - \$1,063.55 per client.
  - **Additional Information:**
    - During the course of implementation, the location of the project was reassigned from the Euclid Annex to the Justice Center. Additionally, hiring issues precluded the on time implementation of the project.
    - Currently, the project is fully staffed and a full cohort of women are participating in programming (beginning during Quarter 3). It is anticipated that enrollments will continue throughout the duration of the project.
    - Supervisory staff with TASC and with the Corrections Center are communicating regularly to discuss issues that arise with seeing the women in the facility. Lock downs and staffing issues on the corrections side have created some barriers. Both parties understand the safety of all is always the priority, so continued conversations occur with how to ensure that the clients receive the needed services when these situations occur.
- 
- **Adult Treatment Drug Court (Non-Medicaid Specialty Dockets) Pooled Funding:** was focused on the Drug Court Dockets. Due to changes that went into effect January 1, 2019, all Non-Medicaid services performed by TASC are now covered under the pooled funding provided through the ADAMHS Board. For the purposes of this application, all of the services provided by TASC for the Cuyahoga County Common Pleas Court Specialty Dockets (Drug Court, Recovery Court, and Veteran's Treatment Court) are being reported under this umbrella.
- First Six Months of 2019 Outcomes:**  
The First Six Months of 2019:
- Anticipated serving 110 clients, but actually served 85.
  - 64 clients completed the program.
  - Clients saw a:
    - Social Worker an average of 9 times.
  - Average case load is 30.
  - **Goals Met:**
    - Adult Treatment Drug Court projected to serve 110 clients by June 30, 2019. The projected number in the prior RFP was overall admissions for Drug Court and not

# CY 2020 Program Highlights and Outcomes

## Cuyahoga County Common Pleas Court, Corrections Planning Board, TASC

specifically for Non-Medicaid clients. The projected graduation rate (i.e. successful completions) is 50%.

- **Metrics used to Measure Success:**
  - The metrics that are currently being used are the total number of successful graduates and BAM collection at admission and successful discharge.
- **Program Success:**
  - 85 individuals have received services via Non-Medicaid funding through this program.
  - Additionally, the graduation/success rate for those discharged from January 1, 2019-June 30, 2019 is 63.3%.
- **Average Cost per Client:**
  - \$4,109.95 per client.

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- **Treatment Capacity Expansion (Non-Medicaid TASC Services) Pooled Funding:** focuses specifically on Intensive Outpatient Services, Outpatient Services, and Jail Assessments.

### First Six Months of 2019 Outcomes:

The First Six Months of 2019:

- Anticipated serving 110 clients, but actually served 85.
- 64 clients completed the program.
- Clients saw a:
  - Social Worker an average of 9 times.
- Average case load is 30.
- **Goals Met:**
  - Some goals outlined in the original submission, have expanded to include all Non-Medicaid services and not for specific programs.
- **Metrics used to Measure Success:**
  - The metrics that are currently being used for the jail assessments are the total number of jail assessments completed.
  - For group measures, the total number of successful, unsuccessful, or neutral discharges are being tracked.
  - Additionally, BAM's are being completed at admission and discharge.
- **Program Success:**
  - 245 assessments were completed in the jail, however, this number may not accurately reflect the real number of jail assessments performed due to billing errors to GOSH and the court's new EHR.

# CY 2020 Program Highlights and Outcomes

## Cuyahoga County Common Pleas Court, Corrections Planning Board, TASC

- Of the 9 male IOP admissions, 4 are still active, 3 were unsuccessful, and 2 were successful.
  - Of the 1 female Non-Medicaid IOP Admission, 1 was successful.
  - Of the 31 Outpatient Non-Medicaid Admissions, 8 were unsuccessful, 11 are successful, and 12 are carry overs.
  - Of the 130 admissions for Case Management Only, 30 were Unsuccessful, 33 were Successful, 6 were Neutral, and 61 are Carry Overs to the second half.
- **Average Cost per Client:**
    - \$ 1,649.21 per client.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>CC Domestic Relations Court</b>			
Families First	\$ 80,000	\$ 50,000	Innovative Prog.
<b>Total</b>	<b>\$ 80,000</b>	<b>\$ 50,000</b>	

# CY 2020 Program Highlights and Outcomes

## Cuyahoga County Domestic Relations Court

- Cuyahoga County Domestic Relations Court facilitates the Families First Program. The ADAMHS Board funding supports the following initiative:
  - **Families First Program:** combines judicial supervision with identification and treatment of parents involved in contested divorce proceedings and experiencing substance use and mental health issues with the goal of improving the co-parent relationship. Essential elements of this program are judicial supervision, status review, treatment team, screening and assessment, evidence based treatment services and mentored court visits. The 18-month program is voluntary and available to all families in the process of divorce and experiencing substance use, mental health issues and/or co-occurring disorders.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 20 adults and 10 families, but actually served 18 adults and 9 families.
  - Clients saw a:
    - CPST and average of for 3 hours each month.
    - Psychiatrist Social Worker an average of 1 time in a 3-month period..
    - Psychologist an average of 2 times per month.
    - Counselor an average of 1 time per week.
    - Other; Court Hearings an average of 1 times per month
  - 23: 18 adults and 5 children.
- **Goals Met:**
  - 93% screened were deemed eligible (13 out of 14)
  - 100% follow through with assessment (14 out of 14)
  - 70% meeting treatment goals (7 out of 10)
  - 100% working post-treatment plan (1 out of 1)
  - 85.7% connected with parenting or employment linkages (12 out of 14)
  - 0 post-decree filings.
- **Metrics used to Measure Success:**
  - Number of parents screened and assessed for criminogenic risk, substance use or mental health disorders and engaged in treatment services.
  - Number of parents connected to resources for parenting and employment.
  - Number of post-decree parenting filings.
  - Number of children referred to treatment services.
  - Benchmarks:
    - 90% of parents identified as eligible will be screened and assessed for criminogenic risk, substance use or mental health issues.

# CY 2020 Program Highlights and Outcomes

## Cuyahoga County Domestic Relations Court

- 70% of parents screened and referred to Moore Counseling for an assessment will complete the assessment.
- 70% of parents diagnosed as needing treatment will meet treatment goals.
- 70% of parents actively working a recovery plan (post treatment).
- 80% of parents will be connected to community resources for parenting and employment.
- 25% reduction in post-decree parenting filings.
- **Program Success:**
  - Participants are actively engaged in treatment services and are working toward graduation.
  - Successful engagement with 17 out of 18 participants.
  - Abstinence from substances with 5 out of 7 clients diagnosed with SUD.
  - Each family has been linked with social supports and community linkages.
  - Court has received 0 post-decree filings and most parents are reaching interim agreements on parenting plans.
- **Average Cost per Client:**
  - \$703 per client.
- **Additional Information:**
  - Barriers to treatment have been removed.
  - Program model presented at various conferences.
  - Children have been united with parents.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Domestic Violence &amp; Child Advocacy</b>			
Domestic Violence & Family Help Line	\$ 8,640	\$ 8,640	24/7 Access
<b>Total</b>	<b>\$ 8,640</b>	<b>\$ 8,640</b>	

# CY 2020 Program Highlights and Outcomes

## Domestic Violence & Child Advocacy Center

- Domestic Violence & Child Advocacy Center (DVCAC) is the result of a merger between the Domestic Violence Center and Bellflower Center for Prevention of Child Abuse. Its mission is to end child abuse and domestic violence, empowering victims, educating the community, and advocating for justice DVCAC offers a wide variety of prevention and intervention services. ADAMHS Board funding supports the following initiative:

- **Domestic Violence and Family Helpline: 216-391-4357 (HELP):** DVCAC's confidential, 24-hour Domestic Violence Helpline offers crisis intervention, support, safety planning, information and referrals to domestic violence and/or child abuse victims, survivors, families and professionals. Domestic Violence victims requiring immediate help access the safe shelter via this Helpline.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 5,500, but actually served 3,211.
  - 3,211 clients were served with crisis intervention or information/referral services through the helpline.
  - Clients spoke with a:
    - Helpline advocate 3,211 times.
  - Call takers do not carry a caseload.
- **Goals Met:**
  - DVCAC received approximately 58% of the calls that were projected for the first half of CY19.
  - Due to a change in how DVCAC logs calls, the agency anticipates receiving approximately 7,500 calls verses the originally projected 11,000 in CY2019 and intends to meet the new goal.
- **Metrics used to Measure Success:**
  - DVCAC accounts for each person seeking crisis intervention or information/referral services through the Helpline. Calls, texts, and live chats are documented in a data management system (Osnium). This system is used by many other domestic violence advocacy agencies throughout the state of Ohio.
  - The decline in calls is attributed in part to the way in which DVCAC counts Helpline calls. Starting July 1, 2018, the agency discontinued counting internal/transfer calls and calls from persons living in shelter, thereby only counting crisis intervention and information/referral calls.

# CY 2020 Program Highlights and Outcomes

## Domestic Violence & Child Advocacy Center

- Annual call volume is affected by the changing needs of the community and ways in which persons seek help and services. Helplines now need to be supplemented by live chat and texting platforms, a feature DVCAC has implemented in July 2019.
- **Program Success:**
  - Assisted 3,211 people who called the Domestic Violence and Family Helpline and connected them with crisis intervention services or information and referral assistance.
- **Average Cost Per Client:**
  - 3,211 clients were served. No cost for client included.
- **Additional Information:**
  - As technology continues to expand, so have DVCAC's Helpline services. Telephone helplines now need to be supplemented by live chat platforms, including live chat software. In 2018, the National Domestic Violence Hotline reported that 43% of all contacts were made via on-line chats and text messages. A shift to including online chat/text communications is in sync with the way people are currently communicating, providing access to DVCAC's Helpline services to a broader subset of the agency's overall target population.
  - In July 2019, The Helpline launched the use of a web-based chat/text to chat service called iCarol, which is the first and only commercially available, subscription based, helpline software management system that automates all of the processes associated with managing service delivery through live chat and texting conversations. iCarol is currently available Monday through Friday during business hours, with plans to expand the service 24/7 by the end of 2019. With implementation of this software, which makes reaching out for help more accessible for everyone in our community, DVCAC projects an increase in persons served in 2020.
  - DVCAC's confidential, 24-hour Domestic Violence Helpline offers crisis intervention, support, safety planning, information and referrals to domestic violence/child abuse victims, survivors, families and professionals. Domestic Violence victims requiring immediate help access the safe shelter via this Helpline.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>East Cleveland Neighborhood Center</b>			
School Based Prevention	\$ 130,620	\$ 157,000	Prevention
<b>Total</b>	<b>\$ 130,620</b>	<b>\$ 157,000</b>	

# CY 2020 Program Highlights and Outcomes

## East Cleveland Neighborhood Center

- East Cleveland Neighborhood Center (ECNC) provides an array of behavioral health prevention services which promoted 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 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 519 clients, but actually served 1,048.
  - 416 clients have successfully completed the entire curriculum; 632 completed the partial curriculum.
  - Clients saw a:
    - Prevention education specialist an average of 12 times
      - Average caseload is 265 students per prevention education specialist.
- **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; plan to complete by December 2019.
- **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 2020 Program Highlights and Outcomes

## East Cleveland Neighborhood Center

- 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;
  - ATOD Milestones: 300 (76% of students surveyed) understood new life skills; 247 (65%) identified harmful effects of ATOD use; 315 (79%) demonstrated ATOD refusal skills;
  - Satisfaction: 87% 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.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Emerald Development &amp; Economic Network (EDEN)</b>			
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
<b>Total</b>	<b>\$ 2,771,397</b>	<b>\$ 2,771,397</b>	

# CY 2020 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 persons 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 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 112 households, but actually served 109 households (178 persons).
  - 105 households remained on program; and 107 households are currently receiving services in the program.
  - The average households served are 109.
- **Goals Met:**
  - 100% of units will meet HQS Standards = 100%
  - 90% of participants will maintain or increase income = 90%
  - 95% of the participants will maintain their housing subsidy = 97%
  - 100% emergency repairs shall be repaired within 24hrs = 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 increases 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 insures 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 insure 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.
- **Program Success:**
  - 100% of units will meet HQS Standards = 100%
  - 90% of participants will maintain or increase income = 90%
  - 95% of the participants will maintain their housing subsidy = 97%
  - 100% emergency repairs shall be repaired within 24hrs = 100%

# CY 2020 Program Highlights and Outcomes

## **Emerald Development & Economic Network, Inc. (EDEN)**

- 100% of program administration follows Ohio Landlord Tenant Law & Fair Housing Act = 100%
- **Average Cost Per Client:**
  - \$2,148 is the average cost.
- **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.

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- **Property Management for Consumer 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 2019 Outcomes:**

- In the First Six Months of 2019:
  - Future Directions, the Consumer Operated Services agency, has all client data.
- **Goals Met:**
  - 100% of emergency repairs will be completed within 24hrs = 100%
  - 100% of routine work orders will be completed within 30d = 85%
  - 100% Invoices will be paid within 30d = 100%
  - Property will meet local ordinance/codes = 100%
  - Property will have OMHAS Certification = 100%
  - EDEN intends to meet all 2019 goals; a few work orders took longer than 30 days to complete, but this is not likely to occur in second half of year
- **Metrics used to Measure Success:**
  - EDEN uses our Tenmast System to track work orders to insure they are completed within agreed upon timeframes and that invoices are paid timely for the project.
  - Building maintains current certificate of occupancy.
- **Program Success:**
  - 100% of emergency repairs will be completed within 24 hours = 100%
  - 100% of routine work orders will be completed within 30 days = 85%

# CY 2020 Program Highlights and Outcomes

## Emerald Development & Economic Network, Inc. (EDEN)

- 100% Invoices will be paid within 30 days = 100%
- Property will meet local ordinance/codes = 100%
- Property will have OMHAS Certification = 100%

- **Average Cost Per Client:**

- \$29,311 is the total cost (no client data available)

- **Additional Information:**

- EDEN does not receive any information about the consumers who utilize this program. The agency only owns and maintains the property.

- 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 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 30 households, but actually served 31.
  - 29 households maintained housing and 26 households are currently receiving services in this program.
  - The average households served is 30.
- **Goals Met:**
  - 95% of tenants will maintain housing = 97%
  - 90% of tenants will maintain or Increase Income = 90%
  - 100% of Property Mgmt. services will be consistent with Ohio Landlord Tenant Law & Fair Housing Act = 100%
  - 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 insure 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
- **Program Success:**
  - 95% of tenants will maintain housing = 97%
  - 90% of tenants will maintain or Increase Income = 90%
  - 100% of Prop Mgmt. services will be consistent with Ohio Landlord Tenant Law & Fair Housing Act = 100%
  - There will be no Security Incidents = 0

# CY 2020 Program Highlights and Outcomes

## **Emerald Development & Economic Network, Inc. (EDEN)**

- **Average Cost Per Client:**

- \$1,780 is the average cost.

- **Additional Information:**

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

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- **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.

### **First Six Months of 2019 Outcomes:**

- In the First Six Months of 2019:

- Anticipated serving 46 clients daily, but actually served 39 with referrals from CARR, FrontLine, ADAMHS and Catholic Charities.
- 24 clients have completed program and 29 clients are currently receiving services.
- EDEN provides property management only for an average of 46 clients daily.

- **Goals Met:**

- 92% is rate for rent collection from residents= 92%
- 95% is rate for occupancy of units = 85%
- Units will be leased up within 15 days= avg is 15-30 days
- 100% of emergency repairs will be completed within 24hrs = 100%
- 100% of routine work orders will be completed within 30d = avg was 16 days. 10% were over 30d
- 100% of the units meet 1 or more of the following: Local Ordinances; OHMAS 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.
- 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 insure compliance with OHMAS.
- Current Certificate of Occupancy will exist for properties to insure compliance with city codes

# CY 2020 Program Highlights and Outcomes

## **Emerald Development & Economic Network, Inc. (EDEN)**

- **Program Success:**
  - 92% is rate for rent collection from residents= 92%
  - 95% is rate for occupancy of units = 85%
  - Units will be leased up within 15 days= avg is 15-30 days
  - 100% of emergency repairs will be completed within 24hrs = 100%
  - 100% of routine work orders will be completed within 30d = avg was 16d. 10% were over 30d.
- **Average Cost Per Client:**
  - \$2,201 is the average cost.
- **Additional Information:**
  - 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.
  - ADAMHS Board-owned facilities house 46 clients per year.

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- **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.

### **First Six Months of 2019 Outcomes:**

- In the First Six Months of 2019:
  - Anticipated serving 53 Daily (don't have stats for E 118th MAT site) clients, but actually served 58 (not including E 118th MAT site).
  - 46 (not including E 118th MAT site) clients have completed treatment and 51 clients (not including E 118th MAT site) are currently receiving services.
  - On average the program serves 53 individuals.
- **Goals Met:**
  - 92% is rate for rent collection = 92%
  - 95% is rate for occupancy = 100%

# CY 2020 Program Highlights and Outcomes

## Emerald Development & Economic Network, Inc. (EDEN)

- Units will be leased up within 15 days = average is between 15-30 days
- 100% of emergency repairs will be completed within 24hours = 100%
- 100% of routine work orders will be completed within 30d = average was 15 days, 10% went over 30 days.
- 100% Invoices paid within 30 days = 100%
- 100% of the units meet OMHAS Licensure Class 1, or Certifications = 100%
- EDEN is on par to meet all goals.
  - Work orders can sometimes be delayed and take longer than 30 days to complete when outside factors, such as needing to hire a contractor, occur.
  - Filling units within 15 days can be delayed when referrals are not received in a timely manner – some properties fill in 3 days and others in 30 days.
- **Metrics used to Measure Success:**
  - Licensure standards for Class I facilities will be met to insure compliance with OHMAS
  - Certificate of Occupancy will exist for properties to insure compliance with city codes
  - EDEN uses TenMast Software to track income for participants and when a recertification may be needed; work order input and reports are also pulled from this system as well as following housing stability of tenants. EDEN pays invoices and creates financial reports from Tenmast.
- **Program Success:**
  - 92% is rate for rent collection = 92% & 95% is rate for occupancy = 100%
  - Units will be leased up within 15 days= average is between 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 = Average days was 15. 10% went over 30 days.
  - 100% of the units meet OMHAS Licensure Class 1, or Certifications = 100%
- **Average Cost Per Client:**
  - \$1,535 is the average cost per client.
- **Additional Information:**
  - n/a

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- **Permanent Housing:** EDEN owns 65 properties with 205 units of Permanent Housing for clients living with mental illness. Property Managers and Maintenance Techs are able to 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

# CY 2020 Program Highlights and Outcomes

## **Emerald Development & Economic Network, Inc. (EDEN)**

with property issues when applicable, and coordinates communication with the client's primary CPST worker.

### **First Six Months of 2019 Outcomes:**

- In the First Six Months of 2019:
  - Anticipated serving 204 households, but actually served 181 households (258 persons).
  - 163 households (230 persons) have maintained housing, 179 households clients are currently receiving services (251 persons).
  - There is an average of 102 households for property management and 50 for maintenance.
- **Goals Met:**
  - 92% is rate of rent collection = 93%
  - 95% is rate of occupancy = 96%
  - 5% or less of involuntary move outs = 2% were involuntary
  - 100% units will meet ADAMHS certifications = EDEN has current certs. 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% PM Mgmt. services consistent with Ohio Landlord Tenant Law & Fair Housing Act = 100%
  - EDEN will not meet the anticipated number of households to be served due to the continued rehabilitation EDEN is completing on its scattered site 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.
- **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.
- **Program Success:**
  - EDEN collected rent at rate of 93% and had occupancy rate of 96%
  - 2% of tenants had an involuntary move out
  - 100% units met ADAMHS certification standards
  - Routine work orders were complete within 30 days and emergency orders were complete with 24 hours. - 5% were completed over 30 days.
  - 100% of Prop Mgmt. services followed Ohio LL/Tenant Law & Fair Housing Act
- **Average Cost Per Client:**

# CY 2020 Program Highlights and Outcomes

## **Emerald Development & Economic Network, Inc. (EDEN)**

- \$3,085 is the average cost per client.
- **Additional Information:**
  - EDEN owns 65 properties with 205 units of Permanent Housing for clients living with mental illness. Units must meet ADAMHS Board certification standards.
  - Property Managers and Maintenance Techs are able to identify potential issues a client may be having and coordinate with their case workers to provide intervention.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Epilepsy Association</b>			
<b>Pooled Funding:</b>			
Adult Case Management	\$ -	\$ -	

# CY 2020 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 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 72 clients, but actually served 81.
  - 72 clients have successfully completed the entire curriculum; 89 are currently receiving services.
  - Clients saw a:
    - CPST worker an average of 14.2 times.
  - Average caseload is 20 clients per CPST.
- **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.
  - Agency anticipates meeting all program goals by the end of the year and anticipate that 75% of clients will remain in the current program.
- **Metrics used to Measure Success:**
  - QOLIE-10
  - Ohio Consumer Outcomes
  - PHQ-9
  - AEP
  - Seizure Tracker
  - Consumer Satisfaction
  - Number of clients remaining in program through CY
  - Number of monthly visits with clients
- **Program Success:**
  - QOLIE-10= 26.07, PHQ-9= 7.97, AEP= 41.02, Seizures/month= 38.7%, Consumer Satisfaction= 4.63, Clients remaining in program= 88%.
- **Average Cost Per Client:**
  - \$5,253 per client.

# CY 2020 Program Highlights and Outcomes

## Epilepsy Association

- **Additional Information:**
  - 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.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Far West Center</b>			
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	\$ 20,000	\$ 30,000	Prevention
Senior Strong: Prevention Services for Older Adults	\$ 33,447	\$ 33,447	Prevention
<b>Total</b>	<b>\$ 208,045</b>	<b>\$ 218,045</b>	
<b>Pooled Funding:</b>			
Clinical MH Treatment (Core Care Clinic)	\$ -	\$ -	

# CY 2020 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 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 32 clients, but actually served 21.
  - 11 clients have successfully completed the program and 12 are currently participating.
  - Clients saw a:
    - Social worker an average of 25 times.
  - Average caseload is 12 clients per program staff person.
- **Goals Met:**
  - AHH! Art Helps and Heals met its goals for the first 6 months at 100%.
  - Two 10-week series were conducted, and a bonus third series began before June 30th.
  - The open-ended weekly Open Art Studio sessions are self-directed and were conducted consistently without interruption.
  - Both components of the 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 both AHH! and Open Art Studio.
  - Agency expects to meet art program goals by year-end.
    - Two more 10-week AHH! art therapy series will be completed, and weekly self-guided Open Art Studio art-making sessions will also continue as planned.
- **Metrics used to Measure Success:**
  - Quarterly client outcomes surveys measuring 7 areas of recovery (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. Open Art Studio will provide art-making experiences for relaxation, enjoyment, and group socialization.
  - Client Satisfaction Surveys of AHH! Art Therapy and Open Art Studio sessions.
  - Tracking Number of Sessions and Attendance.

# CY 2020 Program Highlights and Outcomes

## Far West Center

- **Program Success:**
  - 20 quarterly outcomes surveys were administered and 100% agreed/strongly agreed with positive changes in all domains! Highest ratings were: ability to express emotions; self-esteem.
  - Survey results for Open Art Studio are similar; highest ratings: relaxation; self-esteem; social connections.
  - 38 client satisfaction surveys show high value of art sessions. "Best thing I ever did for myself".
  - 23 AHH! sessions, 19 participants. 26 Open Art Studio sessions, average 11 participants/week.
  - 168 hours of supportive services and 86 hours program planning time
- **Average Cost Per Client:**
  - \$540 for 10-week AHH! art therapy group sessions.
- **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!
  - Average individual cost per client in the structured AHH! Art therapy group sessions is \$540; these sessions may be considered clinical groups and part of the treatment plan.
  - All other costs associated with the AHH! Program, Open Art Studio, support services, planning, screening, exhibits, outreach and so forth are covered by the grant program funds and are not billable clinical services.
  - Clinical Mental Health treatment targets illness. Art expression creates a sense of accomplishment and purpose for our clients that is not achieved by traditional clinical means. By creating art, our clients master 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 including Westlake Porter Library, Rocky River Library, FWC and the ADAMHS Board. Some patrons purchased pieces on display, and even commissioned additional art from our clients.
  - AHH! and Open Art Studio are extraordinary and unexpected benefits for clients who struggle with their illness.

- **Peer Support Compeer:** is 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 2020 Program Highlights and Outcomes

## Far West Center

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 30 clients, but actually served 30 and have 84 people on a waitlist.
  - The Compeer program is an ongoing program and remains fully utilized at 30 clients, with a waitlist of 84 individuals.
  - Clients saw a:
    - Social worker an average of 132 times.
- **Goals Met:**
  - Program met or exceeded the majority of program goals appropriate for the first 6 months of 2019; completed 4 of the projected 8 new “matches” for all of 2019, with additional matches in process.
  - Friend matches total 30 (60 persons).
  - The bi-annual survey scores show between 86-100% achievement of goals (target was 50%) as reported by client-members, volunteer matches, and providers.
  - Protective factors (improved trust, social connection, self-esteem, coping skills) are improved.
  - The number of group activities from Jan-June exceeded goals by 50%; agency is 100% on track for achieving program goals.
  - Group activities will continue to meet/exceed target of 10/month.
  - Program surveys will continue to report high scores for protective factors and recovery support.
  - Clients report Compeer is essential to their recovery. “Compeer is my life-line. It helps my whole family get better.” “It gives me hope. People accept me for who I am.”
- **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. Use of the Client Planning Committee in schedule of activities.
  - 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 Success:**
  - Recovery: 86% increased social skills and social activities; 91% reduced/no hospital use; 100% healthy lifestyle changes.
  - Programs: High satisfaction with field trips, summer/holiday events, peer socializing 74%. Client Planning Committee highly regarded (100%). 3. 85%

# CY 2020 Program Highlights and Outcomes

## Far West Center

matches exceed one-year; 15 activities/month; 90% attend events; 85% recommend Compeer.

- Compeer, Inc. Survey: 100% highly value their match; 95% value support calls; 80% group activities; 100% say Compeer key to recovery
- **Average Cost Per Client:**
  - No billable clinical treatment services; Compeer provides programs and events.
- **Additional Information:**
  - Compeer Inc., is an international SAMHSA-designated evidence-based program of peer 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.” “I’ve learned to laugh and not be afraid.”
  - Compeer adds new initiatives, including the art programs and the unique supported volunteering program - Compeer clients volunteer at assisted living facilities and learn how to be a volunteer!

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- 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 2019 Outcomes:

- In the First Six Months of 2019:
  - The Peer Support Specialist has worked as a program assistant for the Compeer program at Far West Center.
- **Goals Met:**
  - The Peer Support Specialist (PSS) based in the Compeer Program met or exceeded all goals for the first half 2019.
  - The PSS used his lived experience and training to help Compeer members decrease isolation and improve social connections.
  - The PSS helped Compeer volunteers understand mental illness and develop supportive ties with their match.

# CY 2020 Program Highlights and Outcomes

## Far West Center

- From January-June 2019, the PSS exceeded goals for numbers of contacts, including in-person, phone, group events, and volunteers.
- The PSS exceeded contacts with wait-listed members; and, even increased client attendance at activities over 11% by his supportive contacts.
- The PSS met monthly recordkeeping and reporting goals.
- The PSS will continue to meet his goals of assisting with program operations so that all recordkeeping, files, and data are tracked accurately and on time.
- Compeer members will continue to express high satisfaction with the PSS role.
- **Metrics used to Measure Success:**
  - Volume of Compeer contacts, program hours, phone calls, and number of activities supported.
  - PSS self-evaluation of his effectiveness as a role model for client members
  - Compeer member satisfaction surveys of his effectiveness in supporting recovery.
- **Program Success:**
  - The PSS averaged 147 contacts/month with Compeer members and volunteers, 56% above goal.
  - 67% of PSS time was used in direct member service vs. program operations, exceeding the 60% goal.
  - PSS directly supported 80 clients on the Compeer waiting list.
  - PSS reports high satisfaction with all aspects of his role, values sharing “lessons learned” and being a role model of self-care and recovery.
  - Satisfaction survey results rate the PSS as good to excellent (100%) and ability to establish relationships as good/excellent (100%).
- **Average Cost Per Client:**
  - There is no cost per client. The PSS salary is 26,438/year.
- **Additional Information:**
  - Peer-to-peer support is a powerful asset in Compeer. The PSS energetically supports the success of the Compeer Program, client and volunteer members. He mentors and coaches Compeer members to overcome the adversity of their illness and focus on their recovery.
  - The efforts of the PSS contributed to the 11% increase in attendance at Compeer Community activities. He devotes extra time and attention to the clients wait-listed for a volunteer match to keep them engaged and encouraged.
  - Client members and volunteers rate the PSS as excellent in his communications and support. “He makes sure I feel included.”
  - The PSS collaborates well with the Program Coordinator and adds his “lived experience” to the program.
  - The PSS generates new ideas for group activities and new approaches to keeping members engaged.
  - The partnership between the PSS, advanced in his recovery, and the Program Coordinator with 30 years of experience as a mental health social worker, makes a positive impact on Compeer.

# CY 2020 Program Highlights and Outcomes

## Far West Center

- **Family Care Giver:** is a multi-family, psychoeducational CPST group using an evidence-based practice approach.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 9 families, but actually served 8.
  - 2 families have successfully completed the program and 8 are currently participating in the program.
  - Clients saw a:
    - Counselor an average of 18 times.
- **Goals Met:**
  - Program goals have been met for the first half of 2019.
  - Family Program group sessions continued biweekly including 8 family units.
  - 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. 3 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.
  - Agency anticipates continuing to meet program goals through year-end, with continued multi-family group sessions, family buddy systems, and community outreach, information and family caregiver education.
  - Families continue to be referred and accepted into the Family Program, and should make a one-year commitment to attend sessions together.
  - Community outreach to hospitals, health care providers, social service agencies, community centers, libraries, churches and clergy, will continue as planned.
- **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 also their family members. Results are compared, aggregated and reviewed during group sessions.
  - Annual client/family satisfaction surveys.
  - Evaluation forms are completed after each community presentation to gauge effectiveness in meeting learning needs of the audience, and to elicit feedback for program changes or additional information.

# CY 2020 Program Highlights and Outcomes

## Far West Center

- **Program Success:**
  - Outcomes: Improvements in daily family functioning (3.5 out of 5); quality of family life (3.75 of 5); family recovery and well-being (4 of 5). Daily struggles continue, but overall ratings show progress in recovery.
  - Client Satisfaction surveys show satisfaction with: learning about mental illness and coping; support from families with same struggles.
    - 96% satisfied/highly satisfied and would recommend program.
  - Evaluation forms for 6 presentations: 84% had an increased understanding of mental illness.
- **Average Cost Per Client:**
  - n/a – no clinical treatment services
- **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 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.

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- **Bridges – Faith-based Mental Health Program:** is a mental health education/training program focused on the faith community.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated making 30 contacts, but actually made 65.
- **Goals Met:**
  - The Bridges Program achieved its goals for the first half 2019.

# CY 2020 Program Highlights and Outcomes

## Far West Center

- The program was approved in February 2019, and the initial months were dedicated to outreach and clergy meetings.
- Agency built relationships, introduced Bridges and began program plans.
- One of 3 MH First Aid trainings was conducted in June 2019 and the 2 other MH First Aid training dates are confirmed with registration near capacity; other educational planning sessions were held during Lent.
- The goals for building new relationships and starting programming were met in the first half 2019. A very good foundation for faith-based mental health programming was established for the year.
- **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
  - Number of MH First Aid training sessions conducted.
  - 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:**
  - 65 outreach contacts initiated.
  - 33 face-to-face meetings and site visits completed.
  - Of the 5 collaborative relationships targeted for 2019, 3 were developed as of June, and others in process.
  - Several planning sessions held with clergy groups.
  - Major planning occurred for a July 2019 mental health education panel program at St. Ladislav Catholic Church, with over 130 persons attending.
  - MHFA training held in June with 7 attendees; 2 other trainings planned for Aug and Oct 2019; and, 100% of MHFA attendees met post-test goals.
- **Average Cost Per Client:**
  - N/A
- **Additional Information:**
  - No client service are provided, so there is no average cost of care.
  - Grant funding supports outreach, training, case consulting and other parish programming around mental health.
  - Bridges empowers faith leaders and strengthen their abilities to respond to mental health concerns among those they serve. Faith leaders are often “first responders” or gatekeepers for persons facing mental health problems, crises, loss and trauma, but may not have a deep background in mental health.
  - Bridges also 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.

# CY 2020 Program Highlights and Outcomes

## Far West Center

- **Senior Strong: Prevention Services for Older Adults:** is a prevention program through which Far West Center staff will interact 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 2019 Outcomes:

- In the First Six Months of 2019 there were no client outcomes.
- **Goals Met:**
  - The majority of program goals were met during January-June 2019.
  - Far West completed our planned outreach to 6 senior centers, and ongoing, in-depth programming for 4 centers was well underway. Others are in process.
  - The education series “Seniors Strong” was implemented from February, and continued in subsequent months.
  - Far West Center facilitated multiple referrals for mental health services for older adults and senior center employees.
  - The program definitely increased awareness of good mental health among older adults; reduced suicide risk through education and early intervention; and increased protective factors of emotional health.
  - The program had a rapid implementation
  - Program is expected to meet and exceed program goals.
- **Metrics used to Measure Success:**
  - Number of educational sessions and staff trainings; case consultations; screenings and referrals; other talks or group sessions on request.
  - Number of MH First Aid programs conducted.
  - Pre- and post-tests after trainings of senior center staff abilities to understand, identify and address older adult mental health issues;
  - Surveys of older adults attending education programs about their increased understanding of good mental health and awareness of tools for reducing risks for loneliness, depression, trauma and suicide.
- **Program Success:**
  - Seniors Strong series was conducted 5 times (20 sessions).
  - 7 presentations were held.
  - 1 health fair was attended.
  - “Aging Alone – Together” education/support group held at 2 centers, 1 in development, 10 sessions so far.

# CY 2020 Program Highlights and Outcomes

## Far West Center

- 8 case consults; 4 referrals.
- 1 MHFA staff training.
- Staff training: 100% report improved understanding of mental health issues and suicide risks; ability to responding to mental health concerns.
- Older Adult program evaluations: 93% improved knowledge of mental health and risks of suicide, loneliness and trauma. 100% satisfaction with program.
- **Average Cost Per Client:**
  - n/a
- **Additional Information:**
  - Seniors Strong is an innovative, timely, and needed early identification, intervention and educational program for older adults and senior centers' staff.
  - A 2018 SAMHSA toolkit is used, which identifies the need for mental health programming at senior centers to reduce risk factors for loneliness and suicide among older adults.
  - FWC found that our local senior centers lacked meaningful programming for the mental health needs of members, and so we designed Seniors Strong; introductory meeting with the WestShore collaborative of 6 senior centers changed everything! Directors' response to Seniors Strong was immediate and outstanding!
  - 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, trauma.
  - 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. After just 6 months, seniors themselves are asking for additional onsite sessions for dealing with life stresses even beyond our plans.
  - We are extremely gratified by the response to Seniors Strong

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- 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 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 630 clients, but actually served 619.
  - 201 cases have been closed and 619 clients are still receiving treatment.
  - Clients saw a:

# CY 2020 Program Highlights and Outcomes

## Far West Center

- CPST an average of 16 times.
  - Psychiatrist an average of 8 times
  - Psychologist an average of 9 times
  - Counselor an average of 10 times
  - Social Worker an average of 10 times
  - Nurse an average of 8 times
- The average caseload was:
  - 95 cases/Counselor
  - 85 cases/ CPST
  - 510 cases/MD or APRN
- **Goals Met:**
  - Progress has been made in key service goals as measured by outcomes surveys of 3 key domains. Some or good improvement was reported after 6 months in: reduced symptoms (80% some to good improvement), improved quality of life (68% some), initiative/independence (73% some).
  - Suicide risk and hospitalization rates have been reduced measurably, related to our Safety-Track risk management.
  - All goals are in continuous progress, but some 70% of clients surveyed improved in 1 or more key goals.
  - Client satisfaction and appointment compliance goals were met in this period.
  - Agency plans to meet service goals throughout 2019.
- **Metrics used to Measure Success:**
  - Outcomes Measurement via Ohio Scales administered upon admission, at 6- and 12-month intervals.
  - Agency monitors 3 key recovery domains: symptom management; quality of life/meaningful life activity, and initiative/independence.
  - Client and provider surveys are completed, and results are incorporated into client sessions to support progress or make changes to improve recovery.
  - Client semi-annual satisfaction survey to provide feedback on quality of care, individualized treatment planning, respect, accessibility, and attention to culture and values.
  - Client engagement as measured by appointment compliance - essential to progress in recovery
- **Program Success:**
  - Ohio Scales Outcomes: Improvement Rated Somewhat Better/Better: Symptom Management (80%); Quality of Life (68%); Initiative(73%).
  - Client Satisfaction Surveys: 100% good/excellent ratings, exceeding the 80% threshold. 100% mostly satisfied with services; 93% satisfied with quality of care; and 99% would recommend FWC.

# CY 2020 Program Highlights and Outcomes

## Far West Center

- Appointment Compliance Target of 65%: Above average compliance of 76.25% kept visits.
- **Average Cost Per Client:**
  - Average \$185 per case, varies widely from \$78-\$5,875 based on services
- **Additional Information:**
  - Clients served are uninsured or under-insured “working poor” and “nonworking poor” lacking resources to pay for care. Many are non-Medicaid-eligible or under-insured due to poor health insurance or low-wage jobs without benefits.
  - Outer ring communities served by FWC are among the fastest growing pockets of poverty.
  - Primary and specialty medical providers on our health campus rely on FWC for access to mental health services. Integrated care developed due to our co-location, helping access and reducing stigma.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Front Steps</b>			
Art Therapy	\$ 43,200	\$ 43,200	Prevention
<b>Total</b>	<b>\$ 43,200</b>	<b>\$ 43,200</b>	
<b>Pooled Funding:</b>			
IOP for Formerly Homeless with Mental Illness/Addictions	\$ -	\$ -	

# CY 2020 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 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 30 clients, but actually served 32.
  - 32 clients are currently receiving services in this ongoing program.
  - Clients saw an:
    - Art Therapist an average of 9 times
  - The average class has 10 participants to one staff member.
- **Goals Met:**
  - 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 conditions(s).
  - 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.
  - All participants have used art media, images and the creative process to reflect their development, abilities, personality, interests and concerns.
  - The agency intends to meet all program goals by the end of the year.
- **Metrics used to Measure Success:**
  - Ohio Scales for Adults
  - Use self-Reporting such as client pre- and post-class surveys to track quality of life, symptoms/distress and empowerment
  - Monitor stress/relaxation, ability to express emotion in safe and positive manner and communicate effectively with others.
- **Program Success:**
  - Ohio scales results showed that quality of life improved by 17.9% and empowerment increased by 4.97%.
  - Client self-reporting was very positive; clients indicated they could: stay in the moment; be creative; get inspired; look inside; express themselves; and, feel enlightened, alive, satisfied, relaxed and patient.
- **Average Cost Per Client:**
  - \$675/client
  - \$32/client for each two-hour session

# CY 2020 Program Highlights and Outcomes

## Front Steps Housing and Services

- **Additional Information:**

- Front Steps has worked with formerly homeless individuals for over 30 years and understand the ordeals they have endured – violence, neglect, abuse, mental illness, poor health, trauma, etc.
- Men and women served at Front Steps are provided shelter and services to support recovery.
- The art therapy program helps restore their humanity and dignity and empowers them to create something that can be shared with the public to dispel the preconceptions of those who have survived.
- Each year clients display their artwork at a show to highlight their successes and celebrate their journey out of homelessness.

- **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 and outpatient treatment.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 20 clients, but actually served 20.
  - 2 clients completed treatment and 16 are currently receiving services.
  - Clients saw an:
    - CPST an average of 51 times
    - Social Worker an average of 23 times
    - Other staff members an average of 116 times
  - The average caseload per staff member is 13.
- **Goals Met:**
  - The 2019 service goal was to serve 40-50 individuals. Front Steps has hit 50% of its goal and intends to complete the goal by the end of the year.
- **Metrics used to Measure Success:**
  - BASIS 24 is used to measure change in consumer self-reported symptom and problem difficulty over the course of treatment including: 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 recovery; assistance with engagement in community-based support systems; improvement with coping mechanisms; and relapse prevention.
  - Random urine testing to detect drug use.

# CY 2020 Program Highlights and Outcomes

## Front Steps Housing and Services

- **Program Success:**
  - 20 individuals were served with 51 case management sessions, 23 individual therapy sessions and 116 groups.
- **Average Cost Per Client:**
  - \$3,347 per client
- **Additional Information:**
  - Front Steps has worked with formerly homeless individuals for over 30 years and understand the ordeals they have endured – violence, neglect, abuse, mental illness, poor health, trauma, etc.
  - Men and women served at Front Steps are provided shelter and services to support treatment and recovery.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>FrontLine Services</b>			
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	\$ 196,000	\$ 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
Traumatic Loss Response Team	\$ 96,000	\$ 146,000	Crisis
Outreach Program	\$ 75,000	\$ 75,000	Prevention
<b>Total</b>	<b>\$ 4,540,855</b>	<b>\$ 4,644,855</b>	
<b>Pooled Funding:</b>			
Treatment Services	\$ -	\$ -	
Roberto Flores Residential Treatment Program	\$ -	\$ -	

# CY 2020 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 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 200 clients, but actually served 95.
  - 95 clients have successfully completed the program.
  - Clients being released from prison are linked with behavioral health services.
- **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 appoint 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:**
  - \$330.13 is the average cost per client for the linkage program.
- **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.

# CY 2020 Program Highlights and Outcomes

## FrontLine Service

- 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 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 25 clients, but actually served 47.
  - 12 clients have successfully completed the program; 35 are continuing to receive services.
  - Clients saw a:
    - CPST worker an average of 446 times
    - Psychiatrist an average of 223 times
    - Counselor an average of 88 times
    - Social Worker an average of 106 times
    - Nurse an average of 223 times
    - Staff member (other) an average of 110 times
  - Average caseload is 25 clients per staff member.
- **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 2 of the 8 homeless individuals have found stable housing.
  - The agency anticipates meeting all program goals for 2019 and housing 4 of the remaining homeless clients prior to the end of 2019.
- **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
  - Reduce recidivism of moderate to high risk female offenders with co-occurring disorders by 50%
- **Program Success:**
  - 47 clients have been served; 8 clients have expressed desire to work and 6 are currently employed (75%)

# CY 2020 Program Highlights and Outcomes

## FrontLine Service

- 8 clients were homeless upon entry to the program and 2 are currently housed; 2 have exited the program and 4 are waiting for housing
- 44 of 47 clients have healthcare (94%);
- 6 of 47 clients returned to jail within the first 6 months of CY 2019 (13% recidivism)
- **Average Cost Per Client:**
  - \$2,100.33 per client.
- **Additional Information:**
  - The greatest barrier to service has been an agreement from the potential client to receive services from the agency.
  - Many individuals have long treatment histories, but due to the severity of their illness and resistance to treatment, they have not responded to traditional mental health services.
  - Struggling with these issues without support may ultimately result in return to homelessness, hospitalization and/or incarceration.
  - Frontline's case managers begin engaging with participants prior to release and 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.
  - The agency assists participants with linkage to critical community resources, including mental health and substance abuse treatment, medication management, transportation, entitlements, housing and Supportive Employment.
  - The agency also assists clients in accessing pre- and post-release services, peer support services, gender specific services, groups, and psychotherapy.

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- **Residential Treatment Flores Home and Treatment Services (Pooled Funding):** is 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 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 8 clients, but actually served 11.
  - No clients have successfully completed treatment and 7 are still receiving treatment services.
  - Clients saw a:
    - Social worker an average of 650 times
    - Nurse an average of 260 times
    - Staff member (other) an average of 900 times
  - Since all staff members provide all services to all residents, there are no specific caseloads.

# CY 2020 Program Highlights and Outcomes

## FrontLine Service

- **Goals Met:**
    - 75% (3 of the 4 goals were met).
    - One goal was that 40% of residents would graduate from the program and in the first six months no individuals have graduated.
    - 5 clients of the 11 served (45%) are still in treatment and on track to successfully complete the program by the end of 2019
  - **Metrics used to Measure Success:**
    - Brief Addiction Monitor (BAM)
    - Ohio Scales
    - Successful graduation from the program
  - **Program Success:**
    - 50% of individuals reported improvement in symptom distress scores on Ohio Scales
    - 50% of individuals increased their protective factor score (BAM); 66% decreased their risk factor score (BAM)
  - **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.
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# CY 2020 Program Highlights and Outcomes

## FrontLine Service

- Safe Haven I:** provides services in alignment with the Clubhouse Model of Psychosocial Rehabilitation, which is a comprehensive and dynamic program of support and opportunities for people with severe and persistent mental illness. The program includes individual psychotherapy and groups.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated and actually served 8 clients.
  - Zero clients have successfully completed the program; all 8 are still receiving services.
  - Clients saw a:
    - CPST an average of 624 times
    - Psychiatrist an average of 24 times
    - Social worker an average of 416 times
    - Nurse an average of 48 times
    - Staff member (other) an average of 1,440 times.
  - 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.
  - 2. 4 of 8 (50%) 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.

# CY 2020 Program Highlights and Outcomes

## FrontLine Service

- Using the Clubhouse Model of Psychosocial Rehabilitation, participants and staff 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.

- **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 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated answering 7,400 crisis calls and doing 1,050 assessments, but actually answered 7,090 calls and completed 891 assessments.
  - 7,090 clients have completed this program; 100 clients are still receiving services.
  - 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.
  - This agency anticipates meeting its goals for 2019.
- **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.
  - Mobile crisis team will divert 50% of individuals assessed in the emergency department to a more appropriate level of care.
- **Program Success:**
  - 97.8% of calls were answered within 30 seconds.
  - Face-to-Face assessments were completed, on average, at 3.7 hours.

# CY 2020 Program Highlights and Outcomes

## FrontLine Service

- 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:**
  - \$140.59 per client.
- **Additional Information:**
  - The Adult Mobile Crisis Team completed 891 face-to-face crisis assessments, the crisis staff attempted to complete an additional 278 assessments that were not completed because the individual was either not available or refused services when the team arrived.
  - 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.

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- **Children's Crisis Services:** includes 24-hour, seven-days-per-week crisis hotline call takers and the Children's Mobile Crisis Team (CMCT), which does face-to-face assessments of children and adolescent clients who have called the hotline or have been referred by other agencies, hospitals, first responders and/or family members.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated answering 1,000 crisis calls and doing 200 assessments, but actually answered 996 calls and completed 173 assessments.
  - 996 clients have completed this program; 20 clients are still receiving services.
  - Clients saw a:
    - Psychiatrist an average of 45 times
    - Staff member (other) an average of 205 times.
  - Average caseload is 5 clients per staff member.
- **Goals Met:**
  - Agency received 99% of the calls expected to receive and completed 86% of crisis assessments anticipated.
  - Responded to requests for crisis assessments in the community within 3 hours 87% of the time.
  - Linked children and adolescents that were assessed to an ongoing provider 88% of the time.
- **Metrics used to Measure Success:**
  - Respond to 2,000 calls on the crisis hotline in regards to children/adolescents and complete 200 crisis assessments.

# CY 2020 Program Highlights and Outcomes

## FrontLine Service

- Crisis assessments will be initiated within three hours of determining that this type of assessment is appropriate.
- 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.
- Agency expects to meet its goals for 2019, as calls in the first half of the year are historically slower than the latter half of the year.
- **Program Success:**
  - Received 996 of the expected 1,000 calls and completed 173 of the expected 200 crisis assessments.
  - Completed 87% of crisis assessments in the community within 3 hours.
  - 88% of children and adolescents that received assessments were linked with an ongoing provider.
- **Average Cost Per Client:**
  - \$230.27 per client
- **Additional Information:**
  - 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.

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- Crisis Chat:** is online access to emotional support and crisis service response 24-hour, seven-days-per-week.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated answering 750 crisis chats, but actually answered 334 chats.
  - 334 clients have used this service and they answer 2-3 chats per day.
  - Client chats are answered approximately 2-3 times per day by crisis call and chat response workers.
- **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, but does not anticipate reaching the goal of 1,500 chats for 2019.
  - Agency does expect to 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.

# CY 2020 Program Highlights and Outcomes

## FrontLine Service

- **Program Success:**
  - Post-chat client satisfaction survey was answered by 25% of clients:
    - 85% of clients reported that the chat was helpful
    - 84% of clients reported that the chat counselor was concerned
    - 77% of clients reported feeling better after the chat
- **Average Cost Per Client:**
  - \$152.71 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
    - 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.
  - Accredited by Contact USA, which ensures they meet the national operating standards for online emotional support services.

- **Strickland Crisis Stabilization Unit:** is 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 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 273 clients, but actually served 316.
  - 316 clients have successfully completed the program; 12 individuals are currently receiving services.
  - Clients saw a:
    - Psychiatrist an average of 384 times
    - Nurse an average of 6,121 times
    - Staff member (other) an average of 1,017 times

# CY 2020 Program Highlights and Outcomes

## FrontLine Service

- **Goals Met:**
  - 100% of goals met.
  - CSU served more individuals than expected and the average length of stay has been slightly shorter than in recent years.
  - Agency anticipates it will continue to meet and exceed outcome measures for 2019
- **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 regards 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 regards to both issues while at the CSU.
  - 85% of clients admitted to the CSU were connected to outpatient providers upon discharge.
- **Average Cost Per Client:**
  - \$277.94 per client, per day (based on average length of stay, which is 6 days)
- **Additional Information:**
  - The 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 ROSC, 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.

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- 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 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 250 clients, but actually served 281.

# CY 2020 Program Highlights and Outcomes

## FrontLine Service

- 123 clients have successfully completed program; 158 are currently receiving services.
  - 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.
    - The agency expects to meet its goals for 2019.
  - **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% successful in attempting to contact family members within 24-hours of receiving a referral.
    - Staff was 74% successful in making face-to-face visits with families within 72-hours of the referral.
    - Staff was 99% successful in engaging families in services offered by the TLRT program.
  - **Average Cost Per Client:**
    - \$172.82 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 these traumatic losses.
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- **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.

# CY 2020 Program Highlights and Outcomes

## FrontLine Service

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 75 clients, but actually served 157.
  - 89 clients have successfully completed the program; 68 are still receiving services.
  - Clients saw a:
    - Staff member an average of 220 times
  - Average caseload is 34 clients per staff member.
- **Goals Met:**
  - 3 of 4 (75%) of program goals were met.
  - One program goal was to have 35% of participants agree to take medication and only 27% agreed.
  - The agency anticipates that with continued engagement and involvement with the clients, staff will continue to increase the number of participants that agree to take medication and meet the goal for 2019.
- **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.
- **Program Success:**
  - 42% agreed to treatment services
  - 27% agreed to take medication
  - 78% were linked to primary care physician
  - 25% received counseling services
- **Average Cost Per Client:**
  - \$282.09 per client.
- **Additional Information:**
  - Working with the ADAMHS board and 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.

# CY 2020 Program Highlights and Outcomes

## FrontLine Service

- 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.

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Future Directions</b>			
Peer Support	\$ 406,561	\$ 405,000	Peer Support
<b>Total</b>	<b>\$ 406,561</b>	<b>\$ 405,000</b>	

# CY 2020 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:** is 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 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving and served 1,291 clients.
  - Zero clients have completed the program because peer support is ongoing; 1,291 individuals are still participating in the program.
  - Clients saw a:
    - Staff member an average of 1,291 times
- **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 anticipates completing new policy documents, job descriptions, member rules, and OMHAS recertification by the end of 2019.
- **Metrics used to Measure Success:**
  - Member satisfaction surveys
  - Member feedback
  - Member engagement and retention
- **Program Success:**
  - Members receiving regular peer support self-report the ability to control themselves better.
  - Programs provide and cultivate peer support, relationship development, and teamwork on meaningful activities.
  - Peer support allow clients to exercise power and control, confront stigma, be involved in a community, access resources and education because socialization, collaboration, participation, and understanding are central to the recovery process.

# CY 2020 Program Highlights and Outcomes

## Future Directions

- Clients also inform and educate other mental health providers of the new and improved site for services, especially their case managers.
- **Average Cost Per Client:**
  - Since program expanded half-way through the reporting period, there is not accurate data on cost per client at this time.
- **Additional Information:**
  - 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.

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Golden Ciphers</b>			
SUD Prevention	\$ 76,500	\$ 76,500	Prevention
<b>Total</b>	<b>\$ 76,500</b>	<b>\$ 76,500</b>	

# CY 2020 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 to promote protective factors to decrease MEB health disorders including but not limited to substance abuse disorders, mental illness and suicide.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 110 clients, but actually served 119.
  - 91 clients have successfully completed the program, an additional 111 clients are anticipated to complete the program by the end of the calendar year.
  - Clients saw a:
  - Average caseload is 10-12 clients per afterschool program.
- **Goals Met:**
  - All of Golden Ciphers prevention programs exceeded the goals set out as it was projected that 110 clients would be reached in the first half of the calendar year and 119 clients were served.
  - Golden Ciphers anticipates meeting all goals identified for the remainder of the calendar year.
- **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;
  - Individual Achievement Plan (IAP) ; and
  - Group evaluations, surveys and report cards.
- **Program Success:**
  - 91 clients have already completed the program in this calendar year and have achieved the goals that were identified for them individually.
  - All clients have learned life skills and are now training other peers and families what they have learned in the programs.
- **Average Cost Per Client:**
  - No cost analysis was provided.

# CY 2020 Program Highlights and Outcomes

## Golden Ciphers

- **Additional Information:**
  - Golden Ciphers encourages our youth to stay after they complete the program to continue to learn and enhance their leadership, personal and social skills. It is difficult to go through a program, graduate, and go back to the family and community norms that have high risk factors.
  - Golden Ciphers offer prevention programs as a feeder program to our Rites of Passage Process and to become member of Golden Ciphers Alumni.

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Hispanic UMADAOP</b>			
School Based Prevention	\$ 45,000	\$ 45,000	Prevention
After School Prevention	\$ 30,000	\$ 30,000	Prevention
<b>Total</b>	<b>\$ 75,000</b>	<b>\$ 75,000</b>	
<b>Pooled Funding:</b>			
Treatment Services	\$ -	\$ -	

# CY 2020 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 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 162 elementary and/or middle school student and actually served 425.
  - 425 unduplicated individuals completed the program.
  - Clients saw a:
    - Other: Prevention Specialist an average of 160 times.
  - Client caseload is 25 students per staff member (425 students divided by 17 classrooms.)
- **Goals Met:**
  - For January-June, the Niños Program goals/outcomes are the following:
    - Total of 160 unduplicated elementary and/or middle school students will be enrolled.
    - Total of 130 or 80% of elementary and/or middle school students will identify harmful effects of substance use.
    - Total of 114 or 70% of elementary and/or middle school students administered the DESSA will be categorized as Typical and/or Strength.
    - Total of 10 or 60% of classrooms sites will have a T-Score rating of 41 or above.

# CY 2020 Program Highlights and Outcomes

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

- **Metrics used to Measure Success:**
    - LionsQuest Skills for Growing Project Model.
    - Pre- and Post-Survey and Devereux Student Strength Assessment. With the surveys, the outcome measure is 260 or 80 % of students will identify harmful effects or substance use.
    - With the DESSA, the outcome measure is 227 or 70% of students administered the DESSA will be categorized as Typical and/or Strength and 60 % of classrooms will have a T-Score rating of 41 or above.
  - **Program Success:**
    - Between January-June, the Niños Program exceeded all goals/outcomes:
      - Enrollment: Projected 162/ Actual 425 students (262 %).
      - Identify Harmful Effects of Substance Use: Projected 130/Actual 256 students (196%).
      - DESSA Typical/Strength: Projected 114/Actual 219 (192%).
      - DESSA Classroom T-Score 41 or above: Projected 10/Actual 12 (120%).
  - **Average Cost per Client:**
    - \$36.74 per client.
  - **Additional Information:**
    - During the School Year 2018-19, school principals and teachers were very receptive and enthusiastic about the Niños Program.
    - A total of 17 classrooms within three school buildings participated in the program. The school buildings were the following: Luis Muñoz Marín Dual Language Academy; Joseph M. Gallagher School; and Walton Elementary School.
    - For the first time, there was one Pre-K classroom participating in the program. The remainder of the classroom grades participating were as following: 1<sup>st</sup> Grade (3), 2<sup>nd</sup> Grade (1), 3<sup>rd</sup> Grade (2), 4<sup>th</sup> Grade (1), 5<sup>th</sup> Grade (5), 6<sup>th</sup> Grade (1), 7<sup>th</sup> Grade (1), and 8<sup>th</sup> Grade (2).
- 
- **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

# CY 2020 Program Highlights and Outcomes

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

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 12 unduplicated middle and/or high school students, and actually served 9.
  - Clients saw a:
    - Other: Prevention Specialist an average of 1 time per week.
  - Client caseload is 12 students per staff member.
- **Goals Met:**
  - In April, Hispanic UMADAOP commenced the Jovenes en Accion program at Boys/Girls Club in Luis Munoz-Marin School.
  - A total of nine (9) youth initially enrolled in the program. Between April-May, the Jovenes en Accion program held 6 sessions.
  - In late May, Roberto Colon, Prevention Education Specialist announced his resignation effective June 12. As a result, Hispanic UMADAOP instructed Mr. Colon to immediately begin closing all prevention services including the Jovenes en Accion program.
  - During the program year, the goals/outcomes were the following:
    - Total of 12 unduplicated middle school and/or high school youth will be enrolled in the program.
    - Total of 10 youth or 80% will identify harmful effects of substance use. As of this date, the program met 75% of the enrollment goal. Since the program was abruptly terminated, the program met 0% of the identification of harmful effects goal.
- **Metrics used to Measure Success:**
  - Pre- and Post-Survey and Devereux Student Strength Assessment. With the surveys, the outcome measures are 10 or 80% of enrolled students will identify harmful effects of substance use. With the DESSA, the outcome are 10 or 80% of students administered the DESSA will be categorized as Typical and/or Strength.
  - At the end of program year, the students are to complete a community service project and 10 or 80% of enrolled students will express the importance of identifying needs in the community and staying involved until the need/community project is met.
  - Being that Ms. Gonzalez-Alicea is an inexperienced prevention education specialist, HUMADAOP will have to modify the curriculum to allow for a period of familiarization and capacity building. HUMADAOP will need to implement a semester rather than year-long program and forgo a community project.

# CY 2020 Program Highlights and Outcomes

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

- **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 client.
  
- **Additional Information:**
  - Because of the resignation and recent new hire, Hispanic UMADAOP will need to modify the structure of the Jovenes en Accion Program.
  - To allow for curriculum familiarization and capacity building, HUMADAOP will implement the program on a semester basis and dispense with the community project through December 2019 and CY 2020.
  - If sufficient curriculum capacity building occurs, HUMADAOP will consider implementing the community service learning project as part of a summer pilot-program in 2020.
  - Realistically, HUMADAOP would not foresee implementing a full year-long program until CY 2021. At which time, the prevention education specialist would have sufficient experience and knowledge of the LionsQuest Skills for Action to implement a year-long program consisting of the two components: Essential Skills Bank - 37 Lessons and Community Service Learning - 27 Lessons.
  - As of September 6, 2019 program staff has confirmed 13 classrooms within Thomas Jefferson School, Joseph M Gallagher School, Lake Erie International High School, and Lincoln Park Academy.

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- Treatment Services Pooled Funding:** includes assessments, referrals, outpatient and intensive outpatient programs and residential treatment.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 100 clients, and actually served 91.
  - 55 clients completed the program.
  - Clients saw a:
    - Counselor an average of 3,300 times.

# CY 2020 Program Highlights and Outcomes

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

- Social Worker and average of 1,250 times.
- Other: BH and Residential Specialists an average of 1,650 times.
- Client caseload is 6-8 per staff member.

### • **Goals Met:**

- HUMADAOP has 6 categories of goals that were measured to assess outcomes which include:
  - Number of clients served.
  - Number of clients becoming insured.
  - Program satisfaction.
  - Access to care.
  - Resilience and sustaining recovery.
  - Brief Addiction Monitor (BAM).
  - Out of the 6 categories (66.6%) of the program goals measured met the projected success rate of 80%.

### **Metrics used to Measure Success:**

- Brief Addiction Monitor (BAM).
- Client Satisfaction Surveys.
- Successful completion of programming (achieving goals defined on treatment plan).
- Post-discharge follow-up to measure program success rates.

### • **Program Success:**

- 91 out of 100 (91%) of projected clients were served.
- 11 out of 15 (73%) clients went from uninsured to insured.
- 100% of clients participating in BAM outcomes demonstrated an Increase in Recovery Ratio, Decrease in Risk Ratio, Increase in abstinence from ETOH/ Illicit substances, and an Increase in sober supports.
- 27 out of 30 (90%) clients went from homeless into sober housing.
- 40 out of 66 clients (60.6%) rated the program as effective.
- 38 out of 91 (41.7%) of clients were assessed within 3 days.

### • **Average Cost per Client:**

- \$1,632.91 per client.

### • **Additional Information:**

- Hispanic UMADAOP served an additional 19 clients during this time period that did not receive any ADAMHS Board funded services, 5 of which were out of county residents; 110 total clients served Jan 1 - June 30.
- While only 60.6 % of clients completing a satisfaction survey reported the program to be effective, 100% of clients completing BAM self-reported having met defined program goals and intended outcomes.
- Delays preventing assessment within 3 days of initial contact include:

# CY 2020 Program Highlights and Outcomes

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

- Client in medical facility.
- Client incarcerated.
- No weekend access.
- Lack in client follow-through.
- Further actual outcomes not present above: 75 out of 91 (82.4%) of clients were assessed within 7 days of inquiry.
- Clients that remained uninsured resulted from not meeting county eligibility criteria; unable to supply ODJFS documents.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Hitchcock Center for Women</b>			
Women's Recovery Housing	\$ 450,000	\$ 400,000	Housing
Transportation	\$ 10,000	\$ -	
<b>Total</b>	<b>\$ 460,000</b>	<b>\$ 400,000</b>	
<b>Pooled Funding:</b>			
Outpatient Services for Women	\$ -	\$ -	

# CY 2020 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 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 30 recovery housing clients with 6 receiving MAT, and actually served 91 recovery housing clients with 12 receiving MAT.
  - 12 clients successfully completed the program.
  - Clients saw a:
    - Manager and Residential Care Specialists daily.
  - Client caseload is 35 recovery housing clients per 2 staff members.
- **Goals Met:**
  - Over 100% of anticipated women who would be provided Recovery Housing and double the anticipated women in Recovery Housing receiving some form of MAT provided by other agencies.
- **Metrics used to Measure Success:**
  - Access/Treatment Engagement: 50% or greater number of clients on average that are admitted into Recovery Housing within seven (7) days or few calendar days from the assessment/referral.
  - Treatment Completion/Retention Rate: 70% or higher number of clients will complete Recovery Housing, being drug-free, having stable housing, and having demonstrated an ongoing plan for recovery.
  - Client Satisfaction: 70% or higher client satisfaction scores in the following areas: atmosphere supportive of growth and recovery; cultural sensitivity; and services received met their needs.
- **Program Success:**
  - Access/Treatment Engagement: 75% of clients on average were admitted into Recovery Housing within seven (7) days or few calendar days from the assessment/referral.
  - Treatment Completion/Retention Rate: 60% of clients completed Recovery Housing demonstrating - being drug-free, having stable housing, and having demonstrated an ongoing plan for recovery.

# CY 2020 Program Highlights and Outcomes

## Hitchcock Center for Women (HCFW)

- Client Satisfaction: 70% positive client satisfaction scores in the following: atmosphere supportive of growth & recovery; cultural sensitivity; and services met needs.
- **Average Cost per Client:**
  - \$8,134.62 per client with average length of stay of 90 days.
- **Additional Information:**
  - Recovery Housing services allowed for 20 children of women to live with them throughout their stay.
  - 4 pregnant women received Recovery Housing services, with 2 having delivered their babies while living at HCFW.
  - Continue to allow women on MAT therapies live in the Recovery Housing program.
  - HCFW has consistently had an average Recovery Housing census of 30+ women and anticipate the addition of several rooms for Recovery Housing due to some renovations.
  - 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
  - Given the multi-system needs of the women served provider intends to add .5FTE Case Manager in the Recovery Housing program to increase linkages to needed services in the community, have 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.

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- **Transportation (NOT FUNDED IN CY20):** Provider did not request CY20 funding for this program. Provider anticipated more women would be attending IOP and other services and living in the community. The majority of the women who received outpatient services lived in the HCFW Recovery Housing and did not need transportation services.

# CY 2020 Program Highlights and Outcomes

## Hitchcock Center for Women (HCFW)

- **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.

### First Six Months of 2019 Outcomes:

#### • In the First Six Months of 2019:

- Anticipated serving 80 clients with assessment; 40 with IOP; 5 in outpatient, and 10 in outpatient groups, but actually served 36 in Assessment; 28 in IOP; 28 in outpatient; 15 in outpatient group
- 8 clients from IOP; 13 from outpatient; and 5 from outpatient group completed the program.
- Clients saw a:
  - Counselor and Other BH Specialist at least 100+ times.
- Client caseload of 10-20 IOP/Outpatient clients per therapist.

#### • Goals Met:

- 50% of the numbers anticipated to be served.
- Served fewer clients in Assessment and IOP than anticipated.
- Served a greater number of clients in Outpatient & Outpatient Group than anticipated.
- Did not perform as many assessments as projected, in part due to the agency often accepting assessments from other agencies (e.g. client referred from detox and already assessed).
- IOP census was less, in part due to the majority of referrals to the agency were for Residential.

#### • Metrics used to Measure Success:

- Access/Treatment Engagement: Wait time from initial contact to assessment less than seven (7) calendar days.
- Wait time from assessment to treatment admission less than fourteen (14) calendar days admission into an Outpatient Treatment service with seven (7) days from the assessment.
- Treatment Completion/Retention Rate: 60% or greater successful completion from Intensive Outpatient Treatment or Outpatient treatment.
- Client Satisfaction: 70% or higher positive satisfaction scores in the following areas: atmosphere supportive of growth and recovery, cultural sensitivity, and ability to receive needed services.

#### • Program Success:

- 83% of the metrics identified we achieved.
- Access/Treatment Engagement was at or above goals.
- Client satisfaction was above goal.

# CY 2020 Program Highlights and Outcomes

## Hitchcock Center for Women (HCFW)

- Treatment Completion/Engagement was above goals for Outpatient treatment completion and below goal for IOP treatment completion (56% versus anticipate 60%). This represents one (1) less client completing treatment than anticipated.
- Will continue to implement evidenced based practice including trauma informed care to improve completion rates.
- **Average Cost per Client:**
  - \$45 per client with average length of stay of 90 days.
- **Additional Information:**
  - HCFW continues to offer assessments to individual regardless of gender and anticipated several male clients requesting appointments based on prior years. However, did not complete any assessments on males during the half, and suspect we will not, given other agencies provide this service.
  - Many of the women who participated in IOP and Outpatient services were living on-site in our Recovery Housing. Approximately 5 women transitioned to the community and were able to remain in services due to transportation funded by the ADAMHS Board.
  - Funding from the ADAMHS Board was not used at rate anticipated for treatment services, as the majority of clients' treatment was able to be paid for by their insurance - most often Medicaid.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>I'm In Transition</b>			
SUD Recovery Housing	\$ 200,000	\$ 200,000	Housing
<b>Total</b>	<b>\$ 200,000</b>	<b>\$ 200,000</b>	

# CY 2020 Program Highlights and Outcomes

## I'm In Transition (IIT)

- I'm In Transition (IIT) provides a drug-free recovery residence setting and redirection housing program where clients are provided with a multitude of resources to sustain their recovery. The ADAMHS Board provides funding for the following initiative:
  - **SUD Recovery Housing:** offers multiple recovery residences on Cleveland's east side and is constantly expanding. Serves both men and women. Meet the standards for the National Association of Recovery Residences (NARR) and Ohio Recovery Housing (ORH) as level II and level I recovery residences and assists residents with transitioning and integrating into the community through recovery housing that ensures continuity of care beyond traditional treatment. Also accepts clients enrolled in MAT program. Also receives SOR grant funding for Peer Support.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 42 clients, but actually served 33.
  - 17 clients completed the program.
  - Clients saw a:
    - CPST an average of 72 times.
    - Psychiatrist an average of 12 time.
    - Counselor an average of 12 times.
    - Social Worker an average of 6 times.
    - Nurse an average of 24 times.
  - 11-16 average case load for Peer Specialists (CPST) and Counselors per/month. 66-96 for 6 months.

### Goals Met:

- 100% of clients were funded by the ADAMHS Board until April 2019. As of April 15<sup>th</sup> until June 30<sup>th</sup>, 4 clients were allocated for the SOR grant.
- SOR clients are not included in the ADAMHS Board clients.

### Metrics used to Measure Success:

- Abstinence from drug use (dropped clean).
- Relapses.
- Substance-use/hospital visits.
- Completion of probation or criminogenic activity.
- Found employment or enrolled in a continual education.
- Reunification of family.
- Left program with/without stable housing.
- Death by overdose.

# CY 2020 Program Highlights and Outcomes

## I'm In Transition (IIT)

- **Program Success:**
  - 38 clients (90.4%) of 42 - came to the program after completing 30 days or more of treatment.
  - 37 clients (88.09%) of 42 - successfully completed IOP and aftercare or PHP.
  - Large percent of clients shows improvement of mental health, reasoning & coping skills by their 6-month stay, some can use more time.
  - 36 clients (85.71%) of 42 - demonstrated reduction in desire to use substance
- **Average Cost per Client:**
  - \$750 per client.
- **Additional Information:**
  - Criteria for acceptance and remaining in the program:
    - Coming into the program at least 30 days clean.
    - Once there, successfully completing IOP and aftercare or PHP.
    - After completing IOP, Aftercare or PHP the client shows improvement of mental health and/or reasoning/coping skills.
    - Clients showing reduction in substance use.
    - Clients attends 2-5 AA/NA meetings per week – mandatory.
    - Clients follows his/her comprehensive strategic recovery plan.
    - Once stable in the recovery house and have completed their Aftercare, they will undergo a verbal assessment to see if they are ready for work or school.
    - Working with Toward Employment getting the client ready for work.
    - Once clients is ready, they can seek stable housing, with our help.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Inner Healing Ministries</b>			
S.T.O.P Program	\$ 47,500	\$ 47,500	Prevention
<b>Total</b>	\$ <b>47,500</b>	\$ <b>47,500</b>	

# CY 2020 Program Highlights and Outcomes

## Inner Healing Ministries Faith-based Program

- Inner Healing Ministries is a Holy Spirit led Church whose agape love reaches beyond its four walls to embrace all persons just the way they are, with the hope that God will lead the individual on a journey of transformation and healing to where they should be. The ADAMHS Board provides funding for the following initiative:
  - **S.T.O.P. (Student Training Outreach Prevention)**: is designed to decrease risk factors and increase both internal and external protective factors in youth, young adults, adults and their families that are involved in the Criminal Justice System.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 75 clients, but actually served 59.
  - 31 clients completed the program.
  - Clients saw a:
    - Social Worker an average of 1 time.
    - Other: Program Staff an average of 10 times.
  - 10-15 per group average case load.

### Goals Met:

- Contract revision with new target numbers based on change in ADAMHS Board reporting requirements.
- 79% of the 75 adults forecasted were served.
- 64% have completed the DARS pre- and post-survey instrument.
- 42% have completed the program.
- Served 20% of the K-8 youth targeted with corresponding 20% of DESSA pre- and post-survey instruments completed.
- Served 6% of high school students targeted with corresponding completion of the DESSA HSE.

### Metrics used to Measure Success:

- DARS
- DESSA
- Participant feedback.
- Engagement and participation.
- Impact on participants' lives.
- Feedback from referral sources.
- Commitment of the program volunteers who are diligent in service and attendance.

# CY 2020 Program Highlights and Outcomes

## Inner Healing Ministries Faith-based Program

- **Program Success:**
  - Participants showed a:
    - 60% increase in relationships.
    - 60% increase in internal beliefs.
    - 73% increase in initiative.
    - 60% increase in self-control.
    - 73% increase in overall behavior.
- **Average Cost per Client:**
  - \$403 per client.
- **Additional Information:**
  - S.T.O.P. is a community outreach program designed to avert teens, young adults, and their families from engaging in the illegal use, abuse, and addiction to alcohol, tobacco, drugs, or other dangerous substances.
  - The program helps to discourage young people from engaging in any activity or behavior that could place their lives at risk, impede their overall development, and jeopardize their future.
  - Kingdom Developers Consulting Inc., acts as lead consultant for counseling services for the program, in collaboration with Inner Healing Ministries Church and the Alcohol Drug Addiction & Mental Health Services (ADAHMS) Board of Cuyahoga County.
  - The project is intended to increase the protective factors for teens and young adults by strategically highlighting key developmental assets that help them become healthy, caring, and responsible individuals. This includes the support of other adult relationships and caring neighbors, modeling proper boundaries, constructive use of time in youth activities, and pursuing spiritual growth.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Jewish Family Services</b>			
Supported Employment	\$ 142,368	\$ 142,368	Employment
Employment Staffing	\$ 38,400	\$ 38,400	Employment
Residential	\$ 116,160	\$ 116,160	Housing
Peer Support for Living Services	\$ 30,000	\$ 30,000	Peer Support
Peer Support for Employment Services	\$ 30,000	\$ 30,000	Peer Support
Transportation	\$ 4,500	\$ 4,500	Transportation
<b>Total</b>	<b>\$ 361,428</b>	<b>\$ 361,428</b>	
<b>Pooled Funding:</b>			
Achieving Potential Core Mental Health Services	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## Jewish Family Services Association (JFSA)

- Jewish Family Services (JFSA) serves people with mental health and cognitive disorders and provides evidence-based, recovery oriented therapeutic and supportive living services. ADAMHS Board funding supports the following initiatives:
  - **Supportive Employment & Employment Supervisor:** offers supportive employment and vocational rehabilitation services to assist persons with disabilities in obtaining competitive community employment. Funding also provides an Employment Supervisor to oversee the program.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 42 clients, but actually served 51.
  - 5 clients completed the program.
  - Clients saw a:
    - Other: Employment Specialist an average of 9.33 times.
  - Average case load of 25.5 clients per staff.
- **Goals Met:**
  - 61% of the annual goal of serving 85 clients was met.
  - 41% of clients who have the desire to work were placed.
  - 51% clients placed received job retention services.
  - 93% of clients placed will receive an hourly rate above minimum wage.
  - Maintain a highly qualified, strong supervisor to manage the program.

### Metrics used to Measure Success:

- Job Placement & Retention (25%).
- Job Retention Services (25%)
- Average Wage above state minimum.
- Client Satisfaction (90%)
- Supervisor stability and successful contract management.
- **Program Success:**
  - Reached 60% goal of 85 clients served.
  - 41% Job Placement
  - 51% Job Retention.
  - 100% Above Minimum Wage.
  - 93% Client Satisfaction.
- **Average Cost per Client:**
  - \$1,397.64 per client.

# CY 2020 Program Highlights and Outcomes

## Jewish Family Services Association (JFSA)

- **Additional Information:**

- Professional, client-centered, comprehensive employment services provided to help promote recovery.
  - Serve diverse clientele:
    - Age:
      - 24% below age 24.
      - 34% between the ages of 35-54.
      - 42% 55 and over.
    - Race:
      - 47% Black.
      - 50% White
      - 2% Other
    - Gender:
      - 40% Male
      - 60% Female
    - 72% Diagnosis of severe mental illness.
- 

- **Residential Services:** University House is a unique living environment designed to meet the needs of 4 men who are deaf, mentally ill, and have developmental disabilities. ADAMHS Board Funding covers room and board for the four men. The Ohio Department of Developmental Disabilities provides 24/7 staffing through Jewish Family Service Association. Services include homemaker/personal care and transportation services. While this type of service is typically provided via staff trained only within the DD system, individuals working at University House receive ongoing training in mental health. Psychiatry and Counseling as needed or as requested is provided and are covered via Medicaid and/or Medicare. Cleveland Hearing and Speech Center helps to understand the nuances of the deaf culture, to provide ASL training for staff and managers, as well as to assist with finding and training staff.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 4 clients and actually served 4.
  - Clients saw a:
    - Psychiatrist an average of 3 times.
    - Counselor an average of 2 times.
    - Nurse an average of 26 times.
    - Other: Program Staff an average of 182 times.
  - Average case load per staff member is 3.

# CY 2020 Program Highlights and Outcomes

## Jewish Family Services Association (JFSA)

### Goals Met:

- 4 clients were served (100% of CY2019 Goal of 4 clients served) between January 1, 2019-June 30, 2019 thus meeting the goal for CY2019.

### • Metrics used to Measure Success:

- Stable and safe home environment to meet the many needs of this small group of men.
- Continued community tenure.
- Reported satisfaction among the residents and the family members.

### • Program Success:

- 100% of goals met as the residents continue living in the community and report satisfaction with services.

### • Average Cost per Client:

- \$116.67 per client per day.

### • Additional Information:

- This is a highly specialized house serving individuals with mental illness, developmental disabilities and hearing impairment.

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- Peer Support for Living Services:** Provides independent living with supports to individuals with severe mental illness. The individuals desire to live independently and have some of the necessary skills to do so - with support! While non-peers are used to provide some of this support, a peer is uniquely able to share real life experiences and problem solving tactics to keep others successfully living independently.

### First Six Months of 2019 Outcomes:

#### • In the First Six Months of 2019:

- Anticipated serving 10 clients, but actually served 9.
- Clients saw a:
  - Other: Peer Support Staff an average of 6 times.
- Average case load per staff member is 4.5.

### Goals Met:

- Program service funding allowed for this service to commence in March 2019. From March 1 through June 30, 2019, 9 clients were served which is 90% of the annual CY2019 goal of 10 clients.

### • Metrics used to Measure Success:

- Increased frequency of contact with residents.

# CY 2020 Program Highlights and Outcomes

## Jewish Family Services Association (JFSA)

- Increased participation in community activities as noted in progress notes.
- Improved functionality as measured via the DLA-20 Housing Maintenance anchor.
- **Program Success:**
  - 9 clients (or 90% of the goal of 10 clients for CY2019) received services of peer support coaching. As noted in progress notes, these clients have experienced increased frequency of contact with other residents and have participated more in community activities.
  - Improved functionality as measured via the DLA-20 tool Housing Maintenance Anchor, indicates that 44% of the clients experienced improvement during the first half of CY2019 (Jan-June2019.)
- **Average Cost per Client:**
  - \$1,667 per client.

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- **Peer Support for Employment Services:** provides a Peer Recovery Coach that assists clients through challenges faced in obtaining and retaining employment and provides hope and optimism. The coach is able to model recovery and share their own life experiences, connecting in way other professionals cannot, and is a vital part of the team and often assists clients who are employed with maintaining stable employment, wages, benefits, and providing support to those in varying stages of job readiness.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 10 clients, but actually served 6.
  - Clients saw a:
    - Other: Peer Support Staff an average of 3 times.
  - Average case load per staff member is 6.

### Goals Met:

- 60% of the CY2019 annual goal of 10 clients has been met from January-June, 2019.
- Peer Support Coach has demonstrated increased supports to these individuals who are receiving employment services.
- Increased function associated with successful employment and assistance with community integration is demonstrated in progress notes.
- **Metrics used to Measure Success:**
  - Provision of increased supports for those receiving employment services and assistance with community integration.
  - Increased functionality associated with successful employment, as documented in progress notes.

# CY 2020 Program Highlights and Outcomes

## Jewish Family Services Association (JFSA)

- **Program Success:**
  - Peer Support Coach has provided supports for clients receiving employment service by way of assistance with community integration and increased functionality associated with successful employment, as documented in progress notes.
  - Peer Support provided services to 4 clients during January-June 2019 who are employed with supports in maintaining their current employment status and benefits.
- **Average Cost per Client:**
  - \$2,500 per client.
- **Additional Information:**
  - Maintaining meaningful employment is such an important part of recovery - and having a peer help one through this is invaluable.

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- **Transportation:** program is designed to help clients of both Core Mental Health and Employment Services access appointments for healthcare needs and job-related activities. This program eliminates the transportation barrier by providing an array of transportation opportunities based on individual need.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated providing 1,470 rides, but actually provided 600.
  - Clients saw a:
    - Other: Transportation Worker an average of 6 times.

### Goals Met:

- 41% of our goal of 1,470 rides for CY 2019 was met for this period (January - June 2019) and we anticipate meeting 100% of the annual CY 2019 goal by the end of CY 2019.
- **Metrics used to Measure Success:**
  - Monitoring of the number of rides provided and evaluation of the impact of this service on our no show/cancellation rate for psychiatry appointments.
- **Program Success:**
  - Anticipated outcome was met for this period (January - June 2019) in being able to provide transportation assistance.

# CY 2020 Program Highlights and Outcomes

## Jewish Family Services Association (JFSA)

- JFSA provided 100 rides per month in transportation assistance. Anecdotally, many clients would not have been able to access their psychiatry appointments without this assistance.
- **Average Cost per Client:**
  - \$27 per client.
- **Additional Information:**
  - ADAMHS Board funds received were used to provide rides (\$1,350) via the JFSA Shuttle-on-the-Go service and to purchase bus passes (\$900) for clients in the first half of the year.
  - This funding has proven to be very beneficial to our clients who are in need of transportation assistance. These funds are much appreciated!

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- Achieving Potential (formerly Ascentia) Core Mental Health Services POOLED FUNDING:** includes CPST, TBS, PSR, Counseling, Assessment, Nursing and Psychiatry.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 22 clients, but actually served 24.
  - One client completed the program.
  - Clients saw a:
    - CPST an average of 11 times.
    - Psychiatrist an average of 2 times.
    - Counselor an average of 6 times.
    - Nurse an average of 12 times.
  - Average case load: CPST= 25; Counselor = 40; PA-Psychiatry = 200; RN = 20; Social Worker = 20

### Goals Met:

- Clients served: 51% pf CY2019 Goal of 45 clients.
- Exceeded the goals for January - June, 2019 and anticipate exceeding the annual CY2019 goals by year end.
- **Metrics used to Measure Success:**
  - Ohio Mental Health Outcome Scales for Adults: decrease symptom distress, improve quality of life, and treat clients with dignity & respect (client satisfaction).
  - DLA-20 Functional Assessment tool to measure wellness and resilience across key areas of adult life by reporting % of Non-Medicaid clients with improved scores.
  - Tracking of Medication Utilization.

# CY 2020 Program Highlights and Outcomes

## Jewish Family Services Association (JFSA)

- **Program Success:**
  - Decreased symptom distress: 75% (Goal: >60%).
  - Improved QOL: 75% (Goal: >60%).
  - Client satisfaction (treated w/ respect and dignity): 100% (GOAL: >90%).
  - DLA-20: scores indicate 57% of Non-Medicaid clients demonstrate improved functional scores (CY2018 vs Jan-June 2019).
  - Tracked Medication Utilization: 91% (Goal >90%).
  - Anticipate to continue to exceed all program goals by the end of CY2019.
- **Average Cost per Client:**
  - \$882.04 per client.
- **Additional Information:**
  - Across funders, approximately 600 clients served per year.
  - Number needing Board funding has decreased significantly over the past several years due to Medicaid expansion.
  - JFSA's mental health services differ from other agencies in 3 ways:
    - Small caseloads to promote strong provider/client relationships.
    - Focus on the severe and persistently mentally ill (over 90% of our clients are diagnosed with schizophrenia spectrum disorder, bipolar disorder, or recurrent major depression).
    - Family inclusion to the best of our ability (providers come and go but family is forever!).
  - Serve very diverse Non-Medicaid clientele in this program:
    - Age:
      - 1% below age 34.
      - 39% between the ages of 35-54.
      - 30% 55 and over.
    - Race:
      - 78% Black.
      - 20% White
      - 2% Other

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Jordan Community Residential Center</b>			
Transportation	\$ 4,500	\$ 4,500	Transportation
Recovery House	\$ 50,000	\$ 75,000	Housing
<b>Total</b>	<b>\$ 54,500</b>	<b>\$ 79,500</b>	

# CY 2020 Program Highlights and Outcomes

## Jordan Community Residential Center (Jordan CRC)

- Jordan Community Residential Center (Jordan CRC) provides women with recovery housing, employment preparation and other supportive services since its inception in 2004. ADAMHS Board funding supports the following initiatives:
- **Transportation:** provides transportation to or from treatment providers, doctor appointments, therapy, court, and recovery oriented services in addition to Jordan CRC workshops and events. Sober transportation is also be offered as an integral part of life adjustment assistance and for clients with PTSD. Jordan Transportation Program currently has an 18 passenger bus and a 15 passenger van.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 70 women in recovery housing, but actually served 49.
  - Clients saw a:
    - Other: Transportation Specialist daily.
  - Average case load: 15-20 per Case manager

### Goals Met:

- The transportation program goal was to provide 70 women in recovery with transportation. Jordan CRC has provided 49 women residing in the Jordan Recovery Housing (JRH) program with transportation.
- The goal of 70 women was a culmination of women living both in and outside of JRH. We focused on those residing at JRH only.
- **Metrics used to Measure Success:**
  - Retention.
  - Successful completion of IOP.
  - Relapse prevention.
  - Rate of pending charges being addressed and family court hearings being attended by JRH residents.
- **Program Success:**
  - Transportation is a barrier for this population. Jordan CRC has an 18 passenger bus and 15 passenger van to ensure that we are able to provide the service.
  - Of the participants served:
    - 91% successfully engaged in sober support networks.
    - 66% met treatment goals.
    - 86% maintained abstinence from alcohol and other drugs.
    - 77% complied with recovery housing policies and procedures.
    - 100% were provided access to treatment, court hearings and mental health appointments.
- **Average Cost per Client:**

# CY 2020 Program Highlights and Outcomes

## Jordan Community Residential Center (Jordan CRC)

- \$23 per client, per day.

- **Additional Information:**

- ADAMHS Board's recommendation for Transportation support was \$4,500.00 (capacity 33 seats). The bus drivers provides transportation to and from the treatment provider twice a day. At one time we had to take 4 trips because there was not enough room for the women in recovery in one bus so we had to purchase another.
- Bus driver also monitors residents during exposure trips, doctor appointments and the orientation phase of the recovery housing program to ensure safety and compliance when being transported.
- There is a need to bring on an addition driver because when one is out we have no way of getting the women to and fro without incurring a ridiculous cost or the Director driving the bus herself.
- Jordan CRC's transportation budget is \$136,000.00 which includes staff, gas and maintenance.

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- **Recovery Housing:** program is designed for women diagnosed with a substance use disorder and at risk or already involved in the criminal justice system. For women referred to JRH program by the Cleveland Municipal Court, additional supervision will be overseen by the Human Trafficking Specialized Docket, under the leadership of Judge Marilyn Cassidy. Integrates cultural competence including gender-specific and trauma-informed care into alcohol and other drug treatment, judicial supervision and recovery housing.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**

- Anticipated serving 28, but actually served 36.
- Clients saw a:
  - Other: Residential Specialist daily.
- Average case load: 15-20 per Case manager

### Goals Met:

- Benchmarks (Program Expectation Goals) 70% of participants will engage in sober support networks (support groups and other recovery oriented activities).
- 65% of participants will meet treatment goals.
- 70% of participants will maintain abstinence from alcohol and other drugs.
- 75% of participants will comply with recovery housing policies and procedures.
- 65% will complete soft skills training and other workshops.
- Program goals were met 100% except for the training.

# CY 2020 Program Highlights and Outcomes

## Jordan Community Residential Center (Jordan CRC)

- **Metrics used to Measure Success:**
  - Participant outcomes are measured through the following metrics established by SAMHSA :
    - Number of participants who engage in sober support networks (social connectedness).
    - Number of participants that successfully complete treatment (retention in treatment).
    - Number of participants who maintain abstinence while residing in recovery housing (abstinence).
    - Number of participants who comply with recovery housing policies and procedures resulting in a consistent housing experience (stability in housing).
    - Number of participants who participate in soft skills and other workshops (employment and education)
- **Program Success:**
  - Of the 36 participants served:
    - 91% successfully engaged in sober support networks.
    - 66% met treatment goals.
    - 86% maintained abstinence from alcohol and other drugs.
    - 77% complied with recovery housing policies and procedures.
    - 0% successfully completed soft skills training and other workshops (Due to our residents being in IOP 4 days a week from 9 a.m. till 3 p.m., it is difficult for them to participate in training outside of Jordan CRC).
- **Average Cost per Client:**
  - \$24.65 per bed, per day.
- **Additional Information:**
  - Jordan's Recovery Housing Program has served 41 women and expended all ADAMHS board funding, which budgeted to be about 5 women per month (capacity 18-21 beds).
  - Monthly numbers recorded in the RC Monthly Housing Report submitted to the ADAMHS Board reflect the amount of recovery housing beds that were actually provided (admitted) a substantial increase.
  - In August 2019, the funds recommended were expended and currently there are 12 women residing in Jordan's Recovery Housing who are recovering with nowhere else to go.
  - Jordan CRC has delivered recovery housing for the ADAMHS Board with excellent outcomes for the past 3 years (MCMS submitted Jordan CRC's outcomes 2 years) and 2019 is our first year officially as provider. In 2020, Jordan CRC is partnering with IMANI Church to lease the nunnery and provide an additional 20 beds. Other

# CY 2020 Program Highlights and Outcomes

## Jordan Community Residential Center (Jordan CRC)

facilities will be used for peer to peer recovery housing to further assist participants with independent sober living and financial sustainability.

- Recovery staff include: 3 FT and 2 PT administrative recovery housing monitors who provide 24-hour supervision; program coordinator, case manager, transportation and outreach specialist.
- Jordan CRC's recovery housing budget is \$575,000.00 in 2020. I appreciate the ADAMHS Board recognizing the unique program services offered and our contribution in the lives of women who have been trafficked and those who suffer with addiction/mental illness.

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Joseph's Home</b>			
Recovery Support Services	\$ 25,000	\$ 25,000	Housing
<b>Total</b>	<b>\$ 25,000</b>	<b>\$ 25,000</b>	

# CY 2020 Program Highlights and Outcomes

## Joseph's Home

- The mission of Joseph's Home is to provide a nurturing, caring environment for men without resources who have acute medical needs, helping them heal and achieve independence. Joseph's Home is the only homeless provider in Cuyahoga County exclusively focused on delivering medical respite care. ADAMHS Board funding supports the following initiative:
  - **Recovery Support Services:** at Joseph's Home offers a unique, multi-dimensional approach to assisting residents in identifying behavioral health issues and breaking down barriers to recovery. The integrated care team consists of a Medical Director, Behavioral Health Director, Respite Care Manager, Registered Nurse, Health Care Navigator, and Peer Recovery Supporter. Expanded peer recovery support services for acutely ill homeless residents suffering from SUDs and SMIs to further help residents and alumni build self-sufficiency and maintain positive health outcomes.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 27.5 residents and 22.5 alumni, but actually served 28 residents and 23 alumni.
  - 20 residents completed the program.
  - Clients saw a:
    - Psychologist weekly.
    - Social Worker, Nurse and Residential Specialist daily.
  - Average case load: 12 residents/alumni to 1 staff member.

### Goals Met:

- 100% of the following goals were achieved from January 1, 2019 to June 30, 2019:
  - 90% of residents will have a discharge plan.
  - 100% of residents will receive transportation.
  - 75% of alumni will achieve transportation independence.
  - 100% of residents will be screened for a behavioral health condition, offered motivational interventions, and linked to services.
  - 50% of alumni with an SUD/SMI will remain medically stable.
  - 80% of alumni will maintain permanent housing.
- **Metrics used to Measure Success:**
  - Tracks and collects resident and alumni information in an excel-based data management platform.
  - Data is collected, analyzed, and verified by a staff member on a quarterly basis.

# CY 2020 Program Highlights and Outcomes

## Joseph's Home

- **Program Success:**
  - 100% of residents received a discharge plan.
  - 100% of residents received transportation.
  - 100% of alumni achieved transportation independence.
  - 100% of residents were screened for a behavioral health condition, offered motivational interventions, and linked to services.
  - 91% of alumni with an SUD/SMI remained medically stable.
  - 83% of alumni maintained permanent housing.
- **Average Cost per Client:**
  - \$220.49 per resident, per day.
- **Additional Information:**
  - The ADAMHS Board's investment in JH has enabled acutely ill homeless men receive medical respite care, as well as supportive services such as peer recovery support, music therapy, and medication management, to name a few.
  - These resources have enabled formerly homeless men to maintain housing and health post-discharge.
  - JH thanks the ADAMHS Board for their partnership in 2019.
  - JH represents a model of care that has successfully integrated medical and behavioral health care in a supportive setting as evidenced by outcome achievement. JH feels confident these services can continue to make a positive impact in 2020.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Life Exchange Center</b>			
Art Therapy	\$ 51,840	\$ 51,840	Peer Support
Peer Support	\$ 315,000	\$ 315,000	Peer Support
Transitional Youth Housing	\$ 200,000	\$ 200,000	Housing
<b>Total</b>	<b>\$ 566,840</b>	<b>\$ 566,840</b>	

# CY 2020 Program Highlights and Outcomes

## Life Exchange Center (LEC)

- The Life Exchange Center (LEC) is a peer-oriented, member-driven drop in center that offers peer support services and other recovery-oriented services to persons with a mental illness and/or addiction in Cuyahoga County. The ADAMHS Board funding supports the following initiatives:
  - **Art Therapy:** is facilitated by an ATS art therapist to help clients on their journey toward recovery and wellness through art. The program is open to all clients who utilize LEC.

### First Six Months of 2019 Outcomes:

#### • In the First Six Months of 2019:

- Anticipated serving 65 clients, but actually served 63 unduplicated clients.
- Clients saw a:
  - Other: Art Therapist an average of 414 times.
- Average case load: 1 therapist to 20 clients for smaller group and 1 to 30 for larger groups.

### Goals Met:

- 98-100% of members appreciate the art therapy program and feel that it makes a difference in their lives.
- **Metrics used to Measure Success:**
  - Survey is administered to members in Art Therapy that measures how well members felt the program was helping them in certain areas.
  - The scores above represent responses that said it definitely helped them, helped them in ways more than usual and helped them a lot.
  - In addition, the Acting Executive Director met with the participants after a session was completed in June 2019 to assess their satisfaction with services, what they like, don't like, etc.
- **Program Success:**
  - 100% felt a reduction in stress and increase in relaxation.
  - 100% felt that the activities allowed for the expression of emotions in a safe and positive manner.
  - 100% could communicate effectively with others
  - 100% increased self-awareness
  - 99% increased self-esteem.
- **Average Cost per Client:**
  - \$11.47 per client per session; \$723 group cost per session.

# CY 2020 Program Highlights and Outcomes

## Life Exchange Center (LEC)

- **Additional Information:**

- The Art Therapy Program is a very integral part of the LEC.
- Members are working with a professional to make changes in a safe, fun environment.
- Clients have learned to use so many mediums to create art that members request that we make other art forms readily available such as jewelry making, making fans, etc.
- LEC greatly appreciates having this service and deeply wishes this program will continue on.

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- **Peer Support/Peer Run:** programing assists members in sustaining the highest quality of life while in recovery and serves unemployed and low income Cuyahoga County adults who are on a journey of mental health and/or substance use recovery. Members are ages 18 and older and are living independently or in Adult Care Facilities. Members continue to enjoy social activities and persistently show increased confidence and self-assurance and are more willing and prepared to participate in some structured social settings while learning to use their voices to advocate on behalf of themselves and their peers.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**

- Anticipated serving 150 clients, but actually served 101 unduplicated clients.
- Clients saw a:
  - Other: Peer Support Worker/LEC Staff daily.
- Average case load: 15 clients to one Lead Peer Worker.

### Goals Met:

- 1% of members needed to use crisis/psych hospital services.
- Nearly 100% of members report groups help them address their occupational goals.
- 80% of members are in school or work.
- Over 95% members enjoy program groups/activities.
- Increase in outreach activities.

- **Metrics used to Measure Success:**

- Satisfaction Survey was administered to each member who attended LEC during the second week of April 2019.
- On-going client interviews provide the information on members' participation in school, jobs, employment services and hospitalization usage.

# CY 2020 Program Highlights and Outcomes

## Life Exchange Center (LEC)

- **Program Success:**
  - Fewer than 5% of members will use crisis/hospital services.
  - 80% of members feel groups address their occupational goals.
  - 30% of members are in school, jobs or work programs.
  - 95% of members enjoy program services.
  - At least 2 outreach visits to mental health community per month to attract new members.
- **Average Cost per Client:**
  - \$23.81 per client per day.
- **Additional Information:**
  - 1 FT director, 3 (20hrs) peer support staff, 1 (32) peer leader, 1 pt, cook, driver, AA, janitor.
  - Despite the low daily cost provider is experienced a \$3,122 deficit as of June.
  - 4<sup>th</sup> peer support staff person and a 25 hours week Program Manager is needed.
  - LEC receives funding for a 20 hours week program coordinator thru St. Luke's Foundation, which ends on 12/31/19.
  - LEC does home outreach, take members to programming/activities daily, run groups daily and see members one on one, serve 2 meals daily, help members get free/low cost food, clothes, wash clothes and take showers.
  - LEC visits sick members at home/hospital, communicate with CPSTs, probation officers and others.
  - Also has a program that serves persons with long histories of hospitalizations, crisis service and incarcerations.
  - Many of the members are dually diagnosed with substance abuse problems. Program Manager would cover in Director's absence and allow he/she more time for fundraising and other administrative tasks. Pay for the 4<sup>th</sup> peer support worker would be \$15.00 per hour and the program manager at \$40,000 a year.

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- **Transitional Youth Housing:** provides peer recovery services for 6 young adults ages 18 to 25 with behavioral health challenges. The program provides up to 12 months of housing while assisting residents in developing independent living skills, employment skills and pro-social skills to be successfully independent, and aids young adults in learning how to manage behavioral health symptoms with the ultimate goal of sustained permanent housing.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 6 clients, and actually served 6.
  - 1 client was discharged from the program.
  - Clients saw a:

# CY 2020 Program Highlights and Outcomes

## Life Exchange Center (LEC)

- Other: Peer Support Worker an average of 645 times.
- Average case load: 1 Peer Support Worker to 6 clients.

### Goals Met:

- One client (20%) successfully transitioned from the housing program and met all benchmarks for successful completion of this goal.
- Remaining clients are successfully participating in the program.

### • Metrics used to Measure Success:

- Maintain behavioral health symptoms effectively.
- Complete educational goals, if indicated.
- Obtain employment.
- Obtain permanent housing.
- Demonstrate independent living skills inclusive of self-care and increased pro-social skills.

### • Program Success:

- As of June 30, 2019, one member was successfully discharged and met all benchmarks for success.

### • Average Cost per Client:

- \$77.55 per client per day.

### • Additional Information:

- “Unaccompanied homeless youth” population continues to grow and TYHP has begun to prepare an expansion proposal.
- This proposal will include acquiring a building (renovation as needed to offer a dignified, safe, & secure community), staffing (benefits, training, and mileage), research, administrative supplies and equipment, advisors/ consultants, with a comprehensive line-item budget.
- Community research and prospective properties are being identified. An action plan that will allow integration of staffing for the new site (Long tenured staff at both sites to ensure the continuation of the TYHP community Mission and Vision).
- TYHP has begun to track our contact with Young Adults who have been discharged from the program, through social media, text, and face time.
- Staff are nearly complete transitioning to the use of cloud storage, reducing the use of paper, and allowing safe access to Outlook365. This will enhance our collaboration as we prepare the expansion proposal.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Life Long Transportation, LLC</b>			
Non-Emergency Medical Transportation	\$ 25,000	\$ 40,000	Transportation
<b>Total</b>	<b>\$ 25,000</b>	<b>\$ 40,000</b>	

# CY 2020 Program Highlights and Outcomes

## Life Long Transportation, LLC.

- Life Long Transportation, LLC., is a transportation service for clients needing non-emergency medical assistance, especially for behavioral health services. Each driver has gone through a background check, has a clean driving record and goes through training before driving clients. Transportation team members participate in HIPAA training, vehicle operation training and shadow an experienced transportation specialist before driving the passenger van or other automobiles. Transportation staff is also trained in motivational interviewing. ADAMHS Board funding supports the following initiative:

- Non-Emergency Medical Transportation:** offers quality transportation services by qualified drivers who are trained in CPR, First Aid, addiction/mental health issues, and Narcan/Naloxone administration, to clients to and from non-emergency medical appointments, such as IOP, counseling, therapy, etc.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 20-30 clients, and actually served 42.
  - Clients saw a:
    - Other: Transportation Specialist an average of 600 times.
  - Average case load: 1-12 per ride/vehicle through 600 one-way trips.

### Goals Met:

- 100% of goal to providing rides to clients was met quickly.
- Rides provided to clients of CAAA, NORA, Intransitional Ministries, Mommy and Me Too, LifeWorks, Signature Health.
- **Metrics used to Measure Success:**
  - Developing and retaining relationships with 7 agencies/organization that have utilized the service.
  - Successful utilization of ADAMHS Board funding.
  - Agencies/organizations and clients have validated the need for transportation to create positive outcomes for addiction services.
- **Program Success:**
  - Provided 600 trips.
  - Built relationships with 7 agencies/organization
- **Average Cost per Client:**
  - \$40 per client per one-way trip.
- **Additional Information:**
  - SAMHSA indicates that 10% of individuals report that transportation is a barrier to treatment.
  - Transportation is a needed tool to help individuals maintain recovery.
  - Transportation service helps clients with no driver's license, no car and no money for public transportation maintain recovery.

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Life Recovery Ministries</b>			
Faith Based Program	\$ 61,000	\$ 60,000	Prevention
<b>Total</b>	<b>\$ 61,000</b>	<b>\$ 60,000</b>	

# CY 2020 Program Highlights and Outcomes

## Life Recovery Ministries Faith-based Program

- Life Recovery Ministries is a faith-based organization providing professional education to persons interested in a career in chemical dependency counseling. ADAMHS Board funding supports the following initiatives:

- Open Heart Healthy Mind Support Group:** provides spiritual support to assist individuals affected by mental health and substance use disorders

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 200 participants weekly, but actually served 163 weekly participants (30 individuals weekly).
  - 8 participants completed the program.
  - Average case load: 1 staff to 12 participants.

### Goals Met:

- Of the 30 participant enrolled in this Mental Health Support Group, 8 have attended all 7 sessions.
  - The goal of the program is spiritual enhancement.
  - Participants attend as needed to address the impact of trauma in their lives.
  - **Metrics used to Measure Success:**
    - This program has a goal of spiritual enhancement and support. There is currently no metric to measure the success of this program.
    - Currently measure success by participants completing all seven classes offered in this support series.
    - Students are encouraged to continue to sustain support and progress made.
  - **Program Success:**
    - Participants self-report personal benefits gained from peers as they continue attending and sharing in the program.
  - **Average Cost per Client:**
    - \$420 per client for the entire program.
  - **Additional Information:**
    - This program has caught the attention of one of our local churches which participated in the provider's Mental Health First Aid training. The sent a lay leader to be trained.
    - Calvary Church of God expressed intentions to begin their Spiritual-based Mental Health Support Group in October 2019.
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# CY 2020 Program Highlights and Outcomes

## Life Recovery Ministries

### Faith-based Program

- Mental Health First Aid:** training provided to clergy and other lay leaders to reduce stigma associated with mental health issues, inform participants about common mental illnesses and teach participants how to respond appropriately.

#### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**

- Anticipated serving 120 participants, but actually served 123.
- 89 participants completed the program.
- Average case load: 1 staff to 25 participants.

#### Goals Met:

- Life Recovery Ministries mistakenly outlined 400 anticipated participants, which is our weekly participation. Our individual participant goal should have been 120 for 2019 consistent with the number of books we ordered. Therefore, only 25% of the stated MHFA program's service goals funded by the ADAMHS Board outlined in our CY 19 RFP were met between January 1, 2019 & June 30, 2019.
- The actual percentage number is low because we are measured against the wrong service goal.
- **Metrics used to Measure Success:**
  - Pre-quiz and a post-quiz developed by the National Council for Behavioral Health to measure the success of this program.
- **Program Success:**
  - Of the 123 individual participants who enrolled in the training, 89 successfully completed the training from January 1, 2019 through June 30, 2019.
- **Average Cost per Client:**
  - \$185 per participant for the entire program.
- **Additional Information:**
  - This MHFA program has trained two Jewish Synagogues this year and has commitments from Rocky River to provide quarterly trainings on the west side in 2020.

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- Community Mental Health Chaplain:** meets the spiritual needs of individuals with apparent or diagnosed chronic life-threatening illnesses such as mental health and/or substance use disorders.

#### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**

- Anticipated serving 100 participants, but actually served 116.
- Average case load: 1 staff to 30 participants.

# CY 2020 Program Highlights and Outcomes

## Life Recovery Ministries

### Faith-based Program

- **Goals Met:**
  - 100 percent of this program's service goal of enhancing spiritual wellbeing is being met.
  - On target to exceeded meeting the spiritual needs of 100 individuals with apparent or diagnosed mental health or substance use disorders at this point.
- **Metrics used to Measure Success:**
  - The success of this faith-based program measuring spiritual enhancement or community integration is best achieved by using a modified HOPE spiritual assessment developed by Brown University.
- **Program Success:**
  - The Community Mental Health Chaplain (CMHC) program is providing a new resource for peer recovery supporters to bring clients for recovery support.
  - Participants are achieving community integration.
- **Average Cost per Client:**
  - \$155 per client.
- **Additional Information:**
  - We strongly recommend using a modified HOPE spiritual assessment for all network providers as an addition to the SOQUIC assessment. This addition will ensure parity for the spiritual perspective /faith-based provider and will gather relevant religious/spiritual data, while prompting and allowing clients to request a visit from the chaplain. This mechanism will be the most essential step to fulfilling a goal of the Faith-based Committee, which is to incorporate spirituality as a component of treatment.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Lifeworks Behavioral Health Solutions</b>			
ACF Peer Support/Benefits Assistance	\$ 250,000	\$ 250,000	Peer Support
<b>Total</b>	<b>\$ 250,000</b>	<b>\$ 250,000</b>	

# CY 2020 Program Highlights and Outcomes

## Lifeworks Behavioral Health Solutions

- Lifeworks Behavioral Health Solutions (Lifeworks BHS) believes that recovery from Mental Disorders and Substance Use Disorders is a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential. ADAMHS Board funding supports the following initiative:
  - **ACF Peer Support/Benefits Assistance Program:** offers trained peer support specialists to provide 24-hour/day access to clients either face-to-face, via phone or tele-health video technology, and through outreach and community events. Peer supporter specialists visit ACFs to assist clients and operators, provide support and assist with communication. Benefits support includes verifying insurance coverage and benefits eligibility, educating clients about benefits and assisting clients in applying for Medicaid and other benefits (SSD, food assistance, etc.), as well as assisting with the redetermination process.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 198 clients, but actually served 193.
  - Clients saw a:
    - Peer Support Specialist an average of 1 to 2 times.
  - Average case load: 25 to 30 clients per Peer Specialist.
- **Goals Met:**
  - 100% of the program's service goals were funded by the ADAMHS Board.
- **Metrics used to Measure Success:**
  - Daily sign-in sheets at the Lifeworks BHS reception desk.
  - Completed Lifeworks BHS Intake Packets.
  - Completed Adult Care Facility Monthly Peer reports.
  - Completed Medicaid Status Monthly reports.
  - Completed 'Peer Seal of Quality' Checklist - ACF Home Visit Checklist
- **Program Success:**
  - 102 total ACFs Identified with 193 total Clients Identified.
  - 138 Clients Receiving Medicaid.
  - 54 Clients w/RSS
  - 73 Clients declined Peer Support Services.
  - 102 Clients requesting and receiving Peer Support Services.
- **Average Cost per Client:**
  - \$537.00 per client (Includes salaries, service provision expenses, and Admin. expenses).

# CY 2020 Program Highlights and Outcomes

## Lifeworks Behavioral Health Solutions

- **Additional Information:**
  - Per contract between Lifeworks and ADAMHS Board, State of Ohio certification as a Behavioral Health Agency was secured in July 2019.
  - This pilot program provided Lifeworks BHS with an extraordinary opportunity to partner with the ADAMHS Board and serve individuals living in Adult Care Facilities. While this program is still underway and very much in its infancy, Lifeworks BHS believes that the ADAMHS Board should be aware of the following:
    - Delayed program implementation due to contractual agreements between ACF Operators and the ADAMHS Board.
    - There have been four changes in the securing of ROIs from clients, this causes service disruptions and forces us to go back to clients to secure the same information more than once and presents program inconsistencies.
  - During the time period March 30<sup>th</sup> through June 30, 2019, clients were seen on average of 1-2 times by Lifeworks BHS staff.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Lutheran Metro Ministries</b>			
Adult Guardianship	\$ 215,000	\$ 215,000	
Women's Reentry Program	\$ 43,200	\$ 43,200	Prevention
Youth Afterschool Prevention	\$ 76,500	\$ 76,500	Prevention
<b>Total</b>	<b>\$ 334,700</b>	<b>\$ 334,700</b>	
<b>Pooled Funding:</b>			
Non-Medicaid Treatment Services	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## Lutheran Metropolitan Ministry (LMM)

- Lutheran Metropolitan Ministry (LMM) provides Behavioral Health Services, that empower individuals to overcome barriers, obtain job skills, gain employment, locate stable housing, access counseling and support services, secure second chances and become self-sufficient, productive members of our community. The ADAMHS Board funding supports the following initiatives:
  - **Adult Guardianship Services (AGS):** provides trained legal guardians to serve as concerned, caring advocates and surrogate decision-makers when a less restrictive alternative is not available. Services are provided to adults of Cuyahoga County who are indigent, incompetent and without family or friends. Individuals referred are often in crisis and have a pending medical and/or placement decision after suffering from abuse, neglect or exploitation.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 93 wards, but actually served 86.
  - Clients saw a:
    - Guardian an average of 6 times.
  - Average case load: 1:42 per guardian.
- **Goals Met:**
  - 92% of the goal to serve unduplicated clients and 125% of the goal to provide 1,500 hours of guardianship decision-making has been achieved.
  - New guardianships are appointed by the court within 4-6 weeks of filing.
  - Individualized Guardianship Service Plan (GSP) developed within 2 working days of court appointment.
  - Within 90 days after the guardianship is appointed, 90% of the goals outlined in the client's GSP are implemented.
- **Metrics used to Measure Success:**
  - Guided by an annual work plan, Guardianship Services utilizes the following metrics:
    - 35% of guardianship decision-making is focused on meeting physical and behavioral health needs.
    - 100% of clients residing in the county receive at least monthly visits.
    - 100% of clients residing outside of the county receive quarterly visits from the guardian or an agency representative.
- **Program Success:**
  - During the time period, the following has been achieved:
    - 37% of guardianship decision-making was focused on meeting physical and behavioral health needs.

# CY 2020 Program Highlights and Outcomes

## Lutheran Metropolitan Ministry (LMM)

- 82% of clients residing in the county received at least a monthly visits and 25% were visited two or more times.
- 100% of clients residing outside of the county received quarterly visits from the guardian or an agency representative.
- **Average Cost per Client:**
  - \$2,724 annually per client. GS has a diverse funding stream to address costs.
- **Additional Information:**
  - Guardianship impacts individuals with severe mental illness and/or substance use disorders in significant ways, including providing access to services that can be life changing. The following story exemplifies this: Mr. R was living in the community drinking every day. He would aggressively panhandle and use the money to purchase booze and drink to the point of passing out and ending up in the hospital daily, sometimes several times in the same day. Twice he was put on a ventilator to help him breathe. Once referred and awarded guardianship, the guardian placed Mr. R in an appropriate nursing facility where he would have access to support groups and other medical treatments to help with some of his medical and mental health issues. After a year, the guardian worked with the facility to allow for short outings and overnight stays outside of the facility. During this time, he maintained his sobriety throughout and was able to move to a group home in the community and is doing well. He is sober and has a positive outlook about doing what he needs to do to prevent his alcoholism from complicating some of his underlying medical conditions. Guardianship allowed Mr. R to be placed in a restrictive environment to control his drinking and receive needed treatment. Once Mr. R was stabilized, the guardian worked with facility social workers and Mr. R to place him in a least restrictive environment to provide a better quality of life.

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- **Women's Reentry Program (WREN):** provides gender specific Behavioral Health Services for women with any involvement in the criminal justice system. WREN provides trauma specific services for women incarcerated at the Northeast Reintegration Center (NERC) and returning to Cuyahoga County. Women with a minimum of four (4) months remaining on their sentence will be able to participate in the trauma specific group. Prevention education surrounding trauma, substance use, HIV, suicide, domestic violence, sexual violence and gambling are provided.

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 60 women, but actually served 29.
  - 25 completed the program.
  - Clients saw a:
    - Social Worker an average of 96 times.

# CY 2020 Program Highlights and Outcomes

## Lutheran Metropolitan Ministry (LMM)

- **Goals Met:**
  - 100% funded by the ADAMHS Board. The Women's Reentry Program provides trauma, substance use disorder, and other prevention education for women incarcerated at the Northeast Reintegration Center and permitted to come into the community to participate in LMM's culinary training program.
  - Goals of the program are to mitigate risk factors, increase protective factors, and build resilience to assist women with criminal justice involvement to be able to return to their communities with the tools necessary to become self-sufficient, establish healthy relationships, and remain free of the criminal justice system.
- **Metrics used to Measure Success:**
  - Devereux Adult Resilience Survey (DARS) along with 13 milestones to evaluate the success of the program. It is the expectation that 75% of participants completing the program would show improvement on the DARS and 90% of those completing would achieve 90% (11) of the following 12 milestones:
    - Ability to identify conflict style, demonstrate drug refusal skills, demonstrate problem solving skills, identify harmful effects of substance use, Identify drug free alternative activities, demonstrate problem solving skills, gain knowledge of trauma, sexual abuse and domestic violence, demonstrate positive communication and leadership skills, and report satisfaction with the program.
- **Program Success:**
  - During the time period, the following has been achieved:
    - 87% (25) of individuals receiving services had improved scores on the Devereux Adult Resiliency Survey. Results of the survey suggest that even for individuals that did not appear to improve based upon their scores; there was growth as participants are able to assess their strengths and weaknesses more accurately.
    - 100% (25) of individuals completing the program achieved 90% of identified milestones.
    - 0% recidivism rate during this period.
- **Average Cost per Client:**
  - \$995; \$10.37 per 3 hr. session; per client.
- **Additional Information:**
  - The individuals participating in the Chopping For Change (C4C) program have consistently shared that the information they receive from participating in the Trauma and Health and Wellness prevention education classes are the most beneficial aspects of the program. The women are eager to return to society; however, many of them prior to taking the classes share concerns of feeling as if they do not have the tools necessary to address the underlying issues that resulted in their incarceration as well as feeling inadequately prepared to navigate the barriers they will face upon returning to the community. Although the program was not designed to provide individual counseling; we have found that providing this additional service is beneficial for some participants and an absolute necessity for others. Although incarcerated, life continues to happen to them and we

# CY 2020 Program Highlights and Outcomes

## Lutheran Metropolitan Ministry (LMM)

ensure that staff are available to assist them in addressing those issues in real time. During this reporting period, some experiences that staff have assisted participants with include: death of a family member; rape of a grandchild; murder of a significant other and the death of another participant. The program also assists the participants with improving communication skills; working through issues they encounter within the culinary training program both while participating in the 12 week education training and beyond. Staff are available to assist throughout their culinary training as well as upon reentering the community.

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- **Youth Afterschool Prevention:** provides afterschool and summer prevention programming to youth and low-income families in Cleveland. Programs include ATOD and MH prevention services that are provided year-round from 2:30-5:30 pm, Monday through Friday

### First Six Months of 2019 Outcomes:

#### • In the First Six Months of 2019:

- Anticipated serving 75 youth, but actually served 103.
- 103 completed the program.
- Clients saw a:
  - Other; Prevention Specialist an average of 120 times.

#### • Goals Met:

- 100% funded by the ADAMHS Board. The After School program provides alcohol and other drug prevention services consisting of education and alternatives for youth ages 12 - 18; coming from low income neighborhoods throughout Cleveland.
- The goal of the program is to mitigate risk factors that put youth at risk for alcohol, tobacco, and other drug use, suicide, violence, early sexual activity, and teen pregnancy by building resilience and increasing protective factors.

#### • Metrics used to Measure Success:

- Milestones are used to measure success:
  - Ability to identify conflict style; demonstrate drug refusal and problem solving skills, identify harmful effects of substance use, gain knowledge about sexual and domestic violence, demonstrate positive communication and leadership skills, and reports satisfaction with the program.
  - In addition to milestones, also utilize pre- and post-testing within the All Stars Curriculum for after school programming.

#### • Program Success:

- During the time period, the following has been achieved:
  - 75% (77) of youth enrolled in programming and actively engaged in prevention education classes. Of the 77 actively engaged:
    - 80% (62) were able to meet 73% (9) out (12) milestones.

# CY 2020 Program Highlights and Outcomes

## Lutheran Metropolitan Ministry (LMM)

- 100% (103) of the youth participating in programming attended at least one prevention education class.
- **Average Cost per Client:**
  - \$552.00 per youth; \$4.60 per 3 hr. session; per youth
- **Additional Information:**
  - During this reporting period, we have been informed that the Community Center, St. Paul's, that we currently operate out of will be undergoing an extensive renovation in the upcoming year and we will need to find an alternate space if we are to continue programming. This being the case, we are willing to provide after school prevention programming for youth residing in our emergency shelter, as well as for those enrolled in our independent living program. Working with these populations, the program would be similar to our current program model; however, it is anticipated that our population would change from Universal/Selective to Selective/Indicated.
  - Number of youth enrolled would be similar to those served in 2019 and some would be engaged in a more intensive program over a longer period of time. Further expect that with the change in the type of population there will be an increased need for the incorporation of the problem identification, and referral strategy in addition to the strategies of education and alternatives which we currently employ.

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- Non-Medicaid Treatment Services POOLED FUNDING:** provides treatment services that include assessment, counseling,

### First Six Months of 2019 Outcomes:

- **In the First Six Months of 2019:**
  - Anticipated serving 37 clients, but actually served 2.
  - 2 completed the program.
  - Clients saw a:
    - Social Worker an average of 14 times.
- **Goals Met:**
  - The ADAMHS Board funds 100% of the Non-Medicaid services. During the reporting period; 97% (65) of the clients seeking behavioral health services were eligible for Medicaid. The remaining 3% (2) were ineligible for Medicaid at the time services were rendered.
- **Metrics used to Measure Success:**
  - Ohio Consumer Outcomes System for individuals receiving mental health services and the Brief Addiction Monitor (BAM) for individuals receiving substance use disorder treatment.
- **Program Success:**
  - During the reporting period, 2 clients that received services funded by the ADAMHS Board:

# CY 2020 Program Highlights and Outcomes

## Lutheran Metropolitan Ministry (LMM)

- 1 received an assessment.
  - 1 received an assessment and individual counseling.
  - Each assessment was conducted in a timely manner; scheduled at the convenience of the client. The individual receiving individual counseling continues to receive services and is progressing toward goal achievement.
- **Average Cost per Client:**
    - \$1,702.23 per client
  - **Additional Information:**
    - During this reporting period, only 3% of the clients seeking behavioral health services were not eligible for Medicaid at the time services were rendered. Nevertheless, having access to funding for Non-Medicaid services allows LMM to provide services in a more timely manner as we can assist clients without having to first determine whether or not they will be accepted by Medicaid.
    - Additionally, there is an identified a need for mental health counseling for the women enrolled in our Chopping for Change program and feel this may be a good use of the non-Medicaid funding moving forward.
    - There are a number of individual issues that surface during group sessions that are not appropriate to discuss in that setting. Some of the issues arise out of these session; however, the majority of issues are those that we all deal with from time to time; however are compounded because the women are incarcerated and do not otherwise have access to an adequate support system. During this reporting period, alone, individuals in group have requested assistance from staff in dealing with the death of a family member, the rape of a grandchild, the murder of a significant other, and the death of a fellow group participant. Although the issues may differ between groups; we have not yet had a group in which issues did not arise. Based upon the provider's experience with this population, an anticipate 70% of clients to require individual counseling.

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Magnolia Clubhouse</b>			
Clubhouse Programs and Employment	\$ 579,840	\$ 579,840	Employment
<b>Total</b>	<b>\$ 579,840</b>	<b>\$ 579,840</b>	

# CY 2020 Program Highlights and Outcomes

## Magnolia Clubhouse

- Magnolia Clubhouse, a center of psychiatric rehabilitation for people living with mental illness, is part of an international evidence-based, best practice, recognized by the Substance Abuse and Mental Health Services Administration (SAMSHA). The clubhouse community supports employment, education, and health and wellness. ADAMHS Board funding supports the following initiative:

- Clubhouse Programs and Employment:** With the use of a comprehensive model that includes psychiatric rehabilitation, supported employment, supported education, community support, housing support, advocacy and promoting health and wellness, it has been found that the members of the clubhouse have high rates of employment and social connectedness.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 326 clients, but actually served 358.
  - 24 clients have successfully completed the program.
  - Clients saw a:
    - 64 clients have seen a nurse through the Magnolia Clubhouse.
  - The average caseload of staff is 35 clients.
- **Goals Met:**
  - 100% of the goals identified in the CY2019 proposal have been met for the first half of this calendar year.
  - Magnolia Clubhouse anticipates meeting 100% of its goals in the second half of the calendar year.
- **Metrics used to Measure Success:**
  - A benchmark model was used for employment;
  - An Annual Satisfaction and Outcome Survey reflecting metrics related to individual recovery was conducted.
- **Program Success:**
  - Annual Satisfaction and Outcome Survey- 89% report agree or strongly agree with positive outcomes in the various domains.
  - Accreditation- Three year (highest) level of accreditation by both CARF and Clubhouse International.
  - The majority of members report progress on individual goals.
  - Average Daily Attendance of 71, 370 clients served, 95 clients employed, 34 clients supported in education.
- **Average Cost Per Client:**
  - \$2,419 per client.

# CY 2020 Program Highlights and Outcomes

## Magnolia Clubhouse

- **Additional Information:**
  - Magnolia Clubhouse has had staff retiring over the past few years, and have been able to increase the number of staff, resulting in a stronger team and putting Magnolia in a better position for the future.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>May Dugan</b>			
MH Prevention	\$ 6,000	\$ 6,000	Prevention
<b>Total</b>	<b>\$ 6,000</b>	<b>\$ 6,000</b>	
<b>Pooled Funding:</b>			
Behavioral Health Treatment Services	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## May Dugan Center (Near West Side Multi-Service Corp)

- May Dugan Center's (MDC) is certified to provide Mental Health Services to adults, adolescents and children. Mental Health Counseling, Case Management, Prevention Services and Wrap-Around Services are provided as well as trauma informed services. Target populations are low-income individuals in need of Counseling or Community Psychiatric Support Treatment and the Lesbian, Gay, Bi-sexual and Transgendered (LGBT) Community in need of the identified service listed above. The ADAMHS Board funding supports the following initiative:

- **Mental Health Prevention**: Prevention services for the LGBT community, are performed through school-based and community-based prevention groups for adults and youth. The prevention programming also focuses on increased resiliency to trauma and coping mechanisms to deal with stigma and bullying.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 30 students, but actually served 20 students.
  - 20 students have successfully completed the program.
  - Clients saw a:
    - Counselor an average of 21 times
    - Average caseload is 20 students per Counselor
- **Goals Met:**
  - 20 students have successfully completed the program in the first half of the year. May Dugan anticipates reaching its' goal of 60 students by the end of the calendar year.
- **Metrics used to Measure Success:**
  - GSA (Gay/Straight Alliance): an inventory to measure positive social, academic and health outcomes for LGBT students. Research has shown that GSAs help improve how school environments feel for students. They help create a school environment that feels safe.
  - The CRAFFT: a well-validated substance use screening tools for adolescents ages 12-21. It is recommended by the American Academy of Pediatric's Bright Futures Guidelines for preventive case screenings and well visits.
- **Program Success:**
  - The outcomes were: 90% (up from 80%) reported that they believed they were good at many things; 80% (up from 50%) reported feeling good about themselves; 100% reported their grades were important to them (up from 83%);
  - Measurements of coping strategies were: 23% fewer reported receiving hurtful comments; 30% fewer were made fun of; 33% fewer rumors about them; 33% fewer felt depressed or sad.
  - Overall, they reported feeling more capable of dealing with hurtful situations, and less anxious/depressed.
- **Average Cost Per Client:**
  - \$96.00 per student.

# CY 2020 Program Highlights and Outcomes

## May Dugan Center (Near West Side Multi-Service Corp)

- **Additional Information:**

- Along with being CARF accredited Behavioral Health services which include therapy, case management, SUD counseling, IOP and Aftercare groups, May Dugan Center is a trauma informed multi-service agency which provides wraparound services as well. These services include: our Trauma Recovery Center providing services to victims of crime; food and clothing distribution which serves 1,000 people monthly; education and resource center which help with GED prep, basic literacy and ESOL; Senior programming which provides seniors with socialization and education opportunities; and MomsFirst which fights infant mortality through working with pregnant and parenting teens.

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- **Behavioral Health Treatment Services (Pooled Funding):** The program is to provide access to mental health and behavioral health care for the underserved population who face barriers to obtaining such service. The desired outcome is to provide behavioral health care to all people seeking such care.

- **First Six Months of 2019 Outcomes:**

- In the First Six Months of 2019:
  - Anticipated serving 30 clients, but actually served 39 clients.
  - 20 Clients have successfully completed the program and 25 clients are currently receiving services.
  - Clients saw a:
    - CPST worker an average of 63 times.
    - Counselor an average of 114 times.
    - Average caseload is 46 per staff member.
- **Goals Met:**
  - 100% of the goal for the first half of the calendar has been exceeded.
- **Metrics used to Measure Success:**
  - Ohio scales is used to track symptom management, medication compliance, housing stability, relapse prevention, substance addiction and recovery, and empowerment.
  - A trauma recovery scale is also used to track resiliency to traumatic experiences.
  - Pre- and Post-Tests utilizing the Brief Addiction Monitor (BAM) was also used to determine outcomes.
- **Program Success:**
  - May Dugan Center achieved a 13% decrease in symptoms in clients that often or always interfere in their daily lives.
  - May Dugan had a 9% overall reduction in client anxiety, fearfulness, irritability, suspiciousness and depression.
  - Medication compliance increased by 23%, homelessness decreased by 9%, psychiatric hospitalization decreased by 10%, substance abuse decreased by 15%, empowerment increased by 6% and trauma resiliency increased by 40%.
  - Wait times for intake is 3 days or less and assessment wait time is 1 week.
- **Average Cost Per Client:**
  - \$1,012.00 per client.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>MetroHealth</b>			
Jail Liaison Program	\$ 75,000	\$ 75,000	
Total	\$ 75,000	\$ 75,000	

# CY 2020 Program Highlights and Outcomes

## The MetroHealth System

- The MetroHealth System is leading the way to a healthier you and a healthier community through service, teaching, discovery and teamwork. The ADAMHS Board funding supports the following initiative:
  - **Jail Liaison Program:** Identifies individuals who are mentally ill as soon as possible and engage them in mental health treatment and community support services to reduce jail time and promote successful community reintegration. Cuyahoga County Court of Common Pleas works with agencies to provide diagnostic assessments, coordination, and linkage for individuals in the County Jail living with mental illness and/or who are dually diagnosed, as well as communicate regularly with Judges overseeing the Mental Health and Developmental Disabilities (MHDD) Court Docket.
  
- **First Six Months of 2019 Outcomes:**
  - In the First Six Months of 2019:
    - Anticipated serving 200 clients, but actually served 190.
    - 40 clients are currently receiving services.
    - Clients saw a:
      - CPST an average of 1 time
  
  - **Program Success:**
    - All clients received face-to-face assessment and had a minimal contact of two face-to-face from the jail liaison.
  
  - **Additional Information:**
    - Jail staff is not always available to accompany the inmate for assessments/visits. Jail staff is looking into use of teleconference.
    - Inmates are released without proper paperwork.

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
Moore Counseling & Mediation Services			
<b>Pooled Funding:</b>			
Treatment Services	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## Moore Counseling & Mediation Services

- Moore Counseling & Mediation Services, Inc. (MCMS) is a confidential, compassionate, responsive and professional organization which provides services in mental health treatment, substance use disorder treatment, mediation, employee assistance programs and professional development. MCMS has been delivering services to the communities we all live and work in since 1999. It is our mission to provide the most comprehensive services possible to individuals, as well as to organizations committed to taking care of their employees. We assist our clients to achieve a healthy and productive lifestyle and seek outcomes that improve the status of the individual and the community. The ADAMHS Board funding supports the following initiative:
  - **Treatment Services (Pooled Funding):** The outpatient treatment program provides a continuum of evidence-based treatment including intensive outpatient treatment, medication assisted treatment, case management, drug monitoring and continuing care and access to recovery support services for a non-Medicaid eligible population.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 30 clients, 103 clients were actually served.
  - 38 clients completed the program successfully.
  - 24 clients are currently enrolled in the program.
  - Clients saw a:
    - Counselor an average of 23 times
    - Average caseload is 23-25 clients per Counselor
- **Goals Met:**
  - The program achieved 100% of its goal by serving 103 clients with SUD treatment (target 30 clients).
  - The program anticipates to make or exceed its goals for the remainder of the calendar year.
- **Metrics used to Measure Success:**
  - The Metrics used are as follows: Metrics
    - # of clients that are abstinent from alcohol and illegal drugs
    - # of clients that have a permanent place to live in the community
    - # of clients that are employed
    - # of clients with new arrests within 30 days
    - # of clients that experienced no new health/behavioral or social consequences
    - # of clients connected to the recovering community including 12-step programs by GSA
- **Program Success:**
  - The Program outcomes at discharge:
    - Abstinence - 63% of clients were abstinent
    - Employment & Education - 67% of clients were enrolled in an educational program or employed
    - Social Connectedness - 60% of clients had a support system and involved in a recovery program

# CY 2020 Program Highlights and Outcomes

## Moore Counseling & Mediation Services

- Housing - 100% of clients had stable housing arrangement, post treatment

- **Average Cost Per Client:**

- \$6,000 per client on average.

- **Additional Information:**

- Clients of this program are likely to be an English speaking, male or female, and are either White or African-American. A small portion will be Hispanic, probably Puerto Rican, with limited English proficiency.
- Client ages will range from 18 to 65 with the average age being 35.
- Individuals presenting with a substance use disorder will be from a variety of socioeconomic levels with a majority being indigent and uninsured.
- Most individuals will be employed part-time as a day laborer and many may only have a high school diploma or GED.
- Often these individuals may be or have been involved with other public systems such as child welfare, public assistance and behavioral health systems.
- Most clients list marital status as single, many of these individuals are likely to be parents and are challenged to meet parental responsibilities. They may be “doubling up” with family members to avoid homelessness.
- It is anticipated that the majority of the population will be court-involved.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Murtis H. Taylor</b>			
MH Residential	\$ 536,676	\$ 536,676	Housing
MH Suburban Jail Liaison	\$ 48,000	\$ 48,000	
Jail Liaison Program	\$ 75,000	\$ 75,000	
Peer Support at St. Clair House	\$ 90,000	\$ 90,000	Peer Support
MH Representative Payee	\$ 125,000	\$ 125,000	
School Based Prevention	\$ 57,510	\$ 115,020	Prevention
<b>Total</b>	<b>\$ 932,186</b>	<b>\$ 989,696</b>	
<b>Pooled Funding:</b>			
Mental Health/DD Treatment Services	\$ -	\$ -	
Mental Health Treatment Program	\$ -	\$ -	
Prison Outreach	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## Murtis Taylor Human Services System (MTHSS)

- Murtis Taylor is a comprehensive behavioral health organization that also provides a variety of other services in the community to both children and adults. The ADAMHS Board funding supports the following initiatives:
  - **Mental Health Residential:** Provides treatment in a residential setting and teaches clients how to live independently. It provides structure, treatment and support to individuals at risk for hospitalization or stepping down from inpatient stays. It also reduces the rate of hospital admissions/readmissions.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 12 clients, but actually served 17
  - 12 clients are currently receiving services.
  - Clients saw a staff member (other) on average 200 times.
  - Client caseload average is 12.
- **Goals Met:**
  - 100% of goal met by improving environmental supports that reduce symptoms of psychiatric illness.
  - 100% of goal met by improving resilience.
  - 100% of goal met by improving the quality of life.
  - Improved integration into the community as evidenced by successfully-closed cases.
  - The agency intends to meet all program goals by the end of the year.
- **Metrics used to Measure Success:**
  - Improved environmental supports that reduce symptoms of psychiatric illness.
  - Improved resilience.
  - Improved quality of life.
  - Improved integration into the community.
- **Program Success:**
  - Number of Successful cases closed: 6.
  - Number of Unsuccessful cases closed: 1.
  - Diagnoses of residents include: 8 with mental health only, 9 with co-morbid disorders of MH/SUD and MH/DD
  - Community Linkages were established with several providers for day treatment and outpatient services.
- **Average Cost Per Client:**
  - \$808.63 per client.
- **Additional Information:**
  - Openings are dependent on the CARR referral process.
  - 15 males served during the first half 2019.

# CY 2020 Program Highlights and Outcomes

## Murtis Taylor Human Services System (MTHSS)

- 2 females served during the first half 2019.
- 8.5 months is the average length of stay.
- 83% occupancy rate.

- **Mental Health Suburban Jail Liaison:** Meets with clients who are arrested by an Eastside Municipality on a misdemeanor offense, screens/assesses a client's mental state and need for medication and communicates with the Courts and/or Probation Department to facilitate mental health and Substance and Other Drug (SUD) treatment needs.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 95 clients, but actually served 62.
  - 62 clients are currently receiving services.
  - Clients met with a:
    - CPST 24 times on average.
    - Psychiatrist 3 times on average.
    - Counselor 3 times on average.
    - Nurse 6 times on average.
  - Client caseload average is 30.
- **Goals Met:**
  - 62 Initial contact and/or follow-up were provided to clients.
  - 62 Assessment and/or screening were provided clients.
  - Agency intends to meet all program goals by the end of the year.
- **Metrics used to Measure Success:**
  - Number of clients served.
  - Number of clients initially contacted and followed up.
  - Number of clients assessed and/or screened.
- **Program Success:**
  - Number of initial contacts was 62 clients.
  - Number Assessed was 62 of clients.
- **Average Cost Per Client:**
  - \$505.79 per client.
- **Additional Information:**
  - Total number of unduplicated seen is 74.
  - 52 clients were male.
  - 22 clients were female.

# CY 2020 Program Highlights and Outcomes

## Murtis Taylor Human Services System (MTHSS)

- Assessment sites: Bedford Heights Probation, Cleveland Heights Court, Cleveland House of Correction, Euclid Probation, Garfield Heights Probation, Lyndhurst Court, Maple Heights Jail, Solon Court, South Euclid Court.

- **Jail Liaison Program:** Identifies individuals who are mentally ill as soon as possible and engage them in mental health treatment and community support services to reduce jail time and promote successful community reintegration. Cuyahoga County Court of Common Pleas works with agencies to provide diagnostic assessments, coordination, and linkage for individuals in the County Jail living with mental illness and/or who are dually diagnosed, as well as communicate regularly with Judges overseeing the Mental Health and Developmental Disabilities (MHDD) Court Docket.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 200 clients, but actually served 190
  - 40 clients are currently receiving services
- **Metrics used to Measure Success:**
  - All clients received face to face assessment and had a minimal contact of two face to face from the jail liaison.
- **Additional Information:**
  - Jail staff is not always available to accompany the inmate for assessments/visits.
  - Jail staff is looking into use of teleconference.
  - Inmates are released without proper paperwork.

- **Peer Support/St. Clair House:** Provides stable, short term, specialized, intensive residential treatment at the St. Clair House. Case Management Teams work with clients who have been released from prison and have a high number of contacts with the criminal justice system. Services are designed to stabilize mental health, reduce recidivism back into prison and support re-integration back into the community. The program is client-focused and culturally sensitive.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 5 clients and actually served 7 males.
  - 7 clients are still receiving services.

# CY 2020 Program Highlights and Outcomes

## Murtis Taylor Human Services System (MTHSS)

- Client saw a staff member (other) 26 times.
- Client caseload average is 10.
- **Goals Met:**
  - 100% Reduction in homelessness.
  - 100% Retention of benefits.
  - 100% Reduction in hospitalization.
  - 100% Reduction in arrests.
  - Agency intends to meet all program goals by the end of the year.
- **Metrics used to Measure Success:**
  - Transitional Housing.
  - Reduction in homelessness.
  - Retention of benefits.
  - Reduction in hospitalization.
  - Reduction in arrests.
- **Program Success:**
- **Average Cost Per Client:**
  - \$549.82 per client.
- **Additional Information:**
  - Average length of stay is 12 months.
  - 50% occupancy rate in January and February and increased to 60% from March through June.
  - 50% clients received benefits.
  - 2 clients employed.
  - No clients hospitalized.
  - No clients arrested.

- 
- Mental Health Representative Payee:** Services are provided to Social Security recipients who are unable to manage their funds to meet their daily living needs, provide a stable living environment.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 250 clients, but actually served 252.
  - 244 clients are still receiving services.
  - Client caseload average is 85.
  - Agency intends to meet all program goals by the end of the year.
- **Goals Met:**
  - 100% of Clients will receive support and maintenance of stable housing.

# CY 2020 Program Highlights and Outcomes

## Murtis Taylor Human Services System (MTHSS)

- 100% of Clients will receive support and maintenance of basic necessities (electricity, water, medication, food).
  - 100% of Clients will receive support and maintenance of personal amenities (recreational, social).
  - 100% of Clients will receive maintenance of Medicaid eligibility.
  - The agency intends to meet all program goals by the end of the year.
  - **Metrics used to Measure Success:**
    - Number of clients referred and referral source.
    - Number of clients served.
    - Number of clients on the waiting list.
    - Number and percentage of clients who were terminated and the reason.
    - Timeliness of disbursements (number and percentage).
    - Number and percentage of client concerns addressed in a timely manner and to the client's satisfaction.
    - Number and percentage of clients receiving financial skills development and instruction.
  - **Program Success:**
    - 100% of Clients will receive support and maintenance of stable housing.
    - 100% of Clients will receive support and maintenance of basic necessities (electricity, water, meds, Food).
    - 100% of Clients will receive support and maintenance of personal amenities (recreational, social).
    - 100% of Clients will receive maintenance of Medicaid eligibility.
    - 100% of Clients will receive maintenance of Medicaid eligibility.
  - **Average Cost Per Client:**
    - \$228.48 average per client.
  - **Additional Information:**
    - 54 Clients were referred from Social Security or other agencies.
    - 1 client was on the wait list (application pending) as of 6/30/2019.
    - 8 (3%) Clients were terminated due to death, incarceration, payee changed, and moved to nursing home.
    - 1,695 (monthly average) of payments were disbursed in a timely manner.
    - 13 (100%) client concerns were addressed in a timely manner.
    - 252 (100%) clients received financial skills development instruction.
    - All clients receive budget and financial skills development planning upon entering the program.
    - 252 (100%) of clients received on-going financial Instruction.
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# CY 2020 Program Highlights and Outcomes

## Murtis Taylor Human Services System (MTHSS)

- **School-based Prevention:** School-based Prevention services are provided in Cleveland Metropolitan School District (CMSD), Grades K through 12 are targeted for consultation services.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 138 students, but actually served 196.
  - 100 students are still receiving services.
  - Students saw a CPST 26 times on average.
  - Student caseload is 30 per CPST.
- **Goals Met:**
  - 100% of goal met by serving 21 schools assigned by CMSD
  - 142% of the goal met by serving 138 students for consultation/prevention.
  - 100% of goal met by referring 15 students to treatment after screening.
  - Agency intends to meet all goals by the end of the year.
- **Metrics used to Measure Success:**
  - The School-Based Prevention and Consultation Services for Children are based upon the New Ohio Georgetown Consultation Model.
  - Services do not include mental health treatment but instead may include brief screenings or assessments.
  - The Devereux Student Strengths Assessment (Mini-DESSA) was implemented in an effort to identify and support the metrics are:
    - Serve all schools assigned by Cleveland Metropolitan School District (CMSD)
    - The number of children served for Consultation/Prevention
    - The number of children referred to Treatment after Consultation and Prevention services.
- **Program Success:**
  - 21 CMSD schools were assigned and served which is 100% of benchmark.
  - 196 children were served for Consultation/Prevention services, which is 142% of benchmark.
  - 18 children were referred to treatment after screening, which is 120% of benchmark.
- **Average Cost Per Client:**
  - \$505.79 per student.
- **Additional Information:**
  - Consultation is also provided to the parents and teachers of school based youth in an effort to reduce the likelihood of further mental health services involvement.

# CY 2020 Program Highlights and Outcomes

## Murtis Taylor Human Services System (MTHSS)

- Prevention groups were implemented as a way to share the Evo-Socio Emotional Curriculum (Evo SEL) to more students.

- **Mental Health/DD Treatment Services (Pooled Funding)**: serves clients referred from the County MHDD Probation Department who are on active County probation with the County's MHDD unit. Clients are provided mental health treatment and linked to services that support recovery and reduce their involvement in criminal activity.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 25 clients, but actually served 52.
  - 52 clients are still receiving services.
  - Clients saw a:
    - CPST 12 times on average.
    - Psychiatrist 3 times on average.
    - Counselor 3 times on average.
    - Nurse 6 times on average.
  - Average caseload is 25 clients.
- **Goals Met:**
  - Reduce symptoms of psychiatric illness and recidivism.
  - Recovery and reduce involvement in criminal activity in a community setting to no more than 25% of clients served.
  - Improve coping skills
  - Community integration and successful completion of probation.
  - The agency intends to meet all program goals by the end of the year.
- **Metrics used to Measure Success:**
  - Reduced symptoms of psychiatric illness and recidivism.
  - Recovery and reduced involvement in criminal activity in a community setting.
  - Improved coping skills.
  - Community integration and successful completion of probation.
- **Program Success:**
  - Two (4%) of the total 52 clients served were hospitalized during the reporting period.
  - Two (4%) of clients spent an average of 2 days in the hospital.
  - Four (7%) of clients were arrested during the reporting period and spent an average of 20 days in jail.

# CY 2020 Program Highlights and Outcomes

## Murtis Taylor Human Services System (MTHSS)

- Four (7%) of the 52 clients served by the MHDD program were employed and those clients improved their coping skills.
- Five (9%) of 54 clients integrated into the community by successfully completing probation, and those clients improved their coping skills.
- **Average Cost Per Client:**
  - \$505.79 per client.

- **Mental Health Treatment Program (Pooled Funding):** a high quality housing program. It provides treatment in a residential setting and teaches consumers how to live independently. Residential provides the structure, treatment and support needed to individuals at risk for hospitalization, those stepping down from inpatient stays and reducing the rate of hospital admissions/readmissions. It is operated based on meeting the person where they are, respect, cultural competency and treatment based on the recovery model.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 300 clients, but actually served 397.
  - 380 clients are currently receiving services.
  - Clients saw a CPST 12 times, a Psychiatrist 3 times, a Counselor 3 times and a Nurse 6 times on average.
  - Client caseload average is 50.
- **Goals Met:**
  - Change in Satisfaction: Client and Provider Satisfaction will report an overall 75% - 100% satisfaction rating for the mental health services they receive.
  - Symptom Distress: Clients receiving services between one and five years will experience a 0% - 25% decrease in Symptom Distress; between five and nine years a 0%- 25% decrease; between nine and nineteen years a 0% to 10% decrease.
  - Quality of Life: Clients receiving services between one and five years will experience an increase in Quality of Life of 0% - 25%.
  - Clients receiving services between nine and nineteen years will experience an increase in Quality of life of 0% - 25%.
  - The agency intends to meet all program goals by the end of the year.
- **Metrics used to Measure Success:**
  - Change in Satisfaction Client and Provider Satisfaction as measured by an annual Client Satisfaction Survey.

# CY 2020 Program Highlights and Outcomes

## Murtis Taylor Human Services System (MTHSS)

- Symptom Distress as measured over time from one (1) year and beyond and 3) Quality of Life as measured over time from one (1) year and beyond are measured across all core mental health programs by a modified version of the Ohio Scales measures, including those reimbursed through ADAMHS Board non-Medicaid funding.
- Rate of State Re-hospitalizations. The total number of clients discharged from NBH Hospital and admitted to MTHSS divided into the total number of clients readmitted to NBH Hospital.
- Days from Post-Hospital Discharge to Case Management Appointment:
- **Program Success:**
  - Changes in Satisfaction: Client satisfaction surveys for services provided in a given year are conducted after the conclusion of said year.
  - 89% Satisfaction
  - Symptom Distress: 1-5 years = (4.01) or 4% decrease; 5-9 years = (9.75) or 10% decrease, 9-19years = (7.38) or 7% decrease
  - Quality of Life: 5 yrs. = .13% increase, 5 – 9 yrs. = .51% increase, 9 – 19 yrs. .41% increase.
- **Average Cost Per Client:**
  - \$505.79 per client.
- **Additional Information:**
  - 100% of clients discharged were not readmitted to the hospital within 14- 90 days of discharge during the report period.
  - 50% of clients received a Case Management appointment within 14 days of Post-Hospital discharge during the reporting period.

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- **Prison Outreach (Pooled Funding):** a specialized, intensive unit with a Case Management Team that works with consumers who are released from prison and have a high number of contacts with the criminal justice system. Individuals are supported for reintegration back into the community with the goal of stabilizing their mental health and reducing recidivism back into prison.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 42 clients, but actually served 69.
  - 69 clients are currently receiving services.
  - Prevention education specialist an average of 12 times
  - Client caseload average is 18.

# CY 2020 Program Highlights and Outcomes

## Murtis Taylor Human Services System (MTHSS)

- **Goals Met:**
  - Reduce recidivism/re-admissions to hospitals and maintain at 5% or less (Relapse Prevention).
  - 100% Reduce recidivism/re-admissions to jail and prisons and maintain at 25% or less for arrests and 15% or less for return to prison (Relapse Prevention) by 25% for arrests and 15% for prison.
  - 100% Increase employment by clients and maintain at 10% or more of clients served that are employed.
  - The agency intends to meet all program goals by the end of the year.
- **Metrics used to Measure Success:**
  - Reduced recidivism/re-admissions to hospitals measured by the number and per cent of clients hospitalized and average number of days/month spent in hospital.
  - Reduced recidivism/re-admissions to jail and prisons measured by the number and per cent of clients jailed per month and number and per cent of those clients who went on to prison.
  - Employment as measured by the average number of days a client is employed per month per client.
- **Program Success:**
  - total number of clients seen = 48 (unduplicated count) during the reporting period.
  - Three (6%) clients were hospitalized and spent an average of 2 days in the hospital during the reporting period.
  - Two (4%) clients were arrested during the reporting period and spent an average of 30 days in County Jail.
  - One (2%) returned to prison.
  - Six (12%) out of the 48 clients served were employed during the reporting period.
- **Average Cost Per Client:**
  - \$505.79 per client
- **Additional Information:**
  - Total number of clients seen = 48 (unduplicated count) during the reporting period.

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Music Settlement Center for Music Therapy</b>			
Music Therapy Svs for Detox and Recovery	\$ 10,000	\$ 10,000	Innovative Prog.
<b>Total</b>	<b>\$ 10,000</b>	<b>\$ 10,000</b>	

# CY 2020 Program Highlights and Outcomes

## Music Settlement Center for Music Therapy

- Established in 1966, the Music Settlement Center for Music Therapy positively impacts the lives of children and adults facing a wide range of life's challenges. The ADAMHS Board funding supports the following initiative:
  - **Music Therapy Services for Detox and Recovery:** This program is an evidence based practices in music therapy at any and all phases of the detox/recovery process. Assessment, treatment planning/implementation, and documentation occur for individual and group sessions, primarily within settings of community partners. Just as art therapy has been shown to be effective with individuals with substance use disorders, so too has music therapy proven beneficial with this population. There is a growing evidence base for music therapy interventions in the treatment of substance use disorders. Music therapy interventions utilized in detox/recovery include but are not limited to lyric analysis, songwriting, music rituals, instrument playing, music sharing, music facilitated discussion, and music assisted relaxation.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 40 clients, 248 clients (total from Detox and Partial Hospitalization).
  - 4 clients completed the program successfully and 112 successfully transitioned into ASAM 2.1.
  - 116 clients are currently enrolled in the program.
  - Clients saw a:
    - Average group size is 7 clients.
- **Goals Met:**
  - 74% of the participants gained knowledge to develop healthy relationships (target 60%)
  - 74% of the participants learned skills to increase self-worth to enhance their internal beliefs and values (target 60%).
  - 74% of the participants learned strategies to develop/enhance self-motivation to increase independence (target 60%).
  - 68% of the participants learned how to self-regulate without the use of substances and negative influences (target 60%) program achieved 100% of its goal by serving 103 clients with SUD treatment (target 30 clients).
  - The program anticipates to make or exceed its goals for the remainder of the calendar year.
- **Metrics used to Measure Success:**
  - Devereux Adult Resilience Scale administered at the client's admission and discharge.
  - The music therapist administers in every session a pre/posttest measure of mood and relaxation using a Mood and Relaxation Likert scale.
- **Program Success:**
  - Mood/Relaxation Likert Scale/ Participation Data:
    - 59%-increase in mood/54%- Collab. exp.
    - 64%- increase in relaxation
    - 72% verbally contributed/81% solution to problem identified

# CY 2020 Program Highlights and Outcomes

## Music Settlement Center for Music Therapy

- DARS 1 and 2 Data Comparison
  - 74%- increase relationship/ 68%- increase self-control
  - 74%- increase internal beliefs/ 84%- increase of overall score
  - 74%- increase initiatives
- **Average Cost Per Client:**
  - \$21.60 per client on average.
- **Additional Information:**
  - Music therapy has shown itself to be a valuable adjunct service for the clients at Stella Maris as evidenced by the positive outcomes from both DARS reports and the Mood and Relaxation Likert scales.
  - Clients were very receptive to the service and expressed their gratitude to the music therapist.
  - In addition to the services we provide in the Detox and PHP, we would like to expand music therapy into IOP (Intensive Outpatient).

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Naaleh Cleveland</b>			
High Risk Teen Mentorship Program	\$ 20,000	\$ 30,000	Prevention
<b>Total</b>	<b>\$ 20,000</b>	<b>\$ 30,000</b>	

# CY 2020 Program Highlights and Outcomes

## Naaleh Cleveland

- Naaleh is an organization specifically geared to helping Jewish individuals in the Cleveland area experiencing mental health issues. Naaleh's expert guidance assists individuals in navigating the resources available in the community. The ADAMHS Board funding supports the following initiative:
  - **High Risk Teen Mentorship Program – Faith-Based Program:** Naaleh's program provides a healthy and dependable role model to a struggling teenager. Our mentors will escort teens to therapy sessions, study with them for the GED's and teach them life-skills, such as carpentry, plumbing and other self-esteem building talents.
- **First Six Months of 2019 Outcomes:**
- In the First Six Months of 2019:
  - Anticipated serving 25-30 clients, 45 clients were actually served.
  - 45+ clients are currently enrolled in the program.
  - Clients saw a:
    - Average caseload per staff person is approximately 20 teens.
- **Goals Met:**
  - 90% of the program goals have been met.
  - Because of Naaleh's program popularity they have increased its goals through the remainder of the calendar year and feel they will make 100% of the yearly goals.
- **Metrics used to Measure Success:**
  - Devereux Adult Resilience Scale administered at the client's admission and discharge.
  - The music therapist administers in every session a pre/posttest measure of mood and relaxation using a Mood and Relaxation Likert scale.
- **Program Success:**
  - Naaleh reviews; high school graduation & enrollment rates, sobriety rates, gainful employment & engagement with a mental health professional.
  - DESSA System measures social & emotional improvement & it has been tremendously helpful as well. DESSA scores indicate that many teens in our program have moved towards strengths over the past 6 months as we now have 59% of teens rating in the "typical range."
  - Volunteers reach out to parents regularly to hear their feedback about their child's improving behavior in the home environment. Mentors meet with social workers monthly to receive guidance on each child, review progress & set goals.
- **Average Cost Per Client:**
  - \$1,074.00 per client on average.

# CY 2020 Program Highlights and Outcomes

## Naaleh Cleveland

- **Additional Information:**
  - Naaleh has provided educational opportunities to parents by offering panel discussions and support groups for parenting children, led by mental health professionals.
  - Naahel's strong relationships with Rabbi's, local law enforcement, community activists & mental health agencies ensure that the children in our program will have their needs properly addressed.
  - The Jewish Day Schools refer children that they feel can benefit from mentorship services.
  - Our programming has exceeded expectations with over 45 teens receiving services. The number is expected to grow in 2020.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>NAMI</b>			
Community Prevention Education Program	\$ 118,366	\$ 118,366	Prevention
Family Caregivers Education Program	\$ 21,344	\$ 21,344	Prevention
Peer Support	\$ 57,675	\$ 57,675	Peer Support
Faith Based Program	\$ 4,220	\$ 10,000	Prevention
<b>Total</b>	<b>\$ 201,605</b>	<b>\$ 207,385</b>	

# CY 2020 Program Highlights and Outcomes

## NAMI Greater Cleveland

- NAMI Greater Cleveland is dedicated to empowering persons affected by mental illness and their family members to achieve a better quality of life by providing them with mutual support, practical information, referrals, advocacy and educational resources. ADAMHS Board funding supports the following initiatives:

- **Community Prevention Education Program:** addresses the risk factors of untreated mental illness and lack of knowledge of signs and symptoms. The program includes a Helpline, Community Presentations, Psycho-Education Presentations, Community Education and Outreach, the Ending the silence program, Mental Health workshops and Mental Health First Aid courses.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 15,755 clients, but actually served 11,122.
  - 11,122 clients are enrolled in rolling programs.
  - Clients saw:
    - “Other” staff members an average of 120 times
  - Staff does not carry a caseload.
- **Goals Met:**
  - Anticipated program goals exceed or are within acceptable percentages:
    - Helpline – 46%
    - Outreach – 49%
    - Staff Presentations – 68%
    - Speakers Bureau – 73%
    - Psychoeducation – 68%
    - Education Nights – 57%
    - Ending the Silence – 288%
    - Mental Health Workshops – 350%
    - Mental Health First Aid – 20%
- **Metrics used to Measure Success:**
  - Success of each service is custom-measured:
    - Helpline – measured by the number of calls received.
    - Outreach & Staff Presentations – measured by the number of individuals outreached, and number of individuals in attendance at presentations.
    - Mental Health First Aid – measured via pre/post survey tool.
    - All other services – measured via a combination of attendance and responses to a 5-point post presentation survey tool which covers the following domains:

# CY 2020 Program Highlights and Outcomes

## NAMI Greater Cleveland

- Access to Information
  - Illness Maintenance
  - Recovery
  - Social Functioning
  - Stigma
- **Program Success:**
  - Results are based on completed program survey evaluations:
    - Access to Information – 92% of participants received written information and considered the information useful.
    - Illness Maintenance – 93% of participants indicated a better understanding of how illness affects a person’s behavior and life.
    - Recovery – 90% of participants indicated that they developed coping skills.
    - Social Functioning – 90% of participants indicated a better understanding of the value of positive relationships and mental health.
    - Stigma – 93% of participants indicated an understanding of the effects of stigma.
- **Average Cost Per Client:**
  - \$5.98 per client.
- **Additional Information:**
  - Quantitative data alone does not capture the full impact of this program. Participant comments include:
    - “I think that it’s about time people get over the stigma of mental health.”
    - “I liked it-I feel there is hope to end the silence.”
    - “I liked when the lady talked about her life with OCD and Bipolar.”

- **Family/Caregiver Education Program:** offers a range of services involving group interactions that provide emotional support and understanding, encourage sharing experiences in coping with problems, and help individuals develop a network of support outside of the formal mental health system. It provides three education courses for family members, caregivers, and friends: Family-to-Family, Understanding Mental Illness, and NAMI Basics.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 86 clients but actually served 40.
  - 40 clients are enrolled in rolling programs.
  - Clients saw:

# CY 2020 Program Highlights and Outcomes

## NAMI Greater Cleveland

- “Other” staff members an average of 358 times.
- Staff does not carry a caseload.
- **Goals Met:**
  - Anticipated program utilization/goals are within acceptable percentages:
    - General services provided to clients – reached 47% of the goal during the first half of 2019.
    - Family to Family – has reached 48% of its goal during the first half of 2019.
    - Understanding Mental Illness – has reached 34% of its goal during the first half of 2019.
    - Basics – both courses had participants registered who did not attend
      - NAMIGC is assessing course locations to identify ways to make the program more accessible
- **Metrics used to Measure Success:**
  - Services are measured via a combination of attendance and responses to a 5-point post presentation survey tool which covers the following domains:
    - Access to Information
    - Illness Maintenance
    - Recovery
    - Social Functioning
    - Stigma
- **Program Success:**
  - Results are based on completed program survey evaluations:
    - Access to Information – 73% of participants reported increased knowledge of community mental health services and resources.
    - Illness Maintenance – 70% of participants reported increased knowledge of mental health conditions, coping, and medication adherence.
    - Recovery – 73% of participants reported increased knowledge of coping techniques and communication skills.
    - Social Functioning – 90% of participants indicated an increased understanding of self-care.
    - Stigma – 92% of participants reported that they learned how to advocate for loved ones experiencing mental illness
- **Average Cost Per Client:**
  - \$380.18 per client
- **Additional Information:**
  - Family to Family: One 12-week course
  - Understanding Mental Illness: Two 5-week courses

# CY 2020 Program Highlights and Outcomes

## NAMI Greater Cleveland

- Basics: Two 6-week courses

- **Peer Support Program:** provides a 10-week Peer-to-Peer education course, offers 25 support groups, visits patients in psychiatric units at five area hospitals, provides individual peer support services (phone and face-to-face interactions, transportation to groups, and mentoring), and hosts In Our Own Voice - a recovery education program using video to highlight recovery. Peer support services are expected to serve 3,580 in CY2019.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 3,580 clients, but actually served 1,399 clients.
  - 1,399 are currently in rolling programs.
  - Clients saw:
    - “Other” staff an average of 1,470 times.
  - Staff does not carry a caseload.
- **Goals Met:**
  - Anticipated program goals are within acceptable percentages in CY2019:
    - Support Groups – 56%
    - Peer-to-Peer Education – 17%
    - Hospital Network Program – 35%
    - In Our Own Voice – 106%
    - Peer Support Services – 17%
    - Education Nights – 57%
    - Ending the Silence – 288%
    - Mental Health Workshops – 350%
    - Mental Health First Aid – 20%
- **Metrics used to Measure Success:**
  - Services are measured via a combination of attendance and responses to a 5-point post presentation survey tool which covers the following domains:
    - Access to Information
    - Illness Maintenance
    - Recovery
    - Social Functioning
    - Stigma
- **Program Success:**

# CY 2020 Program Highlights and Outcomes

## NAMI Greater Cleveland

- Results are based on completed program survey evaluations:
  - Access to Information – 96% of participants reported increased knowledge of community mental health services and resources.
  - Illness Maintenance – 98% of participants reported increased knowledge of mental health conditions, coping, and medication adherence.
  - Recovery – 88% of participants reported increased knowledge of coping techniques, understanding what “living in recovery” means, and communication skills.
  - Social Functioning – 96% of participants indicated an increased understanding of self-care.
  - Stigma – 90% of participants reported that they learned how to advocate for loved ones experiencing mental illness
- **Average Cost Per Client:**
  - \$30.45 per client.
- **Additional Information:**
  - Peer to Peer Education: One 8-week course
  - Support Groups: Ongoing
  - Hospital Network Program: Ongoing
  - In Our Own Voice: Ongoing
  - Peer Support Services: Ongoing

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- Faith Based Program:** Provides mental health awareness, support, and education in faith communities for individuals with mental illness and their families.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 200 clients, but actually served 104 clients.
  - 104 are currently in rolling programs.
  - Clients saw:
    - “Other” staff an average of 266 times.
  - Staff does not carry a caseload.
- **Goals Met:**
  - NAMIGC has met 52% of its goal of providing Education and Awareness to faith based communities in the first half of 2019.

# CY 2020 Program Highlights and Outcomes

## NAMI Greater Cleveland

- **Metrics used to Measure Success:**
  - Services are measured via a combination of attendance and responses to a 5-point post presentation survey tool which covers the following domains:
    - Access to Information
    - Illness Maintenance
    - Recovery
    - Social Functioning
    - Stigma
- **Program Success:**
  - Results are based on completed program survey evaluations:
    - 89% of survey respondents felt that the information presented was useful to their everyday lives and/or ministry.
    - 88% of survey respondents understood the causes, signs, symptoms, and treatment options of mental health conditions.
    - 100% of survey respondents understood the effects of stigma on persons and families experiencing mental illness.
- **Average Cost Per Client:**
  - \$15.70 per client.
- **Additional Information:**
  - None

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>New Directions</b>			
Boys and Girls Empowerment (BaGE)	\$ 109,242	\$ 109,242	
SUD Young Adult Outpatient Support Services	\$ 40,000	\$ 40,000	Transportation
Young Adult Recovery Housing	\$ 100,000	\$ 50,000	Housing
<b>Total</b>	<b>\$ 249,242</b>	<b>\$ 199,242</b>	
<b>Pooled Funding:</b>			
Adolescent & Young Adult Residential Treatment	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## New Directions

- New Directions provides quality life-changing treatment to chemically dependent adolescence and their families dealing with emotional, behavioral, or psychiatric needs. They provide residential treatment services for adolescents who are between the ages of 13 to 19 years old, which included pregnant teenagers. ADAMHS Board funding supports the following initiatives:
  - **Boys and Girls Empowerment (BaGE):** this program is focused on the education and empowerment of young people. It is available in schools and community settings and its critical services are demonstrated to improve outcomes for adolescents and young adults as noted in the BAGE Grant research outcomes.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - 30 clients were anticipated to be served; 29 clients were actually served.
  - Number of clients who completed the program/services:
    - 19 clients.
  - Number of clients currently receiving services in this program:
    - 4 client.
  - Clients saw a:
    - Psychiatrist an average of 5 times.
    - Counselor approximately 500+ times.
    - Social Worker approximately 500+ times.
  - Average caseload is 4-5 clients per therapist.
- **Goals Met:**
  - In the first six months of CY19, New Directions
    - Anticipated serving 30 clients and served a total of 29 (97%).
  - Clients in residential received daily group counseling with various credentialed staff.
  - Most youth received 2+ hours of individual counseling per week with many having trauma focused sessions.
  - Clients typically received an initial psychiatric evaluation and 3-5 medication management follow-up sessions.
- **Metrics used to Measure Success:**
  - Performance and outcome measures were identified through utilizing the American Society of Addiction Medicine (ASAM) Criteria and client satisfaction surveys. Data calculated/tracked included:
    - Number of unduplicated clients served.
    - Number of clients discharged.
    - Length of stay for each discharged client.

# CY 2020 Program Highlights and Outcomes

## New Directions

- Percentage of clients served admitted into residential treatment within 7 calendar days from the date of assessment.
- Percentage of discharged clients that completed treatment successfully, as measured by a reduction in ASAM criteria level.
- Percentage of discharged clients that report satisfaction with services.
- **Program Success:**
  - 18 unduplicated clients served: 9 carried over from 2018, 9 admitted in 2019.
  - 15 clients discharged.
  - 81% completed successfully by ASAM criteria level.
  - 89% admitted within 7 days of assessment.
  - 78% admitted within 5 days of assessment.
  - 85% reported “definitely yes” and 15% reported “somewhat yes” to satisfaction with services on survey.
- **Additional Information:**
  - Walk-in Assessments were completed Mondays-Saturdays. This feature brought the average wait time from initial contact to assessment to 4.65 days.
  - 70% of clients were admitted into Residential Treatment within 7 calendar days of their assessment.
  - Cuyahoga county residents from both the East and West side of the county were served.
  - Various cultural backgrounds were served – 50% of those served were minorities.
  - Served 69% male clients; 31% female clients.
  - 98% of clients had co-occurring mental health needs with 80% having experienced some form of trauma.
  - Parent satisfaction with overall services and cultural sensitivity was in the 87-93% high satisfaction range.

- **SUD Adolescent and Young Adult Outpatient Services:** New Directions provides Substance Use Disorder (SUD), Intensive Outpatient Treatment Programs and residential treatment services that incorporate effective and culturally appropriate treatment that is family driven, and builds on support systems.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated:
    - 40 assessments; 50 outpatient clients; 30 IOP clients; 9 continuing care clients

# CY 2020 Program Highlights and Outcomes

## New Directions

- Actually Served:
  - 70 assessments; 42 outpatient clients; 33 IOP clients; 8 continuing care clients
- Number of clients who completed the program/services:
  - 11 outpatient clients; 17 IOP clients; 2 continuing care clients
- Clients currently receiving services in this program:
  - 20 outpatient clients; 6 IOP clients; 3 continuing care clients
- Clients saw a:
  - Psychiatrist an average of 4 times.
  - Counselor approximately 20 times.
  - Social Worker approximately 20 times.
  - “Other” staff approximately 20 times.
- Average caseload is 5-10 clients per therapist in any outpatient program.
- **Goals Met:**
  - In the first six months of CY19, New Directions
    - Anticipated assessing 40 clients and assessed a total of 70 (>100%).
    - Anticipated serving 50 clients in outpatient, and served a total of 42 (82%).
    - Anticipated serving 30 clients in IOP, and served 33 (>100%).
    - Anticipated serving 9 clients in continuing care, and served 8 (89%).
  - Most youth received 1+ hours of individual counseling per week, with many having trauma focused sessions.
  - Family therapy, including multi-family group, occurred weekly for clients in IOP.
  - Clients typically received 2-3 medication management follow-up sessions with psychiatry while in outpatient services.
- **Metrics used to Measure Success:**
  - Access/Treatment Engagement which is calculated by tracking:
    - Wait time from initial contact to assessment (less than 7 calendar days)
    - Wait time from assessment to treatment admission (less than 14 days)
    - That at least 50% of clients will be admitted to Outpatient Treatment services immediately from assessment (within fewer than 7 calendar days)
  - Treatment Completion Retention Rate which is calculated by tracking that:
    - At least 50% of clients will complete Outpatient Treatment
  - Client/Caregiver Satisfaction Scores (70% or greater respond “yes” in the following areas:
    - Atmosphere supportive of growth and recovery
    - Cultural Sensitivity
    - Feeling that therapist has adequate time to spend with client
    - Parent/Caregiver satisfaction
- **Program Success:**
  - 63% of those discharged successfully completed the program demonstrating a transition to stable housing; being drug free; completing education goals; living an

# CY 2020 Program Highlights and Outcomes

## New Directions

on-going recovery lifestyle; relief of current legal charges, and no new legal charges.

- 87% of those discharged reported significant satisfaction in the following areas:
  - Atmosphere supportive of growth and recovery; cultural sensitivity; feeling that therapist had adequate time for them.
- **Additional Information:**
  - Walk-in Assessments were completed Mondays-Saturdays. This feature brought the average wait time from initial contact to assessment to 2.4 days; and average wait time from assessment to treatment to 10 calendar days.
  - 50% of clients were admitted into an Outpatient services within 7 calendar days of their assessment.
  - Cuyahoga county residents from both the East and West side of the county were served.
  - Various cultural backgrounds were served – 50% of those served were minorities.

- **Young Adult Recovery Housing:** The adolescent and young adult gender specific **Recovery Housing (RH)** program at New Directions provides a sober, safe, supportive, and supervised living environment to sustain ongoing recovery. It targets adolescents and young adults who are transitioning from residential treatment programs or from the community who are demonstrating early recovery and do not have a place to live.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - 6 clients were anticipated to be served; 11 clients were actually served.
  - Number of clients who completed the program/services:
    - 10 clients.
  - Number of clients currently receiving services in this program:
    - 1 client.
  - Clients saw a:
    - Psychiatrist an average of 30 times.
    - Counselor approximately 40 times.
    - Social Worker approximately 40 times.
    - “Other” staff approximately 500 times.
  - Average caseload is 8.
- **Goals Met:**
  - In the first six months of CY19, New Directions
    - Anticipated serving 6 clients and served a total of 12 (200%).
  - Identified increased need and interest in Recovery Housing by clients and their families/caregivers – those who participate in Recovery Housing are often multi-system involved.
- **Metrics used to Measure Success:**

# CY 2020 Program Highlights and Outcomes

## New Directions

- Success of the service is custom-measured by calculating and tracking:
  - Transition to stable housing.
  - Being drug-free.
  - Completion of education goals.
  - Maintaining ongoing recovery lifestyle.
  - Relief of current legal charges/no new legal charges.
  - Client satisfaction scores.
- **Program Success:**
  - 100% of those discharged successfully completed the program demonstrating the following:
    - Transition to stable housing.
    - Being drug-free.
    - Completion of education goals.
    - Maintaining ongoing recovery lifestyle.
    - Relief of current legal charges/no new legal charges.
  - 95% of those discharged reported significant satisfaction in the following areas:
    - Atmosphere supportive of growth and recovery; cultural sensitivity, and obtaining needed services while in the program.
- **Additional Information:**
  - Cuyahoga county residents from both the East and West side of the county were served.
  - Various cultural backgrounds were served – 55% of those served were minorities.
  - 100% of the youth clients have had traumatic experiences-all of which had an Adverse Childhood Experience (ACE) score of 4 or higher, and almost half with a score of 10 or higher.
  - Overdosing on opioids and alcohol occurred with approximately 50% of those served.

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- **Adolescent & Young Adult Residential Treatment (Pooled Funding):** New Directions provides access to care, access to support when in crisis, family/caregiver involvement, the ability to connect with adolescent/young adults using methods familiar to them (via technology) to ensure a clients' success in the community.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - 30 clients were anticipated to be served; 29 clients were actually served.
  - Number of clients who completed the program/services:
    - 19 clients.
  - Number of clients currently receiving services in this program:
    - 4 client.

# CY 2020 Program Highlights and Outcomes

## New Directions

- Clients saw a:
  - Psychiatrist an average of 5 times.
  - Counselor approximately 12 times.
  - Social Worker approximately 12 times.
  - “Other” staff approximately 500+ times.
- Average caseload is 4-5 clients per therapist.
- **Goals Met:**
  - In the first six months of CY19, New Directions
    - Anticipated serving 30 clients and served a total of 29 (97%).
  - Clients in residential received daily group counseling with various credentialed staff.
  - Most youth received 2+ hours of individual counseling per week with many having trauma focused sessions.
  - Clients typically received an initial psychiatric evaluation and 3-5 medication management follow-up sessions.
- **Metrics used to Measure Success:**
  - Access/Treatment Engagement which is calculated by tracking:
    - Wait time from initial contact to assessment (less than 7 calendar days)
    - Wait time from assessment to treatment admission (less than 14 days)
    - That at least 50% of clients will be admitted into Residential Treatment services immediately from assessment (within fewer than 7 calendar days)
  - Treatment Completion Retention Rate which is calculated by tracking that:
    - At least 70% of clients will complete Residential Treatment
  - Client/Caregiver Satisfaction Scores (70% or greater respond “yes” in the following areas:
    - Atmosphere supportive of growth and recovery
    - Cultural Sensitivity
    - Feeling that therapist has adequate time to spend with client
  - Parent/Caregiver satisfaction
- **Program Success:**
  - 76% of those discharged successfully completed the program demonstrating the following:
    - Transition to stable housing.
    - Being drug-free.
    - Completion of education goals.
    - Maintaining ongoing recovery lifestyle.
    - Relief of current legal charges/no new legal charges.
  - 90% of those discharged reported significant satisfaction in the following areas:
    - Atmosphere supportive of growth and recovery; cultural sensitivity, and obtaining needed services while in the program.

# CY 2020 Program Highlights and Outcomes

## New Directions

- **Additional Information:**

- Walk-in Assessments were completed Mondays-Saturdays. This feature brought the average wait time from initial contact to assessment to 4.65 days.
- 70% of clients were admitted into Residential Treatment within 7 calendar days of their assessment.
- Cuyahoga county residents from both the East and West side of the county were served.
- Various cultural backgrounds were served – 50% of those served were minorities.
- Served 69% male clients; 31% female clients.
- 98% of clients had co-occurring mental health needs with 80% having experienced some form of trauma.

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Northcoast Behavioral Health</b>			
Community Support Network-MH Residential	\$ 3,364,045	\$ 3,600,000	Housing
<b>Total</b>	<b>\$ 3,364,045</b>	<b>\$ 3,600,000</b>	

# CY 2020 Program Highlights and Outcomes

## Northcoast Behavioral Healthcare Community Support Network (NBH/CSN)

- Northcoast Behavioral Healthcare Community Support Network (NBH/CSN) provides services to those with severe and persistent mental illness, as well as Intensive Outpatient (IOP) Treatment Programs and residential treatment services. The CSN MH Subsidized Housing consists of 62 beds, across 6 residential sites, that are designed to provide 24-hour per day supervised transitional housing to persons diagnosed with severe mental illness. The ADAMHS Board funding supports the following initiative:

- **Community Support Network-Mental Health Residential:** The residential program and MH Subsidized Housing staff provides on-site support 24-hours-a-day, 7-days-a-week. The staff are experienced and/or trained in the teaching and reinforcement of skills and interventions outlined in each client's Residential Service Plan. Community Support Network's residential program has served approximately 31 adults in the first six months of CY2018. CSN projects this number to increase by 25 percent in CY2019.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 79-99 clients, but actually served 77.
  - 16 clients have successfully completed the entire program.
  - 54 clients are currently receiving services in this program.
  - Clients saw:
    - "Other" staff daily.
  - Average caseload is 5 clients.
- **Goals Met:**
  - Skill Scale Measurement scores present and updated every 90 days in the Residential Service Plan (RSP) – 93%
  - Current Annual RSP – 95%
  - Re-admission Rate – 10% or less
  - RSP review every 90 days – 86%
  - Admissions each site per month – 2.2
  - Current Physical Exams (new admissions) – 100%
  - Annual Physical Exams – 55%
  - Current TB testing – 100%
  - Benefits started/reinstated w/in the first 30 days of admission – 100%
- **Metrics used to Measure Success:**
  - Success of the service is custom-measured by calculating and tracking the following target percentages:
    - Increase clients by 25%
    - Present/updated Skill Scale Measurement score in RSP every 90 days – 100%
    - Annual RSP – 100%

# CY 2020 Program Highlights and Outcomes

## Northcoast Behavioral Healthcare Community Support Network (NBH/CSN)

- RSP 90-day review – 90%
- Current and annual physical exam – 90%
- Current TB testing – 100%
- Benefits started/reinstated within first 30 days of admission – 100%
- Successful reintegration into the community – 90%
- Readmission rate – 10% or less
- Step down to lesser restrictive housing within 18 months from admission – 90%
- **Program Success:**
  - 77 clients were served
  - Readmission rate was less than 10%
  - Residential programs maintained an occupancy rate of 80-100%
  - 94% of residents have a Functional Assessment present in chart
- **Average Cost Per Client:**
  - \$174.89/unit
- **Additional Information:**
  - Community Support Network Residential Programs serve as the “safety net” of the community and will not turn away clients who present with difficult-to-manage behaviors.

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
Northern Ohio Recovery Association			
<b>Pooled Funding:</b>			
SUD Outpatient Treatment Program	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## Northern Ohio Recovery Association, Inc. (NORA)

- Northern Ohio Recovery Association, Inc. (NORA) is a community-based substance abuse prevention and peer recovery support organization. NORA provides culturally relevant chemical dependency services with dignity and respect to youth, adults, and families in Northeast Ohio. The ADAMHS Board funding supports the following initiatives:
  - **SUD Outpatient Treatment Programs (Pooled Funding):** All peer support staff have been trained in Whole Health Action Management to help clients achieve whole health goals to improve chronic health and behavioral health conditions. By engaging the peer, certified wellness peer support specialists will provide education and resources on these services and help coordinate referrals and supportive services as appropriate.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 15 clients, but actually served 11.
  - 6 clients have successfully completed the entire program.
  - 4 clients are currently receiving services in this program.
  - Clients saw a:
    - Counselor an average of 141 times
    - Nurse an average of 8 times
    - “Other” staff an average of 3 times
  - Average caseload is 10-12 clients.
- **Goals Met:**
  - Non-Medicaid clients seen for assessment within 72 hours of initial contact.
  - Treatment Engagement: 80% of non-Medicaid clients successfully engage in treatment.
  - Treatment Initiation: 90% of non-Medicaid clients engage in 2 treatment service visits within 14 days of completing assessment.
  - Treatment appropriateness: 100% of non-Medicaid funded clients are appropriate for the level of care they are admitted to.
- **Metrics used to Measure Success:**
  - GPRA
    - Given to clients at admission, 3 months, 6 months, and 1 year; during and after treatment.
    - Utilizes qualitative approach of obtaining a survey upon discharge of the organization to receive feedback on efficacy.
    - NORA utilizes an Evaluation Team to analyze GPRA data and report analytics back to Administration on a monthly basis.
  - Client feedback
    - Focus groups are held periodically throughout the year.

# CY 2020 Program Highlights and Outcomes

## Northern Ohio Recovery Association, Inc. (NORA)

- **Program Success:**
  - Assessment availability: non-Medicaid clients seen for assessment within 72 hours of initial contact
  - Treatment engagement: 80% of non-Medicaid clients successfully engaged in treatment.
- **Average Cost Per Client:**
  - \$455.00 per client, per month.
- **Additional Information:**
  - All NORA clients are placed with a Recovery Support Specialist which helps to ensure positive program outcomes.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>OhioGuidestone</b>			
Early Childhood Mental Health	\$ 225,000	\$ 225,000	Prevention
School Based Prevention	\$ 74,578	\$ 74,578	Prevention
Spiritual Care as a Bridge to Mental Health	\$ 52,280	\$ 52,500	Prevention
Paternal Depression	\$ 10,000	\$ 10,000	Prevention
<b>Total</b>	<b>\$ 361,858</b>	<b>\$ 362,078</b>	
<b>Pooled Funding:</b>			
Non-Medicaid Treatment	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## OhioGuidestone

- OhioGuidestone is one of the leading children's behavioral health agencies in Northeast Ohio for children, adolescents and transitional youth. The ADAMHS Board funding supports the following initiatives:
  - **Early Childhood Mental Health:** This program provides consultation and treatment services that are family driven, strength-based community service to aid parents and caregivers with early intervention support to divert and avoid deeper penetration into the behavioral health system.
    - **No additional information pertaining to this program was provided.**

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  - **School Based Prevention:** The School-based Prevention program utilizes consultation services through brief interventions that are short-term modeled from the Ohio Georgetown Model that is extended to students, teachers, school administration and more importantly parents and/or caregivers without the need to develop a formal treatment plan in effort to intervene.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 350 clients, but actually served 332.
  - 332 clients successfully completed the program.
  - 50 clients are currently enrolled in the program.
  - Clients saw a:
    - Average caseload is 5-6 cases per worker.
- **Goals Met:**
  - The goal of the program is to continue offering the highest quality mental health, supportive and prevention services to the schools, students, parents and families we serve. We believe that our outcomes, described below, and longstanding positive relationships with schools demonstrate that we have achieved this goal over during the period of January 1, 2019 to June 30, 2019.
  - It is anticipated that goal will continue to be met through the end of the year.
- **Metrics used to Measure Success:**
  - The Georgetown model of consultation/prevention and as prescribed utilizes The Devereux Student Strengths Assessment (DESSA), a standardized, strength-based measure of social-emotional competencies of children in Kindergarten through 8th grade.
  - OhioGuidestone services are measured by the following outcomes: Client Satisfaction and Teacher/Non-teaching Satisfaction.

# CY 2020 Program Highlights and Outcomes

## OhioGuidestone

- PROMS: Patient Report Outcomes Measures: PROMS includes three symptom subscales (Anger, Depression, and Anxiety) and three functioning subscales (Adaptive Functioning, Life Satisfaction, and Problematic Functioning).

- **Program Success:**

- Client scores improved in all six PROMs subscales used. The improvements were statistically significant on Anger, Depression, and Anxiety, with smaller effect sizes for caregiver-assessed clients and larger effect sizes for self-assessed adolescents.
- The improvement on adolescents' self-assessed life satisfaction was also significant, with a small effect size.
- Participants completed a satisfaction survey. Respondents were very satisfied with the program, with an overall satisfaction rate of 93%.

- **Average Cost Per Client:**

- \$102.31 per student.

- **Additional Information:**

- School environments continue to have an increasing need for mental health, support and prevention services. In FY19 we provided School-based services to 2,782 students.
- OhioGuidestone is presently serving 95 schools with 8 awaiting our services. Therapists, school personnel, parents and families work together as a team to enhance students' social and emotional well-being and success in schools with formal and informal supports.
- ADAMHS funding enables therapists to interact with and triage students in need; meet with school personnel; assist teachers with developing behavior intervention strategies; enlighten school personnel and parents on signs, symptoms and management of students with behavioral, social and emotional issues; and affords OhioGuidestone to assist schools in times of crisis/tragedies.
- Outcome results indicate that ECNC programs are successful at achieving its goals and that youth participants are overall very satisfied with curriculum and facilitators.

- 
- **Spiritual Care as a Bridge to Mental Health:** Essential elements of the program include incorporating a spiritual care component directly into our Workforce training. This includes providing teachings on spirituality during the initial phase of the service, in a group setting, as well as offering on-site individualized spiritual care services for participants to access as needed. Many of the individuals we serve exhibit symptoms of untreated mental health and/or substance abuse issues. Spiritual care services will enhance protective factors by

# CY 2020 Program Highlights and Outcomes

## OhioGuidestone

promoting resilience, supportive relationships, and good coping skills, while encouraging MH/SUD treatment for those who may need it.

### **First Six Months of 2019 Outcomes:**

- In the First Six Months of 2019:
  - Anticipated serving 50 clients, but actually served 59.
  - 59 clients successfully completed the program.
  - 81 clients are currently enrolled in the program.
  - Clients saw a:
    - Each worker has a caseload of 59 clients.
- **Goals Met:**
  - Due to changes in data collection requirements and assessment tools, we are not able to assess progress on goals related to client awareness around spirituality.
  - OhioGuidestone has met the goal for clients to overcome reluctance from cultural and/or spiritual barriers and become open to the receipt of mental health services, as 16 clients within the program have accessed mental health services.
- **Metrics used to Measure Success:**
  - DARS is currently being used in with participating clients. Specifically, OhioGuidestone is measuring gains in knowledge to develop healthy relationships, skills to increase self-worth to enhance participant's internal beliefs and values, knowledge of strategies to develop/enhance self-motivation to increase independence, and knowledge of how to self-regulate without the use of substances and negative influences.
- **Program Success:**
  - Due to data collection challenges currently outcome data is not available for all clients participating.
  - 44 participants in program have DARS 1. 8 completed a DARS 2.
    - 25% gained knowledge to develop healthy relationships,
    - 50% learned skills to increase self-worth to enhance their internal beliefs and values,
    - 62.5% learned strategies to develop/enhance self-motivation to increase independence, and
    - 25% learned how to self-regulate without the use of substances/negative influences.
    -
- **Average Cost Per Client:**
  - \$443.00 per client.

# CY 2020 Program Highlights and Outcomes

## OhioGuidestone

- **Additional Information:**

- OhioGuidestone will not be able to provide accurate outcomes related to program goals due to data collection challenges (this includes the shift to the Devereux Adult Resiliency Scale (DARS). For many clients, they do not yet have pre and post-test data to measure impact. In addition, due to substantial amounts of trauma, adversity and socio-economic stressors among clients, measurable gains in resiliency and insight will likely take time to achieve. OhioGuidestone is confident that the programming will result in positive, measurable change.
- The participants served often present with significant trauma histories, instability in their social and family lives, and financial challenges. As a result, there is an increased risk of mental health problems. Yet these stressors can impede their ability and willingness to accept services. While engaging these individuals is essential, progress can be slow.
- Group sessions to date have been very active and engaging; participants express interest in the content and the program has been successful at identifying numerous individuals in need of mental health treatment and making connections to services.
- Referrals do not always result in a participant engaging in mental health services long-term, as many are still resistant to participate or face other barriers, however participants gain knowledge on the importance of mental health services.
- Chaplain Mike Kraynak has become an integral part of OhioGuidestone's Workforce team, and in addition to the regular courses he offers, he is often called upon to support participants in managing stress and dealing with conflict. He plays a key supportive role on the team.

- 
- **Paternal Depression:** Address health disparities for male fathers due to the lack of available screening protocols (and treatment pathways) for paternal postpartum depression; which will in turn improve childhood and family outcomes and better leverage paternal involvement with children.

### **First Six Months of 2019 Outcomes:**

- In the First Six Months of 2019:
  - Anticipated serving 20 clients, but actually served 8.
  - 8 clients successfully completed the program.
  - An on-going research protocol is actively recruiting and enrolling clients.
  - Clients saw a:
    - Counselors and Social Workers see a client an average of 1 time.
    - Counselors and Social Workers see clients when they are available and do not carry a caseload.

# CY 2020 Program Highlights and Outcomes

## OhioGuidestone

- **Goals Met:**
  - All of the pertinent goals of the study protocol applicable during the active phase of the study were met:
    - recruit, screen, and assess for paternal depression in fathers with children 0-12 years old; and
    - referred services for men with a diagnosis of depression, OR a high risk of depression indicated by study tools.
  - All of the applicable goals will be met; the time-line for other project goals extends beyond the close of the research study which is beyond the scope of the current CY funded project.
- **Metrics used to Measure Success:**
  - OhioGuidestone measures the success of this pilot based on our ability to successfully recruit participants and complete the research procedures in order to validate the screening tool.
- **Program Success:**
  - Outcomes for this research study during the time frame include 8 fathers screened and assessed for postpartum paternal depression; 2 referred for services due to a diagnosis of depression through the study visits.
- **Average Cost Per Client:**
  - \$115.00 approximately per client.
- **Additional Information:**
  - This is an on-going research study actively adjusting to improve recruitment tactics. Since June, an additional 6 fathers have been screened and assessed during a study visit.
  - Recruitment efforts have drastically increased providing over 70 men to date that we have directly engaged with to determine their eligibility for the study.
  - Since June the response to recruitment efforts have increased due to established partnerships to help recruit with organizations that serve women & children such as Mom's First and WIC; childcare centers (a county-wide mail engagement campaign was completed in September); use of social media such as Facebook; pediatric, family, and women's health facilities; and targeting local venues strategically throughout every city in the county (e.g. identifying barbershops and local gym/recreation centers that men might frequent more often). After each concerted recruitment effort an increase in responses as well as enrolled participants. It is expected that the latest recruitment campaigns from August and September will produce similar results.

# CY 2020 Program Highlights and Outcomes

## OhioGuidestone

- **Non-Medicaid Treatment (Pooled Funding):** The program provides needed mental health services to those that are currently ineligible for Medicaid and cannot afford insurance otherwise. When individuals are without insurance they will likely revert back to delaying or not pursuing health care until they reach a crisis state risking their health and well-being. This scenario has health and economic consequences to the individual, the health system, and the community at large.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 50 clients, but actually served 56.
  - Due to funds being used across programs, the frequency and duration of services varies.
  - Clients saw a:
    - CPST saw clients an average of 250 times.
    - Psychiatrist saw clients an average of 32 times.
    - Social Workers saw clients an average of 607 times.
    - Staff carry an average caseload of 20-25 clients.
- **Goals Met:**
  - 56 clients were served through this program. Services provided include Diagnostic Evaluation, Psychiatry, Community Psychiatric Support Treatment and Psychotherapy.
  - In-home and outpatient adult clients, scores improved on all six Patient Reported Outcome Measure subscales, with an engagement rate of 80 percent.
  - Satisfaction rates exceeded 90%.
  - OhioGuidestone is confident it will continue to provide clients with medically necessary mental health services and continuity of care during a lack of or lapse of insurance/Medicaid coverage.
- **Metrics used to Measure Success:**
  - The frequency and duration of services is variable by service type, practice model, and client need.
  - Outcomes are collected on all clients, however measures can vary depending on the individual and their treatment needs. For many clients, OhioGuidestone measures symptom change around anxiety, depression and anger through the Patient Reported Outcome Measures (PROMs).
  - A Functioning Outcome Tool is also used to capture changes in functioning across key domains such as family and community, interpersonal interactions,

# CY 2020 Program Highlights and Outcomes

## OhioGuidestone

delinquency, education and employment, health and wellness, spirituality and life satisfaction. Satisfaction surveys are also administered quarterly to all clients.

- **Program Success:**
  - In-home and outpatient adult clients, scores improved on all six Patient Reported Outcome Measure subscales, with an engagement rate of 80 percent.
  - Satisfaction rates exceeded 90%.
- **Average Cost Per Client:**
  - \$559.00 approximately per client.
- **Additional Information:**
  - OhioGuidestone has historically utilized non-Medicaid funding from the ADAMHS Board for clients in Cuyahoga County lacking Medicaid or other insurance coverage, or those who subsequently lose coverage while being treated.
  - Without this critical support, individuals in Cuyahoga County may go untreated and agencies would face financial hardship. These clients often lose coverage during the course of treatment for a variety of reasons. The agency works diligently with clients to recover their Medicaid coverage so that these funds are used for the shortest duration possible.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Oriana House, Inc.</b>			
Healthy Families	\$ 131,500	\$ 142,000	Innovative Prog.
<b>Total</b>	<b>\$ 131,500</b>	<b>\$ 142,000</b>	
<b>Pooled Funding:</b>			
MAT - Vivitrol Injections	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## Oriana House, Inc.

- Oriana House supports an individual's continuous commitment to recovery over the course of his or her life. Its programming sends individuals on a multi-step journey to rehabilitation through their own admission of a problem, abstinence, avoidance of relapse, and a daily dedication to recovery. ADAMHS Board funding supports the following initiative:
  - **Healthy Families:** The Healthy Families Program is a collaborative program that will improve services for incarcerated parents, their children, and the custodial parents/caregivers through activities that foster positive family engagement, address the negative mental health consequences of incarceration, and provide for the basic needs of families.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 18 incarcerated fathers and 25 minor children and custodial parents/caregivers. 28 incarcerated fathers, 23 minor children and 12 custodial parents/caregivers were actually served.
  - This is a 9 month program as no completions have been recorded as of yet.
  - Currently there are 138 incarcerated fathers, minor children and custodial parents/caregivers enrolled in the program.
  - Clients saw a:
    - Counselor on an average of 140 times and a social worker an average of 45 times.
    - Average caseload for Counselors is 28 and Social Workers is 35.
- **Goals Met:**
  - 100% of the program's goals funded by the ADAMHS Board were met.
- **Metrics used to Measure Success:**
  - Metrics used for this program are as follows:
    - Strengthen Relationships: # of contacts between incarcerated parent and child through in-person visits, writing, audio recordings, and community activities.
    - Reduce Behavioral Infractions during Incarceration: # of sessions attended on healthy fathering, # of behavioral infractions while in residential programming.
    - Achieve a More Health Stable living situation for the child and custodial parent/caregivers: # of in-home assessments, services provided, and # of successful completions of plans.

# CY 2020 Program Highlights and Outcomes

## Oriana House, Inc.

- **Program Success:**
  - Achievements include:
    - Operating procedures finalized and monitored for compliance;
    - Fully staffed programming with 2 staff hired and trained;
    - Referrals to the program began and are exceeding anticipated number to be served;
    - Assessments conducted and service plans developed;
    - Special family activities conducted;
    - Educational and support services provided to parents; and
    - Transportation provided as needed.
- **Average Cost Per Client:**
  - \$4, 696.43 on average.
- **Additional Information:**
  - Services to incarcerated parents, their children, and the custodial parent/caregivers are extremely limited in Cuyahoga County. Without this type of programming there are both negative short- and long-term consequences for all family members.
  - Additional funding is currently be sought from The George Gund foundation and discussions will be pursued with the Ohio Department of Corrections and Rehabilitation to expand this program.

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- **MAT-Vivitrol Injections (Pooled Funding):** The focus of this program is to provide clients with Medication Assisted Treatment (MAT) in the form of injectable naltrexone (Vivitrol). Vivitrol shots will be administered by licensed professionals employed by Oriana House. Since clients are initially confined to the facility for a minimum of 30 days, all clients will have completed detoxification and medical clearance prior to receiving their first dose of Vivitrol. Clients will begin Vivitrol in their second month of placement and before they have community access. Monthly Vivitrol shots will continue through their entire time in the CBCF, approximately 120-180 days. In addition to MAT, each client will receive a wide array of services to assist them in their recovery.

### **First Six Months of 2019 Outcomes:**

- In the First Six Months of 2019:
  - Anticipated 75 clients to qualify for the Vivitrol, 19 clients have been served since the May 2019 start up.
  - 4 clients are receiving outpatient services being billed through Medicaid.
  - 9 clients are currently active in the program.

# CY 2020 Program Highlights and Outcomes

## Oriana House, Inc.

- Clients saw a:
  - Nurse Practitioner or Nurse administer to all clients enrolled in the program.
- **Goals Met:**
  - All clients have completed detoxification and have received medical clearance prior to receiving their first dose of Vivitrol. This is due to all clients be confined during the first 30 days of the program.
  - 4 clients have continued in the outpatient Rigel Vivitrol Program with other funding.
- **Metrics used to Measure Success:**
  - Outcomes were determined by the following:
    - # of clients enrolled in the program;
    - # of injections given;
    - # of negative opiate drug screens, and
    - # of clients still engaged.
- **Program Success:**
  - 70% success rate of clients that were enrolled in the program, 0% of those clients had a positive drug screen for opiates.
- **Average Cost Per Client:**
  - \$3,135.00 per client on average.
- **Additional Information:**
  - Providing the option of MAT for those clients in the McDonnell Center has proved to be a great assistance with treatment options for this population.
  - It is anticipated that the number of clients utilizing this program will continue to grow with a full year of funding.
  - It is also anticipated that the 70% success rate will be retained by client for at least six months following the clients release.

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Coalition for a Better Life, Peace in the Hood</b>			
Project Community Empowerment	\$ 15,000	\$ 50,000	Prevention
<b>Total</b>	<b>\$ 15,000</b>	<b>\$ 50,000</b>	

# CY 2020 Program Highlights and Outcomes

## Peace in the Hood (Coalition for a Better Life) Faith-based Initiative

- Peace in the Hood has been key in successfully implementing prevention programs designed to eradicate violence in Cleveland's inner city. The non-profit organization is also noted for promoting awareness of street violence in Cleveland and throughout the country. The ADAMHS Board funding supports the following initiative:

### Project Community Empowerment Holistic Solutions for Holistic Problems

#### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 8 youth and 10 adults, but actually served 17 youth and 9 adults.
  - Clients saw a:
    - Social Worker an average of 14 times.
    - Other: Program Worker an average of 18 times.
  - Average case load of 15.
- **Goals Met:**
  - Peace in the Hood accomplished 100% of our goals as evidenced by providing services to empower families. This was done by using proactive factors against destructive influences.
  - Hosted 16 Family Days that integrated drug education, healing circles, art therapy, and entrepreneurship on Saturdays through May 31 and 4 sessions during the first week of summer camp, June 24-June 27.
  - Three families became involved with their neighborhood block clubs.
- **Metrics used to Measure Success:**
  - Pre- and Post-tests in DESSA and DARS, which have proven to be excellent.
  - Measure attendance, behavior incidents, and negative contacts with law enforcement or school authorities.
  - Administer certificates of completion for specific components of the program (i.e. drug and alcohol and art). 20 certificates/awards to participants were provided in the first half of the year.
- **Program Success:**
  - 16 youth and 9 adults were served by the Saturday programming and the first week of summer Camp.
  - Provided 8 drug education workshops and 14 unity healing circles.
  - Zero clients had negative contacts with the police or school authorities.
  - DESSA/DARS scores improved. DARS clients 8 of 9 showed an improvement, with the 8<sup>th</sup> one showing a pre and post difference of -1.
  - None of our clients reported the use of alcohol /drugs.
  - DESSA clients, 8 showed improvement, 2 maintained their scores and showed a decrease of 6 points.

# CY 2020 Program Highlights and Outcomes

## Peace in the Hood (Coalition for a Better Life) Faith-based Initiative

- **Average Cost per Client:**
  - \$405.50 per client.
- **Additional Information:**
  - The first six months was a learning curve for this grassroots organization.
  - Training for DARS/DESSA began in March 2019. Assigned staff has now learned the system.
  - During summer Camp, 5 more youth were enrolled. Additional youth and their parents enrolled for the fall programming. It is anticipated that targeted numbers will be exceeded.
  - ADAMHS Board funding has made a positive impact on the community by providing interactive workshops on drug use/alcohol and addressing the opioid crisis in our community.
  - Funding for the Arts4Peace component allowed participants to create art that is displayed in the Mt. Pleasant NOW Development Corporation Building. The art is a proven form of therapy, stress, anxiety reliever, brings self-worth and pride to the participants. Positive behavior has increased with our participants in addition to improving on critical thinking skills.
  - Funding for a professional video camera was recently received and taping of classes for documentation and instructional purposes will begin.
  - Our 9 youth council members were selected to create and paint 7 banners that will be hung from the light post on E. 131<sup>st</sup> in the Mt. Pleasant neighborhood.

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Pipe Line to God</b>			
Early Childhood Mental Health	\$ 75,000	\$ 75,000	Prevention
<b>Total</b>	<b>\$ 75,000</b>	<b>\$ 75,000</b>	

# CY 2020 Program Highlights and Outcomes

## Pipeline to God

- Pipeline to God is a mission-driven, faith-based social service agency that provides quality children and family services that are accessible, diverse and culturally sensitive. The ADAMHS Board funding supports the following initiative:

- Early Childhood Mental Health (ECMH):** Pipeline to God uses the Georgetown model for its ECMH services. Knowledge is shared in the delivery of services between the child and family; among teaching staff in the classroom environment and amongst peers. Consultation services are also provided to ensure proper programming levels and supports.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 50 clients, 14 clients have been served.
  - 2 clients have successfully completed the program.
  - 28 clients are currently enrolled in the program.
  - Clients saw a:
    - Counselor an average of 20 times
    - Average caseload is 14 per Counselor.
- **Goals Met:**
  - Pipeline met 50% of it's program and service goals. Pipeline anticipates making all of it's goals by the end of the year.
- **Metrics used to Measure Success:**
  - e-DECA to measure the success of the program/services we offer.
- **Program Success:**
  - Pipeline provided quality ECMH services that support sustainable change.
  - Combined client strengths and assessed needs in a culturally sensitive, client-centered delivery program.
  - Pipeline used grass-roots community resources to reach at-risk children (an often under-identified population).
  - Pipeline now has its own "wait list" of community generated clients/families who desire ECMH services with a faith-based approach.
- **Average Cost Per Client:**
  - \$1,564.10 per client.
- **Additional Information:**
  - Pipeline Outreach efforts - visiting churches, community organizations, and medical facilities have produced an unexpected "wait list" (15-20 clients who desired faith-based ECMH services.) The ADAMHS Board ECMH grant created new

# CY 2020 Program Highlights and Outcomes

## Pipeline to God

challenges, offered invaluable learning experiences as well as opportunities for growth as a community-based agency.

- Due to a misunderstanding on how Board funds are dispersed; some confusion on the services Pipeline was contracted to perform – Consultation, however not Treatment; and Pipeline is experiencing challenges to finding adequate staff. To ensure we did not violate the terms of this contract, No Treatment was provided. That's why Pipeline could only meet 50% of program and service goals.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Positive Education Program (PEP)</b>			
Early Childhood Mental Health	\$ 334,290	\$ 334,290	Prevention
MH Children's WRAP	\$ 403,000	\$ 603,000	
<b>Total</b>	<b>\$ 737,290</b>	<b>\$ 937,290</b>	
<b>Pooled Funding:</b>			
PEP Connections	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## Positive Education Program (PEP)

- Positive Education Program (PEP) Connections is a cooperative effort between PEP and the child serving systems designed to provide intensive mental health Community Psychiatric Supportive Treatment (CPST) utilizing the wraparound and trauma-informed care models. The ADAMHS Board funding supports the following initiatives:
  - **Early Childhood Mental Health (ECMH):** receives referrals from a variety of sources and implemented an extension of the short-term, 5 visit limited service. The Intensive Parenting Support (IPS) consultation continues beyond the initial short-term service, increasing the number of visits and the duration of service if and when the parent/caregiver opts into IPS. Consultants continue to meet DCFS and other professional workers' requests for consultation regarding mental health concerns and needs of young children. Our consultants also respond to direct requests for training of professionals and parents from community agencies.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 150 clients, but actually served 180.
  - 117 clients have successfully completed the entire curriculum; 131 clients are currently enrolled in the program.
  - Clients saw a:
    - Prevention education specialist an average of 6.5 times
      - Average caseload is 29 students per prevention education specialist.
- **Goals Met:**
  - 60% of the annual goal for this program has been met.
  - Other goal data gets collected and reported annually.
- **Metrics used to Measure Success:**
  - 80% of IPS clients will move out of the "Need" category on the Total Protective Factors scale between the first and last administrations of the Devereaux Early Childhood Assessment Form (DECA-C)
- **Program Success:**
  - 75% of our clients moved out of the "Need" category on the Total Protective Factors scale between the first and last administrations of the DECA C.
  - 153 clients are engaged and are on track to reach our goal of 300. 92% of cases were closed successfully.
  - 78% of IPS caregivers/parents reported a decrease on the Total Stress scale using the Parenting Stress Index.
  - 300 or more families will be engaged in program services on an annual basis
- **Average Cost Per Client:**

# CY 2020 Program Highlights and Outcomes

## Positive Education Program (PEP)

- \$794.78 per student.

- **Additional Information:**

- ECMH is strictly a consultation service, supported by Prevention dollars. The ECMH service model is aligned with the Georgetown Model of ECMH Consultation adopted by OhioMHAS for use in the state of Ohio, now referred to as the Ohio Model. PEP's Community-Based Consultation model expands the problem-solving process in which the parent and consultant work in partnership to utilize existing and potential resources to help the identified child.
- Consultants bring evidenced based resources to the process to assist the parent with positive discipline strategies to support the child's social, emotional, and behavioral concerns. ECMH consultants also utilize the Conscious Discipline model when working with parents and children.
- Trauma-informed care is used, as demonstrated through agency certification in The Sanctuary Model and Dr. Bruce Perry's Child Trauma Academy.

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- **MH Children's WRAP and PEP Connections (Pooled Funding):** provides services that are used to divert and reduce residential placement length of stay for children and adolescents and includes intensive mental health Community Psychiatric Supportive Treatment (CPST) that utilizes the wraparound and trauma-informed care models for multi-system involved children and adolescents at imminent risk of out-of-home placement.

- **No additional information pertaining to this program was provided.**

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Providence House, Inc.</b>			
Children's Shelter	\$ 34,321	\$ 34,321	Housing
<b>Total</b>	<b>\$ 34,321</b>	<b>\$ 34,321</b>	

# CY 2020 Program Highlights and Outcomes

## Providence House, Inc.

- Providence House is Ohio's first and one of the nation's longest operating crisis nurseries. The ADAMHS Board funding supports the following initiative:
  - **Children's Shelter:** Provides shelter and direct care for children whose parent or guardian needs inpatient treatment. Without anywhere safe for their children to stay, parents may choose not to address treatment for mental health or addiction issues that could put their children at risk of abuse or neglect or result in loss of custody if the caregiver's condition escalates.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 10 children from 5 families with 75 days of care, but actually served 5 children from 3 families with 60 days of care.
  - 2 families (4 children and two caregivers) have completed the program.
  - Families met with a social worker 4.5 times and with a nurse 7 times on average.
  - Caseload for social workers is one family with up to 3 children.
- **Goals Met:**
  - Providence House had provided 80% of the days of care (60 of the 75 days of care anticipated) between January 1, 2019 and June 30, 2019.
  - 53% of the clients served (5 children from 3 families out of 10 children from 5 families).
  - 80% of the anticipated outcomes met.
  - The agency intends to meet all program goals by the end of the year.
- **Metrics used to Measure Success:**
  - Providence House staff is currently measuring outcomes and success for this program through Access and Excel databases that contain data from caregiver self-evaluation and satisfaction surveys.
  - Recently purchased and are in the process of implementing Social Solutions Apricot 360 software for a more streamlined data management system using this software.
  - It is anticipated that data collected under this program will be stored on this system's hosted secure servers once completed.
- **Program Success:**
  - 100% of families were reunited; 100% of families were engaged in services.
  - 100% of caregivers strongly agreed their children's daily care and medical needs were provided for; 100% of families who needed additional services received a referral.

# CY 2020 Program Highlights and Outcomes

## Providence House, Inc.

- 100% of high-risk caregivers felt their family stability stayed the same during their engagement (vs. goal of 80% reporting an increase in stability); 100% of eligible families enrolled in Aftercare.
- **Average Cost Per Client:**
  - \$2,105.8 per client.
- **Additional Information:**
  - The service that Providence House provides in caring for children whose caregiver is receiving inpatient treatment is crucial to ensuring that these families remain strong, stable, and together.
  - In families without an accessible support system to care for the child while the primary caregiver is incapacitated, the risk of involvement with the foster care system increases, thus leading to one of two scenarios: the child is removed from the family or the caregiver refuses inpatient treatment in an effort to remain with their child.
  - By stepping in and providing that safety net for these families, we give them peace of mind in knowing that their children are safe, which allows them to focus on their own health and increases their chance of achieving long-term success and stability.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Recovery Resources</b>			
SUD Prevention	\$ 333,000	\$ 333,000	Prevention
MH Housing	\$ 483,767	\$ 483,767	Housing
MH Employment	\$ 897,633	\$ 700,000	Employment
MH Peer Support	\$ 222,000	\$ 222,000	Peer Support
MH Community Based Correction Facility	\$ 24,000	\$ -	
Jail Liaison Program	\$ 75,000	\$ 75,000	
MH Jail Liaison Suburban	\$ 48,000	\$ 48,000	
MH/SUD Prevention for Transitional Aged Adults	\$ 60,000	\$ 60,000	Prevention
<b>Total</b>	<b>\$ 2,143,400</b>	<b>\$ 1,921,767</b>	
<b>Pooled Funding:</b>			
Non-Medicaid Treatment	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## Recovery Resources

- Recovery Resources is a comprehensive Outpatient Behavioral Health Organization which provides services to children, adolescents and adults using evidence based practice and client centered strategies. ADAMHS Board funding supports:
  - **SUD Prevention:** provides SUD prevention services throughout the lifespan to prevent substance use/abuse and illicit drug use. The agency serves individuals through a comprehensive blend of educational and alternative prevention programs.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 490 individuals, but actually served 640.
  - 512 individuals have successfully completed this service; 350 are currently receiving services.
  - Clients saw a:
    - N/A
      - Average caseload is 160 individuals.
- **Goals Met:**
  - Over 80% of the goals for milestone completion were met for the prevention education programs.
  - Exceeded the anticipated number of consumers served.
  - Achieved 130% overall program enrollment. We also
  - Achieved an 82% engagement rate for Devereux Student Strengths Assessment (DESSA) pre/post data completion.
  - The agency anticipates meeting all of the program goals.
- **Metrics used to Measure Success:**
  - The success of youth services is measured using a pre-post survey for each of the prevention education curriculum provided, and the DESSA for students in grades K-8.
  - The success of adult services is measured using a pre-post survey for each of the prevention education curriculum provided, and the Devereux Adult Resilience Survey (DARS).
- **Program Success:**
  - 91% of students who completed programs identified the harmful effects of substance use.
  - According to DESSA data, there was a 28% increase (96 to 123) of students in the "strength" category. There was a 42% decrease (114 to 66) of students in the "need" category.

# CY 2020 Program Highlights and Outcomes

## Recovery Resources

- 90% of adults who completed programs identified the harmful effects of substance use.
- 48% of adults who completed programs demonstrated an increase in social-emotional competency.
- **Average Cost Per Client:**
  - \$88.00 per person.
- **Additional Information:**
  - Provide services in 17 schools across Cuyahoga County.
  - In the HALO and LifeSkills programs, the agency is able to address risk and protective factors for substance use and other health behaviors by providing children pre-K through 12<sup>th</sup> grade with information on healthy choices and social emotional learning through developmentally appropriate, fun and hands-on activities.
  - Through diversion programs, the agency has challenged high school students' beliefs and attitudes that directly contribute to high-risk alcohol and drug use.
  - Adult clients have benefited in ways such as, maintaining custody of their children, avoiding incarceration and improving academic performance.

- 
- **MH Housing:** provides an array of subsidized housing units throughout the County.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 56 clients, but actually served 64.
  - 10 clients have successfully completed the service; 55 are currently receiving services.
  - Clients saw a:
    - CPST an average of 1.5 times
    - Psychiatrist an average of 1 time
    - Counselor an average of 1 time
    - Nurse an average of 1.2 times
    - Other staff an average of 1 time
  - Average caseload is 54 individuals.
- **Goals Met:**
  - Goal was for 90% of the overall residents receiving services to maintain occupancy. 84% of overall residents received services and maintained occupancy.

# CY 2020 Program Highlights and Outcomes

## Recovery Resources

- Goal was for 25% of residents to move into independent housing as a result of self-sufficiency. 5% of residents have moved into independent housing.
- Agency anticipates meeting first 90% goal. Agency does not anticipate meeting the goal to move 25% of residents into independent housing. It's expected that 7.5% of residents will move to independent housing.
- **Metrics used to Measure Success:**
  - Percentage of residents who maintain residency or achieve self-sufficiency.
  - Percentage of unemployed residents who acquired employment.
  - Percentage of residents who obtained or maintained SSI, SSDI or VA benefits.
- **Program Success:**
  - 84.3% of residents maintained residency.
  - 4.6% of residents achieved self-sufficiency.
  - 9% of unemployed residents acquired employment.
  - 67.1% of residents obtained or maintained SSI, SSDI or VA benefits.
- **Average Cost Per Client:**
  - \$3,551.61 per client.
- **Additional Information:**
  - Agency's housing has maintained a high occupancy rate between 95 - 96% with an average turnaround time of 5-7 days after a move out.
  - Peer support staff meet with residents to conduct relapse prevention plans in sober housing and meet as needed to discuss concerns or issues.
  - Residents are linked as needed with vouchers for birth certificates, state identifications and/or driver licenses. The agency is a member of the ID Crisis Collaborative of Cuyahoga County.
  - Peer Support staff transport residents as needed to and from medical appointments, provide linkage to community resources such as food, identifications, furniture, mental health, physical health and recovery related programming.

- **MH Employment:** provides two employment programs: Employment Alliance (EA) and Recovery Works (RW), which are transitional employment and systematic job development and retention services.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 260 clients, but actually served 286.
  - 121 clients have successfully completed the service; 209 are currently receiving services.

# CY 2020 Program Highlights and Outcomes

## Recovery Resources

- Clients saw a:
  - Staff member an average of 300 times
    - Average caseload is 28 clients.
- **Goals Met:**
  - Employment Alliance (EA) Program:
    - Goal to serve 520 clients annually was 50% achieved.
    - Goal to have 175 clients placed in competitive employment annually was 42% achieved.
    - Goal to have 65% to 70% of clients retain a position for a minimum of 90 days was 91% achieved.
    - 74% of clients achieved Work Incentive Plans
    - 88% of clients receive ongoing peer support
    - The following goals were 100% achieved:
      - Average length of time from referral to assignment was 5 business days.
      - Average time from intake to placement was 10 weeks.
      - Average wage was \$9.75/per hour.
      - Average hours worked per week was 28 hours.
    - Program is on track to meet its 2019 goals.
  - Recovery Works (RW):
    - 130 clients were served (30% of the goal).
    - 65 clients graduated to competitive employment (100% of the goal).
    - Goals were met for average referral times and graduation rates.
    - 80% Work Incentive Plan achieved
    - 50% of clients served received peer support.
    - Recovery Works program will not meet its goal number of individuals served due to the change in programming from a supportive model to a transitional model in January 2019. Two vocational businesses were discontinued to encourage a move toward permanent, non-seasonal work, which reduced the number of available slots in the program.

### **Metrics used to Measure Success:**

- Employment Alliance: Number served, number of placements, retention rate, time from referral to assignment, time from intake to placement, average hourly wage, average number of hours per week, number of Work Incentive Plans completed, and number of clients receiving ongoing peer support.

# CY 2020 Program Highlights and Outcomes

## Recovery Resources

- Recovery Works: Number served, time from referral to assignment, time from intake to graduation, number of Work Incentive Plans completed, number of clients receiving ongoing peer support.
- **Program Success:**
  - Employment Alliance:
    - 286 clients served.
    - 73 placements made.
    - 59% retention rate.
    - 5 business days from referral to intake.
    - 9.5 weeks from intake to placement.
    - Average hourly wage of \$11.01.
    - Average hours worked per week is 28 hours.
    - 28 Workplace Incentive Plans completed.
    - 22 individuals receiving ongoing peer support.
  - Recovery Works:
    - 39 clients served.
    - 7 clients graduated.
    - 14 business days from intake to assignment.
    - 7 years from intake to graduation.
    - 12 Work Incentive Plans completed.
- **Average Cost Per Client:**
  - \$1,480.00 per client.
- **Additional Information:**
  - 50% of program participants have significant criminal backgrounds.
  - 32% of program participants have been diagnosed with Schizophrenia, 30% Major Depressive Disorder, 20% Bipolar Disorder, 10% SUD and 8% other mental health disorders.
  - All services are individualized and based on a person's interests, abilities and goals.
  - Clients are encouraged to envision a future beyond entry level jobs and grow into their full potential as workers and successful members of the community.
  - The agency has developed strong working relationships with local employers, and positions obtained by program participants include Home Health Aid, Videographer, Library Page, Cook, Concierge, Social Worker and Peer Supporter.

# CY 2020 Program Highlights and Outcomes

## Recovery Resources

### **MH Peer Support:**

#### **First Six Months of 2019 Outcomes:**

- In the First Six Months of 2019:
  - Anticipated serving 2,000 clients, but actually served 2,293.
  - 2,281 clients are currently receiving services.
  - Clients saw a:
  - N/A
    - N/A
- **Goals Met:**
  - Goal for 80% of clients annually engaging in office-based services to interact with a Peer Navigator was met. Client Satisfaction
  - Goal for 80% of all clients interacting annually with Peer Supporters and Navigators to express high satisfaction with support and services. Client survey will be administered.
  - Goal for 80% of all Peer Supporters and Navigators to retain employment for at least 6 months was met.
  - Plan to meet goal of 75% of Peer Supporters and navigators successfully completing pre-certification training for PRS certification/Training by end of 2020. Training began in August 2019.
  - The agency plans to meet its 2019 goals.
- **Metrics used to Measure Success:**
  - Agency measures success in the number of individuals serviced, engagement, client satisfaction, employee retention and certification.
- **Program Success:**
  - 2,281 clients served through services such as, group activities to promote socialization/decrease isolation, assistance in identifying triggers, creating relapse prevention plans, assistance finding permanent housing, employment readiness and resources to job seeking clients, follow-up calls to explain services to those interested, assistance in alleviating anxiety, assistance with interview preparation, positive role models, and assistance getting to appointments.
- **Average Cost Per Client:**
  - \$48.48 per client.
- **Additional Information:**

# CY 2020 Program Highlights and Outcomes

## Recovery Resources

- Peer Support positions offer opportunities for meaningful and competitive employment that support the on-going recovery.
- Peers interact daily with clients throughout the agency, including clinical, integrated healthcare, recovery housing and employment programs.
- Peers serve as role models to clients who are transitioning through the stages of recovery.
- Peer support is an essential element of a recovery-oriented systems of care (ROSC).
- Research shows that peer support reduces hospitalizations, increases participation in treatment and helps sustain recovery.

- **Jail Liaison Program:** Identifies individuals who are mentally ill as soon as possible and engage them in mental health treatment and community support services to reduce jail time and promote successful community reintegration. Cuyahoga County Court of Common Pleas works with agencies to provide diagnostic assessments, coordination, and linkage for individuals in the County Jail living with mental illness and/or who are dually diagnosed, as well as communicate regularly with Judges overseeing the Mental Health and Developmental Disabilities (MHDD) Court Docket.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 372 clients, but actually served 329.
  - 51 clients are currently receiving services.
  - Clients saw a:
    - CPST an average of 1 time
      - N/A
- **Program Success:**
  - All clients received face-to-face assessment and had a minimal contact of two face-to-face from the jail liaison.
- **Additional Information:**
  - Jail staff is not always available to accompany the inmate for assessments/visits. Jail staff is looking into use of teleconference.
  - Inmates are released without proper paperwork.

# CY 2020 Program Highlights and Outcomes

## Recovery Resources

- **MH Jail Liaison Suburban:** Identifies individuals who are mentally ill as soon as possible and engage them in mental health treatment and community support services to reduce jail time and promote successful community reintegration.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 44 clients, but actually served 78.
  - 78 clients have successfully completed the service; 9 are currently receiving services.
  - Clients saw a:
    - Social worker an average of 1 time
      - Average caseload is 13 clients per month.
- **Goals Met:**
  - Met goal to screen 100% of clients referred
  - Exceeded goal to link 95% of clients to community services (100% linked).
  - Program is on track to meet 2019 goals.
- **Metrics used to Measure Success:**
  - Total interactions.
  - Number of reports.
  - Number of referrals.
  - Number of linkages.
  - Number of follow ups.
- **Program Success:**
  - 271 total interactions.
  - 78 reports.
  - 42 referrals.
  - 40 linkages.
  - 171 follow-ups
- **Average Cost Per Client:**
  - \$394.37 per client.
- **Additional Information:**
  - This position was transitioned from an unlicensed staff to a licensed staff person who began in February, 2019. This has resulted in more clinically-focused screenings and diagnostic assessments which allows for faster linkage to community treatment services.

# CY 2020 Program Highlights and Outcomes

## Recovery Resources

- **MH/SUD Prevention for Transitional Aged Adults:** This prevention programming for transitional aged adults addresses risk behaviors of college-aged students, provides information about mental health and substance use and uses Mental Health First Aid and InShape Prevention Plus Wellness curricula.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 1,170 clients, but actually served 1,249.
  - 8 college campuses are currently being served, including 22 coalition members.
  - Clients saw a:
    - N/A
      - Average caseload is 312 students.
- **Goals Met:**
  - The Campus Mental Health Coalition (CMHC) goals were met, with a 45% (10 to 22) increase in participation from the college campuses.
  - Of those who completed the MHFA program, 94% demonstrated an increased knowledge of mental illness and strategies to assist someone with a mental health issue.
  - Initial start-up of InShape along with scheduling conflicts with the colleges and universities impacted implementation of the program.
  - The agency anticipates meeting 2019 goals.
- **Metrics used to Measure Success:**
  - The project specific evaluation tool for InShape PPW is the Fitness & Health Survey. The 7-item Fitness & Health Survey is designed to help examine what InShape participants are thinking and doing about their fitness, alcohol and drug use, and other health habits after the program has been implemented.
  - The project-specific evaluation tool for Mental Health First Aid (MHFA), is a pre-post survey with a Likert scale to evaluate if program participants have gained knowledge of mental health and substance use issues.
  - The Campus Mental Health Coalition (CMHC) is measured by the number of representatives, number of information and awareness events, and number of policy-change activities.
- **Program Success:**
  - Of the 17 participants who received Mental Health First Aid training, 16 participants completed the Pre/Post Surveys. Of the 16 participants, 94%

# CY 2020 Program Highlights and Outcomes

## Recovery Resources

demonstrated an increased knowledge of mental illness and strategies to assist someone with a mental health issue.

- **Average Cost Per Client:**
  - \$102.33 per student.
- **Additional Information:**
  - During the reporting period, the Campus Mental Health Coalition was established and actively recruited to increase participation among the various campuses.
  - Prevention staff and coalition members worked together to establish a regular meeting schedule and to identify the mental health and substance use needs that are most prevalent on their campuses and surrounding communities.
  - Through the coalition, prevention staff were able to assist members with planning and implementing campus-wide presentations and information dissemination events on various mental health and substance use topics.
  - Several of the campuses implemented social marketing strategies to address stigma related to mental health and established committees on their campuses to review policies that impact mental health and substance use on their campus.

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### **Treatment Services (Pooled Funding):**

#### **First Six Months of 2019 Outcomes:**

- In the First Six Months of 2019:
  - Anticipated serving 300 clients, but actually served 152.
  - 24 clients have successfully completed services; 128 are currently receiving services.
  - Clients saw a:
    - CPST an average of 10 times
    - Psychiatrist an average of 4 times
    - Counselor an average of 8 times
    - Social Worker an average of 10 times
    - Nurse an average of 6 times
      - Average caseload is 8 clients per staff person.
- **Goals Met:**
  - Data reflects percentages of all clients regardless of funder.
  - A. 78% engagement rate.
  - B. Unable to report discharge rates at this time due to a transition to a new EHR, reports pending
  - C. 54% of CPST services have been delivered in the community.
  - D. 7% increase in initial psychiatric assessments.

# CY 2020 Program Highlights and Outcomes

## Recovery Resources

- E. 430 clients
- F. 43 clients
- G. 50 BHC discharges
- **Metrics used to Measure Success:**
  - A. Number of clients who are engaged and retained in addiction treatment.
  - B. Number of uninsured individuals who receive addiction treatment services.
  - C. Number of clients who successfully discharge from addiction treatment services.
  - D. 70% of Adult CPST is delivered in the community.
  - E. Increase the number of clients who receive an IPA each reporting period by a statistically significant percentage.
  - F. Number of clients who are engaged and retained in BHC.
  - G. Number of uninsured individuals who receive BHC services.
  - H. Number of clients who successfully discharge from BHC services.
- **Program Success:**
  - A. 930
  - B. 95
  - C. 380
  - D. 54%
  - E. 7% increase
  - F. 430
  - G. 43
  - H. 50
- **Average Cost Per Client:**
  - Average cost is variable due to type of service received.
- **Additional Information:**
  - With diligent efforts and investments in a dedicated financial counselor, the agency increased the number of individuals receiving care with insurance. 2018 outcomes data reported 212 uninsured individuals received addiction treatment with non-Medicaid funds compared to 152 people between January and June 2019.

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Recovery Solutions of Northeast Ohio</b>			
Recovery Housing	\$ 80,500	\$ 80,500	Housing
<b>Total</b>	<b>\$ 80,500</b>	<b>\$ 80,500</b>	

# CY 2020 Program Highlights and Outcomes

## Recovery Solutions of Northeast Ohio

- Recovery Solutions of Northeast Ohio (RSNO) provides recovery housing to adult men engaged in treatment or recovering from substance use disorders. ADAMHS Board funding supports the following initiative:

- Recovery Housing**

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 22 clients, but actually served 18.
  - 8 clients completed the program.
  - 10 clients are still receiving services.
  - Clients saw a staff member (other) on average 180 times.
  - Client caseload for the Housing Manager is two houses with a capacity of 12 residents.
- **Goals Met:**
  - Individuals build resources while living in the recovery residence that will continue to support their recovery as they transition to living independently and productively in the community.
  - The program has achieved 40% of its goal.
  - The agency intends to meet all program goals by the end of the year.
- **Metrics used to Measure Success:**
  - Number of residents that are abstinent from alcohol and illegal drugs.
  - Number of residents that have a permanent place to live in the community.
  - Number of residents that are employed.
  - Number of residents with new arrests within 30 days.
  - Number of residents that experienced no new health/behavioral or social consequences in the past 30 days (i.e., stress, anxiety, missed family events etc., due to AOD use).
  - Number of residents connected to the recovering community including 12-step programs.
- **Program Success:**
  - 75% of residents are abstinent from alcohol and illegal drugs.
  - 83% of residents have permanent housing.
  - 89% of residents are employed.
  - 94% of residents have no new arrests within 30 days.
  - 86% of residents have experienced no new health/behavioral or social consequences in the past 30 days.
- **Average Cost Per Client:**
  - \$1,594.00 per client.

# CY 2020 Program Highlights and Outcomes

## Recovery Solutions of Northeast Ohio

- **Additional Information:**

- The application and admission process support the full disclosure of information to potential residents about their rights and obligations and establishes a mutual understanding of the recovery goals of the residence.
- All Level II recovery service care compliant with the National Alliance for Recovery Residences.
- Services are time limited and not based on a fixed or arbitrary or fixed length of stay. Resident managers are on-site 24 hours a day and 7 days a week.

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>The Salvation Army</b>			
<b>Pooled Funding:</b>			
Detoxification & Intensive Outpatient	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## Salvation Army

- The Salvation Army is an international movement, is an evangelical part of the universal Christian Church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.
  - **Detoxification & Intensive Outpatient (Pooled Funding):** The program provides alcohol and other drug treatment for adult men and women who are residents of Cuyahoga County and who have been assessed and found eligible for the Outpatient level of care, with a substance use diagnosis or stepping down from a more intensive level of care. Salvation Army's Substance Use Disorder Outpatient treatment includes the following services: Assessment, Sub Acute Detoxification, group counseling, individual counseling, case management, crisis intervention and urinalysis.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 325 clients, but actually served 351.
  - 214 clients have completed the program.
  - 12 clients are currently receiving services.
  - Clients saw a:
    - Counselor 5 times on average.
    - Social Worker 2 times on average.
    - Nurse 16 times on average.
    - Staff member (other) 6 times on average.
  - Client caseload average is 12.
- **Goals Met:**
  - Our service goals were to provide services to 650 individuals over a 12 month period.
  - 54% of that goal met.
  - Agency intends to meet all program goals by the end of the year.
- **Metrics used to Measure Success:**
  - Success is measured by an individual entering in the Residential Sub-Acute Detox program, achieving abstinence with improved health status at discharge. Success is measured by:
    - Completing basic case management.
    - Completing an assessment.
    - Completing an individualized treatment plan.
    - Completing medical-somatic services.

# CY 2020 Program Highlights and Outcomes

## Salvation Army

- Completing a referral to the next appropriate level of care.
- **Program Success:**
  - We served 351 clients of which 214 successfully completed the program.
  - 349 patients discharged.
  - We provided interim housing and transportation to the next treatment program.
  - Upon discharge, provided clients with a specific plan for continued abstinence, including referrals, if needed.
  - Followed up with the clients for 30 days.
- **Average Cost Per Client:**
  - \$2,285.91 per client.
- **Additional Information:**
  - The Salvation Army's Harbor Light Substance Abuse Recovery Program provides comprehensive support to clients trying to overcome addiction.
  - The program uses the following components of service provision:
    - Sub-Acute Detoxification, Interim Housing, and the Intensive Outpatient Program.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Scarborough House</b>			
Recovery Housing for Women	\$ 14,400	\$ 14,400	Housing
<b>Total</b>	<b>\$ 14,400</b>	<b>\$ 14,400</b>	

# CY 2020 Program Highlights and Outcomes

## Scarborough House

- Scarborough House is a recovery house that has capacity for eight (8) women and accepts drug and alcohol addicted women over the age of 18, who are chemically dependent but have already embarked upon a sober lifestyle through treatment. ADAMHS Board funding supports the following initiative:

- Recovery Housing for Women**

**First Six Months of 2019 Outcomes:**

- In the First Six Months of 2019:
  - Anticipated serving 25 clients, but actually served 16.
  - 3 clients have successfully completed the program; 7 clients are currently receiving services.
  - Clients saw a:
    - Counselor 2 times per week
      - Average caseload is 8 clients for two staff members.
- **Goals Met:**
  - Scarborough House receives rents at a rate of \$24.65 per day for some residents. Scarborough received \$3,870.05 in resident rents from January to June 2019, which helps to fund the goals outlined.
  - The agency anticipates meeting 2019 goals.
  - The agency is exceeding benchmarks in Abstinence, Stable Housing and Criminal Justice rates.
  - The client employment rate is at 69% (benchmark = 70%).
  - Retention rate fell below the benchmark due to a number of abstinence related events in the first 1/2 of the year. The same is true of Customer Satisfaction Rate.
- **Metrics used to Measure Success:**
  - Wait time is 2-7 days.
  - Initiation is 14 days.
  - Engagement rate is 80%.
  - Retention Rate (based on successful completion of program) is 45%.
  - Abstinence rate is 50%.
  - Stable Housing Rate is 60%.
  - Criminal Justice Rate is 60%.
  - Employment/Education Rate is 70%.
  - Consumer Satisfaction Rate is 70%.
- **Program Success:**
  - Wait Time (100%).
  - Initiation (100%).
  - Retention Rate (33%).

# CY 2020 Program Highlights and Outcomes

## Scarborough House

- Abstinence Rate (75%).
- Stable Housing Rate (78%).
- Criminal Justice Rate (100%).
- Employment/Education Rate (69%).
- Consumer Satisfaction Rate (65%).
- **Average Cost Per Client:**
  - \$ 24.65/day.
- **Additional Information:**
  - For over 30 years Scarborough House has successfully served chemically dependent adult women by providing transitional housing and sober support. Scarborough has a long history of success with a hard-to-serve female population who present with multiple challenges including dual diagnosis, homelessness, incarceration, marginal employment and strained family relations.
  - Women in recovery from alcohol or drug addiction can stay for up to one year as they make the difficult transition from treatment to self-sufficiency. Residents contractually agree to participate in outpatient treatment, in-house and group meetings and 12-step recovery groups. Clients are subject to random drug screens and develop a recovery goal plan relative to individual recovery goals.
  - Scarborough meets the criteria for Level II under the levels defined by the National Association of Recovery Residences (NARR) and adheres to the standards of care defined by ODMHAS and NARR and provides recovery housing to special populations that is critically deficient.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Shaker Heights Youth Center</b>			
SUD Prevention	\$ 210,000	\$ 250,000	Prevention
<b>Total</b>	<b>\$ 210,000</b>	<b>\$ 250,000</b>	

# CY 2020 Program Highlights and Outcomes

## Shaker Heights Youth Center (SHYC)

- The Shaker Heights Youth Center (SHYC) is a community based social service agency that provides prevention and wellness services to Shaker Heights Residents and their families. By utilizing a variety of strategies and resources, including collaborative projects with other community agencies, the center seeks to inspire youth to lead a productive, drug-free life. ADAMHS Board funding supports the following initiative:

- AOD Prevention**

### **First Six Months of 2019 Outcomes: (PEERS) Positive Engagement Encouraging Resiliency in Shaker Students Program**

- In the First Six Months of 2019:
  - Anticipated serving 10 students, but actually served 13.
  - 12 students have successfully completed program; 0 currently receiving services (summer program not in session).
  - Clients saw a:
    - RA an average of 15 times.
      - Average caseload is 6 students per staff person.
- **Goals Met:**
  - Goal was to engage 10 students, and 13 were engaged.
  - Goal was for 7 students to successfully complete the program having developed and implemented a survey assessing ATOD use, youth issues and create an information campaign that disseminates health information messages to the larger student community and adults in the Shaker community, and 12 completed program.
  - All of the goals of the program were met for 2019.
- **Metrics used to Measure Success:**
  - The milestones are taken from or adapted from NOMs, National Outcome Measures from the Substance Abuse and Mental Health Services Administration (SAMHSA).
- **Program Success:**
  - Goal to have at least 10 youth enrolled in program, and 13 were enrolled.
  - Goal to have 9 youth identify harmful effects of substance use, and 10 did.
  - Goal that 8 youth will demonstrate positive coping skills, and 12 did.
  - Goal that 7 youth will demonstrate and understand new life skills concepts, and 12 did.
  - Goal that 7 youth will influence community laws and norms by promoting healthy lifestyles, and 10 did.
- **Average Cost Per Client:**
  - \$576.87 per student. The cost is impacted by the service which was 4 hours per day 5 days per week and the number of participants. 13 youth were served.

# CY 2020 Program Highlights and Outcomes

## Shaker Heights Youth Center (SHYC)

- **Additional Information:**

- Shaker Heights Youth Center, in partnership with Case Western Reserve University, worked with PEERS students to develop a Youth Participatory Action Research (YPAR) plan for the Shaker Community. The PEERS students received professional training in participatory action research. The students solicited information from over 300 youth in the community that evaluated the challenges to be addressed and the strengths that needed to be increased.
- Students also learned about the Social Norms Model, Resiliency Model and the Life Skills Curriculum. All three approaches are models for strengthening individuals and addressing issues that youth face. Individuals are strengthened by skill development and demonstration of positive self-esteem, independence and integrity. Issues youth face include stress, depression, and alcohol, tobacco and other drug decisions.
- The project's results were presented to the community in a program designed by the participants. Persons in attendance included the Mayor of Shaker Heights, City Council and School Board members as well as over 50 other members of the Shaker community. This universal population received Education, Alternatives and Environmental services.

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### First Six Months of 2019 Outcomes: The Innovative Learning Center Mentoring Program

- In the First Six Months of 2019:
  - Anticipated serving 10 students, but actually served 17.
  - 13 students have successfully completed the program; 0 currently receiving services (The school year just began on August 21, 2019. The Innovative Learning Center has a new director and the Center will meet with her in mid-September to assess our working relationship).
  - Clients saw a:
  - RA an average of 19 times.
    - Average caseload is 14 students per staff person.
- **Goals Met:**
  - The program served 17 students from January 1 through June 30. Some of the 17 youth served met goal number two first in the prior calendar year and continued to meet the goal in 2019.
  - The goal of the year is to serve 25 youth.
  - Participates in program – 17 were enrolled and participating, 68% of the goal for the calendar year.
  - 15 Demonstrated positive communication skills, 65% achieving the goal for the entire year.
  - 17 Demonstrated positive coping skills, 94% achieving the goal for the year.
  - With one third of the calendar year remaining the agency is confident that all of the goals set will be reached. Once the program begins it will not take long for students to be referred and meet their milestones. The Shaker Schools have had a

# CY 2020 Program Highlights and Outcomes

## Shaker Heights Youth Center (SHYC)

number of changes that may impact this program and there has been positive dialogue focused on continuing and even improving what has been strong collaboration.

- **Metrics used to Measure Success:**
  - This program serves High School students and there was not a High School DESSA. The milestones are taken from or adapted from NOMs, National Outcome Measures from the Substance Abuse and Mental Health Services Administration (SAMHSA).
- **Program Success:**
  - The program goal is to serve 25 students in the Innovative Center by December 31, 2019.
  - Of the 25, 18 will experience an increase in Life Skills as demonstrated by achieving gains in academic, problem solving, communication and coping skills.
  - From January 1 through June 30, 2019 of the 17 youth active, 15 demonstrated positive communication skills, 88% achieving the goal. During the same time period, 17 demonstrated positive coping skills, 100% achieving the goal.
- **Average Cost Per Client:**
  - \$1,000.85 per student. The cost is impacted by the service which was 4 hours per day 5 days per week and the number of participants. 13 youth were served.
- **Additional Information:**
  - The Shaker Heights Youth Center provides academic, behavioral and emotional support to students at the Innovative Learning Center. Using a combination of academic assistance and Life Skills development, the staff engage and guide the students toward educational and emotional growth.
  - The target population is youth who do not benefit from participation in the traditional school environment and the risk level is selected and the service is education.

### First Six Months of 2019 Outcomes: Student Assistance at Woodbury School

- In the First Six Months of 2019:
  - Anticipated serving 17 students, but actually served 20.
  - 16 students have successfully completed the program; 12 currently receiving services.
  - Clients saw a:
    - Social Worker an average of 6 times.
      - Average caseload is 20 students per staff person.
- **Goals Met:**
  - Enrolls in program – 20 enrolled, 80% of the goal for the year.
  - Demonstrates positive coping skills – 17 achieved the milestone, 85% of the goal.
  - Experience an increase in Life Skills as demonstrated by achieving gains in decision making, anger management and/or coping skills – 16 achieved the milestone, 94% of the goal.

# CY 2020 Program Highlights and Outcomes

## Shaker Heights Youth Center (SHYC)

- This is a newer program for the Youth Center beginning in September 2018; the projected number served was set low to allow time for the program to grow.
- The goals set for 2019 have been met. The new goal is to exceed the projected goals by 50%.
- **Metrics used to Measure Success:**
  - The Shaker Heights Youth center has participated in the DESSA evaluation of students' progress. The sample is more limited than optimal (and there is a corrective action plan in place). The results for the Agency as a whole are positive. The milestones are taken from or adapted from NOMs, National Outcome Measures from the Substance Abuse and Mental Health Services Administration (SAMHSA).
- **Program Success:**
  - DESSA data for the agency shows that in the Need category, which should go down, there was a significant decrease from 20 to 6.
  - In the Typical category, the average strengths numbers increased from 30 to 31 and in the Strength category, which should go up, the number increased from 2 to 9.
  - The NOMs goal is of the 25 Students served by December 31, 2019, 17 will experience an increase in Life Skills as demonstrated by achieving gains in decision making, anger management and/or coping skills. Attainment by June 30<sup>th</sup> was 94%.
- **Average Cost Per Client:**
  - \$552.58 per student.
- **Additional Information:**
  - The Center staff is located in Woodbury Elementary School and provides services for grades 5 and 6. The staff evaluates and supports students who are experiencing difficulties in their lives.
  - The students are referred for a variety of issues. Some of the youth struggle with academic performance and/ or behavioral challenges in school the school or the community.
  - The target population is youth who are experiencing behavioral and/or academic problems. This is a program for a selected population that provides Problem Identification and Referral, Education and Alternative services.

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### First Six Months of 2019 Outcomes: IMPACT Youth Enrichment Program

- In the First Six Months of 2019:
  - Anticipated serving 20 students, but actually served 21.
  - 18 students have successfully completed the program; 0 currently receiving services (program was not running during the reporting period).
  - Clients saw a:

# CY 2020 Program Highlights and Outcomes

## Shaker Heights Youth Center (SHYC)

- Registered Applicant in Prevention who has applied for her OCPS an average of 38 times.
- Average caseload is 15 students per staff person.
- **Goals Met:**
  - The program served 105% of the 20 youth projected; 21 youth participated in the program between January 1, 2019 & June 30, 2019.
  - Milestone 1 for the school year - 21 will demonstrate positive communication skills. Achievement: 21 youth, 100% met the criteria.
  - Milestone 2 - 18 will demonstrate leadership skills. The leadership portion of the program was done prior to January 1, 2019 and 18 youth met that milestone then. Leadership training will take place in October and November of this calendar year and it is anticipated that 100% will achieve this milestone.
  - The IMPACT Program is well on its way to meet the calendar year goals. IMPACT only needs to enroll 4 students to meet its service goal and has already achieved the third milestone. The second milestone was achieved in the last calendar year; (prevention programs have been allowed to evaluate the programs in the school year gives a more accurate picture of achievement) and IMPACT will provide services to meet the milestone soon after the program re-starts mid-September 2019.
- **Metrics used to Measure Success:**
  - The Shaker Heights Youth center has participated in the DESSA evaluation of students' progress. The sample size is not optimal (and there is a corrective action plan in place). The results for the Agency as a whole are positive. The milestones are taken from or adapted from NOMs, National Outcome Measures from the Substance Abuse and Mental Health Services Administration (SAMHSA).
- **Program Success:**
  - The DESSA data for the whole agency shows that in the Need category, which should go down, there was a significant decrease from 20 to 6.
  - In the Typical category which denotes average strengths, the numbers increased from 30 to 31 and in the Strength category, which should go up, the number increased from 2 to 9.
  - NOMs achievement - 2 of the 3 NOMs have been achieved.
- **Average Cost Per Client:**
  - \$939.77 per student.
- **Additional Information:**
  - The Shaker Heights Youth Center, in collaboration with Unitarian Universalist Congregation of Cleveland, runs the Impact Youth Enrichment Program, which provides after school programming for Shaker Heights Middle School students. This unique partnership serves students under the guidance of staff members and volunteers.
  - The focus is on increasing social skills, leadership and communication skills and academic competence which are significant protective factors that reduce the risk

# CY 2020 Program Highlights and Outcomes

## Shaker Heights Youth Center (SHYC)

of youth experiencing alcohol, tobacco and other drug use, violence, mental illness, suicide, problem gambling and/or other problem behavior.

- The program is for a universal population and provides Education and Alternative services.

### First Six Months of 2019 Outcomes: Girls Leadership Academy

- In the First Six Months of 2019:
  - Anticipated serving 20 students, but actually served 9.
  - 9 students have successfully completed the program; 0 currently receiving services (summer program).
  - Clients saw a:
    - OCPC an average of 18 times.
      - Average caseload is 9 students per staff person.
- **Goals Met:**
  - The Girls Summer Leadership Program's goal is to serve 20 Students by December 31, 2019; as of June 30<sup>th</sup> 2019, 9 were served which is 45% of the goal.
  - The projected outcome was 15 will experience an increase in Life Skills as demonstrated by increased communication skills and leadership skills; as of June 30<sup>th</sup> 9 reached the goal which is 60%.
  - The youth who participated in the program all gained by their participation, but the agency did not meet recruiting goal. In past years the program has been successful in filling the program and the agency was not as proactive in recruiting.
- **Metrics used to Measure Success:**
  - The milestones are taken from or adapted from NOMs, National Outcome Measures from the Substance Abuse and Mental Health Services Administration (SAMHSA).
- **Program Success:**
  - The Milestones are as of June 30<sup>th</sup> 20 will enroll in the program; 9 actually enrolled.
  - 18 participants will demonstrate positive communication skills; 9 reached this goal.
  - 17 will demonstrate problem solving skills; 9 reached this goal.
  - 16 will demonstrate leadership skills; 9 reached this goal.
  - 15 will demonstrate understanding of new life skills concepts; 9 reached this goal.
  - Although the numbers were significantly lower than projected, all participants showed comprehensive benefit.
- **Average Cost Per Client:**
  - \$1,162.18 per student.
- **Additional Information:**
  - The Girls Summer Leadership Academy for students in 6<sup>th</sup> to 8<sup>th</sup> grade focuses on building self-esteem, resiliency, personal leadership qualities and the principles

# CY 2020 Program Highlights and Outcomes

## Shaker Heights Youth Center (SHYC)

needed to reach one's full potential through creative expression, physical activity, education and service-learning projects.

- The program uses the Life Skills model as its base and supplements it with enhanced activities.
- Target Population: Females in grades 6-8 in the Shaker Community. This is a Universal program that offers both Education and Alternatives services.
- Students participate for six weeks during the summer. The day is divided among a number of different activities. The Program operated from 9:00 a.m. to 2:30 p.m. Monday through Thursday beginning the two weeks following the end of the school term.

### First Six Months of 2019 Outcomes: MyCom

- In the First Six Months of 2019:
  - Anticipated serving 15 students directly and 25 indirectly, but actually served 15 directly and 45 indirectly.
  - 15 students directly and 29 indirectly have successfully completed the program; 17 students directly and 55 indirectly are currently receiving services (summer program).
  - Clients saw a:
    - OCPC an average of 6 times.
- **Goals Met:**
  - The goal of the direct service portion of the program is to serve 15 students by December 31, 2019; as of June 30<sup>th</sup> 15 were served which is 100% of the goal for the year.
  - Of the 15 youth 11 will experience an increase in Life Skills as demonstrated by increased communication and leadership skills; as of June 30<sup>th</sup> 15 had reached the goal which is 136% of the goal for the year.
  - The indirect service goal is for the MyCom team of 25 to build and participate in community coalitions that plan and collaborate youth services to influence community morays to promote healthy lifestyles. As of June 30, 45 community members were involved in the process 180% of the goal.
  - Both parts of the program met the established goals. Developing and sustaining youth leadership and community coalitions are ongoing works. This summer most of the youth leaders were in summer jobs through Youth Opportunities Unlimited, supervised by the MyCom staff.
  - Currently 17 are participating in Youth Council. For the coalitions, summer was a time for planning and in September the process begins anew. The coalition kick-off had 55 participants.
  - The Youth Center will increase participation over the first half of the year in which goals have already been exceeded.

# CY 2020 Program Highlights and Outcomes

## Shaker Heights Youth Center (SHYC)

- **Metrics used to Measure Success:**
  - The milestones are taken from or adapted from NOMs, National Outcome Measures from the Substance Abuse and Mental Health Services Administration (SAMHSA). The Youth Leadership students are in High School and the adults are community participants and not receiving services as parents so the DESSA and DARS are not appropriate.
- **Program Success:**
  - Milestones as of June 30<sup>th</sup>:
    - 1) Enroll 15 in program; 15 enrolled.
    - 2) 13 participants to demonstrate leadership skills; 15 met the milestone.
    - 3) 11 will demonstrate positive communication skills; 15 achieved.
  - Community:
    - 1) 25 community members will participate in MyCom; 45 met the milestone.
    - 2) 20 will participate in coalition building, interagency collaborations/strategic planning; 41 achieved
    - 3) 18 will participate in influencing community laws and norms promoting healthy lifestyles; 29 achieved.
- **Average Cost Per Client:**
  - \$799.27 per student.
- **Additional Information:**
  - Youth Leadership – The direct service component of MyCom, the Shaker Youth Council, program trains and mentors high school age youth in leadership techniques and provides service-learning opportunities. The Shaker High School students meet one to two times a month and participate in an array of leadership-building activities including planning and organizational development of various community service projects. The Youth Council also participates in countywide MyCom leadership programs.
  - The Shaker Heights Youth Center remains as the lead MyCom agency for the Shaker community. MyCom neighborhoods assess youth needs, build capacity, plan, implement and evaluate programming to best meet those needs.
  - MyCom founding partners include the City of Shaker Heights, Shaker Heights City Schools, Shaker Heights Public Library and the Shaker Heights Youth Center. An additional 11 partner agencies or groups have signed statements of support or MOU's.
  - Specific MYCom programming includes: Working with Youth Opportunities Unlimited (YOU) to expand the summer jobs program in order to help youth gain real world job skills. This universal program population received Education, Alternatives and Environmental services.

# CY 2020 Program Highlights and Outcomes

## Shaker Heights Youth Center (SHYC)

### First Six Months of 2019 Outcomes: Intensive Prevention Program

- In the First Six Months of 2019:
  - Anticipated serving 34 students, but actually served 31.
  - 21 students have successfully completed the program; 1 currently receiving services (early in school year).
  - Clients saw a:
  - OCPC an average of 40 times.
    - Average caseload is 5 students per staff person.
- **Goals Met:**
  - The program has served 91% of the number of youth projected, with 68% of the youth meeting their goals for successful completion.
  - The goal for the given timeframe is: Of the 34 students enrolled in the program 21 will pledge to utilize skills learned by pledging to abstain from alcohol, tobacco and other drugs during the program for 90 consecutive days following completion.
  - This prevention program works with some of the most at risk in the Shaker Heights community. This percentage is a bit below the normal success rate and is, in part, the result of merging suspension and expulsion programs.
  - The expectation is that the program will meet the goal of serving 50 students for the full year, and currently are at 62% of the goal.
  - The additional services added in the second quarter increased the success rate significantly, and those additional services will remain for the rest of the year. The Shaker Schools have had a number of changes that may impact this program and there has been positive dialogue focused on continuing and even improving what has been strong collaboration.
- **Metrics used to Measure Success:**
  - This program serves primarily High School students and there was not a High School DESSA. The milestones are taken from or adapted from NOMs, National Outcome Measures from the Substance Abuse and Mental Health Services Administration (SAMHSA).
  - The goal is that by December 31, 2019, 37 will pledge to utilize skills learned by pledging to abstain from alcohol, tobacco and other drugs during the program and 90 consecutive days following completion.
  - Milestones:
    - 1) Enrolls in program
    - 2) Satisfactorily completes significant amount of homework and/or assignments
    - 3) Identifies harmful effects from substance abuse
    - 4) Demonstrates drug refusal skills
    - 5) Signs pledge to refrain from ATOD use after program.

# CY 2020 Program Highlights and Outcomes

## Shaker Heights Youth Center (SHYC)

- **Program Success:**
  - Milestones:
    - 1) Enrolls in program – 31 achieved the milestone, 91% of the goal
    - 2) Satisfactorily completes significant amount of homework and/or assignments – 26 achieved the milestone, 87%% of the goal.
    - 3) Identifies harmful effects from substance abuse – 26 achieved the milestone, 93% of the goal.
    - 4) Demonstrates drug refusal skills – 26 achieved the milestone, 100% of the goal.
    - 5) Signs pledge to refrain from ATOD use after program – 21 achieved the milestone, 68% of the goal.
- **Average Cost Per Client:**
  - \$1,160.89 per student.
- **Additional Information:**
  - The Intensive Prevention Program serves students in grades 7 – 12 who have been suspended or expelled from school. The suspended students spend half the day on academics with tutoring assistance available to keep them current with their classroom assignments. On-line education support is available for expelled students in the program.
  - The second half of the day focuses on helping the student change behaviors that led to suspension. A major focus is on alcohol, tobacco and other drug prevention strategies. The program uses the Life Skills curriculum, which is an evidence-based program.
  - Target Population: Youth who have demonstrated behavioral problems and who have been identified as experiencing minimal but detectable signs or symptoms that foreshadow substance abuse or addiction to alcohol, tobacco and other drugs, mental illness, suicide, problem gambling and/or other problem behaviors.
  - Youth are referred by their teachers and the Assistant Principal of their school. The youth's parents or guardians must participate in the Intake process. The Risk Level is Indicated. The services provided are Education and Problem Identification and Referral.

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### First Six Months of 2019 Outcomes: Student Assistance Program – Shaker Heights Middle School

- In the First Six Months of 2019:
  - Anticipated serving 25 students, but actually served 31.
  - 25 students have successfully completed the program; 19 currently receiving services.
  - Clients saw a:
    - Social Worker an average of 6 times.
      - Average caseload is 25 students per staff person.

# CY 2020 Program Highlights and Outcomes

## Shaker Heights Youth Center (SHYC)

- **Goals Met:**

- The program served 31 students from January 1 through June 30 and has met the milestones set. Some of the students served during this period first met their milestones in the prior year but continued to exhibit the positive behaviors.
- Milestones:
  - 1) Enrolls in program – 31 enrolled, 103% of the goal for the year.
  - 2) Demonstrates positive coping skills – 30 achieved the milestone, 120% of the goal.
  - 3) Experience an increase in Life Skills as demonstrated by achieving gains in decision making, anger management and/or coping skills – 25 achieved the milestone, 114% of the goal.
  - Agency anticipates meeting 2019 goals.

- **Metrics used to Measure Success:**

- The Shaker Heights Youth center has participated in the DESSA evaluation of students' progress. The sample size is not optimal (and there is a corrective action plan in place). The results for the Agency as a whole are positive. The milestones are taken from or adapted from NOMs, National Outcome Measures from the Substance Abuse and Mental Health Services Administration (SAMHSA).

- **Program Success:**

- The DESSA data for the agency shows that in the Need category, which should go down, there was a significant decrease from 20 to 6.
- In the Typical category, the average strengths numbers increased from 30 to 31 and in the Strength category, which should go up, the number increased from 2 to 9.
- The achievement on the NOMs is 114% of the goal of experiencing an increase in Life Skills as demonstrated by achieving gains in decision making, anger management and/or coping skills.

- **Average Cost Per Client:**

- \$458.37 per student.

- **Additional Information:**

- The Shaker Heights Youth Center staff is located in Shaker Heights Middle School. The staff works with guidance counselors, assistant principals and teachers to identify youth in need of prevention services. The Youth Center staff evaluates and supports students who are experiencing challenges in their lives. Students are referred for a variety of issues related to their academic and/or social performance in the school and community.
- This is a program for a Selected population that provides Problem Identification and Referral, Education and Alternative services.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Signature Health</b>			
24/7 Access	\$ 75,000	\$ 40,000	24/7 Access
Jail Liaison Program	\$ 75,000	\$ 75,000	
Art Therapy	\$ 28,512	\$ 40,000	Prevention
MAT Peer Support	\$ 75,000	\$ 50,000	MAT
North Ridge Commons	\$ 108,480	\$ 140,000	Peer Support
Peer Support	\$ 205,820	\$ 174,300	Peer Support
Recovery Housing	\$ 25,000	\$ 25,000	Housing
Transportation	\$ 10,000	\$ 10,000	Transportation
Wellness	\$ 50,000	\$ -	
<b>Total</b>	<b>\$ 652,812</b>	<b>\$ 554,300</b>	
<b>Pooled Funding:</b>			
SUD Case Management	\$ -	\$ -	
SUD Group Counseling	\$ -	\$ -	
SUD Intensive Outpatient	\$ -	\$ -	
SUD Lab Urinalysis	\$ -	\$ -	
Community Psychiatric Supportive Treatment (CPST)- Individual	\$ -	\$ -	
Evaluation & Management	\$ -	\$ -	
Group Psychotherapy	\$ -	\$ -	
Individual Psychotherapy	\$ -	\$ -	
CPST Group	\$ -	\$ -	
MH Nursing (LPN)	\$ -	\$ -	
Partial Hospitalization	\$ -	\$ -	
Psychosocial Rehabilitation (PSR)	\$ -	\$ -	
Therapeutic Behavioral Services (TBS)	\$ -	\$ -	
Psychiatric Diagnostic Evaluation	\$ -	\$ -	
ORCA House - SUD Residential Treatment	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## Signature Health

- Signature Health provides a spectrum of behavioral health and recovery support services allowing for seamless care for children, adults and their families. ADAMHS Board funding supports the following initiatives:
  - **24/7 Access:** provide 24-hour/7-day access to MH and SUD treatment services by streamlining access to care and linkage of clients to appropriate levels of care. The central point of contact will assess clients for immediate harm or crisis and link clients to the appropriate provider for care needed. They will also verify that the provider with which they are connecting the client accepts the client's form of insurance, payment or funding.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 125 clients, but actually served 380.
  - 318 clients have completed service.
  - Clients were served as needed by staff through this ongoing program.
- **Goals Met:**
  - All goals have been met and included: Improve access to care; Improve customer service; Manage patient demand; Remove barriers; Eliminate delays for appointments; Provide access to MH and SUD care after normal business hours.
  - Signature Health anticipates meeting goals for the rest of 2019.
- **Metrics used to Measure Success:**
  - Number of clients who call for access line
  - Utilize emails, texting, and voice messages to respond to client needs
  - Provide direct contact info for referral
  - Offer patients the first available appointment with available providers
- **Program Success:**
  - 384 clients served;
  - 308 linked to services;
  - 24/7 line is forwarded to our after-hours assessor after 5pm; during business hours, 24/7 line is answered by the intake coordinator
    - Typically, appointments can be scheduled within a week of the initial phone call;
    - The agency has also connected drughelp.care to assist in locating services.
- **Average Cost Per Client:**
  - 46.68 per client.

# CY 2020 Program Highlights and Outcomes

## Signature Health

- **Additional Information:**

- This program is necessary to streamline the current process of access to SUD and MH treatment in the area.
- People seeking help are faced with navigating a complex system of care. They do not know what agencies to call, how they will access the service, how will they get there – the list goes on.
- Rapid access to service is paramount as research has shown that people who get access to treatment in 7 days or less or most successful in treatment. The 24/7 access line fits this need.
- Funding will be used for staff salaries and transportation to first appointments to referral sites.

- **Jail Liaison Program:** Identifies individuals who are mentally ill as soon as possible and engages them in mental health treatment and community support services to reduce jail time and promote successful community reintegration. Cuyahoga County Court of Common Pleas works with agencies to provide diagnostic assessments, coordination, and linkage for individuals in the County Jail living with mental illness and/or who are dually diagnosed, as well as communicate regularly with Judges overseeing the Mental Health and Developmental Disabilities (MHDD) Court Docket.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 150 clients, but actually served 170.
  - 170 clients have successfully completed the program; 92 are currently receiving services.
  - Clients saw a Jail Liaison an average of 3.5 times.
  - Jail liaison has averaged 38 clients per month.
- **Goals Met:**
  - 113% - Signature Health has served 170 clients, 20 more than the projected 150.
  - The agency has worked to reduce the amount of jail days that these clients utilize.
  - In conjunction with the mental health courts, the agency executes release plans in a timely manner so that clients do not spend an unnecessary amount of time in jail.

# CY 2020 Program Highlights and Outcomes

## Signature Health

- The agency has increased the program's capacity for new referrals, as the Jail Liaison is completing the assessments and there are case management staff attending to other related duties at the jail.
- The agency anticipates exceeding projected numbers, as the original goal has already been surpassed. Additionally, the agency will continue to complete all assessments for which referrals are received.
- Supplementing the Jail Liaison with case management support is also helpful.
- **Metrics used to Measure Success:**
  - Communication of treatment history, current medications, and diagnosis
  - Assessment and Intake process for patients needing linkage
- **Program Success:**
  - All clients received face-to-face assessments and had a minimal contact of 2 face-to-face meeting with the jail liaison.
  - All patients identified have been discussed with the court to provide treatment information as needed.
  - All patients requiring assessment and intake process have been able to receive this through the liaison or, when that is not possible, through the intake department either scheduled or walk-in.
- **Average Cost Per Client:**
  - \$97.48 per client.
- **Additional Information:**
  - Jail staff is not always available to accompany the inmate to assessments/visits; jail staff is looking into the use of teleconferencing
  - Inmates are released without proper paperwork.

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- **Art Therapy:** provides opportunities for clients to explore new interests, heal from trauma, express themselves and stay connected to others while increasing self-sufficiency, improving quality of life, self-expression and recovery.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 35 clients, but actually served 39.
  - 39 clients have successfully completed this program; 40 are currently receiving services.
  - Clients saw a Counselor an average of 20.
  - Average caseload is 40 clients per counselor.

# CY 2020 Program Highlights and Outcomes

## Signature Health

- **Goals Met:**
  - 111% - Signature Health has served 39 of the anticipated 35 clients this year.
  - 58 individual sessions were conducted with 10 patients
  - 48 groups with usual attendance of 12 patients occurred, serving an additional 29 patients
  - 2 groups were run weekly, with a third group added towards the end of this period
- **Metrics used to Measure Success:**
  - ISP reviews
  - Self-reporting
  - Client satisfaction Surveys
- **Program Success:**
  - Groups have been extremely popular and are frequently promoted by the group members as they display and share their work throughout the building.
  - Patient satisfaction scales are collected for the agency and tallied by program, service, or provider as identified within the survey.
  - Surveys for Art Therapy have maintained a rating of 5- extremely satisfied throughout.
  - To date, only one survey was not a "5," as this was a patient required to leave the group due to inappropriate behavior. That rating was calculated as a 1, but it did not change the overall average score, due to volume.
- **Average Cost Per Client:**
  - \$614.03 per client.
- **Additional Information:**
  - Our patients have participated and done very well in the ADAMHS Board Art Show since its inception. Additionally, some have been able to sell their work, while others are not interested in showing or selling, as it is very personal and therapeutically valuable to them.

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- MAT Peer Support:** MAT is most successful when combined with comprehensive treatment services including peer support. Signature Health provides two peer supporters as part of the comprehensive plan of care to increase sustained recovery for clients on MAT.

# CY 2020 Program Highlights and Outcomes

## Signature Health

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
    - Anticipated serving 375 clients, but actually served zero.
      - This was a new program and peer supporters were not in place to assist clients during this reporting period.
  - **Goals Met:**
    - No program goals were met due to inadequate staffing.
    - Original goals set included:
      - Increased client engagement and retention, as evidenced by the increase in the number of unique clients served in the MAT program.
      - Decrease or eliminate substance abuse, as evidenced by urine drug screen results
      - Eliminate opioid use
    - Signature Health has hired a peer supporter and will make significant progress on these goals, but will not likely meet goals set for 2019.
  - **Metrics used to Measure Success:**
    - Increased client engagement, as evidenced by the increase in the number of unique clients served in the MAT program.
    - Increased retention, as evidenced by an increase in the number of days clients remain in the program.
  - **Program Success:**
    - Signature Health was able to hire a promising candidate for the Peer Support Specialist position on 6/24/19, but they resigned on 8/30/19. The individual only worked with one MAT client during that time period.
    - The agency recently hired a new individual to fill the role and they started on 9/16/19. With a few months left in the year, the agency hopes to make some progress.
  - **Average Cost Per Client:**
    - n/a
  - **Additional Information:**
    - n/a
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# CY 2020 Program Highlights and Outcomes

## Signature Health

- **North Ridge Commons:** provides supportive services to Northridge Commons, which is a 30 unit permanent housing environment, owned by EDEN, Inc., and operated by Signature Health for clients who are 50 years of age and older and have a mental illness.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
    - Anticipated serving and served 30 clients.
    - 27 clients have successfully completed the services and 28 are continuing to receive services.
  - **Goals Met:**
    - 93% of the goals set for this program have been met in the first 6 months. Of the 30 clients served through the program, 27 have successfully maintained their housing and are no longer chronically homeless.
    - Signature Health anticipates meeting all set program goals by the end of 2019.
  - **Metrics used to Measure Success:**
    - Track the number of residents who successfully maintain their housing at North Ridge Commons.
  - **Program Success:**
    - 93% of the residents at North Ridge Commons have successfully maintained their housing. One resident passed away, one was evicted, and one moved out to independent living.
  - **Average Cost Per Client:**
    - \$2,265.60 per client.
  - **Additional Information:**
    - Signature Health has had a rather challenging time filling the peer support position.
    - The agency is utilizing different networking opportunities to recruit more successfully.
    - The lack of peer support at North Ridge Commons limits the programming that is able to be offered.
    - Each semester, Cleveland State University sends a group of student nurses to conduct educational groups, which is highly beneficial to resident
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# CY 2020 Program Highlights and Outcomes

## Signature Health

### Peer Support:

#### **First Six Months of 2019 Outcomes:**

- In the First Six Months of 2019:
    - Anticipated serving 137 clients, but actually served 135.
    - 135 clients have successfully completed the program; 130 are still receiving services.
    - Clients saw staff members an average of 18 times.
    - Average caseload is 33 clients per staff member.
  - **Goals Met:**
    - 100% of the program's goals were met. The agency's goal was to increase the capacity for peer support services, which has been done.
    - Signature Health anticipates exceeding the 2019 goals.
  - **Metrics used to Measure Success:**
    - Signature Health keeps a count of the number of unique clients served.
    - The agency has just begun utilizing data from the Basis 24, which should provide better outcome measures in the future.
  - **Program Success:**
    - Three Peer Support Specialists are in this program (One has been on intermittent FMLA for the first half of the year.)
    - 135 unique clients have been provided peer support services. Nearly half of those hours were mental health peer support and the other half were substance abuse peer support.
    - 205 peer support groups were conducted.
  - **Average Cost Per Client:**
    - \$473.21 per client.
  - **Additional Information:**
    - The agency has been conducting interviews for the two open Peer Support Specialist positions at ORCA House since February, but has been unable to fill the spot successfully. Currently, the agency is looking into filling the positions internally.
    - The ultimate goal is to have staff in place to improve coordination of care as patients move to a lower level of care.
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# CY 2020 Program Highlights and Outcomes

## Signature Health

- **Recovery Housing:** provided at Crawford House to male clients who have completed ORCA residential treatment. Residents receive a secure and stable living environment, have structure (chores), responsibility (required outpatient, group therapy) and accountability (sober living, resource referral, etc.).

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
    - Anticipated serving 10 clients, but actually served 11.
  - **Goals Met:**
    - The agency set the goal to serve 10 men in Crawford House for the first 6 months of 2019 and:
      - Provide quality housing
      - Increase the level of each resident's self-support
      - Increase each resident's support network
      - Lowering each resident's probability of incarceration
  - **Metrics used to Measure Success:**
    - Number of clients who reside in Crawford House
    - Signature Health does not provide any services to residents of Crawford House, so specific data is not collected.
  - **Program Success:**
    - Provided housing for more clients than anticipated.
  - **Average Cost Per Client:**
    - \$1,140.00 per client
  - **Additional Information:**
    - Crawford House is a 7 bed room sober living home.
    - Space is available to men who have, at minimum, 30 days of sobriety.
    - In order to remain at Crawford House, the resident pays a rent amount of \$300 per month and attends a minimum of five 12-Step meetings.
    - There are no staff members employed at Crawford House, but there is a resident manager who assists in collecting rent and managing any resident issue that may arise.
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# CY 2020 Program Highlights and Outcomes

## Signature Health

- **Transportation:** is provided to remove barriers to treatment and health maintenance. This program will ensure that clients that have issues with transportation get to necessary BH and primary care appointments.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 100-150 clients, but actually served 416 clients; 205 were recurrent ride users and a total of 2,152 rides were provided.
  - Signature Health expects to serve approximately 240-270 clients per month for the rest of the year. Individual rides are provided by Lyft.
- **Goals Met:**
  - 100% of patients involved with transportation received transportation.
  - The main goal set for this project's first year was to increase client attendance for appointments.
    - Each patient utilizing transportation attended the service they had scheduled, making the show rate 100%. The agency is compiling data to attempt to capture this 100% show rate in comparison with this particular patient population cancellation/no show rate. A cancel/no show rate seen as "typical" is between 30% and 60%, depending on the service.
  - In the first six months, the agency has already surpassed the number of patients anticipated to be served for the year.
- **Metrics used to Measure Success:**
  - By providing timely and reliable transportation, Signature Health is providing a success rate that, though a biased number, is 100%.
  - Reduction of no shows will need to be further extracted from patient data to set a no show rate prior to transportation to demonstrate change. If a low estimated no show rate of 30% is seen as standard, then based on the number of rides provided, an estimated 646 no shows or cancellations due to transportation were avoided.
- **Program Success:**
  - Given the reduced or eliminated bus lines over the past 3 years, patients have struggled with transportation.
  - Additionally, ParaTransit has been poor in response, making patients wait 3 hours or longer and, at times, never showing up.
  - We provided 100% reliable transportation. Initial glitches have been worked out to increase responsiveness and timing.

# CY 2020 Program Highlights and Outcomes

## Signature Health

- **Average Cost Per Client:**
  - \$23.65 per client.
- **Additional Information:**
  - Patient satisfaction is extremely high as they compare their experiences to spending multiple hours of a day for a service that may only be 20 minutes (med check or injection). Reliably attending appointments is critical to wellness and elimination of tremendous stress and obstacles has a resounding impact as well.

### Signature Health Treatment Services Offered (Pooled Funding)

- SUD Case Management
- SUD Group Counseling
- SUD Intensive Outpatient
- SUD Lab Urinalysis
- Evaluation and Management
- Group Psychotherapy
- Individual Psychotherapy
- CPST Group
- MH Nursing (LPN)
- Partial Hospitalization
- Psychosocial Rehabilitation (PSR)
- Therapeutic Behavioral Services (TBS)
- Psychiatric Diagnostic Evaluation
- ORCA House – SUD Residential Treatment
- Community Psychiatric Supportive Treatment (CPST) – Individual (Pooled Funding)

### **First Six Months of 2019 Outcomes:**

- In the First Six Months of 2019 clients received a wide-variety of treatment services; outcomes for each service are different and are available through ADAMHS Board SHARES reports.
- **Goals Met:**
  - Treatment services were provided to 879 clients.
- **Metrics used to Measure Success:**
  - Success is measured through achievement of goals as outlined in the Individual Service Plans, which vary for each client.

# CY 2020 Program Highlights and Outcomes

## Signature Health

- Signature Health will utilize the Ohio Scales and BAM through the SHARES system this year in collaboration with the ADAMHS Board.
- **Program Success:**
  - Clients who could otherwise not afford treatment services are provided treatment.
- **Average Cost Per Client:**
  - Treatment costs range from \$38.40 to \$2,385.47
- **Additional Information:**
  - n/a

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Sober Living Cleveland, Inc.</b>			
Recovery Housing for Women	\$ 10,660	\$ 10,660	Housing
<b>Total</b>	<b>\$ 10,660</b>	<b>\$ 10,660</b>	

# CY 2020 Program Highlights and Outcomes

## Sober Living Cleveland

- Sober Living Cleveland provides high quality housing to women leaving rehabilitation from alcohol and substance use. ADAMHS Board funding supports the following initiative:

- Recovery Housing for Women**

**First Six Months of 2019 Outcomes:**

- In the First Six Months of 2019:
  - Anticipated serving 18 clients, but actually served 22.
  - 12 clients have successfully completed the program; 2 are currently receiving services.
  - Clients saw a:
  - Other staff an average of 180 times.
    - Average caseload is 10 clients.
- **Goals Met:**
  - Sober Living Cleveland receive a rate of \$24.65 per day for a resident from the ADAMHS Board. The agency also received grant funding from two foundations. The agency operates by majority of residents paying fees for their residency in the recovery house. Additionally the Board of Directors raises dollars that support the program.
  - The agency surpassed the expected number of women served, currently at 61% of the goal for number of women served.
  - The agency anticipates meeting all goals of the program with current residents being served. Residents are engaged in their chosen path of recovery and working through their individualized recovery plans.
- **Metrics used to Measure Success:**
  - Sober Living Cleveland is certified by Ohio Recovery Housing. Each resident enters their data into the online system.
  - The agency identified data points that best describe the effectiveness of their recovery housing program. The metrics are directly from SAMSHA. SLC tracks sobriety, engagement in recovery, recidivism, mental and physical health, obtaining pertinent documents, and stable housing upon move-out.
- **Program Success:**
  - 81% of residents maintained sobriety with 81% also discharging to stable living environments.
  - 0% recidivism rate of residents.
  - 77% of residents are engaged in school or employed. The other 23% receive either disability income or retirement income.

# CY 2020 Program Highlights and Outcomes

## Sober Living Cleveland

- 100% of our residents are engaged in a chosen recovery program, including medication assisted treatment, celebrate recovery and 12 step programs.
- **Average Cost Per Client:**
  - \$24.65 per day.
- **Additional Information:**
  - Sober Living Cleveland is certified by Ohio Recovery Housing by meeting the National Alliance for Recovery Residences standards.
  - The agency serves women who are diagnosed with substance use disorders as well as co-occurring mental health conditions.
  - Over the past year, the agency started providing recovery housing to women receiving MAT.
  - Sober Living Cleveland utilizes evidence-based practices in dealing with medication as defined by NARR standards.
  - Residents living in the house are from racially, ethnically, spiritually, and economically diverse backgrounds. Our population makes up a cross section of women from a variety of socioeconomic groups, national origins and sexual orientations.
  - Over the past year, the agency has supported women as they rebuild relationships with their families, with two residents regaining custody of their children.
  - Residents report 96% satisfaction with their recovery housing and 100% report they would recommend the agency to a family member.
  - Sober Living Cleveland empowers women in recovery from addiction to alcohol and other drugs by providing safe, affordable sober housing, support for healthy habits, and a foundation for a better life.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>St. Vincent Charity</b>			
Transportation	\$ 40,000	\$ 40,000	Transportation
Psychiatric Emergency Department	\$ 3,000,000	\$ 3,000,000	Crisis
<b>Total</b>	<b>\$ 3,040,000</b>	<b>\$ 3,040,000</b>	
<b>Pooled Funding:</b>			
Inpatient Detoxification	\$ -	\$ -	
Medication Assisted Treatment (MAT): Buprenorphine and Vivitrol	\$ -	\$ -	
Rosary Hall - Chemical Dependency Outpatient	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## St. Vincent Charity Medical Center

- St. Vincent (St. V's) Charity Medical Center's Rosary Hall offers a continuum of care, capable seamlessly transitioning patients through a process of in-patient medical withdrawal/detoxification to outpatient rehabilitation and into community-based support networks. The ADAMHS Board funding supports the following initiatives:

- Transportation:** Rosary Hall clients have access to free Lyft transportation services that provide round trip transportation from their residence to treatment. All rides are coordinated by Rosary Hall staff and clients are able to attend IOP worry-free and avoid temptations that may arise on public transportation.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 40 clients in chemical dependency, but actually served 138 clients; and, 288 rides/passes for PED/Inpatient Psych, but actually served 1,244 clients.
  - 75 clients have successfully completed rides in chemical dependency; 14 are still receiving rides
  - In total, 1,244 rides/passes have been provided in the PED/Psych inpatient.
  - Clients saw a:
    - Psychiatrist, Counselor, Social Worker, Nurse and other staff at least daily while participating in the program.
  - Average caseload is 12 clients per counselor and 11.47 patients per day in the PED.
- **Goals Met:**
  - Goal: 80% of Lyft rides will be successful, meaning clients will participate in and complete treatment. To date the completion rate is 60%.
  - Goal: Provide 198 bus tickets and 90 Lyft rides (originally proposed as cab vouchers) to PED/Inpatient Psychiatry clients. To date this goal has been exceeded with 793 bus tickets were provided and 451 Lyft rides were provided for PED/Inpatient Psych. clients.
  - SVCMC is on track to far exceed the numbers served with Lyft tickets and bus passes for 2019.
  - Lyft clients rides is currently at 60% completion rate for Chemical Dependency Outpatient Programs and may not meet the 80% goal for 2019.
- **Metrics used to Measure Success:**
  - Circulation provides data analytics for patients and clients participating in the transportation program, which includes total rides, total distance, total cost,

# CY 2020 Program Highlights and Outcomes

## St. Vincent Charity Medical Center

number of rides per day, average distance per ride, average cost per ride, and average time per ride.

- Analytics also show the number of successful versus unsuccessful rides (rides not accepted or cancelled), as well as individuals that successfully completed treatment.
- Bus tickets are tracked in a detailed activity log by a staff member from Behavioral Health.
- **Program Success:**
  - 138 individuals received Lyft transportation; of the individuals served, 60% completed treatment.
  - 793 bus tickets and 451 Lyft rides were provided for the PED/Inpatient Psych. clients.
- **Average Cost Per Client:**
  - The average cost per Lyft ride is \$25
  - The average cost per bus ticket is \$5.50
- **Additional Information:**
  - Innovative approaches to transportation, such as Lyft, have enabled SVCMC to revolutionize the way it connects its patients and clients to treatment and services.

- **Psychiatric Emergency Department:** provides assessments, observations, treatment and referrals for individuals experiencing a mental health and/or alcohol and other drug crisis.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 1,950 clients, but actually served 2,120.
  - 2,115 clients have successfully completed treatment.
  - Clients saw a:
    - Psychiatrist, Social Worker, Nurse and other staff members at least once daily, with an average of 11.47 clients seen per day.
- **Goals Met:**
  - Provide patients with the most comprehensive, patient-centered approach to care, including stabilizing patients in times of crisis, offering patients integrated care, and providing a comprehensive discharge plan to reduce or eliminate readmissions to the PED to 20% or less annually;
  - Provide 23-hour observations and assessment to help reduce unnecessary admissions to Northcoast Behavioral Healthcare;

# CY 2020 Program Highlights and Outcomes

## St. Vincent Charity Medical Center

- Continue to partner with emergency response teams so that 50% or more of referrals come from these sources.
- All three goals (100%) were achieved.
- Given the success in the first six months of 2019, SVCMC feels strongly that all goals are on track to be met by December 31, 2019.
- **Metrics used to Measure Success:**
  - The PED tracks and collects patient information such as discharge destination and referral sources (including repeat referrals), which are the two main sources of data utilized to assess goals.
- **Program Success:**
  - SVCMC achieved the outcome of having less than 20% repeat patients. In 2019, only 8.6% patients were repeat patients.
  - SVCMC achieved the outcome of having less than 5% of patients discharged to Northcoast Behavioral Healthcare (NBHC). In 2019, 1% of patients were discharged to NBHC.
  - SVCMC achieved the outcome of having 50% of patients come from emergency response teams. In 2019, 53% of patients were referred from these sources.
- **Average Cost Per Client:**
  - \$968.73 per visit
- **Additional Information:**
  - SVCMC believes round-the-clock emergency acute stabilization is an absolute necessity for the continuum of psychiatric care in Cuyahoga County. Without this resource, the most extreme cases in the county will be without access when they need it or diverted to treatment that falls short of their need.
  - SVCMC thanks the ADAMHS Board of Cuyahoga County for their partnership in responding to the most extreme psychiatric needs in the county. The success demonstrated in these first six month would not be possible without the collaboration of multiple service-oriented organizations, including the ADAMHS Board of Cuyahoga County.

- **Inpatient Detoxification (Pooled Funding):** medical treatment, in an inpatient setting, to help clients withdraw from drugs and alcohol.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 50 clients, but actually served 27.
  - 15 clients have successfully completed treatment; 3 are currently receiving treatment (this changes daily).

# CY 2020 Program Highlights and Outcomes

## St. Vincent Charity Medical Center

- Clients saw a Counselor, Social Worker, Nurse and other staff member at least once daily while in treatment.
- Average caseload is 4 patients per registered nurse.
- **Goals Met:**
  - SVCMC anticipates that 70% of patients will be successful and commit to the next level of care at discharge, whether that be residential treatment or the Intensive Outpatient Program (IOP), depending on their needs.
  - The goal of Inpatient Detoxification was not achieved as 15 of 27 patients completed Inpatient Detoxification. This translates to a 56% success rate.
  - Many patients arrived without insurance and were signed up for Medicaid after working with SVCMC staff. As a result, numbers served were slightly lower than anticipated.
- **Metrics used to Measure Success:**
  - SVCMC tracks and collects client information with Milestone Performance Target Tracking, which measures successful program completion. This enables staff to analyze the success of ADAMHS Board funded patients on a quarterly basis.
- **Program Success:**
  - SVCMC did not achieve the outcome of having 70% of ADAMHS Board funded patients complete Inpatient Detoxification and commit to the next level of care.
  - SVCMC achieved a 56% completion rate for ADAMHS Board funded patients.
- **Average Cost Per Client:**
  - \$994.36 per day, \$3,793.31 per case (total treatment)
- **Additional Information:**
  - In 2019, SVCMC's Inpatient Detoxification faced challenges with obtaining reimbursements for service through some Medicaid Managed Care Organizations (MCOs).
  - Some Medicaid MCOs have not allowed patients to receive hospital-based Inpatient Detoxification for ASAM Level 4 addictions.
  - Despite this change in some Medicaid MCOs reimbursement structure, SVCMC firmly believes that hospital-based Inpatient Detoxification is important for individuals detoxifying from an opiate addiction given the access patients have to medication-assisted treatment, lab studies, primary care, and other resources only hospitals can offer.
  - SVCMC cannot bear the expense of detoxifying individuals without any form of reimbursement, and, as a result, these individuals have been referred to a lower level of care, contributing to the county-wide shortage of detoxification for ASAM Level 3.7 addictions.

# CY 2020 Program Highlights and Outcomes

## St. Vincent Charity Medical Center

- **Medication Assisted Treatment (MAT): Buprenorphine and Vivitrol (Pooled Funding)**: utilize medication (Buprenorphine and Vivitrol) for the treatment of opioid use disorder; all clients receiving MAT must attend individual and/or group therapies.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 8 clients with Buprenorphine and 12.5 with Vivitrol, but actually served zero.
  - The average caseload is 12 clients per one counselor.
- **Goals Met:**
  - Success of the program will be measured by the number of patients that are able to complete the program and commit to the next level of care. Specifically, SVCMC anticipates that 60% of ADAMHS Board funded patients participating in buprenorphine MAT will complete the program, achieve and maintain abstinence, and engage in supportive relationships.
  - SVCMC anticipates that 70% of ADAMHS Board funded patients participating in Vivitrol MAT will complete the program, achieve and maintain abstinence, and engage in supportive relationships.
  - SVCMC does not anticipate meeting its 2019 goals for MAT because staff has been able to sign up all patients for Medicaid for buprenorphine MAT and the Vivitrol MAT has not begun yet.
- **Metrics used to Measure Success:**
  - SVCMC tracks and collects client information with Milestone Performance Target Tracking, which measures successful program completion. This enables staff to analyze the success of ADAMHS Board funded clients on a quarterly basis.
- **Program Success:**
  - No patients have been uninsured, therefore no clients required funding from the ADAMHS Board for MAT.
- **Average Cost Per Client:**
  - n/a
- **Additional Information:**
  - The buprenorphine MAT has not seen any ADAMHS Board funded patients since staff was able to sign up all patients for Medicaid.
  - There has been some delays related to implementation of the Vivitrol MAT program, which requires specialty training to be completed for nursing and pharmacy. Additionally, it took some time to obtain agreements, in writing, from the vendor regarding payment for the drug.

# CY 2020 Program Highlights and Outcomes

## St. Vincent Charity Medical Center

- The biggest challenge implementing the program was ensuring patients safely receive the challenge dose and first dose of Vivitrol MAT without extending the length of their stay in Inpatient Detoxification.
- Despite these setbacks, SVCMC welcomed its first Vivitrol MAT patient in September, 2019. SVCMC looks forward to more patients utilizing this much needed service in the future.

- **Rosary Hall Chemical Dependency Outpatient (Pooled Funding):** provides treatment services to a person and allows the client to keep going to work or school during the day.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 70 clients, but actually served 20.
  - 9 clients have successfully completed treatment and 7 clients received assessments; a total of 16 clients have been served.
  - Clients saw a:
    - Counselor an average of 20 times
    - Social Worker an average of 3 times
    - Staff member an average of 3 times
  - Average caseload is 12 clients per counselor.
- **Goals Met:**
  - Success of the program will be measured by the number of clients that are able to complete the program and commit to the next level of care. Specifically, SVCMC anticipates that 70% of ADAMHS Board funded clients from the Intensive Outpatient Program (IOP), as well as an IOP step-down, including the Outpatient Program (OP), and Non-Intensive Outpatient Program (NIOP) will complete the program and commit to the next level of care.
  - The goal of the program was not achieved by a very small margin. Of the clients served, 13 participated in treatment and 9 completed, translating to a 69% success rate.
  - SVCMC anticipates that goals are on track to be met by December 31, 2019.
  - Numbers served are lower than anticipated because the team at SVCMC works diligently to get all clients signed up for Medicaid.
- **Metrics used to Measure Success:**
  - SVCMC tracks and collects client information with Milestone Performance Target Tracking, which measures successful program completion. This enables staff to analyze the success of ADAMHS Board funded clients on a quarterly basis.

# CY 2020 Program Highlights and Outcomes

## St. Vincent Charity Medical Center

- **Program Success:**
  - 69% success rate, as 13 clients participated in treatment and 9 completed.
  - An additional 7 clients received and completed an assessment, but did not engage in treatment. Those individuals are factored in the total number served, but not the achievement total.
- **Average Cost Per Client:**
  - \$3,840.05 per client (for total treatment routine)
- **Additional Information:**
  - Ohio's Medicaid insurance precludes low-income patients from entering most residential programs in Cuyahoga County.
  - Some area residential treatments centers do not accept Medicaid while other local treatment programs are designated for clients with a primary diagnosis of a mental health disorders.
  - When low-income SUD clients are discharged from detoxification, generally their only option is to enter outpatient programming even though a higher level of care, such as a Partial Hospitalization Program (PHP), is needed. In fact, SVCMC has noticed many IOP clients need a higher level of care.
  - PHPs provide a level of care higher than IOPs, but lower than detoxification or residential treatment.

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Stella Maris</b>			
Sober Housing	\$ 140,000	\$ 200,000	Housing
Supportive Housing	\$ 125,706	\$ 125,706	Housing
<b>Total</b>	<b>\$ 265,706</b>	<b>\$ 325,706</b>	
<b>Pooled Funding:</b>			
Detoxification	\$ -	\$ -	
Outpatient Treatment Services	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## Stella Maris, Inc.

- Stella Maris has provided drug and alcohol treatment services to the people of Greater Cleveland since 1948. The ADAMHS Board funding supports the following initiatives:

- Sober Housing:** provide sober living environments, which will ensure continuity of care beyond traditional treatment.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 66 clients, but actually served 130.
  - 59 clients have successfully completed the entire program; 25 are currently receiving services.
  - Clients saw a:
  - N/A
    - Average caseload is 130.
- **Goals Met:**
  - Goal to increase the number of referrals. Referrals increased by 270% (48 in CY18 and 130 in CY19). 2.
  - Goal to increase the number of ORH certified houses. No additional houses opted for ORH.
  - Goal to increase the number of bed days paid. Bed days paid increased by 579% (1,006 in CY18 and 5,821 in CY19)
  - Goal to increase the number of clients staying: 0-30, 31-59, and all 60 days. 129%, 1,033%, and 5,100% respectively (31 vs 40 0-30 days, 3 vs 31 31-59 days, and 1 vs 59 60 days). Note: 25 of these clients were active, which skews down length of stay.
  - 100% of the goals for the program are being met, except for increasing the number of ORH certified housing in the sober housing network. No additional houses in the network opted to become ORH certified.
- **Metrics used to Measure Success:**
  - To measure the success of this program, Stella Maris uses the sober housing program responsibilities and procedures form/participating house information form, partner agency clients referral form, and invoices submitted by network houses to calculate the total dollars paid out to each house, calculate the number of bed days utilized at the end of every month and calculate the length of stay for each client.
- **Program Success:**
  - Number of referring agencies: 7
  - Number of sober houses: 20

# CY 2020 Program Highlights and Outcomes

## Stella Maris, Inc.

- Number of referrals: 130
- Number of bed days paid through June 30<sup>th</sup>: 5,821
- Length of stay: 40 clients stayed 0-30 days, 31 clients stayed 31-59 days, 59 clients stayed all 60 day
- **Average Cost Per Client:**
  - \$537.32 per client (\$12.60 per day per client)
- **Additional Information:**
  - The Stella Maris Recovery Housing Network has provided housing for 130 clients during this time period. These clients successfully completed treatment at varying levels of care or are currently in treatment.
  - The funding they received for housing allowed these clients to look for work and/or continue treatment.
  - There is a sober housing shortage in Cuyahoga County and these indigent, largely unemployed, clients have trouble accessing resources to help them obtain safe and sober housing.
  - In addition, with the advent of the Ohio Recovery Housing (ORH) certification, many of the 12-step informed sober houses are resistant to becoming certified to receive that funding. The Recovery Housing Network has allowed those houses to participate, despite most of the state funding requiring OHR certification. These 12-step based houses are an important asset to our community and the provider agencies rely on these beds in order to complete the county continuum of care.

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- **Supportive Housing:** refers clients, who have completed detox or residential treatment and are in need of housing, to non-profit sober houses that are certified for AOD treatment services. Some of these homes are operated by Stella Maris.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 33 clients, but actually served 25.
  - 14 clients have successfully completed the program; 4 are currently receiving services.
  - Clients saw a:
    - CPST an average of 8 times.
    - Psychiatrist an average of 1 time.
    - A Nurse an average of 8 times.
    - Other staff an average of 16 times.
      - Average caseload is 15 clients.

# CY 2020 Program Highlights and Outcomes

## Stella Maris, Inc.

- **Goals Met:**
  - 100% of the goals for the program are being met. Stella Maris goals for Supportive Housing are that 85% of all clients admitted to Supportive Housing will be satisfied with the services that were provided, 90% of all clients admitted will engage in treatment and participate in the development of their individualized service plan, 70% of all clients admitted will show an understanding of addiction and 60% of all clients will successfully complete all levels of care in Supportive Housing and commit to the next level of care and follow through with referrals in the community.
  - Stella Maris anticipates 100% of goals being met and exceeded by calendar year end. Goals are monitored and recorded on a monthly basis for continuing evaluation of the program.
- **Metrics used to Measure Success:**
  - Stella Maris measures satisfaction for provided services with an exit survey and measures client engagement in treatment, participation in the development of their individualized service plan, and understanding of addiction with a monthly assessment during the client's stay. Success is measured by clients successfully completing all levels of care during the client's stay in Supportive Housing, including committing to the next level of care, if needed, and following through with referrals in the community.
- **Program Success:**
  - 98% of clients were satisfied, 100% of clients engaged in treatment and participated in the development of their individualized service plan, 80% of clients showed an understanding of addiction, and 66% of clients successfully completed. Program goals were exceeded.
- **Average Cost Per Client:**
  - \$43.95 per client per day.
- **Additional Information:**
  - Stella Maris has over 70 years of experience working with people who have a Substance Use Disorder diagnosis and now offers a complete continuum of care to clients. We passionately work to serve the needs of those in our care and work diligently to ensure we are able to financially support the type of services we believe lead to stronger outcomes.
  - All programs are Joint Commission Accredited and Stella Maris is an Ohio Recovery Housing (ORH) certified sober housing provider.
  - Housing services, together with ancillary services such as art therapy, anger management, job readiness programs, transportation assistance, nursing services, and family education groups are offered and are designed to remove barriers to

# CY 2020 Program Highlights and Outcomes

## Stella Maris, Inc.

recovery and assist clients in maintaining motivation for recovery maintenance and sober coping skills.

- In 2018, 80 percent of all clients who entered Stella Maris supportive housing were homeless upon entry and 85% left Stella Maris with either a job and/or enrolled in an educational program. Due to the overwhelming need, Stella Maris is expanding capacity through a capital campaign in an effort to provide Cuyahoga County residents, and Northeast Ohio, with greater access to treatment.

- **Detoxification (Pooled Funding):** medical treatment to help clients withdraw from opiates and opioids (such as heroin and fentanyl), alcohol, benzos, suboxone, barbiturates and amphetamines and other substances.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 134 detox clients and 269 room and board only clients, but actually served 133 detox clients and 283 room and board only clients.
  - 79 detox and 196 room and board only clients have successfully completed the entire curriculum; 13 detox clients are currently receiving services.
  - Clients saw a:
    - Psychiatrist an average of 5 times
    - Counselor an average of 5 times
    - Nurse an average of 9 times
    - Other staff an average of 9 times
      - Average caseload for counselors is 8 clients and average caseload for nursing staff is 6.66 clients.
- **Goals Met:**
  - 100% of the goals for the program are being met. Stella Maris goals are to ensure a safe detoxification in a supervised setting with 24-hour nursing care and to engage the client in further treatment.
  - The projected goal of 63% completion was achieved with 66% completed.
  - The NIDA benchmark for clients leaving Against Medical Advice (AMA) is 37% overall, with opioid detox between 60% and 80% leaving AMA. For this period our rate of clients leaving AMA was 34%. Of the clients that completed detox, 83% went on to the next level of care.
  - Stella Maris anticipates 100% of goals being met in 2019.
  - Stella Maris constantly works on decreasing the AMA rate. Several new counselors with high level credentials were hired in an effort to provide more individual counseling with more interactive group programming.

# CY 2020 Program Highlights and Outcomes

## Stella Maris, Inc.

- Stella Maris partnered with the Music Settlement to provide music therapy and is working on a partnership with Thrive Behavioral Health to add peer support during detox.
- Stella Maris continues to have long wait lists and anticipates serving 200 more detox clients in 2019 than in 2018.
- **Metrics used to Measure Success:**
  - Stella Maris measures the success of the program by the completion rate, the number of clients that remain engaged in treatment, and the number of clients that move on to the next appropriate ASAM level of care following the completion of detox.
  - In addition, success is measured by satisfaction surveys and performance target tracking through our electronic medical record system.
  - The SAMSHA standards of completion of treatment are utilized.
- **Program Success:**
  - The Stella Maris detoxification program had a 66% successful completion rate for all ADAMHS clients. 13 clients remained active in treatment.
  - Of the 79 clients whose detox was funded by the ADAMHS board that completed detox, 66 (86%) went on to further treatment.
  - Over 85% of those clients had a primary diagnosis of Opioid Use Disorder.
- **Average Cost Per Client:**
  - \$459.24 per client per day.
- **Additional Information:**
  - The program is ASAM 3.7 inpatient withdrawal management.
  - The detoxification unit is located on the Stella Maris campus in Cleveland. It has 20 beds for people 18 years of age and over. Four beds are maintained for the Northeast Ohio Regional Collaborative and serve Cuyahoga, Geauga, Summit, Lorain, Ashtabula, and Lake Counties.
  - Stella Maris accepts Medicaid, commercial insurance, as well as self-pay clients.
  - The Stella Maris detox is one of only two standalone ASAM 3.7 withdrawal management facilities in Cuyahoga County.
  - Stella Maris is in the process of building a new detox facility to better serve our clients. The facility is expected to be completed by June 2020. The new facility will have 20 detox beds, a central intake department for all Stella Maris levels of care, and a new kitchen and cafeteria. There will also be considerably more room to enhance programming and increase client engagement. This renovation will also create additional space for additional detox beds and for wrap around services such as trauma specific therapies, mental health services, peer recovery coaching, and a wellness center.

# CY 2020 Program Highlights and Outcomes

## Stella Maris, Inc.

- **Outpatient Treatment Services (Pooled Funding):** provides treatment services to a person and allows the client to keep going to work or school during the day.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 52 clients in PHP and 20 clients in IOP, but actually served 19 clients in PHP and 38 clients in IOP.
  - 13 clients in PHP and 26 clients in IOP have successfully completed the program; 3 clients in PHP and 8 clients in IOP are still receiving services.
  - Clients saw a:
    - CPST an average of 3 and 6 times respectively
    - Psychiatrist an average of 1 time
    - Counselor an average of 10 and 30 times respectively
    - Nurse an average of 10 and 2 times respectively
      - Average caseload is 10 clients.
- **Goals Met:**
  - 100% of the goals for these programs are being met. Stella Maris goals for the PHP program are to help clients engage in outpatient care and progress to the next level. The PHP goal is for a 60% completion of the two week program and 70% of clients progressing to the next level of care.
  - IOP goals are at least 40% graduation from the program, 90% of clients participate in development of the treatment plan, 50% of clients will self-disclose in individual sessions and groups, and 50% will demonstrate an understanding of the disease concept of addiction.
  - Stella Maris anticipates 100% of goals being met and exceeded by calendar year end. Goals are monitored and recorded on a monthly basis for continuing evaluation of the program.
- **Metrics used to Measure Success:**
  - Stella Maris measures client participation and engagement in treatment, participation in treatment planning, client self-disclosure, and understanding of the disease of addiction with an assessment every 3 weeks during the client's outpatient care.
  - Success is measured by clients successfully completing the PHP and IOP programs and moving on to the next level of care, if needed.

# CY 2020 Program Highlights and Outcomes

## Stella Maris, Inc.

- Stella Maris uses intake and admission data, satisfaction surveys, treatment plans and progress notes, discharge summaries, and the SAMSHA national standards for completion of treatment to evaluate the success of programming.
- **Program Success:**
  - 81% of PHP clients funded by the ADAMHS board successfully completed PHP and 92% of those clients moved on to the next level of care.
  - 68% of IOP clients completed IOP and 100% of those clients successfully moved to the next level of care.
  - Of clients funded by the ADAMHS Board, 100% participated in the development of their treatment plans, 100% of clients demonstrated good self-disclosure in groups and individual sessions, and 92% demonstrated an understanding of the disease concept of addiction.
- **Average Cost Per Client:**
  - 234.11 per client per day in PHP
  - \$121.12 per client per day in IOP
- **Additional Information:**
  - The PHP program was started to help bridge the gap between Detoxification and IOP in an effort to reduce the number of clients who leave Detoxification and relapse while waiting to start IOP.
  - Even with the Stella Maris's multi-faceted approach to Medicaid enrollment, there are clients that continue to need ADAMHS funding. Stella Maris accepts all clients regardless of their ability to pay.
  - Outpatient Services, together with ancillary services such as art therapy, anger management, job readiness programs, transportation assistance, nursing services, and family education groups are offered at all outpatient levels of care and are designed to remove barriers to recovery and assist clients in maintaining motivation for recovery maintenance and sober coping skills.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Thrive Behavioral Health Care</b>			
Peer Support	\$ 25,000	\$ 25,000	Peer Support
Warmline	\$ 133,119	\$ 230,000	
<b>Total</b>	<b>\$ 158,119</b>	<b>\$ 255,000</b>	

# CY 2020 Program Highlights and Outcomes

## Thrive Behavioral Health Care

- Thrive Behavioral Health Care, formerly Ascent, partners with individuals in their recovery from mental illness and or substance abuse disorders through the delivery of integrated recovery support services. The ADAMHS Board funding supports the following initiative:

- Peer Support:** partners with individuals in their recovery from mental illness and or substance abuse disorders through the delivery of integrated recovery support services.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 75 clients, but actually served 45.
  - An undetermined number of clients have successfully completed the program; 45 are currently receiving services.
  - Clients saw a:
    - Staff person an average of 100 or more times
      - Average caseload is 20 peers per peer coach.
- **Goals Met:**
  - Our goal of assisting those with mental health conditions was 60% met during the reporting period.
  - Thrive's goal is to meet with 75 peers in 2019 and the agency had met with 45 individuals as of June 30, 2019.
  - Thrive's goal is to provide quality peer recovery support on a consistent basis to those that are uninsured or under-insured. These individuals are typically transient/homeless and do not utilize the SRS program with their managed care provider (if they have Medicaid).
  - The agency plans to exceed its goals for the remainder of the year by working with more provider agencies and within the courts/hospitals.
- **Metrics used to Measure Success:**
  - Number of calls with peer support.
  - Number of visits with peer support.
  - Number of times a peer needed transportation.
  - Number of referrals made for peer.
- **Program Success:**
  - January - February 2019 met with 12 unique individuals.
  - March - April 2019 met with 21 unique individuals.
  - May - June 2019 met with 12 unique individuals.
  - This was for a total of 146.05 hours or an average of 3.25 hours per peer.
- **Average Cost Per Client:**

# CY 2020 Program Highlights and Outcomes

## Thrive Behavioral Health Care

- \$62.04 per peer per hour.

- **Additional Information:**

- Thrive has grown exponentially in the first two quarters of 2019. The agency increased its number of staff, promoted from within and expanded the Thrive family.
- Many that we provide services to do not have Medicaid, are homeless and experience mental health and co-occurring disorders. The funding thus far has allowed us to provide phone calls (not reimbursable by Medicaid) to many individuals and provide peer support to those who are homeless and just want someone to talk to. This program is unique as it allows for phone calls to the peer as well as in-person visits.
- In CY2020 Thrive will continue to build upon its new collaboration with Homeless Hookup to expand services to the homeless and with mental health/co-occurring disorders.

- **Warmline:** is a peer-run call center to prevent isolation and provide understanding and a listening ear to people living with mental illness.

- **First Six Months of 2019 Outcomes:**

- In the First Six Months of 2019:
  - It's unknown how many clients were served by this program for the entire reporting period because the program was run by Living Miracles until May 2019.
  - 9,112 calls (missing April - May 22, 2019).
  - Approximately 4,000 calls/month
  - Clients saw a:
    - N/A
      - N/A
- **Goals Met:**
  - Thrive took over services for the Warmline in mid-May 2019. Living Miracles staff transitioned to Thrive policies and procedures. The agency also increased coverage during peak times and added new employees to the program.
  - Thrive only ran the Warmline for approximately 6 weeks of the 6 month period.
  - Currently, the agency is meeting 100% of goals outlined for this program.
  - Thrive will continue to improve Warmline services by offering continuing training to the staff, education of other staff on the services the Warmline provides and marketing of the Warmline.
  - With streamlining some of the data collection, Thrive anticipates being able to capture data effectively and efficiently.

# CY 2020 Program Highlights and Outcomes

## Thrive Behavioral Health Care

- **Metrics used to Measure Success:**
  - Total number of calls per shift.
  - Total calls by type of call to include: Information & Referral, Peer Support, Crisis & Problems accessing services.
  - Number of new callers.
  - Number of comments/complaints and how complaints were resolved.
  - Number of trainings held during the quarter for Warmline staff and topics presented on.
- **Program Success:**
  - January - March 2019 - 4372 Calls/90 New Callers - reported by Living Miracles.
  - April - May 22, 2019 - no data to report due to change in management.
  - May 23 - 31, 2019 - 654 Calls (unable to track new callers).
  - June 2019 - 4,086 Calls (unable to track new callers).
- **Average Cost Per Client:**
  - Data not available because Thrive was only funded from May 23 – June 30, 2019 for this program.
- **Additional Information:**
  - Thrive welcomed the Warmline as part of its service delivery. The Warmline staff has become a part of the Thrive family. They are caring, supporting and enthusiastic about helping those calling.
  - The Warmline gets a lot of calls that go unanswered even with adding an extra person during some shifts. Currently, staff does not return all calls, as infrastructure is not in place.
  - Staff listens to voicemails and administrative staff reaches out if there is a serious need.
  - A time limit of 10 minutes per call is sometimes unattainable as individuals want to talk, this results in the peer calling back multiple times and can pose as frustrating for some peers our staff interact with.
  - The program serves over 4,000 calls each month and has the ability to serve more.
  - With additional training of staff in programs like Mental Health First Aid, Motivational Interviewing, Trauma Informed Care and QPR, Thrive believes that the Warmline can serve a larger population in Cuyahoga County.
  - Thrive implemented the use of tablets to work to compile data in a more effective and efficient way the 2<sup>nd</sup> half of the year, and the Warmline manager will continue to participate in weekly meetings and the development/expansion of the Warmline.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Trinity Outreach Ministries</b>			
Inner City Youth and Families Cultural Arts Program	\$ 60,000	\$ 60,000	Prevention
<b>Total</b>	<b>\$ 60,000</b>	<b>\$ 60,000</b>	

# CY 2020 Program Highlights and Outcomes

## Trinity Outreach Ministries

- Trinity Outreach Ministries promotes balance and health through diversity and the arts in a way that affects both the Church and Community. The ADAMHS Board funding supports the following initiative:

- Inner-city Youth and Families Cultural Arts Faith-based Program:** after school and weekend prevention programs that uses a holistic, culturally sensitive faith-based approach.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 150 clients, but actually served 275.
  - 175 clients have successfully completed the entire curriculum; 632 completed the partial curriculum.
  - 150 clients are currently receiving services.
  - Clients saw a staff member (other) 40 times on average.
  - Client caseload average is 20.
- **Goals Met:**
  - Our target for the number of clients that were projected to be served was 150.
  - 275 were served.
  - We projected that of the 25 expected adult participants, at least 60% would demonstrate progress in the areas of relationships, self-worth toward internal beliefs, motivation and abstinence attitudes.
  - The goal was exceeded as we noted an average 89% who showed progress.
- **Metrics used to Measure Success:**
  - DESSA-mini.
  - Devereux Adult Resilience Survey (DARS).
  - We were given the challenge and funding to produce a Faith Program Initiatives 2019 Documentary that provides a snapshot of all the funded providers. The goal is to highlight each program, key players, program objectives, progress and the impact. The film is in post-production.
- **Program Success:**
  - An average of 89% of the adult participants gained knowledge to develop healthy relationships, learned skills to increase self-worth to enhance internal beliefs and values, learned strategies to develop/enhance self-motivation to increase independence, and learned how to self-regulate without the use of substances and negative influences.
  - At least 90% of the students who were administered Pre and Post DESSA Assessments for social emotional learning showed a level of progress.

# CY 2020 Program Highlights and Outcomes

## Trinity Outreach Ministries

- At least 155 people became connected to faith based organizations/activities.
- The protective and resiliency factors were strengthened as noted by the enhanced performing arts skills levels, testimonies of self-confidence, scores of the DESSA, DARS, the overall ability to profess hope in God/Higher Power and the ability to say No to drugs.
- **Average Cost Per Client:**
  - \$198.00 per client.
- **Additional Information:**
  - The at-risk urban youth and family members from the program have continued to attend church and other community based services.
  - They independently practice on their instruments, and report how helpful the program has been.
  - The Youth Leadership camp was very impactful and the participants are on good track for assisting their peers in making better choices.
  - The showcases for fashion, oratorical skills, voice, instruments and dances were successful.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>United Way Services</b>			
First Call for Help (Information & Referral)	\$ 85,000	\$ 85,000	Prevention
<b>Total</b>	<b>\$ 85,000</b>	<b>\$ 85,000</b>	

# CY 2020 Program Highlights and Outcomes

## United Way of Greater Cleveland

- United Way of Greater Cleveland's 2-1-1 connects individuals challenged by personal, health and economic struggles to social, health and government resources 24 hours a day, every day of the year. The ADAMHS Board funding supports the following initiative:
  - **First Call for Help (Information & Referral):** 2-1-1 HelpLink provides individuals receive free, professional and confidential information and service navigation to help them understand their options, resolve problems and improve their lives. There is also a chat center available for online assistance.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 3,000 clients, but actually served 2,841.
  - 2,841 clients received resources and referrals through the HelpLink.
  - Clients spoke with a Navigation Specialist 2,841 times.
  - Navigation Specialists do not carry caseload.
- **Goals Met:**
  - Informed and provided appropriate service options to 2,841 Cuyahoga County residents with addiction and/or mental health issues.
  - HelpLink met 47% of its 12 month goal of assisting 6,000 residents.
- **Metrics used to Measure Success:**
  - AIRS: Alliance of Information and Referral Systems, a classification system.
  - The total number of referrals offered by 2-1-1's Navigation Specialists for addiction and/or mental health treatment services and the length of the calls.
  - Caller information obtained during the call to assist in generating data are: caller zip code, city and county of residence, age, gender, callers relationship to client, reason for seeking help, length of the problem, how the caller heard about HelpLink, they type of problem(s) the client is having and the referrals that were made.
- **Program Success:**
  - Navigation Specialists worked with 2,841 Cuyahoga County Clients and provided 6,236 total referrals to those clients.
  - An average of two referrals per call were made. The most common requests were for mental health counseling services, crisis intervention, substance abuse treatment and detoxification.
- **Average Cost Per Client:**
  - The average cost per client is \$18.82.
- **Additional Information:**
  - 2-1-1 HelpLink is an anonymous, confidential referral service that provides service options to those that are facing a range of personal, health and/or economic issues.

# CY 2020 Program Highlights and Outcomes

## United Way of Greater Cleveland

- This services provides resources to clients seeking help with resource information and a plan to help resolve the assessed needs when possible
- The Navigation Specialist's role is to identify the event that initiated the call from the client through questioning. The questioning may uncover the underlying issues such as chemical addition or a mental health issue that needs to be addressed. This holistic approach to assisting clients result in longer call times but reduces the need for clients to call back for other issues.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>University Hospital</b>			
Acupuncture Based Support for Recovery	\$ 50,000	\$ -	
Addiction Psychiatry Fellowship	\$ 164,290	\$ 164,290	
Public Academic Liaison (PAL)	\$ 750,000	\$ 750,000	
<b>Total</b>	<b>\$ 964,290</b>	<b>\$ 914,290</b>	

# CY 2020 Program Highlights and Outcomes

## University Hospitals Cleveland Medical Center Department of Psychiatry

- University Hospitals Cleveland Medical Center Department of Psychiatry partners with the ADAMHS Board for the provision of clinical services, education and research in community mental health. The ADAMHS Board funding supports the following initiatives:
  - **Addiction Psychiatry Fellowship:** An Addiction Fellow rotates through ADAMHS Board-funded agencies (including Rosary Hall, Recovery Resources Matt Talbot, and New Directions) and provides behavioral health services (including MAT) to patients with mental illness and substance use disorders under the supervision of attending physicians. It is conservatively estimated that each Fellow could treat 150 patients during a one-year fellowship. Two fellowships would allow treatment for at least 300 clients in CY2019

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - The program did not begin until July because of the fellow rotation schedule and the academic year.
  - Two Addiction Psychiatry Physician Fellows and two Nurse Practitioners were hired as of July 1, 2019.
  - Per the funding parameters both Nurse Practitioners and one of the two psychiatrists have made a commitment to remain in Cuyahoga County and work in community agencies starting at the end of their current academic year - July 2021.
  - Continued funding would allow for the recruitment of additional fellows to begin training in July 2020 and to also make commitments to the county effective July 2021.
- **Goals Met:**
  - Two Addiction Psychiatry Physician Fellows and two Nurse Practitioners were hired as of July 1, 2019.
- **Metrics used to Measure Success:**
  - Number of Addiction Psychiatry Physicians and Nurse Practitioners recruited for the program.
  - Number of Addiction Psychiatry Physicians and Nurse Practitioners who complete the program and make a commitment to remain working in the public system.
  - Successful training and administration of MAT.
- **Program Success:**
  - Two Addiction Psychiatry Physician Fellows and two Nurse Practitioners were hired as of July 1, 2019.
  - Per the funding parameters both Nurse Practitioners and one of the two psychiatrists have made a commitment to remain in Cuyahoga County and work in community agencies starting at the end of their current academic year - July 2021.

# CY 2020 Program Highlights and Outcomes

## University Hospitals Cleveland Medical Center Department of Psychiatry

- **Average Cost per Client:**

- \$41,072.50 per fellow or \$410.73 per client served by program.

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- **Public Academic Liaison (PAL) Program (PAL):** is a joint venture of the Department of Psychiatry at University Hospital Case Medical Center and the ADAMHS Board for the provision of clinical services, education and research in community mental health. PAL residents provide Medical/Somatic services to several of the contract agencies of the Board at no cost provided that supervision of resident services is provided by either full-time or clinical faculty and is at no cost to the participating agency. Advance psychiatry residents spend one day per week providing medical/somatic services in community mental health center settings.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - PAL is not an agency and does not have clients of its own, rather the program provides an opportunity for physicians and physicians-in-training to learn and deliver services in a community agency. Therefore, PAL does not track the number of clients served by a fellow since each agency keeps that information.
  - PAL does track the number of Clinical Serve Hours:
    - Residents/Fellows: 2,688 hours.
    - Faculty: 9,060 hours.
- **Goals Met:**
  - 100% of the Program Goals were met during this reporting period.
    - Required Education/Training in Community Mental Health Services and interdisciplinary community care.
    - Direct clinical service provision at agencies funded by the ADAMHS Board.
    - Positive training experiences to encourage continuing participation in community mental health as providers post-graduation.
    - Leadership development to better prepare physicians for significant roles in community mental health.
    - Retention of graduates in Cuyahoga County public agencies.
- **Metrics used to Measure Success:**
  - Performance of residents on in-service and summative annual evaluations.
  - Confirmation of hours and agencies served.
  - Trainee feedback on training experiences on quarterly evaluations.
  - Number/percent of trainees participating in community mental health post-graduation.
  - Number/percent of graduates assuming leadership roles post-graduation.
  - Number/percent of graduated remaining in Cuyahoga County agencies post-graduation.

# CY 2020 Program Highlights and Outcomes

## University Hospitals Cleveland Medical Center Department of Psychiatry

- Clinical outcome measures are primarily the purview of the agencies where clinical services are provided.

- **Program Success:**

- 9 PGY-3& 4 adult psychiatry residents provided services at:
  - Circle Health/Centers East & West.
  - Signature Beachwood & West Offices.
  - Recovery Resources
  - Frontline Service
- 5 PGY-3 child psychiatry residents and 2 pediatric residents provide services at:
  - Bellefaire.
  - Applewood.
  - Carrington Youth
  - Circle Health /Centers.
  - Cleveland Public Schools.
  - Juvenile Court
  - New Directions.
  - Signature Health.

**Average Cost per Client:**

- \$53,571 per fellow.

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- Acupuncture-based Support for Recovery (NOT FUNDED FOR CY20):** was envisioned as a one-time training opportunity by University Hospital which would then be disseminated using the current trainees as future trainers.
    - Training was complete, however, University Hospitals requested additional funding in CY20 for “release time” of current employees who would participate in the training in the coming year.
    - Board staff is not recommending this request to pay for “release time” for further training. It is suggested that this cost could be absorbed by University Hospitals.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>University Settlement House</b>			
SUD Prevention	\$ 50,000	\$ 35,000	Prevention
<b>Total</b>	\$ <b>50,000</b>	\$ <b>35,000</b>	

# CY 2020 Program Highlights and Outcomes

## University Settlement, Inc.

- University Settlement is a neighborhood center that aims to empower youth, families and seniors in the Broadway/Slavic Village Neighborhood. A broad range of services are delivered through a variety of social, educational, and health programs that transform the lives of children, families and seniors. The ADAMHS Board funding supports the following initiative:

- SUD Prevention:** University Settlement will conduct a needs assessment at the participating schools as well as in the University Settlement's Wellness Programs to determine risk factors of the youth population. Once complete youth programming will begin at two identified elementary schools. The program will include wrap-around services for both youth and parents.

University Settlement will also utilize the Lion's Quest curriculum to help older adults enhance social and emotional competencies to manage personal stressors that influence the use of drugs and alcohol and to address the physical, mental, and personal issues faced by seniors in the Broadway-Slavic Village community.

Alternative Community activities will be planned with partner agencies to assist in prevention education for both youth and seniors.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 44 youths, but actually served 42.
  - 37 clients have successfully completed the program; 5 left the program or moved out of the program area.
  - 28 clients are currently enrolled in the program.
  - Clients saw a:
  - The average caseload for Prevention staff is 10 youths per group.
- **Goals Met:**
  - 100% of the youths that enrolled and completed the program, remained at or above a typical rating and maintained or showed improvement on their DESSA.
  - University Settlement anticipates meeting all program goals by the end of the year.
- **Metrics used to Measure Success:**
  - DESSA-Mini: 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.

# CY 2020 Program Highlights and Outcomes

## University Settlement, Inc.

- **Program Success:**
  - DESSA-Mini: 100% of the youths that were reported to DESSA remained at or above a typical rating and maintained or showed improvement on their DESSA.
- **Average Cost Per Client:**
  - \$6.34 per child per day.
- **Additional Information:**
  - The anticipated number of youth to be served in the remainder of 2019 is approximately 60.

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>West Side Catholic Center</b>			
Identification Crisis Collaborative (IDCC)	\$ 48,000	\$ 80,000	
	<b>\$ 48,000</b>	<b>\$ 80,000</b>	

# CY 2020 Program Highlights and Outcomes

## West Side Catholic Center

- Since 1977, the West Side Catholic Center has offered hot meals, hospitality, clothing and household goods, emergency services, advocacy, a family shelter, housing solutions, and workforce development training to those in need at no charge, regardless of religious affiliation. The West Side Catholic Center was established by several area churches that saw a critical need within the community due to extreme poverty. The ADAMHS Board funding supports the following initiative:
  - **Identification Crisis Collaborative (IDCC):** ID Crisis Collaborative (IDCC) assist in obtaining personal identification documents such as certified Birth and Marriage Certificates, residency documents, Social Security Number Proof as well as State IDs and renewal Driver's Licenses in order to access housing, medical care, education, employment, register to vote and other vital services and programs.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 1400 clients, but actually served 2215 clients.
  - Clients saw a:
  - Due to this being a one-time service for clients workers do not carry a caseload.
- **Goals Met:**
  - 100% of goal was met with the anticipation that goal will be met the second half of the calendar year.
- **Metrics used to Measure Success:**
  - Data was compiled from information received from actual purchases at the BMV, Cleveland Vital Statistics and other states' Vital Statistics agencies that were paid for through the IDCC funds.
- **Program Success:**
  - 100% of goal was met with the anticipation of meeting 100% of goal in the second half of the calendar year.
- **Average Cost Per Client:**
  - \$18.98 per client.
- **Additional Information:**
  - IDCC vouchers are distributed to those eligible at 30 area social service agencies (IDCC member sites), outreach centers, rehab providers, homeless shelters and transitional housing programs. The IDCC also takes referrals from at least 40 other area courts, legal clinics, rehab providers, homeless service providers, case management agencies, etc.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
Women's Recovery Center			
<b>Pooled Funding:</b>			
Ambulatory Detox & MAT	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## Women's Recovery Center

- Since 1986, Women's Recovery Center provides a safe, non-judgmental space for women on the near Westside of Cleveland to find support and assistance. The ADAMHS Board funding supports the following initiative:
  - **Ambulatory Detox & Mat (Pooled Funding):** The Ambulatory Detoxification model offers women an integrated approach that delivers a higher success rate at a lower cost, relative to the traditional inpatient model. Detox medication protocols and introducing innovative therapeutic approaches, including network therapy that drive better outcomes this course of treatment is very effective. The program will focus on individualized treatment, transitioning back into the home and family involvement.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 55 clients, however no clients were served.
  - Clients saw a:
- **Goals Met:**
  - No goals were met in 2019.
- **Metrics used to Measure Success:**
  - Program was not implemented in CY2019 as planned.
- **Program Success:**
  - There were no outcomes for this program as it was not implemented as planned.
- **Average Cost Per Client:**
  - No clients were served.
- **Additional Information:**
  - Women's Recovery Center was unable to implement the Ambulatory Detoxification with Case Management Services and MAT programs due to unforeseen cost overruns and time constraints. We have a plan set for hiring and partnering to implement this program in 2020.

# CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>YMCA of Greater Cleveland (Y-Haven)</b>			
Rising Hope Recovery Housing	\$ 100,000	\$ 75,000	Housing
	<b>\$ 100,000</b>	<b>\$ 75,000</b>	
<b>Pooled Funding:</b>			
Y-Haven Transitional Housing and Treatment	\$ -	\$ -	

# CY 2020 Program Highlights and Outcomes

## YMCA of Greater Cleveland/ Y-Haven

- Since 1993, Y-Haven has provided transitional housing, recovery services, treatment for mental illness, educational training, vocational services and permanent housing placement to men who are homeless. Thousands have found sobriety and re-built their lives at Y-Haven. The ADAMHS Board funding supports the following initiative:
  - **Rising Hope Recovery Housing:** Rising Hope targets men and women, ages 21 and older, in Cuyahoga County who are opioid dependent and have been in intensive outpatient treatment for at least one week, or have completed residential treatment. Phase I is IOP; Phase II is Relapse Prevention and Phase III is Aftercare.

### First Six Months of 2019 Outcomes:

- In the First Six Months of 2019:
  - Anticipated serving 60 clients, but actually served 119 clients.
  - 64 clients have successfully completed the program and have been discharged; 40 clients are currently enrolled in the program
  - Clients saw a: Counselor
  - Counselors have an average caseload of 21 clients.
- **Goals Met:**
  - Rising Hope served 119 clients which was 198% of the goals set for the first half of 2019.
  - MAT met 89% of the goal they had set for this program.
  - Permanent Housing was secured for 90% of the set goal.
  - Improving Family/Social Support System achieved 81% of the set goal.
  - Clients that gained employment or are in employment training is at 97% of goal.
  - Rising Hope anticipates meeting all goals by the end of the calendar year.
- **Metrics used to Measure Success:**
  - Pre- and Post-Tests utilizing the Brief Addiction Monitor (BAM).
  - Electronic medical record (EMR) system for mental and behavioral health providers specifically designed for counselors, mental health clinics and group practices.
- **Program Success:**
  - 119 individuals with Opioid Use Disorder received Recovery Housing.
  - 108 (89%) Rising Hope residents were invited to utilize Medication Assisted Treatment (Naltrexone).
  - 40 (63%) who exited Rising Hope secured permanent housing.
  - 87 (73%) Rising Hope residents improved their familial and/or social supports.
  - 40 (63%) Rising Hope residents able to work gained employment or engaged in employment training.
- **Average Cost Per Client:**
  - \$3,059.57 per client.

# CY 2020 Program Highlights and Outcomes

## YMCA of Greater Cleveland/ Y-Haven

- **Additional Information:**

- Rising Hope staff included 2.4 Counselors, 6.2 Resident Assistants, 1 Resource Specialist, .66 Program Manager.
- In addition to offering Recovery Housing Rising Hope provided Outpatient Treatment and Case Management to all residents, Medication Monitoring, Workforce Development linkages, and a host of ancillary services provided by Y-Haven and its partners, including on-site medical care & MAT.
- 53% of Rising Hope residents were women, 47% men, 0% transgender. 63% of residents were White, 26% Black, 9% Hispanic, 1% Asian, 1% Arabic. 27% of residents were age 30 years or younger, 37% 31-40 years, 18% 41-50, 13% 51-60, 4% 61-70. 74% were dually diagnosed.
- Y-Haven received a 3-year accreditation through CARF for Intensive Outpatient Treatment and Outpatient Treatment through October 31, 2021.
- Rising Hope residents see Residents (RAs) approximately 5 times a day - 910 times in 6 months.

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- **Y-Haven Transitional Housing and Treatment (Pooled Funding):** Y-Haven Transitional Housing and Treatment houses and support adult men who are homeless coming from shelters or the streets, the criminal justice system, or SUD treatment programs without a safe, sober place to live. Y-Haven seeks to address SUD and other barriers to permanent housing: mental illness, criminal history, unemployment, and other educational and social issues. Y-Haven addresses these barriers by providing transitional housing, SUD treatment, mental health referrals and support, educational and vocational opportunities, daily living skills training and case management.

### **First Six Months of 2019 Outcomes:**

- In the First Six Months of 2019:
  - Anticipated serving 130 clients, but actually served 184 clients.
  - 97 clients have successfully completed the program and 99 are currently enrolled in the program.
  - Clients saw a: Counselor
  - Counselors have an average caseload of 14 clients.
- **Goals Met:**
  - Total Served Sober Transitional Housing: 142% of goal (actual:184 vs. goal: 130)
  - Received IOP: 170% of goal (actual:136 vs. goal: 80)
  - Completed IOP:106% of goal (actual: 64% vs. goal: 60%)
  - Secured Permanent Housing: 104% of goal (actual: 83.5% vs goal: 80%)
  - Secured Employment 97% of goal (actual: 29% vs. goal:30%) Does not include those in IOP or those who are unable to work.
  - Offered MAT(Naltrexone) 80% of goal (actual: 80% vs. goal: 100%)

# CY 2020 Program Highlights and Outcomes

## YMCA of Greater Cleveland/ Y-Haven

- Y-Haven anticipates on making 100% of all goals with the exception of the MAT program as they identified that approximately 23% of the individuals served would not benefit from Naltrexone.
- **Metrics used to Measure Success:**
  - Pre- and Post-Tests utilizing the Brief Addiction Monitor (BAM).
  - Electronic medical record (EMR) system for mental and behavioral health providers specifically designed for counselors, mental health clinics and group practices.
- **Program Success:**
  - 184 homeless men received Transitional Housing Services.
  - 184 homeless men participated in IOP or Outpatient Treatment during this time period.
  - 62 (64%) of residents completed an average of 90 days of IOP (not including those in IOP on 6/30).
  - 81 (83.5%) of the homeless men who exited Y-Haven secured permanent housing.
  - 29% of the homeless men able to work and not in IOP were employed.
- **Average Cost Per Client:**
  - \$3,739.35 per client.
- **Additional Information:**
  - Y-Haven received a 3-year accreditation through CARF for Intensive Outpatient Treatment and Outpatient Treatment through October 31, 2021.
  - All residents of Y-Haven were homeless as certified and referred by the Cuyahoga County Coordinated Intake Office for Homeless Persons. 100% had SUD, 66% were dually diagnosed, 33% had a physical disability, 15 were Veterans, 48 entered Y-Haven from a detox center, a psychiatric hospital or other hospital and 100% identified as male.
  - Y-Haven has recently added a Continuing Recovery component to its programming which provides services to former residents for 6 months after they exit Y-Haven, whether or not they are abstinent. This program uses a harm reduction approach, utilizes an Assertive Community Engagement model, and is funded by the Cleveland Foundation.
  - Through a partnership with Project Dawn Y-Haven has provided Narcan training to staff at the branches of the YMCA of Greater Cleveland, as well as all Y-Haven residents and staff. Additionally, through the LGBT Center Y-Haven has trained its current residents and staff in issues of gender identity.
  - Residents see Resident Assistants (RAs) about 5 times each day - 910 times in 6 months.

## CY2020 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2019 CONTRACT AMOUNT	2020 CONTRACT RECOMMENDATIONS	PRIORITY
<b>Grand Total</b>	<b>\$ 30,182,170</b>	<b>\$ 30,472,639</b>	