

Provider Information

This Provider Information section is arranged by provider in alphabetical order.

Each provider tab includes:

- Recommended Funding
- Program Highlights
- Outcomes Summary

CY2016 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2014 Total Contract Amount	2015 Total Contract Amount	2016 Requested Amount	2016 RECOMMENDATION
NAMI				
MH Family Care Givers	\$ 143,304	\$ 143,304	\$ 143,335	\$ 143,335
Subtotal	\$ 143,304	\$ 143,304	\$ 143,335	\$ 143,335

CY 2016 Program Highlights

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
- NAMI provides age-appropriate programming to adults, including those diagnosed with severe and persistent mental illness (SPMI), transitional aged young adults and youth, including children with serious emotional disturbance (SED).
- During CY16, NAMI Greater Cleveland expects to serve a total of 18,750 persons in the following program areas related to SPMI and SED populations: Self-Help/Peer Support Service - 1,300; Mental Health Education – 350; Referrals and Information Services – 16,250 and Other Mental Health Services – 850 individuals.
- In addition in 2016, the Mental Health Education programs will serve 6,000 individuals/families; Family to Family – 70; Peer to Peer – 50; Understanding Mental Illness – 25.
- NAMI Greater Cleveland Information and Referrals service assisted nearly 15,621 helpline calls in 2015 and anticipates serving just as many calls if not more in CY16.

PROVIDER AGENCY RFI OUTCOMES 2014-2015

NAMI

The agency provides a comprehensive report of outputs and outcomes for all of its programs. NAMI provides Self-Help/Peer Support; Information and Referral; Other MH Services; and Mental Health Education. NAMI utilizes various survey instruments, including focus groups, to determine impact on participants of educational programs and self-help/peer support groups. In January of 2015, the agency began measuring outcomes based on five National Outcome Measures defined by SAMHSA and adopted by OMHAS:

- Access to information on mental health conditions and services (89% of consumers agreed)
- Illness maintenance: Increase understanding of the causes, signs, symptoms, and treatment options (89% agreed)
- Understanding importance of recovery and communicating one's needs (96% agreed)
- Nurturing social function, supportive relationships, and self-care (97% agreed)
- Promoting positive attitudes of mental health and reducing stigma (92% agreed)

NAMI also provides information and referral services. At the midpoint of the year, the agency is on target to reach its projected yearly goals for I&R by the close of 2015.

The agency provides Self-Help/Peer Support, Wellness Peer Support, Family Support Groups and a Hospital Network Program. To date the agency has met or exceeded its targeted number of groups to be held, with between 85-100% of surveyed respondents reporting increased understanding of treatments, options and the importance of supportive relationships.

The agency is on target to provide the projected number of MH education groups for the year to consumers, friends and families. Between 96%-100% of respondents surveyed reported an increase in knowledge of stigma, the importance of support, resources available, and identification of symptoms.

CY2016 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2014 Total Contract Amount	2015 Total Contract Amount	2016 Requested Amount	2016 RECOMMENDATION
New Directions				
Boys and Girls Empowerment (BaGE)	\$ 142,800	\$ 142,800	\$ 142,800	\$ 142,800
AoD Residential Treatment	\$ 475,000	\$ 475,000	\$ 583,400	\$ 500,000
AoD Adolescents Pharmacological Mgt.	\$ 46,800	\$ 8,600	\$ -	
AoD Out Patient Treatment	\$ 144,108	\$ 75,213	\$ 64,500	\$ 50,000
MH Treatment	\$ 25,000	\$ 12,083	\$ 12,100	\$ 5,000
Subtotal	\$ 833,708	\$ 713,696	\$ 802,800	\$ 697,800

CY 2016 Program Highlights

New Directions, Inc.

- New Directions provides short and long-term residential services for adolescents who are between the ages of 13 to 19 years old with chemical dependency and mental health needs, which includes pregnant teenagers.
- In CY16, New Directions will served 24 females in the residential program; 52 males in the short term residential and 24 males in the long-term residential program.
- AOD (Alcohol and Other Drugs) Intensive Outpatient Program will provide treatment services to 100 of the adolescents in the residential programs in 2016.
- For CY16, the referrals from various child/adolescent service system, 80 youth will be served in New Directions' IOP program.

PROVIDER AGENCY RFI OUTCOMES 2014-2015

NEW DIRECTIONS

The agency provides a thorough report of outputs and outcomes. New Directions serves adolescents and provides AOD Assessment, Case Management, Crisis Intervention; Family Counseling; Group Counseling; AOD Individual Counseling; Urinalysis; Medical/Somatic; Non-Medical Community Residential; Intensive Outpatient (IOP); Non-Intensive Outpatient; Room & Board; AOD Services Not Otherwise Classified, as well as MH Psych Diagnostic Interview; Pharm Mgt.; BH Counseling and Therapy (Group & Individual); MH Assessment; CPST; and Specialized Pharmacologic Management. Primary outcomes include successful treatment completion and rates of engagement and retention.

At the midpoint of the year, the agency was serving 39% of the number of youth originally projected to be admitted its residential programs. Families are refusing treatment or opting for outpatient alternatives.

Successful completion of residential treatment ranged from 91-94%. Successful completion of IOP was 50%; this is compared to a 33% success rate for such care nationally. Successful completion of OP was 55% and continuing care was 30%.

In addition to agency collection and analysis of engagement/retention data, New Directions continues to participate in a national addiction benchmarking initiative "Benchmarking for Excellence in Addiction Treatment." For the last available reporting period (October through December 2014), New Directions' Access score (days between date of first contract and initial assessment) fell at the 51st percentile as compared to agencies across the nation providing drug and alcohol treatment. Engagement/Retention in short term residential fell in the 90th percentile, and long term residential fell at the 76th percentile as compared to agencies across the nation providing drug and alcohol treatment.

Average wait time from the initial call/contact to assessment was 3.58 calendar days for all clients for the first half of CY2015; CY2014 average wait time was 4.53 calendar days. The average wait time from assessment to admission into residential treatment is 4.63; In CY2014 the average wait was 6.89 calendar days. Average wait time from assessment to IOP was 8.26 as compared to 6.42 calendar days for CY2014.

CY2016 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2014 Total Contract Amount	2015 Total Contract Amount	2016 Requested Amount	2016 RECOMMENDATION
Northcoast Behavioral Health				
MH Outpatient Treatment	\$ 80,000	\$ 42,267	\$ 80,001	\$ 25,000
MH Respite Care	\$ 425,000	\$ 425,000	\$ 507,317	\$ 507,317
MH Subsidized Housing	\$ 2,075,000	\$ 2,125,000	\$ 2,071,922	\$ 2,071,922
Subtotal	\$ 2,580,000	\$ 2,592,267	\$ 2,659,240	\$ 2,604,239

CY 2016 Program Highlights

Northcoast Behavioral Healthcare Community Support Network (NBH/CSN)

- Northcoast Behavioral Healthcare Community Support Network (NBH/CSN) provides services and supports to five licensed residential housing units with a total capacity to serve 41 adults with mental illness and includes specialized treatment site for clients who are also developmentally disabled
- Community Support Network's residential program expect to serve 44 clients in CY16.
- The "Respite Program" is a short term residential program has 12 independent apartments and is designed to serve individuals 18 years and older at risk of losing their housing and/or is currently homeless.
- For CY16, Respite is expected to serve 110 clients.
- NBH/CSN Assertive Community Treatment Team (ACT) is an evidence-based practice for individuals diagnosed with a severe mental illness and whose needs have not be well met by traditional mental health services.
- In CY16, the ACT team will provide comprehensive community support for up to 100 persons.
- Northcoast Behavioral Healthcare Community Support Network also provides ACT team services to clients that reside in their licensed residential housing units a minimum of 20 hours weekly services.

NORTHCOAST BEHAVIORAL HOSPITAL

The agency provides a brief report of outputs and measureable outcomes. NBH provides ACT Team Services (Provided in-person, throughout the community) including Psychiatric Diagnostic Interview (Physician); Pharmacological Management; BH Counseling and Therapy (Individual); Mental Health Assessment (non-physician); and CPST as well as the Community Support Network (CSN) (Residential Services) provided on location at various residential sites including Residential Care (Residential Treatment/Support); Respite Care (Respite Bed); Subsidized Housing (Housing). Outcomes for ACT Team services show that for Pharm Management the average time for the first contact was 7 days, a reduction from 2014 of 1.2 days. NBH met its goal of having all clients seen within 14 days. Entitlement Gap Duration: The overall number of clients that were provided services funded by the board in lieu of entitlements was 55 clients; this is down from 58 in CY14.

Residential Services (61 Admissions and 58 Discharges between 1/1/15 - 5/31/2015)
Admission/Discharge Increase; 2015 CSN is on a projected course to have an increase in both admissions and discharges from 2014.

CY2016 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2014 Total Contract Amount	2015 Total Contract Amount	2016 Requested Amount	2016 RECOMMENDATION
Northeast Ohio Recovery Residence Network				
AoD Recovery Housing Training & Education	\$ -	\$ -	\$ 68,250	\$ 50,000
Subtotal	\$ -	\$ -	\$ 68,250	\$ 50,000

CY 2016 Program Highlights

Northeast Ohio Recovery Residence (NEOARRN)

New Program:

- A grassroots effort, the Northeast Ohio Recovery Resources Network (NEORRN) was founded in 2014 to provide leadership and bring community focus upon the formation of Ohio Recovery Housing (ORH). Created for Ohio in response to the standards and initiatives set forth by the National Association of Recovery Residences, (NARR), ORH has brought an Ohio perspective to fund and regulatory developments challenging our local recovery residences. Recovery residences serve members of the drug and alcohol recovery community with housing to support sober living.
- Ohio Recovery Housing initiatives are providing compliance parameters and clearly articulated high standards for recovery housing. NEORRN will work with interested and existing parties in Cuyahoga County in support of fully developed high quality recovery residences.
- Northeast Ohio Recovery Residence was developed by interested person gathered from the community. The program has grown and have moved beyond the place where part-time volunteers can accomplish their Vision, Mission and Purpose, which are to expand recovery housing options for persons in recovery, provide NAARR trainings and advocacy to support services for people in recovery.
- In CY16, funding was requested to support hiring a full-time Chief Executive Officer and Administrated Assistant to further advance Northeast Ohio Recovery Residence to become an actual "program."

NORTHEAST OHIO RECOVERY RESIDENCE NETWORK

The agency was established in 2014 and is unable to provide an outcomes report.

2016 SERVICE PROVIDER RECOMMENDED CONTRACTS

Agency/Program	2014 Total Contract Amount	2015 Total Contract Amount	2016 Requested Amount	2016 RECOMMENDATION
Northern Ohio Recovery Association				
AOD Outpatient Treatment	\$ 60,000	\$ 36,200	\$ 34,006	\$ 34,006
AoD Recovery Housing & Employment Program			\$ 66,000	\$ -
Recovery Housing Expansion	\$ -	\$ 17,000	\$ -	
Subtotal	\$ 60,000	\$ 53,200	\$ 100,006	\$ 34,006

CY 2016 Program Highlights

Northern Ohio Recovery Association (NORA)

- Northern Ohio Recovery Association (NORA) specializes in providing intensive outpatient (IOP), alcohol, tobacco and of drug (ATOD) and HIV prevention services and recovery supports for the following populations: gender specific treatment services; recovery housing for women with children and adolescents (ages 12-17), LGBT support services and Peer Recovery Support Services delivered by certified peer support specialists.
- NORA prioritizes referrals for pregnant women and their children as well.
- NORA will enroll all adult women identified through their intake/ admission assessment processes who are diagnosed with an alcohol and other drug addiction, primarily Opioid use disorders and who are also in need of supportive housing services.
- In CY16, Northern Ohio Recovery Association, plans on serving 110 women and 60 children as the agency opened another Step Recovery Housing on Cleveland's West Side.

NORTHERN OHIO RECOVERY ASSOCIATION

The agency provides a thorough report of outputs and outcomes with plans for improvement where goals are not met. NORA provides assessment, group counseling, individual counseling, medical somatic, family counseling, case management, and urinalysis. Outcomes measures tracked include:

- **Assessment availability:** 87.5% (7 of 8) of all non-Medicaid clients served received an assessment within 72 hours of their initial call to the agency. **Treatment Engagement:** 100% (8 of 8) of non-Medicaid clients successfully engaged in treatment. (20% over goal of 80% and an increase of 17% from last report).
- **Treatment initiation:** 87.5% (7 of 8) of non-Medicaid clients engaged in at least two treatment service visits within 14 days completing their assessment. (2.5% below goal).
- **Medical:** 62.5% (5 of 8) of non-Medicaid funded clients were seen by a nurse to review health history/needs. This is a 10.5% decrease from previous report.
- **Treatment retention:** 62.5% (5 of 8) of non-Medicaid funded clients completed treatment or are on track to complete treatment without leaving ASA or rejecting services. (7.5% under goal).

CY2016 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2014 Total Contract Amount	2015 Total Contract Amount	2016 Requested Amount	2016 RECOMMENDATION
Ohio Guidestone				
AoD Out Patient Treatment	\$ 5,183	\$ 3,904	\$ 5,183	\$ -
AoD Prevention (Youth-Led)			\$ 85,129	\$ -
MH Treatment	\$ 86,831	\$ 65,413	\$ 95,338	\$ 40,000
School Based Behavioral Health Services	\$ 88,062	\$ 88,062	\$ 99,438	\$ 99,438
Subtotal	\$ 180,076	\$ 157,379	\$ 285,088	\$ 139,438

CY 2016 Program Highlights

OhioGuidestone

- The ADAMHS Board contracts with OhioGuidestone for the Mental Health in Schools (MHS) program services.
- The School Services Program works with children and adolescents, kindergarten through high school, displaying social, emotional or mental health symptoms.
- The program serves students and their families in 68 schools in 10 school districts.
- The agency's Mental Health in Schools program provides prevention groups and consultation services to assist school personnel with developing behavioral intervention strategies and trains school personnel and parents on mental health signs and symptoms.
- In the first six months of calendar year 2015, 347 students have been provided consultation services and 54 students have been provided prevention services with funding from the ADAMHS Board of Cuyahoga County.
- In CY16, OhioGuidestone anticipates providing consultation to 880 students and prevention services to 120 students.

OHIO GUIDESTONE

The agency provides a concise report with measurable outcomes. Guidestone provides Early Childhood Mental Health Prevention; Mental Health Assessment; Behavioral Health Counseling; CPST Services; Pharm Management Services; Prevention Services; Consultation Services. The agency serves youth and adults in Early Childhood Mental Health, School Services and Outpatient Mental Health programs, and uses the age appropriate Achenbach Behavioral Checklists across all mental health programs. The Achenbach is completed by the parent of a youth or is self-completed by adult clients at the point of intake and discharge. The agency tracks the internalizing, externalizing, and total problems scales.

ECMH Prevention Outcomes:

- o Internalizing – 75% of clients improved from initial to final assessment
- o Externalizing – 50% of clients improved from initial to final assessment
- o Total problems – 75% of clients improved from initial to final assessment

School Based Services:

- o Internalizing –75% of clients improved from initial to final assessment
- o Externalizing –75% of clients improved from initial to final assessment
- o Total problems –75% of clients improved from initial to final assessment

OP MH:

- o Internalizing –75% of clients improved from initial to final assessment
- o Externalizing –75% of clients improved from initial to final assessment
- o Total problems –75% of clients improved from initial to final assessment

CY2016 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2014 Total Contract Amount	2015 Total Contract Amount	2016 Requested Amount	2016 RECOMMENDATION
ORCA				
AoD Out Patient Treatment	\$ 143,367	\$ 90,291	\$ 103,062	\$ 50,000
AoD Residential Treatment	\$ 547,514	\$ 547,514	\$ 696,728	\$ 574,000
AoD Residential Treatment - Weekend Access	\$ -	\$ 17,854	\$ 25,000	\$ 25,000
AoD Sober Beds/Housing	\$ -	\$ 17,500	\$ 17,500	\$ 17,500
MH - Homeless Assessment	\$ -	\$ -	\$ 12,500	\$ -
Subtotal	\$ 690,881	\$ 673,159	\$ 854,790	\$ 666,500

CY 2016 Program Highlights

ORCA House, Inc.

- ORCA House provides non-medical community residential treatment and AOD (Alcohol and Other Drugs) intensive outpatient services for men and women who are addicted to alcohol and drugs, co-occurring illness and/or in need of sober supportive housing.
- In CY16, ORCA House anticipates the following:
 - 175 clients in its non-medical community residential treatment
 - A total of 56 in AOD (Alcohol and Other Drugs) Intensive (24) and Non-Intensive (35) Outpatient programs for men and women
- ORCA House is one of three providers of non-medical community residential treatment services participating in the board Pilot AOD (Alcohol and Other Drugs) Residential Pre-Authorization Project in collaboration with the three contract providers of detoxification services.
- For CY16, ORCA'S Crawford House, which is a Level 2 Recovery Residence for men in need of a sober living environment after completing non-medical community residential treatment, will accommodate up to four men.
- The average length of stay is 180 days.

ORCA HOUSE

The agency provides a thorough report of outputs. ORCA House provides AOD assessment, individual counseling, group counseling, screening, intensive outpatient and non-medical community residential treatment services. The numbers served in residential treatment in this time period, using ADAMHS funds exceeded projections, while those projected to be served in outpatient settings declined, probably due to Medicaid coverage. The percentage of successful discharges among ADAMHS funded clients is consistently lower than ORCA's success rates overall. The rates are also lower than national averages. The agency acknowledges a need for internal review to improve these rates. The agency began piloting the BAM voluntarily during the first half of CY '15 and continues to work out the logistics of its implementation.