

Recovery Resources

CY2022 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2021 CONTRACT AMOUNT	2022 CONTRACT RECOMMENDATIONS	PRIORITY
Recovery Resources			
SUD Prevention	\$ 333,000	\$ 393,000	Prevention
MH Housing	\$ 483,767	\$ 500,000	Housing
MH Employment	\$ 897,933	\$ 897,000	Employment
MH Peer Support	\$ 222,000	\$ 222,000	Peer Support
Jail Liaison Program	\$ 75,000	\$ 78,000	Specialized Pop.
MH Jail Liaison Suburban	\$ 48,000	\$ 65,458	Specialized Pop.
MH/SUD Prevention for Transitional Aged Adults	\$ 60,000	\$ -	Prevention
Total	\$ 2,119,700	\$ 2,155,458	
Pooled Funding:			
Non-Medicaid Treatment	\$ -	\$ -	

CY22 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.

Agency Internal Diversity, Equity and Inclusion Team and/or Policy:

This agency submitted information ensuring a Diversity, Equity and Inclusion policy, plan or team is in place or in progress.

The ADAMHS Board Funding supports the following initiative(s):

MH Peer Support

Peer Supporters help extend the reach of treatment beyond the clinical setting and into the client's daily environment, supporting a successful and sustained recovery. The Peer Support program includes two Recovery Coaches at Recovery Resources Level 2 Sober House (Monarch House); Peer Supporters serving residents in five community-based housing sites (Franklin, Edgewater Landing, Westgate House, River Oaks, and Golden Oaks); the Employment Program Peer Supporter; five Peer Navigators located at the Pearl location; Care Coordination Peer Supports; and, one Medication Assisted Treatment Peer Supporter. Peer supporters work with clients through telehealth and in-person visits.

- **Target Population:**
 - Recovery Resources' clients 18 years of age living with addiction, mental illness, or dual diagnosis
- **Anticipated Number of Clients to be Served:** 1,500
- **Number of Staff Required to Implement Program:** 13
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - Fellow Peer Supporters and staff will ensure the program/service continues until the vacancy is filled.
- **Funding Priority:**
 - Trauma Informed Care Treatment, Recovery and Prevention Services
 - Peer Support
- **Program Goals:**
 - Employment, Care Coordination and Housing Peer Recovery Supports will be assigned to individuals in need of additional recovery support
 - Medication Assisted Treatment Peer Recovery Support will be assigned to an individuals on MAT
 - Clients engaged in office-based services will interact with a Peer Navigator
 - Clients interacting with Peer Supporters will express high satisfaction with support and services
 - Peer Supports will retain employment for at least six months

CY22 Program Highlights and Outcomes

- Peer Supports will maintain their certification
- **Program Metrics:**
 - Each will carry a caseload of nine for recovery housing and a maximum of 55 for housing, employment and care coordination
 - MAT will carry a case load of 35 to 40 clients
 - 80% of all clients engaging in office-based services will interact with a Peer Navigator
 - 80% of all clients interacting with Peer Supporters will express high satisfaction with support and services
 - 100% of currently certified Peer Supporters will maintain certification

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 1,000
 - **ADAMHS Funded Unduplicated Clients Served:** 0
 - **Total Number of Clients Served:** 1,783
 - **Total Number of Clients that Completed this Program/Service:** 0
- **Average Cost Per Client:** N/A
- **Additional Information:**
 - Peer Support is an essential component to successful service delivery. A client navigator is the first person to meet a client at the door, welcome them and assist them in negotiating the different departments and services. They provide support and reassurance to those who may be anxious or uncertain about seeking assistance. The Peer Supporters and Recovery Coaches assigned to the CPST, Employment, and Housing teams assist their clients to develop life skills, access health care, community resources, and work with them to identify and achieve their personal recovery goals. As important as Peer Support has been in the past, it was even more so during the pandemic. The Peer Support team ensured that clients were educated on COVID-19 symptoms, testing, vaccinations, and other resources. The Peer Support team made outreach calls and provided support, encouragement, and hope to their clients.

CY20 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 30
 - **Total Number of Clients that were Served:** 37
 - **Total Number of Clients that Completed this Program/Service:** N/A-ongoing
- **Goals Met:**
 - The goals were met. The peer supports provided information, advocacy, and services via telehealth and in-person.
- **Metrics Used to Determine Success:**
 - Number served

CY22 Program Highlights and Outcomes

- **Program Successes:**
 - Number served. Target: 30; Actual: 37
- **Average Cost Per Client in CY20:** \$407
- **Additional Information:**

MH/SUD Prevention

Prevention programming provides a holistic approach to prevention that addresses risk and protective factors on the individual, school, family, and community level; provides prevention across the lifespan, and serves communities across Cuyahoga County. Recovery Resources plans to provide all six of the Center for Substance Abuse Prevention strategies for a greater impact on the communities they serve with an emphasis on utilizing evidence-based curricula in the prevention education services. Multiple studies show that students experiencing mental health symptoms will first seek advice from people other than mental health professionals. Therefore, it is critical that peers and adults who work with college students, including faculty, staff, and student leaders, have an adequate understanding of the mental health needs facing this population so that they are properly equipped to aid students in need of assistance. Data demonstrates that youth and adults in every community within Cuyahoga County are faced with factors that place them at greater risk for the development of behavioral health concerns and as such need additional protective factors to help mitigate the risk. RR's prevention programs set out to increase knowledge and build skills to strengthen an individual's ability to make healthy choices. RR utilizes a variety of evidence-based curricula and interventions that have been proven to increase protective factors on multiple levels including: Healthy Alternatives for Little Ones (HALO); Life Skills Training (LST-school-based); Project SUCCESS (Schools Using Coordinated Community Efforts to Strengthen Students ages 12 to 18 years of age); Sources of Strength (SOS-suicide prevention); Prime for Life (PFL); Active Parenting; Mental Health First Aid (MHFA); and, the Cuyahoga County Campus-Based Mental Health Coalition (CCBMHC).

- **Target Population:**
 - Pre-K-12th grade students, transitional aged students, and adults
- **Anticipated Number of Clients to be Served:** 4,490
- **Number of Staff Required to Implement Program:** 5
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - Staff within the prevention department are cross trained on all of the prevention interventions and can cover programming in the event there are staff vacancies.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Trauma Informed Care Treatment, Recovery and Prevention Services
 - Prevention and early intervention
- **Program Goals:**
 - Healthy Alternatives for Little Ones (HALO): Projected enrollment of 300 participants. Of those participants, 240 (80%) will achieve the following milestones: Students will demonstrate the ability to identify the harmful effects of substance use.

CY22 Program Highlights and Outcomes

- Life Skills Prevention Education: Projected enrollment of 300 participants. Of those participants, 240 (80%) will achieve the following milestones: Students will perceive substance use as risky and/or harmful.
- Project SUCCESS: Projected enrollment of 100 participants. Of those participants, 80 (80%) will achieve the following milestones: Students will perceive substance use as risky and/or harmful.
- Sources of Strength: Projected enrollment of 50 participants. Of those participants, 40 (80%) will achieve the following milestones: Students will demonstrate positive coping skills.
- Prime for Life: Projected enrollment of 30 participants. Of those participants, 24 (80%) will achieve the following milestones: Participants will perceive substance use as risky and/or harmful.
- Active Parenting: Projected enrollment of 80 participants. Of those participants, 64 (80%) will achieve the following milestones: Participants will demonstrate an increase in knowledge in the area of family management.
- Mental Health First Aid: Projected enrollment of 80 participants. Of those participants, 64 (80%) will achieve the following milestones: Participants will satisfactorily complete a significant amount of homework and/or assignments. Participants will report satisfaction with the program.
- Cuyahoga Campus Mental Health Coalition: Projected enrollment of 20 participants. Of those participants, 16 (80%) will achieve the following milestones: Participants will attend coalition-based organizing, training, and planning meetings. Participants will influence community laws and norms promoting healthy lifestyles.
- **Program Metrics:**
 - Participants of Healthy Alternatives for Little Ones (HALO) complete a curriculum-specific pre-post assessment to measure milestone completion. Students are read the Bonita Bunny story and asked follow-up questions.
 - Participants of Life Skills complete curriculum-specific pre-post tests to measure milestone completion.
 - Participants of Project SUCCESS complete curriculum-specific pre-post tests to measure milestone completion.
 - Participants of Sources of Strength complete curriculum-specific pre-post tests to measure milestone completion.
 - Participants of Prime for Life complete curriculum-specific pre-post tests to measure milestone completion.
 - Participants of Active Parenting complete curriculum-specific pre-post tests to measure milestone completion.
 - Participants of MHFA must complete a two-hour webinar before the live training and pass the post-training exam which measures their knowledge on how to recognize signs and symptoms of someone experiencing a behavioral health challenge and how to offer assistance. Program evaluations are also completed at the end of each MHFA training.

CY22 Program Highlights and Outcomes

- Participants of the Campus-Based Mental Health Coalition are tracked for their attendance at coalition meetings. Coalition members also report on any activities they have planned or participated in to promote healthy lifestyles.

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 420
 - **ADAMHS Funded Unduplicated Clients Served:** 311
 - **Total Number of Clients Served:** 311
 - **Total Number of Clients that Completed this Program/Service:** 87
- **Average Cost Per Client:** \$205
- **Additional Information:**
 - Prevention programming continued to be impacted by restrictions due to COVID-19. Recovery Resources was able to collaborate with many school partners to recognize the need of students for prevention services and social emotional learning. As many of the schools continued with virtual or hybrid learning staff adjusted service delivery to meet those needs. Consistent participation in virtual learning and changing class schedules however had a direct impact on program completion. Access to in-person programming as a part of the CMSD Summer School Experience allowed the program to increase its reach to students from second to 11th grade. Staff is currently planning for prevention programming to continue during the school year at many of the schools where they have previously provided programming with additional schools reaching out for prevention services. Many school districts recognize the mental and emotional toll the pandemic has had on their students and want to ensure additional programming and supports are in place to meet those needs as schools re-open. Staff anticipated this increased need for programs and services will allow staff access to additional schools and communities to meet and exceed program goals for youth prevention programming. Access to sites where staff previously provided adult prevention programs have continued to be restricted and individual enrollment in Parenting and Prime for Life classes have not rebounded back to pre-pandemic numbers. Staff will conduct additional outreach both internally and to external partners promoting the adult prevention services in an attempt to increase enrollment numbers.

CY20 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 980
 - **Total Number of Clients that were Served:** 579
 - **Total Number of Clients that Completed this Program/Service:** 148
- **Goals Met:**
 - 86% of the goals for milestone completion were met for the Prevention Education programs for this reporting period. We did not reach anticipated enrollment numbers due to the impact of the COVID-19 Pandemic on programs and services.

CY22 Program Highlights and Outcomes

- **Metrics Used to Determine Success:**
 - Recovery Resources measures the success of youth services using a pre- and post- survey for each of the prevention education curriculum provided and the Devereux Student Strengths Assessment (DESSA) for students in grades K-8. RR measures the success of adults services using a pre-post survey for each of the prevention education curriculum provided and the Devereux Adult Resilience Survey (DARS).
- **Program Successes:**
 - 100% of students who completed RR programs were able to meet the milestone of identifying the harmful effects of substance use; 74% of adults who completed RR programs met the milestone of identifying the harmful effects of substance use; 70% of participants in the parenting program were able to demonstrate an increase in knowledge on the area of family management; 60% of adults who completed programs demonstrated an increase in their social-emotional competency.
- **Average Cost Per Client in CY20:** \$442
- **Additional Information:**
 - The majority of participants in RR prevention education programs continue to meet designated milestones. Unfortunately, post-test data for 2020 was not collected on all of the participants that began programming due to the abrupt halt in services as a result of the COVID-19 pandemic. Adult participants did not report a significant shift in their responses to the DARS tool. Many of them self-reported in their pre-test that they had significant strengths in all areas which may have limited any improvement in their scores.

Jail Liaison Program

The jail liaison provides diagnostic assessments for clients who are incarcerated so that upon release they can seek services in the community based on the release plans that are created in collaboration with the Court, the probation officer, public defender, legal counsel, and others involved in the case disposition. The release plans contain elements such as plans for housing, medication needs, family support, referral to substance use programming if applicable and any other referral need to be noted in the Diagnostic Assessment. The liaison also advocates for the client by attending court staffings and hearings, as well as any other meetings regarding the client's transition back into the community post-release.

- **Target Population:**
 - The target population includes existing Recovery Resources clients who are incarcerated at the Cuyahoga County Jail, as well as referrals from the Cuyahoga County Court of Common Pleas Mental Health Developmental Disabilities (MHDD) Docket
- **Anticipated Number of Clients to be Served:** 225
- **Number of Staff Required to Implement Program:** 2
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - Recovery Resources Municipal Liaison is cross-trained to cover this role in case of a vacancy. In addition, the Manager would assist until an appropriate replacement was hired.

CY22 Program Highlights and Outcomes

- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Trauma Informed Care Treatment, Recovery and Prevention Services
 - Recovery and Treatment Services to Specialized Populations
 - Transportation
- **Program Goals:**
 - 90% Of clients referred to the Cuyahoga County Jail will be linked with services before being released from the jail
- **Program Metrics:**
 - Total number of agency clients incarcerated throughout the month
 - Number of new referrals
 - Number of face-to-face contacts
 - Number of collateral contacts
 - Number released
 - Number of reintegration plans written
 - Number of MHDD Court Docket staffings attended

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 200
 - **ADAMHS Funded Unduplicated Clients Served:** 175
 - **Total Number of Clients Served:** 175
 - **Total Number of Clients that Completed this Program/Service:** 175
- **Average Cost Per Client:** \$214
- **Additional Information:**
 - In spite of the challenges posed by COVID-19 restrictions in the jail, the Mental Health Jail Liaison was able to assess all referred clients and develop comprehensive release plans to present to the judges in MHDD Court. This process assured that the client would have all necessary services in place upon release to the community.

CY20 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 200
 - **Total Number of Clients that were Served:** 408
 - **Total Number of Clients that Completed this Program/Service:** 408
- **Goals Met:**
 - Achieved the goal of 90% of defendants served by the Jail Liaison will be linked to treatment services prior to release.

CY22 Program Highlights and Outcomes

- **Metrics Used to Determine Success:**
 - Total number of agency clients incarcerated throughout the month; number of new referrals; number of face-to-face contacts; number of collateral contacts made; number released; number of reintegration plans written; number of MHDD Court Docket staffings attended; number of defendants with or without a payor source
- **Program Successes:**
 - New agency clients incarcerated: Jan.-53, Feb.-40, Mar.-42, Apr.-29, May-29, June-37, July-32, Aug.-33, Sept.-37, Oct.-26, Nov.-23, and Dec.-30; New referrals: 59; Face-to-face contacts: 289; Collateral contacts averaged of 233 month; 55 individuals were released; 27 reintegration plans written; Number of MHDD Court staffings was 37; an average of 39 clients per month with or without a payor source
- **Average Cost Per Client in CY20:** \$184
- **Additional Information:**
 - N/A

MH Jail Liaison Suburban

The services provided by the Municipal Liaison include screening, assessment, referral and linkage to services in the community, or re-linking clients to an agency they have had a history with in the past. In addition, the Municipal Liaison offers consultation to the Courts regarding the coordination of mental health and addiction services. A comprehensive report is submitted to the court following each screening with findings and recommendations. This report is shared with the Judge as well as the probation officer of that particular court to determine the next steps for the client, which may lead to treatment rather than incarceration. The program also provides support to clients who are involved in the Municipal Court Specialized Docket Program which is a part of the Cleveland Municipal Court. They are present at Court hearings and staffing and are prepared to provide updates to the Judge and to Court staff.

- **Target Population:**
 - Adults arrested by suburban police officers who have a history of and/or screened in need of mental illness and/or chemical dependency or have exhibited behaviors while incarcerated that suggest they may need to be referred to a community mental health center to address their symptoms before releasing from jail.
- **Anticipated Number of Clients to be Served:** 125
- **Number of Staff Required to Implement Program:** 2
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - Recovery Resources has a Mental Health Jail Liaison who is cross trained to temporarily fill the position if there is a staff vacancy. The MH Jail Liaison collaborates with the Forensic Manager to assure there are no gaps in service delivery until a replacement is hired.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Trauma Informed Care Treatment, Recovery and Prevention Services
 - Recovery and Treatment Services to Specialized Populations

CY22 Program Highlights and Outcomes

- Transportation
- **Program Goals:**
 - To screen referred clients
 - Provide linkage to community services to clients identified as having mental health and/or addiction needs
 - Follow up with referred clients to assess progress and connection with linkages
- **Program Metrics:**
 - 100% referred clients screened
 - Tracked number of interactions, number of screening reports complete, and number of referrals
 - Tracked number of interactions and follow ups with clients to assess progress

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 100
 - **ADAMHS Funded Unduplicated Clients Served:** 34
 - **Total Number of Clients Served:** 34
 - **Total Number of Clients that Completed this Program/Service:** 34
- **Average Cost Per Client:** \$612
- **Additional Information:**
 - The average number of referrals increased slightly from the previous 6 month reporting period as COVID-19 restrictions became less stringent. Although there were some challenges around COVID-19, the Municipal Liaison was able to provide face-to-face screenings and referrals to all referred clients. This process assured that the clients were given appropriate referrals to services in the community so that their mental health and substance use needs were addressed and they would be successful in the community post-release.

CY20 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 100
 - **Total Number of Clients that were Served:** 148
 - **Total Number of Clients that Completed this Program/Service:** 148
- **Goals Met:**
 - Screen 100% of referred clients: 100% of referred clients screened; Provide linkage to community services for 95% clients identified for having mental health and/or addiction needs; 100% of clients screened were linked to community services.

CY22 Program Highlights and Outcomes

- **Metrics Used to Determine Success:**
 - Total interactions, number of reports, number of referrals, number of linkages, number of follow ups
- **Program Successes:**
 - 327 total interactions; 71 reports; 64 referrals; 49 linkages; 304 follow ups
- **Average Cost Per Client in CY20:** \$507
- **Additional Information:**
 - N/A

Non-Medicaid Treatment

Recovery Resources offers a variety of mental health treatment programs for individuals with chronic mental illness and/or substance use disorders. A financial counselor is utilized during the intake process to identify clients who do not have insurance and assist them with benefits applications. Staff also ensures that clients maintain benefits throughout their service period.

- **Target Population:**
 - Adults with mental illness and/or substance use disorders
- **Anticipated Number of Clients to be Served:** 220
- **Number of Staff Required to Implement Program:** 45
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - When staff vacancies occur, remaining department staff may be asked to work alternative hours to help meet the needs of clients.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Trauma Informed Care Treatment, Recovery and Prevention Services
 - Harm reduction efforts and strategies
 - Recovery and Treatment Services to Specialized Populations
 - Medication Assisted Treatment
 - Transportation
- **Program Goals:**
 - The desired target is 80% engagement (per Claims Data and BH Data) with demonstrate statistically significant improvement in the percentage of discharge rates over the prior year.
 - Mental Health (Ohio Scales) Percentage of participants will show a statistically significant improvement in subscales measured by the Ohio Scales for Adults.
- **Program Metrics:**
 - Addiction Services: number of clients who are engaged in addiction treatment; number of uninsured individuals who receive addiction treatment services; number of clients who successfully discharge from addiction treatment services

CY22 Program Highlights and Outcomes

- Care Coordination: 70% of Adult care coordination is delivered in the community
- Pharmacological: Increase the number of clients who receive an IPA each reporting period by a statistically significant percentage
- Behavioral Health Care: number of clients who are engaged and retained in BHC; number of uninsured individuals who receive BHC services; number of clients who successfully discharge from BHC services

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 300
 - **ADAMHS Funded Unduplicated Clients Served:** 57
 - **Total Number of Clients Served:** 2,586
 - **Total Number of Clients that Completed this Program/Service:** 642
- **Average Cost Per Client:** \$695
- **Additional Information:**
 - Telehealth has positively impacted the ability to continue services and connect with clients. Staff noticed an uptick in live visits since COVID restrictions have become less stringent.

CY20 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 600
 - **Total Number of Clients that were Served:** 158
 - **Total Number of Clients that Completed this Program/Service:** 40
- **Goals Met:**
 - Data reflects percentages of all clients regardless of funder. 1,841 clients engaged in addiction treatment; staff was unable to report discharge rates at this time due to limitations of EHR, reports pending; 83% of CPST services have been delivered in the community; 435 initial psychiatric assessments completed; 1,261 clients engaged in behavioral health counseling; 158 uninsured clients (all clients regardless of funder); 83 BHC discharges.
- **Metrics Used to Determine Success:**
 - Number of clients who are engaged and retained in addiction treatment; number of uninsured individuals who receive addiction treatment services; number of clients who successfully discharge from addiction treatment services; CPST: 70% of Adult CPST is delivered in the community; Pharmacological: Increase the number of clients who receive an IPA each reporting period by a statistically significant percentage; number of clients who are engaged and retained in BHC.; number of uninsured individuals who receive BHC services; number of clients who successfully discharge from BHC services.

CY22 Program Highlights and Outcomes

- **Program Successes:**
 - 1,841 clients were engaged and retained in addiction treatment; 158 uninsured individuals received addiction treatment (combined with BH clients); 475 clients successfully discharged from addiction treatment services; 83% of Adult CPST was delivered in the community; Pharmacological: 435 IPAs were reported; 1,261 clients were engaged and retained in BHC.; 158 uninsured individuals received BHC services (combined with AOD clients); 83 clients successfully discharged from BHC services
- **Average Cost Per Client in CY20:** \$633
- **Additional Information:**
 - Utilize a financial counselor during the intake process to identify clients who do not have insurance and assist them with benefits applications.

MH Employment

Provides transitional employment and systematic job development and retention services. Upon admission into the program, a comprehensive vocational profile and non-employment needs inventory is completed with each client. The menu of employment services is reviewed with the client so that they may make an informed choice as to which service(s) will meet their needs and goals. Clients are assigned an Employment Specialist who will assist them in obtaining and retaining competitive employment in the community. Peer Support is also offered to the client at this time to strengthen engagement and support the client. Services are tailored to emphasize the strengths and address the barriers of the individual client throughout the placement and retention process. The Employment Alliance team utilizes the evidence-based IPS/Supported Employment Model.

- **Target Population:**
 - Adults in Cuyahoga County who have been diagnosed with severe and persistent mental illness/substance use disorder who express the desire to work
- **Anticipated Number of Clients to be Served:** 650
- **Number of Staff Required to Implement Program:** 10
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - Cases will be temporarily assigned to remaining staff until the position is filled.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Trauma Informed Care Treatment, Recovery and Prevention Services
 - Peer Support
 - Employment Programs
- **Program Goals:**
 - 218 persons will be placed in jobs
 - Persons placed in jobs will earn an average wage of \$9.75 per hour
 - Persons placed in jobs will work an average of 28 hours per week
 - 65% of those placed will retain their jobs for at least 90 days
 - 650 clients will be served in CY22

CY22 Program Highlights and Outcomes

- **Program Metrics:**

- Number of placements
- Average hourly wage
- Average number of hours worked per week
- Percentage of clients who retained employment 90+ days
- Admissions/terminations

First Six Months of CY21 Provider Outcomes:

- **Highlights:**

- **Number of Clients that were Anticipated to be Served:** 500
- **ADAMHS Funded Unduplicated Clients Served:** 221
- **Total Number of Clients Served:** 221
- **Total Number of Clients that Completed this Program/Service:** 37

- **Average Cost Per Client:** \$1,828

- **Additional Information:**

- Staff resumed in-person services. However, the Employment Alliance team remains sensitive to clients' who have anxieties about the pandemic and schedule meetings according to client preference. Along with providing job development, the EA staff assisted clients in accessing information regarding COVID-19 testing and vaccination resources. The team provided information on unemployment, SSI/SSD benefits, food and medical assistance to clients who were impacted by COVID-19 related layoffs. The team Peer Supporter has been a vital part of the success of the program. The Peer Support Specialist works 20 hours per week, and continues to be a great source of support and resources to job-seeking clients particularly during these stressful and uncertain times.

CY20 Provider Outcomes:

- **Highlights:**

- **Number of Clients that were Anticipated to be Served:** 500
- **Total Number of Clients that were Served:** 396
- **Total Number of Clients that Completed this Program/Service:** 107

- **Goals Met:**

- Due to COVID-19, two of five goals were met in 2020.

- **Metrics Used to Determine Success:**

- Number served; number of placements; average number of hours worked per week; average hourly wage retention rate percentage

- **Program Successes:**

- Number Served Target: 500; Actual: 396.
- Number Placements Target: 168; Actual: 103.
- Average number of hours worked per week Target: 28; Actual: 29.
- Average hourly wage Target: \$9.75; Actual: \$11.43.

CY22 Program Highlights and Outcomes

- Retention Rate percentage Target: 65%; Actual: 55%
- **Average Cost Per Client in CY20:** \$1,768
- **Additional Information:**
 - As the COVID-19 crisis continues, the EA team is working diligently to provide information, resources, and support to clients. The team continues to provide assistance in securing new positions, while also helping those affected by lay-offs apply for and navigate unemployment benefits. At the close of 2020, 85% of those who were laid off due to COVID-19 had been called back to work or had secured new positions. The Peer Support Specialist worked 20 hours per week, and continued to be a great source of support and resources to job-seeking clients, particularly during this stressful and uncertain time. Staff members were able to complete 45 Benefits Analyses with clients this fiscal year. Although obtaining BPQI reports was a challenge particularly during the first half of the year, staff were eventually able to make contact with the local SSA office for assistance. The Employment Alliance team has done an outstanding job during this pandemic year. They have gone to great lengths to provide seamless services and support to clients by quickly adapted to the new reality of telehealth and services continued without interruption.

MH Housing/Recovery/ Sober Living

Program includes housing placement, supportive services, peer support, and information and referral. As standards suggest, housing is affordable, offers the right amount of independence, meets the physical needs of its residents, and is discrimination-free. This program accepts individuals of various backgrounds who have mental health and substance use disorders, along with individuals who may have various legal backgrounds. Recovery Resources is sensitive to the challenges that people may face in locating housing and does its very best to ensure that opportunities for housing are given to individuals when appropriate.

- **Target Population:**
 - Adults with a behavioral health diagnosis and/or substance use disorder
- **Anticipated Number of Clients to be Served:** 71
- **Number of Staff Required to Implement Program:** 5
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - When staff vacancies occur, remaining department staff may be asked to work alternative hours to help meet the needs of residents in the program. Outside help from other agency departments may be sought as needed to assist with a staffing vacancy until that vacancy is filled.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - High Quality Housing
 - Trauma Informed Care Treatment, Recovery and Prevention Services
 - Harm reduction efforts and strategies
 - Peer Support

CY22 Program Highlights and Outcomes

- **Program Goals:**
 - Residents receiving services will maintain occupancy
 - Residents will move into independent housing as a result of self-sufficiency
- **Program Metrics:**
 - 90% of the residents receiving services will maintain occupancy
 - 20% of residents will move into independent housing

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 56
 - **ADAMHS Funded Unduplicated Clients Served:** 60
 - **Total Number of Clients Served:** 56
 - **Total Number of Clients that Completed this Program/Service:** 6
- **Average Cost Per Client:** \$3,689
- **Additional Information:**
 - In February 2021, a renovation project began at Franklin Manor and required one two-bedroom unit to remain vacant to accommodate residents during the renovation; by June 2021, two units were fully renovated. After the project is complete (Fall of 2021), the census for this site will increase. Staff also experienced reduced census in recovery housing for part of this six-month period, but has since increased significantly. Staff anticipate that the recovery housing census for the second half of 2021 will be higher than the first half of 2021. Housing peer support staff remained diligent in educating residents with information from the agency, Ohio Department of Health and CDC regarding proper hygiene procedures to follow and signs/symptoms of which to be mindful. Residents at various housing sites were provided additional PPE as needed. Housing Peer Support staff practiced and encouraged residents to follow social distancing guidelines and continued outreach to residents regularly to help assess needs they may have during the pandemic. Additionally, peer support staff provided residents with follow up on their ADLs, linkage to community resources such as food, identifications, furniture, mental health, physical health and recovery related programming. As COVID-19 vaccine access became gradually more available during this time, residents were informed of various opportunities to get vaccinated. COVID-19 home test kits were acquired for recovery housing and utilized with a resident during this time.

CY20 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 56
 - **Total Number of Clients that were Served:** 70
 - **Total Number of Clients that Completed this Program/Service:** 5
- **Goals Met:**
 - Goal: 90% of the overall residents receiving services will maintain occupancy. Outcome: 92.1% of overall residents received services and maintained occupancy.

CY22 Program Highlights and Outcomes

- Goal: 25% of the overall residents will move into independent housing as a result of self-sufficiency. Outcome: 7.1% of the overall residents have moved into independent housing as of result of self-sufficiency.
- **Metrics Used to Determine Success:**
 - Percent of residents who maintain residency or achieve self-sufficiency; percent of unemployed residents who acquired employment; percent of residents who obtained or maintained SSI, SSDI, or VA benefits
- **Program Successes:**
 - Percent of residents who maintained residency: 92.1%; percent of residents who achieved self-sufficiency: 7.1%; percent of unemployed residents who acquired employment: 11.4%; and percent of residents who obtained or maintained SSI, SSDI, or VA benefits: 68.1%
- **Average Cost Per Client in CY20:** \$6,911
- **Additional Information:**
 - RR Housing maintained a high occupancy rate of 92.1%. Residents at various housing sites were provided additional PPE as needed. Housing Peer Support staff practiced and encouraged residents to follow social distancing guidelines and continued outreach to residents regularly to help assess needs they may have during the pandemic. Additionally, peer support staff provided residents with follow up on their ADLs, linkage to community resources such as food, identifications, furniture, mental health, physical health and recovery-related programming.

Provider:	Recovery Resources	2020 First Outcome Count:	59	2021 First Outcome Count:	67
Instrument:	Brief Addiction Monitor	2020 Final Outcome Count:	11	2021 Final Outcome Count:	5
Program:	Substance Use Disorder Treatment	2020 % of Final:	18.64%	2021 % of Final:	7.46%

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

Population	Evaluation Year	SubScale	First Outcome Average	Final Outcome Average	Average Difference	Significance
Adults (18+ years)	2020	Drug_Use	0.36	0.82	-0.45	Not Significant
Adults (18+ years)	2020	Protective	13.27	15.73	-2.45	Not Significant
Adults (18+ years)	2020	Risk	7.18	6.18	1	Not Significant
Adults (18+ years)	2021	Drug_Use				Not Significant
Adults (18+ years)	2021	Protective	17	15	2	Not Significant
Adults (18+ years)	2021	Risk	8.4	7.6	0.8	Not Significant

Provider:	Recovery Resources	2020 First Outcome Count:	443	2021 First Outcome Count:	18
Instrument:	DESSA MINI	2020 Final Outcome Count:	2	2021 Final Outcome Count:	0
Program:	Youth Prevention	2020 % of Final:	0.45%	2021 % of Final:	0

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

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

Population	Evaluation Year	Subscale	First Outcome Average	Final Outcome Average	Average Difference	Significance
Grades 9 - 12	2020	No Scale				Not Significant
Grades K - 8	2020	No Scale	44.5	50.5	6	Not Significant
Grades 9 - 12	2021	No Scale				Not Significant
Grades K - 8	2021	No Scale				Not Significant

Provider:	Recovery Resources	2020 First Outcome Count:	54	2021 First Outcome Count:	45
Instrument:	Ohio Scales Adult	2020 Final Outcome Count:	4	2021 Final Outcome Count:	1
Program:	Mental Health Treatment for Adults	2020 % of Final:	7.41%	2021 % of Final:	2.22%

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

Population	Evaluation Year	Subscale	First Outcome Average	Final Outcome Average	Average Difference	Significance
Adults (18+ years)	2020	Financial Quality of Life	3.08	2.92	-0.17	Not Significant
Adults (18+ years)	2020	Housing Quality of Life	4	3.25	-0.75	Significant at p<.05
Adults (18+ years)	2020	Overall Empowerment	3.18	3.17	-0.02	Not Significant
Adults (18+ years)	2020	Overall Quality of Life	3.53	3.13	-0.41	Not Significant
Adults (18+ years)	2020	Overall Symptom Distress	14.25	18	3.75	Not Significant
Adults (18+ years)	2020	Social Connectedness	3.38	3.25	-0.13	Not Significant
Adults (18+ years)	2021	Financial Quality of Life				Not Significant
Adults (18+ years)	2021	Housing Quality of Life				Not Significant
Adults (18+ years)	2021	Overall Empowerment				Not Significant
Adults (18+ years)	2021	Overall Quality of Life				Not Significant
Adults (18+ years)	2021	Overall Symptom Distress				Not Significant
Adults (18+ years)	2021	Social Connectedness				Not Significant

**Recovery
Solutions of
Northeast Ohio**

CY2022 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2021 CONTRACT AMOUNT	2022 CONTRACT RECOMMENDATIONS	PRIORITY
Recovery Solutions of Northeast Ohio			
Recovery Housing	\$ 80,500	\$ 80,000	Housing
Total	\$ 80,500	\$ 80,000	

CY22 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. RSNO is a community-based housing program dedicated to working with men to maximize the height of their unique potential by means of living and sustaining a substance-free lifestyle, while promoting the following as needed: education and employment training, parenting, relationship and social skills training. Also provides medical and mental health alliances, faith recognition and affiliation, community group participation, and medically assisted therapy.

Agency Internal Diversity, Equity and Inclusion Team and/or Policy:

This agency submitted information ensuring a Diversity, Equity and Inclusion policy, plan or team is in place or in progress.

The ADAMHS Board Funding supports the following initiative(s):

Recovery Housing

The program provides safe sober supportive housing for men who are recovering, as well as a network of supportive resources including treatment, peer support, case management and other wraparound services.

- **Target Population:**
 - Adult men 18 years and older experiencing difficulty maintaining a substance-free life
- **Anticipated Number of Clients to be Served: 50**
- **Number of Staff Required to Implement Program: 5**
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - The agency has not experienced any staff vacancies since the inception of housing facilities. In the event this becomes a challenge, the agency's plan is to interview, hire and train staff in a diligent manner to quickly fill the vacancy and/or to make any necessary referrals to outside agencies that meet the needs of the individuals served.
- **Funding Priority:**
 - High Quality Housing
- **Program Goals:**
 - To provide sober living and community supports to 50 adult males through a holistic perspective in a community setting; focusing on education, skills training, employment readiness, parenting, social skills training, legal resolution and independence.
- **Program Metrics:**
 - The individual success and progress of each resident will be the base metric to identifying goal attainment.

CY22 Program Highlights and Outcomes

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 50
 - **ADAMHS Funded Unduplicated Clients Served:** 15
 - **Total Number of Clients Served:** 15
 - **Total Number of Clients that Completed this Program/Service:** 0
- **Average Cost Per Client:** \$2,683
- **Additional Information:** N/A

CY20 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 50
 - **Total Number of Clients that were Served:** 31
 - **Total Number of Clients that Completed this Program/Service:** 10
- **Goals Met:**
 - Ten out of 31 program goals were met
- **Metrics Used to Determine Success:**
 - Program participants success in obtaining, sustaining and maintaining in the following areas: sobriety, education, employment, prescribed/recommended treatment, reintegration to community (family/faith), permanent housing, medical care, psychological and mental healthcare.
- **Program Successes:**
 - Assisted and encouraged participants with a holistic reintegration into society by means of sobriety programming, prescribed treatment (behavioral and medical), counseling, employment and education training, social and parental skills training, community meetings, faith encouragement, community supports and legal remediation.
- **Average Cost Per Client in CY20:** \$2,597
- **Additional Information:**
 - RSNO staff are dedicated to encouraging program participants to strive to the height of their individual potential. This is evidenced by program participants' average length of stay, their willingness to comply with and adhere to program guidelines, and cooperation working with support staff to improve their overall quality of life. They also show dedication to reintegration through advanced education/trade skills training, seeking gainful employment, participation in community meetings, amending severed familial relationships, and maintaining appointment schedules with healthcare and social service practitioners.

**The Salvation
Army Harbor Light
Complex**

CY2022 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2021 CONTRACT AMOUNT	2022 CONTRACT RECOMMENDATIONS	PRIORITY
The Salvation Army			
Pooled Funding:			
Detoxification & Intensive Outpatient	\$ -	\$ -	Detox

CY22 Program Highlights and Outcomes

The Salvation Army Harbor Light Complex

The Salvation Army is an international movement and 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.

Agency Internal Diversity, Equity and Inclusion Team and/or Policy:

This agency submitted information ensuring a Diversity, Equity and Inclusion policy, plan or team is in place or in progress.

The ADAMHS Board Funding supports the following initiative(s):

Detox and Intensive Outpatient Treatment

The Harbor Light Complex administers a medically approved alcohol and other drug (AOD) withdrawal program designed and supervised by Dr. Ted Parran and Dr. Chris Adelman of the St. Vincent's Charity Medical Center. A board-approved physician makes daily visits to the detoxification program and licensed nurses attend to the daily needs of clients experiencing AOD withdrawal. The program also provides clients with an understanding of the cycle of addiction as well as the effects of alcohol and other drugs on the body and education about relapse triggers and relapse prevention skills. Clients also learn how to identify and manage anger, stress and cope with grief by identifying feelings and emotions. The program educates clients about family roles and addictive relationships, familiarizes clients with 12-step support programs, and develops a social support system of family, friends, community and work.

- **Target Population:**
 - Individuals ages 18 to 65 years old who are detoxing from opiates/heroin, alcohol and other substance abuse
- **Anticipated Number of Clients to be Served: 350**
- **Number of Staff Required to Implement Program: 17**
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - During COVID, a plan to replace staff was fully in effect and overtime was offered along with staff from other areas of the agency filling in to maintain program coverage. Such will continue to be the case should COVID once again affect the operation of the program.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Trauma Informed Care Treatment, Recovery and Prevention Services
 - Recovery and Treatment Services to Specialized Populations
 - Inpatient and Ambulatory/Outpatient Detoxification Services
- **Program Goals:**
 - Completing basic case management
 - Completing an assessment

CY22 Program Highlights and Outcomes

- Completing an Individualized Treatment Plan
- Completing medical-somatic services
- Completing referral to next level of care
- **Program Metrics:**
 - Client coming in to detox and agreeing to engage with staff with basic services
 - Client completing a bio-psycho-social assessment with staff
 - Client agreeing on an Individualized Treatment Plan with staff
 - Client completes detox services
 - Client agrees and goes to next appropriate level of care

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 350
 - **ADAMHS Funded Unduplicated Clients Served:** 44
 - **Total Number of Clients Served:** 183
 - **Total Number of Clients that Completed this Program/Service:** 108
- **Average Cost Per Client:** \$1,294
- **Additional Information:**
 - The Army enters most clients into the program the next business day, regardless of their ability to pay or be funded. This has provided significant benefit with the increase in opiate/heroin usage. The ability to respond quickly to a person with a heroin addiction for a detox intake when the client requests it is critical. A strength of the program is the ability to utilize interim housing post-detox for as long as the client needs it, increasing the probability to be successfully linked to a residential treatment program or the next appropriate level of care.

CY20 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 650
 - **Total Number of Clients that were Served:** 458
 - **Total Number of Clients that Completed this Program/Service:** 305
- **Goals Met:**
 - The overall goals of providing service were met. However, there was a significant decrease in those seeking detox due to COVID.
- **Metrics Used to Determine Success:**
 - The goal of the detox program is to have the client complete detox and transition to the next appropriate level of care.
- **Program Successes:**
 - 67% of the clients exited with detox successfully complete.

CY22 Program Highlights and Outcomes

- **Average Cost Per Client in CY20:** \$1,663
- **Additional Information:**
 - The Salvation Army remained open accepting clients throughout the pandemic.

Scarborough House for Women

CY2022 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2021 CONTRACT AMOUNT	2022 CONTRACT RECOMMENDATIONS	PRIORITY
Scarborough House			
Recovery Housing for Women	\$ 14,400	\$ 20,560	Housing
Total	\$ 14,400	\$ 20,560	

CY22 Program Highlights and Outcomes

Scarborough House for Women

Scarborough House is a recovery house that has capacity for eight 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.

Agency Internal Diversity, Equity and Inclusion Team and/or Policy:

This agency submitted information ensuring a Diversity, Equity and Inclusion policy, plan or team is in place or in progress.

The ADAMHS Board Funding supports the following initiative(s):

Recovery Housing for Women

Scarborough House meets the criteria for Level II National Association of Recovery Residences (NARR), adheres to the standards of care defined by OhioMHAS and NARR and provides recovery housing to special populations that is critically deficient. Scarborough welcomes women who are in recovery from substance abuse and who need a transitional, safe housing situation that is monitored while they continue their recovery. Scarborough's treatment program is structured with a suggested 30-60-90 path and behavioral contract that is reviewed, agreed to and signed at admission. Required participation in weekly group counseling offered on-site, house meetings and all house duties are clearly explained. Women are required to follow the treatment or probation plans of their referring agency and must attend community sessions with case managers. Individuals enrolled in outpatient programs for ongoing alcohol and other drug treatment, mental health services, or have compliance requirements from the courts, must participate in the required counseling and treatment sessions. Women are also required to seek a sponsor and attend community 12-step, self-help support groups. The on-site House Manager and visiting counselor provide close supervision which ensures compliance. Random urine dip screens are mandatory and violations result in consequences that are clearly articulated. Only when all interventions and behavioral contracts are exhausted will non-compliance result in discharge.

- **Target Population:**
 - Women over the age of 18, who are chemically dependent and have embarked upon a sober lifestyle through treatment
- **Anticipated Number of Clients to be Served: 15**
- **Number of Staff Required to Implement Program: 2**
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - Scarborough House maintains a consistent commitment within the recovery community and maintains a database of potential candidates.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - High Quality Housing
 - Trauma Informed Care Treatment, Recovery and Prevention Services
 - Peer Support

CY22 Program Highlights and Outcomes

- **Program Goals:**
 - Decrease length of time from referral to assessment and intake to determine eligibility
 - Decrease length of time from intake (to determine eligibility) to admission
 - Increase the number of individuals who follow through on admission after acceptance
 - Increase the retention rate of residents successfully completing the program
 - Increase the abstinence rate of residents at discharge
 - Increase the number of residents discharged to stable housing
 - Decrease the number of residents incurring new criminal charges during program
 - Increase the employment and education rate for clients in the program
 - Increase the satisfaction rate of persons within the program
- **Program Metrics:**
 - Length of time from referral to assessment/intake to determine eligibility is two to seven days
 - Length of time from intake (to determine eligibility) to admission is 14 days
 - Achieve an engagement rate of 80%
 - Achieve a retention rate of 45%
 - Achieve a abstinence rate of 50%
 - Achieve a stable housing rate of 60%
 - Achieve a criminal justice rate of 60%
 - Achieve an employment and education rate of 60%
 - Achieve 60% satisfaction with persons in the program

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served: 16**
 - **ADAMHS Funded Unduplicated Clients Served: 0**
 - **Total Number of Clients Served: 9**
 - **Total Number of Clients that Completed this Program/Service: 4**
- **Average Cost Per Client:** N/A
- **Additional Information:**
 - 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. 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.

CY22 Program Highlights and Outcomes

CY20 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 20
 - **Total Number of Clients that were Served:** 15
 - **Total Number of Clients that Completed this Program/Service:** 4
- **Goals Met:**
 - Scarborough House for Women met all of its goals, except employment and retention. The agency exceeded its goals in four areas: engagement, abstinence, stable housing and criminal justice.
- **Metrics Used to Determine Success:**
 - Wait Time (2-7 Days)
 - Initiation (14 Days)
 - Engagement Rate (80%)
 - Retention Rate (45%)
 - Abstinence Rate (50%)
 - Stable Housing Rate (60%)
 - Criminal Justice Rate (60%)
 - Employment/Education Rate (70%)
 - Client Satisfaction Rate (70%)
- **Program Successes:**
 - Wait Time (100%)
 - Initiation (100%)
 - Engagement Rate (100%)
 - Retention Rate (30%)
 - Abstinence Rate (87%)
 - Stable Housing Rate (87%)
 - Criminal Justice Rate (100%)
 - Employment/Education Rate (60%)
- **Average Cost Per Client in CY20:** \$960
- **Additional Information:**
 - N/A

**Serenity Health &
Wellness
Corporation**

CY2022 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2021 CONTRACT AMOUNT	2022 CONTRACT RECOMMENDATIONS	PRIORITY
Serenity Health & Wellness Corporation			
AXIOS Youth Mentoring After School Program	\$ -	\$ 350,000	Prevention
Total	\$ -	\$ 350,000	

CY22 Program Highlights and Outcomes

Serenity Health & Wellness Corporation

Serenity Health & Wellness Corporation (SHWC) provides a safe, secure environment where patients can develop/practice early recovery skills such as relapse prevention and emotion management.

Agency Internal Diversity, Equity and Inclusion Team and/or Policy:

This agency submitted information ensuring a Diversity, Equity and Inclusion policy, plan or team is in place or in progress.

The ADAMHS Board Funding supports the following initiative(s):

AXIOS Project

The AXIOS project is a year-round, afterschool mentorship program that provides substance use prevention, wraparound and therapeutic services. AXIOS address the misuse of drugs, including prescription drugs and combines life skills training, work experience and school credit by placing youth in internships related to their current or prospective studies. Referrals are generated from teachers, parents and community stakeholders. The program includes academic remediation, psychologist and licensed therapists who conduct biopsychosocial assessments when a mental health issue may be present, an individualized Prevention Services Plan and linkage for youth and family members with community resources to address needs that may contribute to delinquency, mental health issues and experimentation/misuse of substances, homelessness, and/or unemployment. The program also includes life coaches/mentors who provide Evidence-Based Practices (EBP) prevention program curriculum, pro-social and life skills trainings that are delivered in a group setting. Outreach activities including public messaging and awareness campaigns about the risk of substance misuse are also part of the program. The agency will partner with community organizations to implement comprehensive community-based substance misuse prevention strategies including out of school programming for youth and internship opportunities. Funding for this program will pay for prevention activities and staff.

- **Target Population:**
 - Youth enrolled at John F. Kennedy High School who are at-risk/high risk or currently using or have misused opioids and other drugs.
- **Anticipated Number of Clients to be Served:** 100
- **Number of Staff Required to Implement Program:** 9-10
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - Staff will be cross-trained to ensure program coverage should vacancies occur.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Prevention and Early Intervention
 - Trauma Informed Care Treatment, Recovery and Prevention Services

CY22 Program Highlights and Outcomes

- **Program Goals:**

- Hire and train life coaches, prevention specialist and ensure certification in evidence-based practices
- Decrease youth substance use by implementing evidence-based programming in Cleveland schools by enrolling 100 youth in AXIOS program.
- Improved competencies necessary to avoid and manage conflict
- Increase opportunities for postsecondary education, employment and breaking the cycle of poverty
- Improve student engagement and academic performance
- Increase awareness of health and wellness and how these conditions impact social development
- Increase the awareness of prevention messaging within the community through print and digital messages

- **Program Metrics:**

- Number of staff hired and trained in EBP
- Number of youth enrolled in AXIOS program
- Number of youth and adults recruited to create prevention messages for outreach campaign
- Number of youth paired with life coaches and employment opportunities
- Number of groups held
- Results or pre-, mid- and post-program assessments for substance use, improved social and emotional skills, academic performance and increase awareness of mental health and wellness; and Youth Risk Behavior Survey results.

First Six Months of CY21 Provider: N/A – New Provider

Shaker Heights Youth Center

CY2022 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2021 CONTRACT AMOUNT	2022 CONTRACT RECOMMENDATIONS	PRIORITY
Shaker Heights Youth Center			
SUD Prevention - After School Programs	\$ 250,000	\$ 33,613	Prevention
MyCom Collaborative	\$ -	\$ 12,001	Prevention
Student Assistance Program	\$ -	\$ 191,370	Prevention
Summer Youth Programs	\$ -	\$ 46,656	Prevention
Total	\$ 250,000	\$ 283,640	

CY22 Program Highlights and Outcomes

Shaker Heights Youth Center

The Shaker Heights Youth Center (SHYC) is a community-based social service agency that provides prevention and wellness services to Shaker Heights residents and 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.

Agency Internal Diversity, Equity and Inclusion Team and/or Policy:

This agency submitted information ensuring a Diversity, Equity and Inclusion policy, plan or team is in place or in progress.

The ADAMHS Board Funding supports the following initiative(s):

SUD Prevention - After Schools Programs: IMPACT Youth Enrichment Program and MyCom Youth Council

IMPACT is an after-school program held in partnership by Shaker Heights Youth Center and the Unitarian Universalist Congregation of Cleveland. The program activities include Life Skills education, academic assistance and activities that encourage the development of communication and leadership skills. It includes a Youth Council program that provides activities that encourage the development of communication and leadership skills, with the goal to increase social competency and resiliency by teaching and reinforcing the following: problem-solving skills, positive coping skills, communication, peer relationships, and assertiveness skills. The Center, by providing services at key transition times, helps youth who are struggling and works with them to develop healthy interpersonal skills by promoting social-emotional development.

- **Target Population:**
 - Youth from the Shaker Heights Youth Center, the Shaker Heights City Schools, the City of Shaker Heights and the Shaker Heights Public Library
- **Anticipated Number of Clients to be Served: 50**
- **Number of Staff Required to Implement Program: 1**
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - The MyCom Coordinator plans to retire in the next year two years. The IMPACT Coordinator is interested in taking on both programs. She will begin to participate in the MyCom program in September on a limited basis to familiarize herself with the program. The Shaker Heights Youth Center employs skilled and dedicated professionals and supports their talents and ability to grow. If an unexpected turnover were to occur without notice, the Center would re-deploy staff in consultation with partners to cover until a replacement could be found.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Prevention and Early Intervention

CY22 Program Highlights and Outcomes

- **Program Goals:**
 - Of 50 youth served in 2022, 38 will improve their ability to develop healthy interpersonal skills through promoting social-emotional development by increasing their life skills and leadership skills.
- **Program Metrics:**
 - Number of youth enrolled in the program
 - Participants demonstrate leadership skills
 - Participants demonstrate understanding of new life skills concepts
 - Participants improve their ability to develop healthy interpersonal skills through promoting social-emotional development. These are measured in the documentation of services and compiled and reported in the prevention workbook.

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 25
 - **ADAMHS Funded Unduplicated Clients Served:** 16
 - **Total Number of Clients Served:** 16
 - **Total Number of Clients that Completed this Program/Service:** 16
- **Average Cost Per Client:** \$1,192
- **Additional Information:**
 - This program serves as a “Universal Population,” which means the program is targeted to the general public. The program serves middle school students so they need appropriate supervision and guidance even though they are a Universal Population.

CY20 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 240
 - **Total Number of Clients that were Served:** 126 in contracted prevention services (an additional 300 were served with alternative services because of COVID-19 in all prevention programs)
 - **Total Number of Clients that Completed this Program/Service:** 116 (completed services that were in contracted prevention programs)
- **Goals Met:**
 - The Intensive Prevention Program focused on providing all-day services that combined academic support with social-emotional learning. The population was modified when schools closed to include high school, middle school, suspended and expelled students, and students in grades K-12 who could not achieve in online learning. The goal was to serve 40 students and 53 youth were served.
 - The Summer Leadership Program met both virtually and in-person. The program still served middle school youth, but this year was co-ed rather than only for females. The projected number to be served was 15 and 14 were served.

CY22 Program Highlights and Outcomes

- The summer K-4th grade program was radically changed because of COVID. The population served was high school students who did in-person service learning. The intensity of the program remained providing 24-hours per week of services for six weeks. Ten youth were projected to be served and eight youth were served.
- PEERS summer program met online daily for six weeks. Students' online and project time equaled 24-hours per week of online time and assigned projects. The goal was to serve ten students and eight students were served.
- **Metrics Used to Determine Success:**
 - DESSA to evaluate individual change
 - Prevention Workbook to track program success
- **Program Successes:**
 - Intensive Prevention Program: 53 served; 46 successfully completed the program.
 - PEERS program: eight students were served; all eight successfully completed the program.
 - Summer Leadership Program: 14 students were served; 11 successfully completed the program.
 - Summer Program Service Learning: eight students were served; all eight successfully completed the program.
- **Average Cost Per Client in CY20:** \$1,048
- **Additional Information:**
 - Partners include: the City of Shaker Heights, Shaker Heights City Schools, Shaker Heights Public Library, the Shaker Engagement Collaborative, Youth Opportunities Unlimited, the Shaker Schools Foundation, New One Shaker, the IMPACT Board, Effective Leadership Academy, MyCom Coordinators, Kent State University College of Urban Design, Shaker PTO, Story Forum, the Parent Café, the Schools SST Workgroup.
 - The services provided ranged from basic needs, like delivering food to shut-in elderly residents when Meals on Wheels shut down due to the pandemic, to advanced, like planning with Shaker Schools to develop Student Support Teams in every building to address the students' social-emotional needs. Where there was a need or a worthy project, the Shaker Heights Youth Center pitched in to serve the community.

MyCom Collaborative

MyCom is a summer jobs program that seeks to address economic deprivation, especially compared to classmates. Clients in this program often have family management problems and family conflict especially around family finances. Individuals are focused on acquiring job skills that include developing social competencies, encouraging the development of goal-directed behaviors, and forming a relationship with a significant adult. The program focuses on building social competencies, resiliency and increasing the youth's belief in themselves.

- **Target Population:**
 - Youth from the Shaker Heights Youth Center, the Shaker Heights City Schools, the City of Shaker Heights, and the Shaker Heights Public Library
- **Anticipated Number of Clients to be Served:** 102
- **Number of Staff Required to Implement Program:** 1

CY22 Program Highlights and Outcomes

- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - The MyCom Coordinator plans to retire in the next two years. The IMPACT Coordinator is interested in taking on both programs. She will participate in the MyCom program beginning in September on a limited basis to familiarize herself with the program. The Shaker Heights Youth Center employs skilled and dedicated professionals and supports their talents and ability to grow. The MyCom Coordinator has been with the Center for 12 years. The Student Assistance Professional has been with the Center for 16 years and the Executive Director for 25 years. This is a stable staff. If an unexpected turnover were to occur without notice, they would re-deploy staff, in consultation with partners, to cover until a replacement could be found.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Prevention and Early Intervention
- **Program Goals:**
 - Plan and collaborate youth services to influence community morals to promote healthy lifestyles
 - Facilitate youth employment for 60 youth
- **Program Metrics:**
 - Number of youth who express interest in the coalition/summer jobs
 - Number of youth who attend coalition-based organizing, trainings, and planning meetings or summer jobs

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 40
 - **ADAMHS Funded Unduplicated Clients Served:** 42
 - **Total Number of Clients Served:** 42
 - **Total Number of Clients that Completed this Program/Service:** 42
- **Average Cost Per Client:** \$1,006
- **Additional Information:**
 - The Center, through the MyCom initiative, will engage the major community institutions, the youth-serving agencies in the community and community groups in the planning and implementation of prevention and wellness services across the lifespan. The MyCom Collaborative is comprised of the major institutions in the City of Shaker Heights, youth-serving organizations and community members. The Collaborative meets twice a month in addition to a quarterly evening meeting. The founding coalition members include representatives from Shaker Heights City Schools, Shaker Heights Public Library, the City of Shaker Heights (recreation, police and community engagement), and the Shaker Heights Youth Center. Additional active coalition members include the PTO, New One Shaker, Moerland on the Move, Shaker African American Moms (SAAMS), EYEJ, the League of Women Voters, ESL Collaborative, Shaker Historical Society, Bellefaire, SCORR

CY22 Program Highlights and Outcomes

and numerous community members. The goal is to facilitate collaboration to better serve the Shaker community.

CY20 Provider Outcomes: N/A

Student Assistance Program

The programs increase social competency and resiliency by teaching and reinforcing the following: problem-solving skills, positive coping skills, communication, peer relationships, and assertiveness skills. The Center, by providing services at key transition times, helps youth who are struggling and works with them to develop healthy interpersonal skills by promoting social-emotional development.

- **Target Population:**
 - Students served are in grades K-12 in Shaker Heights Schools
- **Anticipated Number of Clients to be Served:** 200
- **Number of Staff Required to Implement Program:** 4
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - The Shaker Heights Youth Center employs skilled and dedicated professionals and supports their talents and ability to grow. When hiring, the Center sets the expectation that it is a strong preference that if the hire chooses to leave, they do so after the end of the school year to minimize the impact on participants. Also, the turnover rate is extremely low. In this program if an unexpected turnover were to occur without notice, they would re-deploy staff in consultation with the Shaker Heights City Schools to cover until a replacement could be found.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Prevention and Early Intervention
- **Program Goals:**
 - Of 200 students served in 2022, 150 will improve their ability to develop healthy interpersonal skills through promoting social-emotional development through an increase in life skills, coping skills and problem-solving skills.
- **Program Metrics:**
 - Number of youth enrolled in the program
 - Participants demonstrate problem solving skills
 - Participants demonstrate positive coping skills
 - Participants demonstrate understanding of new like skills concepts
 - Participants will improve their ability to develop healthy interpersonal skills through promoting social-emotional development. These are measured in the documentation of services and compiled and reported in the prevention workbook.

CY22 Program Highlights and Outcomes

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 75
 - **ADAMHS Funded Unduplicated Clients Served:** 73
 - **Total Number of Clients Served:** 73
 - **Total Number of Clients that Completed this Program/Service:** 65
- **Average Cost Per Client:** \$1,266
- **Additional Information:**
 - Students receive Life Skills and Resiliency training to increase coping and problem-solving skills. This program serves a “Selective Population.” A Selective Population means that is a targeted group whose risk of developing mental, emotional or behavioral disorders is significantly higher than average. Prevention services to these individuals need to be more intense and of a longer duration than services provided to a Universal Population. Gaining life skills and social-emotional learning expands protective factors and lessens risk factors while building resiliency in these individuals. The program emerged as the highest priority for expansion in two community dialogues which included City staff, Shaker Schools staff, Shaker Library administrators and Shaker Heights Youth Center Board and staff. In consultation with the ADAMHS Board staff, it was decided to transfer the Intensive Prevention Program staff to the Student Assistance Program in September. The Youth Center is also planning to hire an additional full-time staff for this program.

CY20 Provider Outcomes: N/A

Summer Youth Programs

Shaker Heights Youth Center Summer youth programs are age-appropriate and address youth risk factors while increasing protective factors for participants. The summer programs include: the Summer Leadership Program for middle school students, which focuses on increasing interpersonal skills through life skills education, service learning and creative expression; the PEERS summer program in which students, with the assistance of adult leaders, study issues facing Shaker students and develop messaging that addresses the identified issues and encourages resiliency. The program meets five days a week for six weeks, five hours per day; and the summer program for K-4th grade students focuses on increasing interpersonal and academic skills through life skills education, academic support and building resiliency. The National Institute on Drug Abuse, in “Preventing Drug Use, A Research-Based Guide,” lists the following goals for prevention programs by population grade levels: prevention programs in elementary school should target academic and social-emotional learning; prevention education should focus on the following skills in elementary schools: self-control, emotional awareness, communication, problem solving and academic support. Prevention programs for middle school and high school students should increase academic and social competency with communication skills, peer relationships, self-efficacy and assertiveness.

- **Target Population:**
 - Youth involved in Shaker Heights Schools who face multiple environmental stressors
- **Anticipated Number of Clients to be Served:** 35
- **Number of Staff Required to Implement Program:** 1

CY22 Program Highlights and Outcomes

- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - Summer programs last between six and eight weeks. Because it is such a short period, staff are almost always able to honor their commitment. Turnover is rarely an issue. In the last emergency situation, the Executive Director and other staff filled in.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Prevention and Early Intervention
- **Program Goals:**
 - Of 35 youth served in 2022, 26 will increase their social support and social connectiveness by improving their ability to develop healthy interpersonal skills through promoting social development by increasing their life skills and leadership skills.
- **Program Metrics:**
 - Number of youth enrolled in the program
 - Participants demonstrate problem-solving skills
 - Participants demonstrate positive coping skills
 - Participants demonstrate understanding of new life-skills concepts

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served: 10**
 - **ADAMHS Funded Unduplicated Clients Served: 5**
 - **Total Number of Clients Served: 5**
 - **Total Number of Clients that Completed this Program/Service: 4**
- **Average Cost Per Client:** \$1,802
- **Additional Information:**
 - The summer program focuses on increasing interpersonal and academic skills through life-skills education, academic support and building resiliency. The Center was not able to implement the program as envisioned because the Shaker Heights Schools decided to offer a new academic program for the students the Center was planning to serve. Rather than compete, the Center collaborated, but it resulted in fewer numbers served and a more limited role.

CY20 Provider Outcomes: N/A

Provider:	Shaker Heights Youth Center	2020 First Outcome Count:	77	2021 First Outcome Count:	26
Instrument:	DESSA MINI	2020 Final Outcome Count:	72	2021 Final Outcome Count:	25
Program:	Youth Prevention	2020 % of Final:	93.51%	2021 % of Final:	96.15%

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

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

Population	Evaluation Year	Subscale	First Outcome Average	Final Outcome Average	Average Difference	Significance
Grades 9 - 12	2020	No Scale	49.8	52.9	3.1	Significant at p<.05
Grades K - 8	2020	No Scale	42.24	49.31	7.07	Significant at p<.05
Grades 9 - 12	2021	No Scale				Not Significant
Grades K - 8	2021	No Scale	40.2	45.28	5.08	Significant at p<.05

Signature Health

CY2022 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2021 CONTRACT AMOUNT	2022 CONTRACT RECOMMENDATIONS	PRIORITY
Signature Health			
24/7 Access	\$ 40,000	\$ -	24/7 Access
Jail Liaison Program	\$ 75,000	\$ 78,000	Specialized Pop.
Art Therapy	\$ -	\$ -	Prevention
MAT Peer Support	\$ 50,000	\$ 79,780	Peer Support
North Ridge Commons	\$ 140,000	\$ 114,230	Peer Support
Peer Support	\$ 174,300	\$ 200,000	Peer Support
Recovery Housing	\$ -	\$ -	Housing
Transportation	\$ 10,000	\$ 10,000	Transportation
Total	\$ 489,300	\$ 482,010	
Pooled Funding:			
Treatment Services - SUD	\$ -	\$ -	
Treatment Services - MH	\$ -	\$ -	
ORCA House - SUD Residential Treatment	\$ -	\$ -	

CY22 Program Highlights and Outcomes

Signature Health, Inc.

Signature Health provides a spectrum of behavioral health and recovery support services allowing for seamless care for children, adults and their families.

Agency Internal Diversity, Equity and Inclusion Team and/or Policy:

This agency submitted information ensuring a Diversity, Equity and Inclusion policy, plan or team is in place or in progress.

The ADAMHS Board Funding supports the following initiative(s):

ORCA House Residential Treatment

The ORCA House mental health residential treatment facility with integrated substance use care will be serving clients by the third quarter of 2022. The facility will have 18 beds for men and 18 beds for women. Because residents are severely mentally ill, length of stay at ORCA House will be up to 24 months as staff helps residents achieve stability, develop the skills to live independently, and, in many cases, maintain sobriety and active recovery. Mental health residential treatment will include room and board in a supportive environment, diagnostic assessments, development of an individualized treatment plan, individual counseling, group therapy (gender specific and combined groups), and social programming. Counseling interventions are goal-directed and congruent with the goals and objectives from the resident's individualized service plan. These mental health services aim to improve resident's functioning so that they can live independently with supportive services. For residents that also have a substance use disorder, on-site diagnostic assessments will be offered upon admission, individual counseling, group therapy, intensive outpatient treatment, a partial hospitalization program, and regular urinalysis screens. Group counseling will focus on relapse prevention and addressing issues pertinent to achieving continuous sobriety. Signature Health meets the resident where they are in their stages of change. Evidence-based treatment practices include cognitive behavioral therapy (CBT), Motivational Interviewing and trauma-centered therapies. Treatment utilizes the 12-step model for recovery. Residents are encouraged to attend AA and NA as an integral part of their recovery. Staff will also focus on helping residents develop life skills through various social programs and events. Residents will also have access to physical health screenings by a Signature Health primary care provider, STI and HIV testing and education by the infectious disease team, and evaluation and treatment of Hepatitis C. Staff will also coordinate services with other health and social service providers to assist residents in meeting their needs. Admission criteria will be evaluated on a case-by-case basis regarding applicant's violence history. The program is not open to sex offenders.

- **Target Population:**

- Men and women, aged 21 and older who have a serious mental illness. Individuals with a SUD diagnosis will be accepted but is not required for admission.

- **Anticipated Number of Clients to be Served: 36**

- **Number of Staff Required to Implement Program: 30**

- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**

- Signature Health has a process for covering clients when a staff vacancy occurs. Other equally qualified and credentialed staff are assigned the vacated staff member's clients

CY22 Program Highlights and Outcomes

until the position can be filled. Signature Health maintains contracts with temporary nurse staffing agencies to access additional staff on short notice. Supervisors may be called into service in severe/acute staffing shortages. The talent acquisition team works to quickly post the vacant position to the agency's career site and hire a qualified candidate. The average time to fill a position is 57 days.

- **Funding Priority:**

- Culturally Appropriate and Evidence-based Diverse Services
- Mental Health Residential Treatment
- Recovery and Treatment Services to Specialized Populations

- **Program Goals:**

- Re-open and fully staff ORCA House in a new facility as a dual-purpose residential facility
- Provide mental health residential care to predominantly African-Americans
- Facilitate the skills needed for residents to transition to independent living
- Integrate substance use disorder treatment for residents with a SUD diagnosis
- Improve residents' physical health

- **Program Metrics:**

- Provide services to 36 clients in 2022, with tracking referral sources and residents' demographics
- Embed counselors in the program to facilitate skill-building
- Track the number of residents with a dual diagnosis who receive integrated SUD services (80% goal)
- Measure number of residents who are linked to primary care as part of individual service plan (90% goal)

First Six Months of CY21 Provider Outcomes: N/A – closed for renovation; scheduled to open in 2022.

CY20 Provider Outcomes:

- **Highlights:**

- **Number of Clients that were Anticipated to be Served:** 300
- **Total Number of Clients that were Served:** 81
- **Total Number of Clients that Completed this Program/Service:** 74

- **Goals Met:**

- The ORCA House program operated with regular services for the first three months of 2020. Through March, 81 clients received residential treatment. After that, it was determined to be unsafe for staff and clients to continue running the program due to COVID-19. It was also determined that ORCA House will be re-opening in a new, renovated facility.

- **Metrics Used to Determine Success:**

- Reduction in frequency of drug/alcohol use at date of last service compared to date of first service

CY22 Program Highlights and Outcomes

- Reduction in number of arrests from date of first service to date of last service
- Number of clients with increased social supports and/or social connectedness from date of first service to date of last service
- Percentage of clients who receive two treatment services within 14 days of assessment
- Percentage of clients who successfully complete treatment without rejecting services.
- **Program Successes:**
 - ORCA House provided services to 81 individuals, 74 (91%) of whom successfully completed treatment.
- **Average Cost Per Client in CY20:** \$928
- **Additional Information:**
 - These outcomes reflect a shut-down of ORCA House in March 2020 due to the coronavirus pandemic. ORCA House was not able to safely accommodate new admissions because of lack of availability of testing with a quick turnaround time for results as well as facility space concerns in the event that a client became sick while at the program. ORCA House will be reopening in a new facility and will resume services once renovations are complete at the new facility.

Transportation

Transportation is provided to clients with the highest levels of care needs including Medication Assisted Treatment, Intensive Outpatient Program, Partial Hospitalization Program, those with SPMI diagnoses with co-morbid primary care needs, and psychiatric appointments. These clients are in critical need of therapeutic intervention as they are at highest risk for homelessness, hospitalization, incarceration, and death due to their behavioral health conditions. Transportation has been expanded to all levels of care for every type of behavioral health and case management appointments as well as rides to primary care visits, lab appointments and pharmacy pick-ups to ensure access to services that improve clients' total health. Transportation services have improved the no show and cancellation rates, ultimately improving behavioral health outcomes.

- **Target Population:**
 - Adults receiving mental health and/or substance use disorder treatment from Signature Health
- **Anticipated Number of Clients to be Served:** 2,250
- **Number of Staff Required to Implement Program:** 3
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - Signature Health has a process for covering clients when a staff vacancy occurs. Other equally qualified and credentialed staff are assigned the vacated staff member's clients until the position can be filled. Supervisors may be called into service in severe/acute staffing shortages. The talent acquisition team works to quickly post the vacant position to the career site and hire a qualified candidate. The average time to fill a position is 57 days.
- **Funding Priority:**
 - Transportation

CY22 Program Highlights and Outcomes

- **Program Goals:**
 - Clients receive transportation services when they have no other means to get to their in-person mental health and substance use disorder treatment appointments
 - Clients use transportation services frequently to maintain frequency of treatment and engagement with care providers
 - Increase attendance at essential healthcare appointments
- **Program Metrics:**
 - Provide more than 5,000 transportation services in 2022
 - Provide more transportation services to 2,250 unduplicated clients in 2022
 - Maintain a “no show or cancel late” (NSCL) rate of 27% or less for services at the agency’s three Cuyahoga County locations

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 1,000
 - **ADAMHS Funded Unduplicated Clients Served:** 1,095
 - **Total Number of Clients Served:** 1,095
 - **Total Number of Clients that Completed this Program/Service:** N/A
- **Average Cost Per Client:** \$5
- **Additional Information:**
 - Transportation staffing costs are kept low with a central scheduling department. Signature Health frequently subsidizes the cost of Uber/Lyft rides as the amount reimbursed by insurers does not cover the actual cost of a ride. Case managers also provides transportation but are not included in the staffing count for purposes of these funds.

CY20 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 500
 - **Total Number of Clients that were Served:** 1,990
 - **Total Number of Clients that Completed this Program/Service:** N/A
- **Goals Met:**
 - The transportation program’s goal is to increase the attendance rate for behavioral health services, appointments and groups. Between 2019 and 2020, the attendance rate increased by 11%, 24%, and 29% at Signature Health’s three locations in Cuyahoga County. These improvements represent thousands of clients who have been able to attend their appointments due to the transportation program. Reliable transportation assistance is one factor contributing to this.

CY22 Program Highlights and Outcomes

- **Metrics Used to Determine Success:**
 - Staff measures the success of the program by monitoring the percentage of appointments that are “no show or cancel late” (NSCL). The lower the percentage, the more clients are showing up for their appointments and getting the help they need.
- **Program Successes:**
 - Transportation was provided 1,990 clients to and from appointments at the Beachwood, Maple Heights, and Lakewood locations. A typical “no show or cancel late” (NSCL) rate is between 30% and 60%, depending on the service. The agency’s average rates were between 24% and 26% in 2020 (Beachwood was 24%, an improvement from 27% in 2019; Maple Heights was 26%, down from 34%; Lakewood was 25%, down from 35%).
- **Average Cost Per Client in CY20:** \$5
- **Additional Information:**
 - In 2021, Signature Health anticipates that the number of clients using transportation will significantly increase compared to 2020 numbers. These increases should become apparent in the latter half of 2021 as the COVID pandemic lessens and there more in-person appointments.

Substance Use Disorder Outpatient Treatment

Provides SUD treatment services for individuals not yet covered by Medicaid or other insurance.

Note: Signature Health provided 2021 outcomes for each service utilized; however, all the program elements for SUD outpatient treatment will remain the same.

- **Target Population:**
 - Adults receiving outpatient substance use disorder treatment
- **Anticipated Number of Clients to be Served:** 140 (for all SUD Outpatient services)
- **Number of Staff Required to Implement Program:** 93
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - Signature Health has a process for covering clients when a staff vacancy occurs. Other equally qualified and credentialed staff are assigned the vacated staff member’s clients until the position can be filled. Signature Health maintains contracts with temporary nurse staffing agencies to access additional staff on short notice. Supervisors may be called into service in severe/acute staffing shortages.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Harm reduction efforts and strategies
 - Recovery and Treatment Services to Specialized Populations
 - Inpatient and Ambulatory/Outpatient Detoxification Services
 - Medication Assisted Treatment

CY22 Program Highlights and Outcomes

- **Program Goals:**

- Integrate the Basis-24 assessment to measure improvements in clients' depression and functioning, interpersonal relationships, self-harm, emotional lability, psychosis, and substance abuse
- Maintain the agency's promise of quick access to care by ensuring same-day access to SUD diagnostic assessments
- Promote workforce development for SUD case managers by encouraging additional training and Chemical Dependency Counselor Assistant (CDCA) licensure
- Improve health outcomes for SUD patients by providing integrated, comprehensive care
- Enhance client-provider communication, patient engagement, ease of scheduling, and access to health information via use of MyChart
- Decrease wait times for MAT induction services

- **Program Metrics:**

- Integrate Basis-24 assessment into Epic, Signature Health's new health record system
- Maintain a wait time of less than one day for SUD diagnostic assessments. This will be measured by looking at the third next available appointment, a metric recommended by the Institute for Healthcare Improvement to accurately measure appointment availability.
- Measure the number of case managers with CDCA licensure in 2022.
- Increase the proportion of patients who receive multiple Signature Health services. The baseline in August 2021 is 64% of patients receiving two or more services.
- MyChart will be functional by January 1, 2021, and the program will track the number of clients who sign up for MyChart.
- Implement the MAT Access Clinic with same day or next day assessments and induction.

First Six Months of CY21 Provider Outcomes for SUD Lab Urinalysis:

- **Highlights:**

- **Number of Clients that were Anticipated to be Served: 50**
- **ADAMHS Funded Unduplicated Clients Served: 35**

- **Total Number of Clients Served: 564** (from all funding sources)

- **Total Number of Clients that Completed this Program/Service: 35**

- **Average Cost Per Client:** \$33

- **Additional Information:**

- With the change to a new medical record forthcoming, Signature Health has been looking at its drug testing policy. This will give more consistency in drug testing, decrease unnecessary urine drug tests, and lead to more randomization and useful data. Results of the SUD Lab Urinalysis program were reported as part of the SUD Outpatient Treatment Program in 2020, these results were reported separately in 2021.

CY20 Provider Outcomes: N/A

CY22 Program Highlights and Outcomes

First Six Months of CY21 Provider Outcomes SUD Group Counseling:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 12
 - **ADAMHS Funded Unduplicated Clients Served:** 22
 - **Total Number of Clients Served:** 322 (from all funding sources)
 - **Total Number of Clients that Completed this Program/Service:** 0
- **Average Cost Per Client:** \$45
- **Additional Information:**
 - Results of the SUD Group Counseling program were reported as part of the SUD Outpatient Treatment Program in 2020, these results were reported separately in 2021.

First Six Months of CY21 Provider Outcomes SUD Case Management:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 15
 - **ADAMHS Funded Unduplicated Clients Served:** 16
 - **Total Number of Clients Served:** 348 (from all funding sources)
 - **Total Number of Clients that Completed this Program/Service:** 0
- **Average Cost Per Client:** \$146
- **Additional Information:**
 - A new transportation incentive program was implemented in late 2020; however, COVID-19 was a barrier to CPST providing transportation due to changes in safety protocols and inability to meet with clients face-to-face. Results of the SUD Case Management program were reported along with the SUD Group Counseling, Intensive Outpatient, and Lab Urinalysis Programs as part of the SUD Outpatient Treatment Program in 2020, these results were all reported separately in 2021.

First Six Months of CY21 Provider Outcomes for SUD Intensive Outpatient Program:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 30
 - **ADAMHS Funded Unduplicated Clients Served:** 23
 - **Total Number of Clients Served:** 336 (from all funding sources)
 - **Total Number of Clients that Completed this Program/Service:** 0
- **Average Cost Per Client:** \$1,369
- **Additional Information:**
 - Results of the SUD Intensive Outpatient program were reported as part of the SUD Outpatient Treatment Program in 2020; these results were reported separately in 2021.

CY20 Provider Outcomes for ALL SUD Outpatient Services (Pooled Funding):

- **Highlights:**

CY22 Program Highlights and Outcomes

- **Number of Clients that were Anticipated to be Served:** 2,500
- **Total Number of Clients that were Served:** 2,289
- **Total Number of Clients that Completed this Program/Service:** N/A
- **Goals Met:**
 - Signature Health provides an innovative and effective approach to treatment for people in the community living with a substance use disorder. In 2020, the agency offered assessments, counseling, group therapy, peer support, Medication Assisted Treatment, intensive outpatient programs, case management, Naloxone education and distribution, and more. More than 100 staff members across three Cuyahoga County locations provided evidence-based substance use disorder services to nearly 2,300 individuals in need.
- **Metrics Used to Determine Success:**
 - Number of clients receiving substance use disorder (chemical dependency) outpatient treatment and average caseload per staff member
- **Program Successes:**
 - 2,289 clients received substance use disorder outpatient treatment in 2020 and the average caseload per staff member was five per month.
- **Average Cost Per Client in CY20:** \$697
- **Additional Information:**
 - By offering pharmacy delivery and curbside pick-up of medications, staff were able to provide continued access to life-saving medications to clients with SUD, including Narcan and Suboxone. Results of the SUD Case Management program were reported along with the SUD Group Counseling, Intensive Outpatient, and Lab Urinalysis Programs as part of the SUD Outpatient Treatment Program in 2020, these results were all reported separately in 2021.

Mental Health Outpatient Treatment

Signature Health's Outpatient MH Treatment Program includes diagnostic assessment, individual and group therapy, case management, evaluation and management, and a partial hospitalization program. *Note: Signature Health provided 2021 outcomes for each service utilized, however all the program elements for mental health outpatient treatment will remain the same.*

- **Target Population:**
 - Children, adolescents, and adults with mental health diagnoses; the mental health partial hospitalization program is limited to adults only; for CPST services, a priority is given to adults with severe and persistent mental illness and youth who are severely emotionally disturbed.
- **Anticipated Number of Clients to be Served:** 1,510
- **Number of Staff Required to Implement Program:** 303
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - Signature Health has a process for covering clients when a staff vacancy occurs. Other equally qualified and credentialed staff are assigned the vacated staff member's clients

CY22 Program Highlights and Outcomes

until the position can be filled. Signature Health maintains contracts with temporary nurse staffing agencies to access additional staff on short notice. Supervisors may be called into service in severe/acute staffing shortages.

- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Recovery and Treatment Services to Specialized Populations
- **Program Goals:**
 - Integrate the Basis-24 assessment to measure improvements in clients' depression and functioning, interpersonal relationships, self-harm, emotional lability, psychosis, and substance misuse
 - Begin developing a system-wide approach to reducing client suicide
 - Implement MyChart to enhance communication between clients and behavioral health providers, and improve patient engagement, scheduling, and access to health information
 - Increase the number of transports per case manager to improve linkage to all services
 - Ensure same-day access to mental health diagnostic assessments for clients starting service at Signature Health
- **Program Metrics:**
 - Integrate the Basis-24 assessment in Epic and develop a baseline for indicators by July 2022
 - Begin using Columbia Suicide Severity Rating Scale during diagnostic assessments to identify clients at risk of suicide; begin engagement with the Zero Suicide Institute to help with transformational change toward safer suicide care by providing consultation and staff training; and track the number of client safety plans implemented
 - Track number of clients who sign up for MyChart
 - Increase number of transports per case manager above the baseline average of 33 transports per CPST in last 12 months

First Six Months of CY21 Provider Outcomes Group Therapy:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 20
 - **ADAMHS Funded Unduplicated Clients Served:** 14
 - **Total Number of Clients Served:** 205 (from all funding sources)
 - **Total Number of Clients that Completed this Program/Service:** 0
- **Average Cost Per Client:** \$74
- **Additional Information:**
 - Results of the Group Therapy program were reported as part of the MH Treatment Program in 2020 Results, this program was reported separately beginning in 2021.

CY20 Provider Outcomes: N/A

First Six Months of CY21 Provider Outcomes Evaluation and Management:

CY22 Program Highlights and Outcomes

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 500
 - **ADAMHS Funded Unduplicated Clients Served:** 310
 - **Total Number of Clients Served:** 9,682 (from all funding sources)
 - **Total Number of Clients that Completed this Program/Service:** 0
- **Average Cost Per Client:** \$74
- **Additional Information:**
 - Signature Health's Psychiatry Quality Improvement Committee developed best practices for psychiatric emergencies in a telehealth environment. This guidance was implemented within Signature Health and shared with local law enforcement agencies. Results of the Evaluation and Management program were reported as part of the MH Treatment Program in 2020 Results, this program was reported separately beginning in 2021.

CY20 Provider Outcomes: N/A

First Six Months of CY21 Provider Outcomes Partial Hospitalization Program:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 25
 - **ADAMHS Funded Unduplicated Clients Served:** 11
 - **Total Number of Clients Served:** 119 (from all funding sources)
 - **Total Number of Clients that Completed this Program/Service:** 0
- **Average Cost Per Client:** \$80
- **Additional Information:**
 - Results of the Partial Hospitalization program were reported as part of the MH Treatment Program in 2020 Results, this program was reported separately beginning in 2021.

CY20 Provider Outcomes: N/A

First Six Months of CY21 Provider Outcomes CPST:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 300
 - **ADAMHS Funded Unduplicated Clients Served:** 147
 - **Total Number of Clients Served:** 489 (from all funding sources)
 - **Total Number of Clients that Completed this Program/Service:** 0
- **Average Cost Per Client:** \$120
- **Additional Information:**
 - The agency is working to increase the number of transportation services provided per CPST staff to improve linkage to all services, including behavioral health, primary care and infectious disease.

CY20 Provider Outcomes: N/A

CY22 Program Highlights and Outcomes

First Six Months of CY21 Provider Outcomes Psychiatric Diagnostic Evaluation:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 50
 - **ADAMHS Funded Unduplicated Clients Served:** 29
 - **Total Number of Clients Served:** 754 (from all funding sources)
 - **Total Number of Clients that Completed this Program/Service:** 754
- **Average Cost Per Client:** \$213
- **Additional Information:**
 - Signature Health temporarily suspended administration of the Basis-24 for telehealth visits due to technological barriers. Basis assessments are now returning with Epic EHR in place. The agency is also beginning to use the Columbia Suicide Severity Rating Scale to identify clients at risk of suicide. Results of this program were reported in combination with Evaluation and Management, Group Therapy, Individual Therapy, and Partial Hospitalization as part of the MH Treatment Program in 2020 Results, these programs were reported separately beginning in 2021.

First Six Months of CY21 Provider Outcomes Individual Therapy:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 400
 - **ADAMHS Funded Unduplicated Clients Served:** 342
 - **Total Number of Clients Served:** 7,857 (from all funding sources)
 - **Total Number of Clients that Completed this Program/Service:** 0
- **Average Cost Per Client:** \$133
- **Additional Information:**
 - Implementing the Basis-24 assessment into Epic, the new electronic health record system, in the coming months. This will help measure improvements in clients' depression and functioning, interpersonal relationships, psychosis, substance abuse, emotional lability, and self-harm. Results of the Individual Therapy program were reported as part of the MH Treatment Program in 2020 Results, this program was reported separately beginning in 2021.

CY20 Provider Outcomes: N/A

CY20 Provider Outcomes for ALL Mental Health Outpatient Treatment Services (Pooled Funding):

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 12,500
 - **Total Number of Clients that were Served:** 13,405
 - **Total Number of Clients that Completed this Program/Service:** N/A

CY22 Program Highlights and Outcomes

- **Goals Met:**
 - Signature Health's goal is to offer fast access to mental health treatment depending on each client's needs. The agency provides mental healthcare across the continuum of treatment. In 2020, more than 13,000 individuals received mental health treatment assessments, counseling, group therapy, art therapy, case management, peer recovery, psychiatric evaluation and follow-up care, medication management, and partial hospitalization in Signature Health's three outpatient clinics in Cuyahoga County.
- **Metrics Used to Determine Success:**
 - Number of clients receiving mental healthcare and average caseload per staff member
- **Program Successes:**
 - Provided mental healthcare to 13,405 clients and average caseload per staff member was 15 clients per month
- **Average Cost Per Client in CY20:** \$552
- **Additional Information:**
 - Results of this program were reported in combination with Evaluation and Management, Group Therapy, Individual Therapy, and Partial Hospitalization as part of the MH Treatment Program in 2020 Results, these programs were reported separately beginning in 2021.

Peer Support

Peer Recovery Services are an adjunct to mental health services intended to complement and expand mental health services in a holistic manner and help clients in their recovery process. Peer Recovery bridges the gap between traditional mental health services and areas critical to recovery. Peer Recovery provides a multitude of services depending on a client's need. These services include: facilitating self-help groups, CPST treatment aids, providing socialization opportunities, helping to build a peer support system, and engaging clients in agency-sponsored activities and committees. Peer Recovery Services are designed and delivered by people who have experienced both a mental health/substance use disorder and recovery. These services help people become and stay engaged in the recovery process and reduce the likelihood of relapse. Because they are designed and delivered by peers who have been successful in the recovery process, they embody a powerful message of hope, as well as a wealth of experiential knowledge. Peer support specialists (PSS) have become a vital part of the agency's treatment teams as they have a unique capacity to aid clients in their recovery process. PSS help clients become more fully engaged in their treatment and in the community through personal relationships, social events, and civic activities. PSS are living examples that healing and recovery is within reach. They communicate with clients about their issues and concerns, provide support, mentoring, and resources.

- **Target Population:**
 - Adults 18 years or older who meet the ICD diagnostic criteria for serious mental illness OR present with mental health symptoms that may put the individual at risk for serious mental illness or hospitalization, have mental health symptoms that are disabling and persistent, and have impaired functioning due to their mental health symptoms; and/or clients with a diagnosed substance use disorder
- **Anticipated Number of Clients to be Served:** 325

CY22 Program Highlights and Outcomes

- **Number of Staff Required to Implement Program:** 10
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - Signature Health has a process for covering clients when a staff vacancy occurs. Other equally qualified and credentialed staff are assigned the vacated staff member's clients until the position can be filled. Supervisors may be called into service in severe/acute staffing shortages.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Recovery and Treatment Services to Specialized Populations
 - Peer Support
- **Program Goals:**
 - Provide person-centered, strengths-based support to clients to promote recovery principles and advocate for clients
 - Increase capacity of peer support program in Cuyahoga County
 - Offer equitable access to peer support by assigning adequate peer support coverage in Signature Health's three communities served
 - PSS will see their clients regularly to maintain relationships, recovery, and support
- **Program Metrics:**
 - Increase number of individuals receiving peer support services to a total of 325 clients
 - Hire an additional peer support for the Maple Heights office in 2022
 - Assign one PSS to Maple Heights, two to Beachwood, and two to Lakewood
 - Provide 2,000 or more services to clients (six services per client)

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 275
 - **ADAMHS Funded Unduplicated Clients Served:** 172
 - **Total Number of Clients Served:** 172
 - **Total Number of Clients that Completed this Program/Service:** N/A
- **Average Cost Per Client:** \$472
- **Additional Information:**
 - Peer supporters have been a crucial aspect in clients' recovery process despite very limited face-to-face interactions. Peer Supporters increased access to treatment and provided better wraparound services and collaboration among community providers. Most important was their advocacy when a client didn't know where to look for help or resources. By sharing their own lived experience of recovery, using the Stages of Change Model and Motivational Interviewing, Peer Supporters facilitated healthy decision-making and supported long-term recovery for their clients.

CY22 Program Highlights and Outcomes

CY20 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 275
 - **Total Number of Clients that were Served:** 256
 - **Total Number of Clients that Completed this Program/Service:** N/A
- **Goals Met:**
 - Signature Health's Peer Support Specialists have achieved their goal in 2020. By sharing their own lived experience of recovery, using the Stages of Change Model and Motivational Interviewing, Peer Supporters facilitated healthy decision making and supported long-term recovery for their clients. More than 250 clients benefited from Peer Support during the year.
- **Metrics Used to Determine Success:**
 - Increase in volume of peer support services from 2019
- **Program Successes:**
 - A total of 256 unduplicated clients received Peer Support Services in 2020. On average, clients had 12 services with a Peer Support Specialist, or one per month. Peer Supporters provided 2,348 hours of service in 2020. This was a 3% decrease from 2019. Staff considers this a success because services were severely disrupted by the pandemic.
- **Average Cost Per Client in CY20:** \$681
- **Additional Information:**
 - N/A

Jail Liaison Program

The Jail Liaison Program collaborates with the Cuyahoga County Court and other municipal courts within Cuyahoga County to support clients who have previous or current legal involvement and a mental health condition or dual diagnoses that influences their criminal involvement. Providing care at the earliest point of intervention improves engagement, reduces unnecessary length of incarceration and yields better results both clinically and specific to recidivism. Through this program, the introduction of care and reintegration are begun as early as possible. By providing this service, the agency serves as a release valve for the courts and frees up time for the criminal justice system to focus on more serious crimes. The Jail Liaison acts as a bridge between Signature Health and the county justice system for patients to help advocate and provide linkage to mental health services while in the county jail or court system. The services are intended to help provide mental health stability for ex-offenders so that they may gain the necessary skills and resources for becoming functional members of society. Clients may be court ordered to the program or they may voluntarily seek treatment if they are forensically involved. Communication between the Liaison and the Court will continue to be the primary focus to most benefit patients being served. Diversion from jail, earliest intervention, continuity of care, linkage to supports and preparation for earliest release as appropriately determined by the Court are all facilitated through communication, planning and initiation of services as quickly as possible.

CY22 Program Highlights and Outcomes

- **Target Population:**
 - Male and female adult offenders identified in the County and Municipal Jail who are current or former clients of Signature Health and Axis I diagnoses
- **Anticipated Number of Clients to be Served:** 100
- **Number of Staff Required to Implement Program:** 3
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - The agency does not anticipate staff vacancies as only one direct service staff provides jail liaison services. If a vacancy does occur, Signature Health has a process for covering client services. Other equally qualified and credentialed staff are assigned to the vacated staff member's clients until the position can be filled. Signature Health maintains contracts with temporary nurse staffing agencies to access additional staff on short notice. Supervisors may be called into service in severe/acute staffing shortages.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Recovery and Treatment Services to Specialized Populations
- **Program Goals:**
 - Create and maintain a connection with courts to serve more clients
 - Consistent contact with clients to achieve continuity of care
 - Help clients transition smoothly upon their release
- **Program Metrics:**
 - Measure number of clients being monitored, new referrals and new cases opened
 - Measure the number of client contacts during the month
 - Measure the number of MHDD Docket Reintegration plans completed and submitted to the court

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 100
 - **ADAMHS Funded Unduplicated Clients Served:** 55
 - **Total Number of Clients Served:** 55
 - **Total Number of Clients that Completed this Program/Service:** 0
- **Average Cost Per Client:** \$687
- **Additional Information:** N/A

CY20 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 150
 - **Total Number of Clients that were Served:** 91

CY22 Program Highlights and Outcomes

- **Total Number of Clients that Completed this Program/Service:** N/A
- **Goals Met:**
 - The aim of Signature Health's Jail Liaison Program is to provide continuity of care for individuals who have a mental illness and are incarcerated in the Cuyahoga County jail. The Jail Liaison continued to meet the programmatic goals in 2020. The Jail Liaison coordinated services for clients as they transitioned from the community to jail and back to the community. The Jail Liaison received 91 new referrals and monitored 75 clients per month, on average. After completing an assessment, clients were connected to services at Signature Health and other agencies including Northcoast Behavioral Health, Oriana House, and Harbor Light. The Jail Liaison worked closely with the new a mental health court specialist to develop plans for clients involved in the Mental Health and Developmental Disabilities (MHDD) Court. Once connected to services at Signature Health, case managers are doing well with following up and visiting their clients in the community.
- **Metrics Used to Determine Success:**
 - Signature Health's Jail Liaison submits monthly data reports. Key metrics include: number of clients referred to the Jail Liaison, number of client contacts, total number of clients being monitored, number of MHDD Docket Reintegration plans established.
- **Program Successes:**
 - The Jail Liaison received 91 new referrals. Total number of client contacts in 2020 was 645 with an average of 54 contacts per month. Total number of clients being monitored on was an average of 75 per month. February was the month with the most clients (97). April was the lowest month with 49 clients being monitored. The Jail Liaison established 71 Reintegration plans throughout the year.
- **Average Cost Per Client in CY20:** \$824
- **Additional Information:**
 - Overall, Signature Health's services are greatly in-demand during the pandemic. It might take weeks before a client can be scheduled for an assessment with a psychiatric provider. Staff recognizes this is a challenge for many clients transitioning between jail, other community providers, and the community. The agency is having ongoing discussions to have more appointment times available.

MAT Peer Support and Medication Access

Signature Health provides Medication Assisted Treatment including Suboxone, Subutex, and Vivitrol as effective treatment methods for long-term opioid addiction. The use of this medication in combination with comprehensive behavioral health treatment services helps individuals effectively function without using, impairment, or fear of withdrawal symptoms. Immediate access to treatment is critical for clients with an opioid use disorder. Signature Health's new MAT Access Clinic will improve access to treatment and be available at all three of Signature Health's Cuyahoga County offices Monday through Friday with same-day or next-day MAT appointments. This program covers the cost of MAT for uninsured clients, provides peer support to help clients remain connected to treatment and engage in a recovery community as well as reduce barriers to treatment such as transportation and access to social services and supports.

CY22 Program Highlights and Outcomes

- **Target Population:**
 - Adults ages 18 and older, diagnosed with opioid use disorder who are at risk of overdosing
- **Anticipated Number of Clients to be Served: 50**
- **Number of Staff Required to Implement Program: 3**
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - Signature Health has a process for covering clients when a staff vacancy occurs. Other equally qualified and credentialed staff are assigned the vacated staff member's clients until the position can be filled. Supervisors may be called into service in severe/acute staffing shortages.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Recovery and Treatment Services to Specialized Populations
 - Peer Support
 - Medication Assisted Treatment
- **Program Goals:**
 - Provide peer recovery support as an adjunct to medical and behavioral health treatment
 - Increase client engagement in the MAT program
 - Clients will maintain sobriety in their second month of treatment, a crucial time period for recovery
 - Provide clients with education about naloxone
- **Program Metrics:**
 - 50 clients will receive peer support services
 - Increased engagement evidenced by number of services peer support services provided per client (baseline is six services per client)
 - Monitor percentage of individuals newly enrolled in MAT who test negative for illicit opioids during weeks four through eight of treatment
 - 100% of all patients new to the MAT program will receive Naloxone education (85% baseline)

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served: 50**
 - **ADAMHS Funded Unduplicated Clients Served: 18**
 - **Total Number of Clients Served: 18**
 - **Total Number of Clients that Completed this Program/Service: 0**
- **Average Cost Per Client:** \$1,422
- **Additional Information:** N/A

CY22 Program Highlights and Outcomes

CY20 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 75
 - **Total Number of Clients that were Served:** 51
 - **Total Number of Clients that Completed this Program/Service:** N/A
- **Goals Met:**
 - This program helped clients achieve and maintain sobriety and provide mental health support. Clients leaned heavily on their peer supporter during the tumult of 2020. Signature Health's MAT services help clients maintain their sobriety longitudinally as medication alone does not mean clients will maintain their sobriety. Individuals in their first six months in recovery are at the greatest risk of relapse. These clients are benefitting from a peer support specialist who keeps them connected to treatment and engaged in the recovery community. The peer supporter helps eliminate barriers to treatment like transportation and access to social services and supports.
- **Metrics Used to Determine Success:**
 - Number of clients who receive Peer Support Services
 - Number of services provided per client
- **Program Successes:**
 - The peer supporter had 325 contacts/appointments with 51 clients. Nearly 80% of those contacts were phone calls with limited face-to-face encounters happening in the last year. Some of these meetings lasted well over an hour. The average time per encounter was 37 minutes. The average number of services provided per client was 6.4. Staff was pleased that clients maintained their relationship with their support system throughout the year.
- **Average Cost Per Client in CY20:** \$980
- **Additional Information:**
 - Funding for Signature Health's peer support services remains vital to helping clients stay in treatment and maintain long-term recovery.

North Ridge Commons - Peer Support and Service Coordination

North Ridge Commons (NRC) is a 30-unit Permanent Supportive Housing (PSH) facility operated by EDEN. PSH is an evidence-based intervention that combines affordable housing assistance with wraparound support. Signature Health offers a wide array of services and programming to assist residents in gaining independent living skills. The supports include peer support, service coordination, physical health care and life skill activities.

- **Target Population:**
 - Men and women 55 years of age and older who have a disability and have experienced a recent episode of chronic homelessness
- **Anticipated Number of Clients to be Served:** 30
- **Number of Staff Required to Implement Program:** 4
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**

CY22 Program Highlights and Outcomes

- Signature Health has a process for covering clients when a staff vacancy occurs. Other equally qualified and credentialed staff are assigned the vacated staff member's clients until the position can be filled. Supervisors may be called into service in severe/acute staffing shortages.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - High Quality Housing
 - Recovery and Treatment Services to Specialized Populations
 - Peer Support
- **Program Goals:**
 - Assist residents in transitioning from homelessness to independent living
 - Provide frequent peer support activities to support residents' care and recovery
 - Encourage socialization and community building
- **Program Metrics:**
 - Number of residents who maintain their housing at NRC throughout the calendar year; the retention rate in July was 97%
 - Provide two or more peer support services per resident per month
 - Offer a wide range of social activities and programs, at least one per month

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 30
 - **ADAMHS Funded Unduplicated Clients Served:** 29
 - **Total Number of Clients Served:** 29
 - **Total Number of Clients that Completed this Program/Service:** N/A
- **Average Cost Per Client:** \$2,255
- **Additional Information:**
 - Residents experience a multitude of barriers to service including poverty, substance use, minimal social support, unemployment, limited access to transportation, and unstable housing. Residents often have many physical health needs in addition to managing their mental health and substance use disorders. Vacancies at NRC are easily filled from the County's coordinated intake process.
 - The success of the program is really about the clients' willingness and participation in groups and social activities. Staff has observed that clients help each other with their recovery as well as their mental illness.

CY20 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 30

CY22 Program Highlights and Outcomes

- **Total Number of Clients that were Served:** 30
- **Total Number of Clients that Completed this Program/Service:** N/A
- **Goals Met:**
 - The program's goal is to assist clients in transitioning from homelessness to independent living. In 2020, the Peer Support Specialist and Service Coordinator worked together to link residents to outside services, scheduled recreational and social activities, and assisted in skill-building to decrease episodes of chronic homelessness and preparation of moving out into the community. The Peer Supporter served 30 clients throughout the course of the year with more than 800 visits, which is an average of 27 visits (twice per month for each resident). It is staff's experience that frequent check-ins are one of the most important factors to client success. At the end of 2020, North Ridge Commons had two vacancies.
- **Metrics Used to Determine Success:**
 - Number of clients that are able to maintain their housing at North Ridge Commons throughout the calendar year.
- **Program Successes:**
 - 28 clients-maintained housing during 2020 at North Ridge Commons at a 93% retention rate.
- **Average Cost Per Client in CY20:** \$4,668
- **Additional Information:** N/A

Provider:	Signature Health	2020 First Outcome Count:	5	2021 First Outcome Count:	12
Instrument:	Ohio Scales Adult	2020 Final Outcome Count:	0	2021 Final Outcome Count:	0
Program:	Mental Health Treatment for Adults	2020 % of Final:	0	2021 % of Final:	0

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

St. Vincent Charity Medical Center

CY2022 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2021 CONTRACT AMOUNT	2022 CONTRACT RECOMMENDATIONS	PRIORITY
St. Vincent Charity			
Transportation	\$ 40,000	\$ 75,000	Transportation
Psychiatric Emergency Department	\$ 3,000,000	\$ 3,777,000	Crisis
Expanded PHP/IOP/MAT Programs*	\$ -	\$ 149,446	MAT
Enhanced Peer Recovery Support*	\$ -	\$ 38,342	Peer Support
Enhanced 24 Hour Intake Assessment*	\$ -	\$ 110,268	24/7 Access
Total	\$ 3,040,000	\$ 4,150,056	
Pooled Funding:			
Inpatient Detoxification	\$ -	\$ -	Detox
Medication Assisted Treatment (MAT): Buprenorphine and Vivitrol	\$ -	\$ -	MAT
Rosary Hall - Chemical Dependency Outpatient	\$ -	\$ -	

* Opiate Settlement Crisis Mitigation

CY22 Program Highlights and Outcomes

St. Vincent Charity Medical Center (SVCMC)

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

Agency Internal Diversity, Equity and Inclusion Team and/or Policy:

This agency submitted information ensuring a Diversity, Equity and Inclusion policy, plan or team is in place or in progress.

The ADAMHS Board Funding supports the following initiative(s):

Transportation

The Lyft Transportation Program, which SVCMC began in 2017, provides low-income patients free, private transportation to appointments and assessments, transportation home from an inpatient stay or emergency visit, and transportation to organizations that will provide the next level of care needed. This type of reliable transportation that delivers patients directly to SVCMC, directly home, or directly to another treatment provider is critical for patients grappling with mental health and substance use disorders, especially during the COVID-19 pandemic. When using Lyft, patients receive a text or call when their ride arrives or caregivers coordinate a pick-up when patients are ready to be discharged. All communication with patients as it relates to Lyft is managed through a HIPAA-compliant software called Circulation to protect patient privacy. The Lyft Transportation Program has ultimately provided patients with access to care, addressing a major social determinant of health for low-income patients. Lyft has also provided patients with safe, private transportation during a global pandemic, which requires social distancing to help stop the spread of COVID-19.

- **Target Population:**
 - SVCMC patients in all departments of Behavioral Health and Addiction Medicine. This includes the Psychiatric Emergency Department (PED), Inpatient Psychiatry, Inpatient Detoxification, and Rosary Hall Outpatient Chemical Dependency Programs. This also includes the newly established Outpatient Behavioral Health Clinic.
- **Anticipated Number of Clients to be Served: 1,268**
- **Number of Staff Required to Implement Program: 2**
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - In the aftermath of the COVID-19 pandemic, nationwide hospital and health care institutions have been challenged with staffing shortages. SVCMC is no exception and has grappled with staffing challenges related to nursing and licensed behavioral health clinician shortages, hiring challenges, and position vacancies in CY21. Despite these challenges, SVCMC is working to ensure retention among current staff, as well as hiring incentives in the event of vacancies.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - 24 Hours/Seven Days Access

CY22 Program Highlights and Outcomes

- Transportation
- **Program Goals:**
 - Access to care for low-income patients in Behavioral Health and Addiction Medicine will be improved through safe, ride-share transportation to and from SVCMC
- **Program Metrics:**
 - Approximately 6,000 rides will be provided to patients of the PED, Inpatient Psychiatry, Inpatient Detoxification, Rosary Hall outpatient Chemical Dependency programs, and the outpatient Behavioral Health Clinic.

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 320
 - **ADAMHS Funded Unduplicated Clients Served:** 194
 - **Total Number of Clients Served:** 194
 - **Total Number of Clients that Completed this Program/Service:** 192
- **Average Cost Per Client:** \$95
- **Additional Information:**
 - The agency successfully scheduled a total of 3,065 rides for clients with a total cost of \$64,303. Based on these numbers, the agency will far outpace CY21 in both the number of rides scheduled and total dollars spent on transportation. Despite the high cost, SVCMC is committed to enabling their clients with better access to the care they need and deserve. One way of doing this is to offer the client base options such as Lyft.

CY20 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 320
 - **Total Number of Clients that were Served:** 290
 - **Total Number of Clients that Completed this Program/Service:** 199
- **Goals Met:**
 - SVCMC estimated offering rides to 320 clients and anticipated 80% of rides to be successful: client accepts ride and participates in treatment. SVCMC anticipated that 80% of clients utilizing transportation would successfully complete programming.
- **Metrics Used to Determine Success:**
 - Total number of rides
 - Percentage of clients who accept transportation services and participate in treatment
 - Percentage of clients utilizing transportation successfully complete programming
- **Program Successes:**
 - Offered rides to 290 clients
 - Over 83% of client's rides were successful

CY22 Program Highlights and Outcomes

- **Average Cost Per Client in CY20:** \$138
- **Additional Information:**
 - SVCMC set up rides for 320 clients. This amounted to approximately 4,739 successful rides, for a spend of \$107,005.95. Despite the high cost, the agency is committed to enabling clients with better access to the care they need and deserve. One way of doing this is to offer the client base options such as Lyft.

Psychiatric Emergency Department (PED)

SVCMC's PED represents one of only two facilities designed to respond to psychiatric emergencies in the entire state and the only program in Cuyahoga County. Services provided at SVCMC's PED include crisis stabilization, as well as 23-hour observation and assessment. Patients have access to a psychiatrist or licensed practitioner around the clock, as well as nurses, mental health technicians, and security officers to ensure the safety of all. As a hospital-based program, the PED also provides integrated care, ensuring that all patients receive a mandatory medical clearance before being discharged. Patients of the PED are seen by an emergency medicine physician who addresses and refers patients for continued care. The locked, ten-bed facility offers an environment that is conducive to harm reduction, including non-movable furniture and metal detectors.

- **Target Population:**
 - Individuals aged 18 years or older with the most extreme psychiatric emergencies
- **Anticipated Number of Clients to be Served:** 3,335
- **Number of Staff Required to Implement Program:** 25
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - SVCMC grappled with staffing challenges related to nursing and licensed behavioral health clinician shortages, hiring challenges, and position vacancies in CY21. Despite these challenges, SVCMC is working to ensure retention among current staff, as well as hiring incentives in the event of vacancies.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Care Responder Teams
 - Trauma Informed Care Treatment, Recovery and Prevention Services
 - Harm Reduction Efforts and Strategies
 - Recovery and Treatment Services to Specialized Populations
 - 24 Hours/Seven Days Access
- **Program Goals:**
 - Provide individuals in psychiatric crisis with the most comprehensive, patient-centered approach to care, including stabilization, integrated care, and a comprehensive discharge plan to reduce or eliminate repeat visits and readmissions.
 - Continue to partner with the Cleveland Division of Police, as well as 59 other police departments from municipalities in Cuyahoga County, as a compassionate destination for mental health emergencies. Beyond the CDP, SVCMC will ensure that referral sources

CY22 Program Highlights and Outcomes

continue to represent a majority of emergency response teams. This illustrates a continued need for access at all hours of the day and night.

- SVCMC will play an important role in the CDP's consent decree with the U.S. Department of Justice by participating in Crisis Intervention Team (CIT) training for CDP officers. SVCMC will also participate in CIT with local police municipalities across Cuyahoga County.

Program Metrics:

- All PED patients will receive crisis stabilization, medical clearance from an emergency medicine physician before being discharged from the PED, and referrals for additional medical attention before discharge, leading to less than a 20% 30-day readmission rate among PED patients
- At least 50% of all referrals will come from emergency response teams, such as the police and EMS
- SVCMC will participate in quarterly CIT with the CDP, as well as monthly trainings with local police municipalities across Cuyahoga County

First Six Months of CY21 Provider Outcomes:

- Highlights:
 - **Number of Clients that were Anticipated to be Served:** 3,166
 - **ADAMHS Funded Unduplicated Clients Served:** 1,335
 - **Total Number of Clients Served:** 666
 - **Total Number of Clients that Completed this Program/Service:** 1,276
- Average Cost Per Client: \$1,124
- Additional Information:
 - SVCMC continues to believe in the importance of emergency acute stabilization as an absolute necessity in the continuum of care in Cuyahoga County. Without this resource, the most extreme cases would be without access to treatment needed and comprehensive disposition and referral services.

CY20 Provider Outcomes:

- Highlights:
 - **Number of Clients that were Anticipated to be Served:** 4,220
 - **Total Number of Clients that were Served:** 3,362
 - **Total Number of Clients that Completed this Program/Service:** 3,362
- Goals Met:
 - 100% of the three identified goals for the PED were met:
 - Provide clients with client-centered integrated care which included a comprehensive discharge plan to reduce readmissions to the PED to less than 20% annually
 - Provide 23-hour observation and assessment to reduce unnecessary admissions to Northcoast Behavioral Health Care

CY22 Program Highlights and Outcomes

- Partner with emergency response teams to obtain 50% or more referrals from these sources
- **Metrics Used to Determine Success:**
 - The PED continues to track and collect client information regarding referral sources, discharge disposition, client linkage to follow up, primary complaints and diagnoses as these data sources are utilized to evaluate stated goals
 - In addition, the agency is tracking secondary diagnosis, medical clearance, and number of clients served
- **Program Successes:**
 - Readmissions to the PED were 7.34% in CY20, down from 8% in 2019
 - An increase of clients (3.3%) to NCBH in CY20, up from 1% in 2019
 - Partnership with emergency response teams (EMS, Police, MCT) yielded 62.5% of referrals to PED, an increase of 1.5% from 2019
- **Average Cost Per Client in CY20:** \$892
- **Additional Information:**
 - There were significant changes to staffing in FY20. The following positions were turned over: Chief of Behavioral Health Director Behavioral Health, Director of Intake and Access Behavioral Health, PED Unit Nurse Manager, Social Worker. While these changes in no way impacted client care, it is noteworthy due to the transition time involved. Additional steps were taken to ensure client safety during the COVID-19 pandemic: screening employees and visitors, strict social distancing measures put in place, and COVID testing of all admissions.

Inpatient Detoxification

SVCMC's Inpatient Detoxification manages intake and referrals for individuals seeking addiction treatment in a compassionate, person-centered setting, responding to the resurgence of overdose deaths in the county. Individuals entering the 16-bed Inpatient Detoxification unit receive comprehensive medical evaluations, physicals, and a medical history review to determine the nature and extent of the addiction and other underlying health issues. People struggling with addiction should detoxify in a hospital setting. Hospital settings offer Medications for Opioid Use Disorder (MOUD) and Medications for Alcohol Use Disorder (MAUD) that can block opiates and allow patients to maintain sobriety. The Inpatient Detoxification unit also offers evidence-based Recovery Coaches and Peer Recovery Supporters. Peer-based support is also paired with evidence-based therapies designed to keep patients engaged in treatment, including art and music therapy programs to help manage stress related to addiction and medically-supervised withdrawal.

- **Target Population:**
 - Individuals aged 18 years or older seeking medically managed or medically monitored substance or alcohol withdrawal
- **Anticipated Number of Clients to be Served:** 16
- **Number of Staff Required to Implement Program:** 31
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**

CY22 Program Highlights and Outcomes

- The Inpatient Detoxification Unit remained open with safety measures and social distancing in place all throughout the COVID-19 pandemic. SVCMC is working to ensure retention among current staff, as well as hiring incentives in the event of vacancies.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Trauma Informed Care Treatment, Recovery and Prevention Services
 - Harm Reduction Efforts and Strategies
 - Recovery and Treatment Services to Specialized Populations
 - 24 Hours/Seven Days Access
 - Peer Support
 - Inpatient and Ambulatory/Outpatient Detoxification Services
 - Medication Assisted Treatment
- **Program Goals:**
 - Inpatient Detoxification anticipates patients will complete three-to-five-day hospital-based detoxification services with withdrawal management, helping accomplish the first step on the journey to recovery for patients
 - After completing their three-to-five day stay in Inpatient Detoxification, patients will continue on to the next level of care, likely residential, sober living, partial hospitalization, or an intensive outpatient program
 - Recovery Coaches and Peer Recovery Supporters will help address and reduce discharges AMA in Inpatient Detoxification
- **Program Metrics:**
 - Approximately 70% of patients will complete Inpatient Detoxification
 - Approximately 60% of patients will complete Inpatient Detoxification and commit to the next level of care
 - Inpatient Detoxification will maintain an annual discharge AMA rate at or below 30%

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 50
 - **ADAMHS Funded Unduplicated Clients Served:** 17
 - **Total Number of Clients Served:** 517
 - **Total Number of Clients that Completed this Program/Service:** 15
- **Average Cost Per Client:** \$1,200
- **Additional Information:**
 - The bridge group, established in CY20 continues to improve the client transition to outpatient care. The agency continues to experience denials from payers related to LOC 4.0. LOC 3.7 was put in place to eliminate this, and has helped. Denials are no longer

CY22 Program Highlights and Outcomes

limited to CareSource, as many payers are questioning the need for LOC 4.0 with clients struggling with opioid withdrawal.

CY20 Provider Outcomes

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 50
 - **Total Number of Clients that were Served:** 29
 - **Total Number of Clients that Completed this Program/Service:** 21
- **Goals Met:**
 - 100% of the goals were met
- **Metrics Used to Determine Success:**
 - AMA rate, percentage of clients demonstrate/verbalize understanding of addiction, percentage of clients commit to the next level of care, and percentage of clients with improved physical health.
- **Program Successes:**
 - AMA of 30% or less and achieved: 28%
 - 100% of clients demonstrate/verbalize understanding of addiction, achieved: 100%
 - 70% of clients commit to next level of care, achieved: 72%
 - 70% of clients improve physical health at time of discharge, achieved: 100%
- **Average Cost Per Client in CY20:** \$1,388
- **Additional Information:**
 - The therapy department, pastoral care, and Peer Support services are an integral part of client stay and client care on the unit. There were many denials from CareSource directly impacting clients withdrawing from opioids in 2019. So the agency added LOC 3.7 as an alternative for clients requiring medication assisted detoxification and admitted 271 clients at this level of care. All detoxification clients now start the process of admission in the emergency department, thereby allowing improved 24-hours per day, 7-days per week access to care. Rosary Hall outpatient is offering a bridge group to detoxification clients, which has improved transitions to outpatient care.

Rosary Hall - Chemical Dependency Outpatient

Chemical Dependency Outpatient Program includes IOP, which offers individual and group counseling for patients with a moderate to severe SUD. IOP is conducted four days a week for five weeks (20 total visits). Individual counseling sessions occur approximately once every two weeks and includes meeting with a counselor to monitor achievement of treatment objectives. Following IOP, the aftercare program (NIOP) offers two-hour sessions twice a week for 12 sessions. Patients have access to Medications for Opioid Use Disorder (MOUD) and Medications for Alcohol Use Disorder (MAUD) in an outpatient setting. The program offers comprehensive and innovative approaches to whole person care including transportation through Lyft and a Medical-Legal Partnership with the Legal-Aid Society of Cleveland to help patients address any civil-legal issues that might be presenting barriers to sobriety or healthy living.

CY22 Program Highlights and Outcomes

- **Target Population:**
 - Individuals ages 18 years or older seeking intensive and non-intensive outpatient programs for moderate to severe Substance Use Disorder (SUD)
- **Anticipated Number of Clients to be Served: 12**
- **Number of Staff Required to Implement Program: 11**
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - SVCMC is working to ensure retention among current staff, as well as hiring incentives in the event of vacancies.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Trauma Informed Care Treatment, Recovery and Prevention Services
 - Recovery and Treatment Services to Specialized Populations
 - Peer Support
 - Prevention and Early Intervention
 - Medication Assisted Treatment
- **Program Goals:**
 - Patients will participate in the IOP four days a week for five weeks, helping them access group and individual therapy needed to maintain sobriety.
 - After completing the IOP, patients will continue on to the next level of care, likely to represent NIOP.
- **Program Metrics:**
 - Approximately 60% of patients will complete the IOP
 - Approximately 55% of patients will complete the IOP and continue on to a lower level of care

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served: 8**
 - **ADAMHS Funded Unduplicated Clients Served: 6**
 - **Total Number of Clients Served: 153**
 - **Total Number of Clients that Completed this Program/Service: 4**
- **Average Cost Per Client: \$1,368**
- **Additional Information:**
 - The outpatient treatment approach is centered around Intensive Outpatient (IOP) programming, which offers outpatient rehabilitation services to clients. Services include group therapy sessions four days a week for five weeks. Clients also receive individual counseling, which includes monitoring achievement of treatment objectives. Individuals

CY22 Program Highlights and Outcomes

who complete IOP typically continue treatment through the non-intensive outpatient program, known as aftercare, once a week for twelve weeks.

CY20 Provider Outcomes

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served: 8**
 - **Total Number of Clients that were Served: 9**
 - **Total Number of Clients that Completed this Program/Service: 6**
- **Goals Met:**
 - The agency predicted that eight clients would engage in this program and exceeded that goal
- **Metrics Used to Determine Success:**
 - Total number of clients engaged in IOP; percentage of clients that would complete IOP; percentage of clients that complete aftercare
- **Program Successes:**
 - Nine clients engaged in IOP and the goal was eight
- **Average Cost Per Client in CY20:** \$11,111
- **Additional Information:**
 - The COVID-19 pandemic forced the agency to suspend their PHP program due to low census.

Opiate Settlement Crisis Mitigation

- **Target Population:**
 - Individuals ages 18 or older who have a substance use disorder, specifically an Opioid Use Disorder
- **Anticipated Number of Clients to be Served:** 2,370
- **Number of Staff Required to Implement Program:** 20
- **Funding Priority:**
 - Medication Assisted Treatment for Opioid Addiction Disorders
- **Program Goals:**
 - Expansion of partial hospitalization program, intensive outpatient program, enhanced 24-hours per day, 7-days per week intake assessment, and expanded peer support.
- **Program Metrics:**
 - PHP & IOP Expansion
 - Number of individuals admitted to residential treatment
 - Referral source
 - Number of denials, including reason

CY22 Program Highlights and Outcomes

- Client information
- Length of stay
- Disposition at discharge
- Average cost per client
- Average caseload per staff
- 24-hours per day, 7-days per week Intake Assessment
- Number of assessments started and completed, how long the assessment took and when it was done
- Client information
- Level of care placement for each client as the result of the assessment
- Referral source to intake
- Expansion of Peer Support
 - Number of peer recovery supporters and average caseload
 - Client information
 - Location of peer interaction with client and duration of the visit
 - Has client received treatment previously
 - Type of services the client was interested in receiving
 - Was client transported and where
- **Program Outcomes:**
 - Served 120 clients in the Withdrawal Management/Detoxification program and 31 in the Intensive Outpatient Program (IOP) with a 71% completion rate for both services.

Stella Maris, Inc.

CY2022 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2021 CONTRACT AMOUNT	2022 CONTRACT RECOMMENDATIONS	PRIORITY
Stella Maris			
Sober Housing	\$ 200,000	\$ 200,000	Housing
Supportive Housing	\$ 125,706	\$ 200,000	Housing
Specialized Recovery Housing	\$ 194,895	\$ 194,895	Housing
Peer Support Services	\$ -	\$ 55,000	Peer Support
Transportation	\$ -	\$ 10,000	Transportation
Workforce Development	\$ -	\$ 48,634	Employment
Residential Treatment Beds*	\$ -	\$ 264,367	Housing
Total	\$ 520,601	\$ 972,896	
Pooled Funding:			
Detoxification	\$ -	\$ -	Detox
Outpatient Treatment Services	\$ -	\$ -	
Psychiatric Services	\$ -	\$ -	
Trauma Services	\$ -	\$ -	

* Opiate Settlement Crisis Mitigation

CY22 Program Highlights and Outcomes

Stella Maris, Inc.

Stella Maris has provided drug and alcohol treatment services to the people of Greater Cleveland since 1948.

Agency Internal Diversity, Equity and Inclusion Team and/or Policy:

This agency submitted information ensuring a Diversity, Equity and Inclusion policy, plan or team is in place or in progress.

The ADAMHS Board Funding supports the following initiative(s):

Sober Housing Program

Provides housing for individuals recovering from substance use disorders in a safe and substance-free living environment.

- **Target Population:**
 - Adults 18 years of age or older who recently completed treatment for substance misuse
- **Anticipated Number of Clients to be Served:** 227
- **Number of Staff Required to Implement Program:** 1
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - This program is solely conducted by the Project Coordinator designated by Stella Maris. In the event of a vacancy another coordinator may be appointed to ensure continuity of services.
- **Funding Priority:**
 - High Quality Housing
- **Program Goals:**
 - The goal of this program is to ensure the affordability and accessibility of high-quality supportive housing for Cuyahoga County residents that need such housing.
- **Program Metrics:**
 - The goal of Stella Maris is to successfully place 100% of qualified applicants into appropriate housing beds.

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 270
 - **ADAMHS Funded Unduplicated Clients Served:** 135
 - **Total Number of Clients Served:** 135
 - **Total Number of Clients that Completed this Program/Service:** 50
- **Average Cost Per Client:** \$658

CY22 Program Highlights and Outcomes

- **Additional Information:**

- The Stella Maris Recovery Housing Network has provided housing for 135 clients so far in CY21. These clients successfully completed treatment at varying levels of care or are actively engaged in treatment at one of the seven referring agencies in this network. The funding they have received for housing allowed these clients to look for work and/or continue treatment. This funding has been especially important during this year with the pandemic, providing funding extensions to those who have struggled to find employment. It is important that this resource continue for the county and provider agencies.

CY20 Provider Outcomes:

- **Highlights:**

- **Number of Clients that were Anticipated to be Served:** 221
- **Total Number of Clients that were Served:** 221
- **Total Number of Clients that Completed this Program/Service:** 122

- **Goals Met:**

- Stella Maris' goals were partially met during CY20, with all except for one goal being met. Goals included increasing the number of referrals and increasing the number staying 0-30 days, which were not met as referrals decreased by 0.45% and so stayed essentially the same and the number of referrals staying under 30 days. All other goals, increasing the number of ORH certified houses, increasing the number of bed days paid, and increasing the number of clients staying longer periods were met or exceeded in CY20.

- **Metrics Used to Determine Success:**

- To measure the success of the program, Stella Maris gathers data from the Sober House Sign-off Sheet, the Referral Agency Sign-off Sheet, House Information Form, Client Referral Form, Extension Request Form, and invoices submitted by the houses. These are used to gather data on whether the client has completed the program or needs an extension of funding, whether the house has obtained ORH certification, and whether more new referrals are being submitted.

- **Program Successes:**

- Number of referring agencies: 7
- Number of sober houses: 22
- Number of referrals: 221
- Number of bed days paid January 1, 2020-December 31, 2020: 13,050
- Length of stay: (0-30 days – 54), (31-59 days – 45), (60+ days – 122)

- **Average Cost Per Client in CY20:** \$905

- **Additional Information:**

- The Stella Maris Recovery Housing Network provided housing for 221 clients. Clients successfully completed treatment at varying levels of care or are actively engaged in treatment at one of the seven referring agencies in this network. Sober house funding has been especially important during this year with the pandemic, providing funding extensions to those who have struggled to find employment.

CY22 Program Highlights and Outcomes

SUD Outpatient Treatment Services

All of Stella Maris' treatment interventions are based upon an integrated, multi-disciplinary service delivery model and current evidence-based practices (Cognitive Behavioral Therapy, Motivational Interviewing and Rational Emotive Behavioral Therapy). Findings suggest that people with Substance Use Disorders and/or co-occurring mental disorders require treatment enhanced by integrated services that can provide housing, primary health care, social support, substance use disorder and mental health treatment under the ASAM criteria. At the PHP level of care, the clients receive five hours of care per day, five days per week. Clients receive care from a multi-disciplinary team including a nurse practitioner, counselors, case managers and nurses. This care includes individual and group counseling, chemical dependency education, case management, psychiatric care, medical care, medication management, family education and life skills counseling. In addition, Stella Maris offers exercise, yoga, art and music therapy through a partnership with The Music Settlement. Individual and group counseling employs a cognitive-behavioral therapy model and covers a range of topics related to developing and maintaining lifelong recovery management skills.

- **Target Population:**
 - Adults 18 years or older who have a Substance Use Disorder diagnosis
- **Anticipated Number of Clients to be Served:** 799
- **Number of Staff Required to Implement Program:** 22
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - To ensure quality services and continuity of services in the event of staffing vacancies, Stella Maris cross-trains all clinical staff to fill in gaps where there are needs in other programs. This process is managed by the Clinical Director, with assistance from the program directors, where needed.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Trauma Informed Care Treatment, Recovery and Prevention Services
 - Recovery and Treatment Services to Specialized Populations
- **Program Goals:**
 - The success of the program is measured by the completion rate exceeding the national average
 - Engage clients in the treatment planning process
 - Increase the number of clients who demonstrate good self-disclosure in group and individual sessions
 - Provide services that clients are satisfied with
- **Program Metrics:**
 - The NIDA benchmark for clients completing outpatient treatment, which is 33% overall in 2019
 - At least 80% of clients will be engaged in the treatment planning process as measured on the Performance Target Tracking Assessment

CY22 Program Highlights and Outcomes

- At least 80% of clients in outpatient treatment will demonstrate good self-disclosure in group and individual sessions as measured on the Performance Target Tracking Assessment
- Success is also measured by satisfaction surveys indicating over 90% satisfaction

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 144
 - **ADAMHS Funded Unduplicated Clients Served:** 91
 - **Total Number of Clients Served:** 571
 - **Total Number of Clients that Completed this Program/Service:** 58
- **Average Cost Per Client:** \$1,311
- **Additional Information:**
 - Stella Maris is proud to have met have met projected goals this half despite the impact of COVID.

CY20 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 144
 - **Total Number of Clients that were Served:** 69
 - **Total Number of Clients that Completed this Program/Service:** 46
- **Goals Met:**
 - Despite the challenges that COVID-19 posed, Stella Maris met the goals for outpatient services including graduation from the program and continued abstinence.
- **Metrics Used to Determine Success:**
 - The electronic medical records system tracks completion data and performance data
 - The client satisfaction survey provides invaluable feedback from clients
 - The leadership team combines the data-driven nature of clinical outcomes with input from those who receive the treatment to make improvements in the programs
- **Program Successes:**
 - 100% of PHP clients funded by the ADAMHS Board successfully completed PHP and 100% of those clients moved on to the next level of care.
 - 66% 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, 91% of clients demonstrated good self-disclosure in groups and individual sessions, and 91% demonstrated an understanding of the disease concept of addiction.
- **Average Cost Per Client in CY20:** \$5,434.78

CY22 Program Highlights and Outcomes

- **Additional Information:**

- The agency provided outpatient services, together with ancillary services designed to remove barriers to recovery and assist clients in maintaining motivation for recovery maintenance and sober coping skills. For IOP patients, client cost per day was \$149.88 and the PHP client cost per day was \$224.82.

Supportive Housing

Stella Maris Supportive Housing programs are located on the Stella Maris campus in Cleveland. All of Stella Maris' Supportive Housing (male and female) are based upon a modified Therapeutic Community (TC) model with wraparound recovery supports. Clients advance through the levels of the program based upon their individual progress. The clients are given responsibility for their living area and community activities. Emphasis is placed upon self-care, grooming, care of personal belongings, cleaning personal space, communication skills, conflict resolution and giving back to the community. The Supportive Housing program has two facilities that house 46 newly sober men and 18 newly sober women. The facilities are referred to as the men's dorm and women's convent. The supportive housing facility is Ohio Recovery Housing Certified (ORH) Level 3. The goal for participation in at least 90 days, during which time treatment and wraparound support services will be offered. Resident assistants are present at all times. At the end of their stay, clients are referred to safe, stable housing within the community. Supportive services will be offered to participants throughout their stay and after discharge.

- **Target Population:**

- Individuals 18 years and older who require a 24-hours per day, 7-days per week program with staff monitoring, but who do not meet clinical criteria for a higher level of care (mental health and medical conditions are stable).

- **Anticipated Number of Clients to be Served:** 140

- **Number of Staff Required to Implement Program:** 21

- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**

- To ensure quality services and continuity of services in the event of staffing vacancies, Stella Maris cross-trains all Resident Assistant staff with Tech staff to fill in gaps where there are needs in the programs. This process is managed by the Supportive Housing Manager and Clinical Director, with assistance from the program directors, where needed.

- **Funding Priority:**

- Culturally Appropriate and Evidence-based Diverse Services
- High Quality Housing
- Recovery and Treatment Services to Specialized Populations

- **Program Goals:**

- The success of the program is measured by the completion of all levels of care in Supportive Housing and follow through with referrals in the community
- Engage clients in the treatment planning process
- Increase the clients' understanding of addiction
- Provide services that clients are satisfied with

CY22 Program Highlights and Outcomes

- **Program Metrics:**

- At least 60% of clients will successfully complete all levels of care in Supportive Housing and follow through with referrals in the community
- At least 90% of clients will be engaged in the treatment planning process as measured on the Performance Target Tracking Assessment
- At least 70% of clients will show an understanding of addiction as measured on the Performance Target Tracking Assessment
- At least 85% of clients in Residential Treatment will report satisfaction with services on anonymous satisfaction surveys

First Six Months of CY21 Provider Outcomes:

- **Highlights:**

- **Number of Clients that were Anticipated to be Served:** 66
- **ADAMHS Funded Unduplicated Clients Served:** 34
- **Total Number of Clients Served:** 96
- **Total Number of Clients that Completed this Program/Service:** 22

- **Average Cost Per Client:** \$1,849

- **Additional Information:**

- In CY20, 75% percent of all clients who entered Stella Maris supportive housing were homeless upon entry, and 80% 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.

CY20 Provider Outcomes:

- **Highlights:**

- **Number of Clients that were Anticipated to be Served:** 66
- **Total Number of Clients that were Served:** 66
- **Total Number of Clients that Completed this Program/Service:** 48

- **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.

- **Metrics Used to Determine 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

CY22 Program Highlights and Outcomes

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 Successes:**
 - 98% of clients were satisfied with the program/service.
 - 100% of clients engaged in treatment and participated in the development of their individualized service plan.
 - 91% of clients showed an understanding of addiction.
 - 73% of clients successfully completed the program.
- **Average Cost Per Client in CY20:** \$1,905
- **Additional Information:**
 - N/A

Withdrawal Management (Detox) and Room and Board

The Withdrawal Management services offered at Stella Maris address the needs of clients with co-occurring disorders. This integrated approach breaks down the barriers that have traditionally stopped these clients from actively participating in treatment. The program is ASAM 3.7 inpatient withdrawal management and the detoxification unit has 20 beds. Detox is generally a five-to-seven-day inpatient stay with medically managed withdrawal and treats withdrawal from substances including opiates, alcohol, benzodiazepines and methamphetamines. Stella Maris also offers a diversion protocol for clients wishing to detox from Suboxone. Stella Maris provides 24-hours per day, 7-days per week nursing care, and the medical team evaluates the progress of all clients daily. All clients receive a history and physical examination, complete with a metabolic laboratory evaluation. Clients are assigned a counselor/case manager who works individually with the client to provide addiction education and develop a plan of care including placement into further treatment upon completion of detox. While clients are on the detox unit they are encouraged to engage in nursing education groups, addiction recovery groups led by the nursing and counseling team, trauma psycho-education groups, and 12- step recovery groups. Ancillary programs include music therapy, art projects and acupuncture. A peer supporter is also present on the unit for several hours during the day to assist clients in maintaining motivation for continuing treatment.

- **Target Population:**
 - Individuals ages 18 or older and who meet current DSM-5 substance withdrawal diagnosis (alcohol, opioids, sedatives/hypnotics/anxiolytics and Suboxone) and the appropriate ASAM levels of care
- **Anticipated Number of Clients to be Served:** 1,311
- **Number of Staff Required to Implement Program:** 31
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - The staffing ratio is based on the acuity of the client population of the unit. Stella Maris works with a number of contractors that provide staffing. GMA consultants, under the Medical Director, provide multiple doctors on a daily rotation to ensure medical coverage,

CY22 Program Highlights and Outcomes

and Stella Maris contracts with a Physician's Assistant to fill in any needed gaps. In the event of a nursing staff vacancy, Stella Maris is contracted with an agency that can provide nurses. If there is a counseling or tech vacancy, multiple staff at Stella Maris are cross trained interdepartmentally to fill in gaps.

- **Funding Priority:**

- Trauma Informed Care Treatment, Recovery and Prevention Services
- 24 Hours/Seven Days Access
- Inpatient and Ambulatory/Outpatient Detoxification Services

- **Program Goals:**

- To have a program completion rate over the national average of 54%
- Increase the number of clients that engage in services on the detox unit (such as art interventions and peer support)
- Provide services that clients are satisfied with

- **Program Metrics:**

- The NIDA benchmark for clients completing detox, which is 54% overall, with opioid detox averaging 45% completion. The population in detoxification is about 80% primary Opiate Use Disorder
- At least 40% of successful completions will move to the next level of care as measured on the Performance Target Tracking Assessment
- At least 60% of all clients in detox will engage in services on the unit as measured on the Performance Target Tracking Assessment
- Success is also measured by satisfaction surveys indicating over 90% satisfaction

First Six Months of CY21 Provider Outcomes:

- **Highlights:**

- **Number of Clients that were Anticipated to be Served:** 960
- **ADAMHS Funded Unduplicated Clients Served:** 91
- **Total Number of Clients Served:** 609
- **Total Number of Clients that Completed this Program/Service:** 332

- **Average Cost Per Client:** \$5,150

- **Additional Information:** N/A

CY20 Provider Outcomes:

- **Highlights:**

- **Number of Clients that were Anticipated to be Served:** 600
- **Total Number of Clients that were Served:** 869
- **Total Number of Clients that Completed this Program/Service:** 575

CY22 Program Highlights and Outcomes

- **Goals Met:**
 - 100% of the goals for the program are being met. The projected goal of 63% completion was achieved with 66% completed. The rate of clients leaving AMA was 33%, slightly lower than last year, which is attributed to the addition of Music Therapy and Peer Support in detox.
 - Of the clients that completed detox, 79% went on to the next level of care. This was slightly lower than last year but above the benchmark.
 - 25 of the clients that originally came in on an ADAMHS grant were successfully registered with Medicaid and switched over to the room and board only when we were able to bill Medicaid for detox services.
- **Metrics Used to Determine Success:**
 - NIDA benchmark for clients leaving Against Medical Advice (AMA), which is 37% overall, with opioid detox between 60% and 80% leaving AMA. The population in detoxification is over 80% opiate use disorder.
 - 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.
 - Success is also measured by satisfaction surveys and performance target tracking through the electronic medical record system.
- **Program Successes:**
 - Of the 869 clients that were admitted, 575 clients completed the program (66.1%)
 - Of the clients that successfully completed the detoxification program 457 (79%) of them went on to the next level of care
- **Average Cost Per Client in CY20:** \$393
- **Additional Information:**
 - 25 of the clients originally funded under the ADAMHS grant were enrolled in Medicaid and switched from the primary grant funding into room and board only. This number will continue to increase as Stella Maris continues to actively enroll all clients that are eligible into Medicaid during their stay at Stella Maris.

Peer Support Services

Clients will receive Peer Support services at all levels of care in the form of groups, individual sessions, and other support for clients currently in treatment services. Peers also meet individually with clients that are struggling with urges to use, to leave services, or decisions regarding the next steps in their recovery journey. When clients enter outpatient services, the peer support services are able to be covered by Medicaid.

- **Target Population:**
 - Individuals age 18 and older with at least one substance use disorder diagnosis
- **Anticipated Number of Clients to be Served:** 400
- **Number of Staff Required to Implement Program:** 3

CY22 Program Highlights and Outcomes

- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - To ensure quality services and continuity of services in the event of staffing vacancies, Stella Maris cross-trains some staff with CPRS credentials to fill in for emergency vacancies, managed by the Clinical Director. If a staff vacancy occurs, there is a hiring process in place to fill vacancies.
- **Funding Priority:**
 - Peer Support
- **Program Goals:**
 - Increase participation in peer support groups
 - Increase participation in individual peer support
 - Provide services that clients are satisfied with
- **Program Metrics:**
 - 90% of clients in withdrawal management and residential treatment will participate in peer support groups
 - At least 70% of clients in withdrawal management and residential treatment will have individual contact with the Peer Supporter
 - At least 90% of clients will report satisfaction with services on anonymous satisfaction surveys

First Six Months of CY21 Provider Outcomes: N/A – New Program

Psychiatric Services

Clients receive a psychiatric evaluation and appropriate psychiatric treatment based on individual needs. Medications will be prescribed as appropriate based on mental health presentation. Clients currently under the care of an outside mental health provider may receive a bridge prescription until they can reengage with their provider. After completing detox, clients can receive individual therapeutic sessions and follow up appointments with a psychiatrist to manage their mental health needs. Services may be completed in-person or virtually based on the needs of the clients and barriers to receiving care. Clients receive multidisciplinary treatment that addresses psychiatric disorders concurrently with SUD treatment so the client may receive the full benefit of all forms of treatment. Stella Maris will provide access to psychiatric services throughout the continuum of care and beginning in withdrawal management. This is a significant need that is changing over time, increasing the need for psychiatric case conceptualization across the continuum as the range of drugs changes in the community. Psychiatric services offset emergency department trips and crisis stabilization along with reducing the likelihood of relapse due to underlying mental health issues.

- **Target Population:**
 - All active clients in the Stella Maris programs with mental health needs
- **Anticipated Number of Clients to be Served:** 750
- **Number of Staff Required to Implement Program:** 2
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**

CY22 Program Highlights and Outcomes

- Psychiatric services are conducted by a consulting group of psychiatrists that are able to fill their own staff vacancies.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Trauma Informed Care Treatment, Recovery and Prevention Services
 - Recovery and Treatment Services to Specialized Populations
- **Program Goals:**
 - To offer comprehensive psychiatric services for clients throughout the continuum of care
- **Program Metrics:**
 - Stella Maris' goal is to provide psychiatric appointments and mental health support to 40% of the clients and allow them to continue those services throughout the continuum

First Six Months of CY21 Provider Outcomes: N/A – New Program

Transportation

Stella Maris provides Uber/Lyft rides for continuity of care for providers, transportation to on-site AOD appointments, admission, or urine drug screens for virtual health clients as a result of COVID and to ensure accessibility of services for clients without adequate means of transportation.

- **Target Population:**
 - Current and potential Stella Maris clients without a driver's license and without adequate transportation to and from appointments
- **Anticipated Number of Clients to be Served:** 950
- **Number of Staff Required to Implement Program:** 2
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - The Director of Admissions is the primary organizer for this program, and in the event that she is not available she may be covered by her designee or the Patient Care Liaison.
- **Funding Priority:**
 - Transportation
- **Program Goals:**
 - Increase engagement in campus on-site AOD appointments, admission, or urine drug screens and activities of clients participating in virtual services as a result of COVID-19.
 - Ensure accessibility of services for clients without adequate means of transportation.
- **Program Metrics:**
 - Reduce missed appointments by 10%
 - Increase admission appointment attendance by 10%

First Six Months of CY21 Provider Outcomes: N/A – New Program

CY22 Program Highlights and Outcomes

Trauma Services

The Trauma Services program consists of psychoeducational groups conducted in detox, PHP, and Residential weekly, with a total of five hours per week in the various programs. Clients receive education on trauma, the effects of trauma, effective and appropriate coping skills, and how this applies to long-term recovery. The Trauma Services Program is also available in outpatient services, where mental health assessments and individual counseling are available to address specific trauma-related diagnoses.

- **Target Population:**
 - Current Stella Maris clients and recently graduated Stella Maris clients.
- **Anticipated Number of Clients to be Served:** 1,924
- **Number of Staff Required to Implement Program:** 3
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - To ensure quality services and continuity of services in the event of staffing vacancies, Stella Maris cross-trains some clinical staff to fill in for emergency vacancies, managed by the Clinical Director. In the event that a staff vacancy occurs, there is a hiring process in place to fill vacancies.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Trauma Informed Care Treatment, Recovery and Prevention Services
 - Recovery and Treatment Services to Specialized Populations
- **Program Goals:**
 - The success of the program is measured by participation in psychoeducation groups offered in Withdrawal Management, Residential Treatment, and Partial Hospitalization
 - To build insight into the impact of trauma on substance use and long-term recovery
 - Provide services that clients are satisfied with
- **Program Metrics:**
 - 90% of clients in Withdrawal Management, Residential Treatment and Partial Hospitalization will participate in trauma psychoeducation groups
 - At least 80% of group participants will report increased knowledge about trauma symptoms, coping, and the impact on long-term recovery as evidenced by self-report survey
 - At least 80% of the participants will report satisfaction with services

First Six Months of CY21 Provider Outcomes: N/A – New Program

Workforce Development

Clients will meet with an external organization (SPICE Mobile Kitchen) to learn about operating in a kitchen, then spend five weeks in classes in the Stella Maris Kitchen gaining skills in culinary operation, catering, resume development, employment coaching, peer relationship building, and a certification in working in a kitchen. This program is intended to increase the skills to help secure gainful employment and continued employment to benefit long-term recovery.

CY22 Program Highlights and Outcomes

- **Target Population:**
 - Clients in Stella Maris supportive housing who are compliant with their program requirements
- **Anticipated Number of Clients to be Served:** 375
- **Number of Staff Required to Implement Program:** 4
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - The Director of Community Relations is responsible for maintaining staff coverage of the Workforce Development program and can step in when vacancies occur to provide coverage. Cross training with the clinical staff ensures that immediate needs can be met. The Kitchen Staff coverage is managed by the Kitchen manager and potential vacancies may be filled with new hires. Immediate needs for coverage are met by the Facilities and Operations Director with cross training with other staff of other departments.
- **Funding Priority:**
 - Employment Programs
- **Program Goals:**
 - Increase the number of clients who are able to receive gainful employment prior to leaving Stella Maris programming
 - Increase the number of clients that are able to maintain employment
 - Increase the skills that employers are looking for, such as punctuality and relationship building, measured in a weekly skills assessment
- **Program Metrics:**
 - At least 60% of clients will be employed at discharge
 - At least 60% of clients will still be employed at the six-month follow-up call
 - At least 80% of clients will gain or improve gaining or improving the skills that employers are looking for, such as punctuality and relationship building by graduation from the program

First Six Months of CY21 Provider Outcomes: N/A – New Program

Specialized Recovery Housing – Convent

The Convent provides 17 beds in a Level III ORH (Ohio Recovery Housing) recovery house for women. The program uses the Therapeutic Community model, which focuses on the power of the client community to provide structure, support and accountability for the newly recovering individual. In addition, the residents will be attending the continuum of treatment available at Stella Maris. Housing is monitored 24-hours per day, 7-days per week, and case management, medical care and Medication Assisted Treatment (MAT) will be available. Stella's 24-hour staffing model provides real-time intervention and accountability. Stella's Specialty Services Counselor will be available to provide individualized trauma therapy to residents. This counselor is trained in Eye Movement Desensitization and Reprocessing (EMDR) and Dialectical Behavior Therapy (DBT). Stella's medical team provides support for post-acute withdrawal and transition to MAT (Vivitrol) to residents in its supportive housing programs. Stella developed a model of success utilizing supportive housing to maintain continuity between detox and the injections associated with MAT.

CY22 Program Highlights and Outcomes

This continuity between levels of care, supportive services and the safe structure of the living environment dramatically increases success for the participants, even individuals who struggle with chronic relapse.

- **Target Population:**
 - Individuals who identify as female, ages 18 or older with substance use and/or stable mental health disorders
- **Anticipated Number of Clients to be Served:** 100
- **Number of Staff Required to Implement Program:** N/A
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:** N/A
- **Funding Priority:**
 - LGBTQ+
 - Pregnant Women
 - Trauma Informed (Human Trafficked Victims)
 - Dual Diagnosed
 - MAT Friendly
- **Program Goals:**
 - Increase successful treatment outcomes for those who identify as female
 - Increase the number of individuals successfully moving through the continuum of care
 - Increase on campus access and participation for women
 - Improve the rate of success for those who have secured housing and employment upon discharge
 - Increase the number of people participating in trauma therapy
 - Increase the number of people interested in MAT who follow through with obtaining their first Vivitrol shot
 - Provide clients with a safe and therapeutic space to address special needs related to LGBTQ+ identification
 - Provide clients access to care for trauma-related issues and family therapy
 - Help clients build supportive sober networks in a safe and monitored environment that is focused on building relational skills, emotional awareness, skills for having healthy relationships with families, the therapeutic group, and the community
 - Provide a diverse, equitable, and inclusive environment for clients that ensures safety and access for all seeking care
- **Program Metrics:**
 - The Performance Target Tracking tool measures relationship building, involvement in services, participation in activities, and meeting goals specific to the client. Client satisfaction is measured with an anonymous satisfaction survey. Number of clients that complete the Supportive Housing Program.

First Six Months of CY21 Provider Outcomes: N/A – New Program

CY22 Program Highlights and Outcomes

SUD Residential Treatment

Clients meeting the ASAM Level 3.5 Criteria and admitted to the Residential Program will receive treatment from a team that includes a Psychiatrist, Nurse Practitioner, Licensed and Certified Chemical Dependency Counselors and other Licensed Counselors, Nurses, Case Managers, Peer Recovery Supporters, and Resident Assistants. This level of care is trauma-informed and includes daily therapeutic group counseling, psycho-educational groups, case management, urine screens, medication management, psychiatric services, primary care services, peer support services and linkage to further treatment. Clients will receive a psychiatric and medical assessment if one has not already been completed within the past six months. Ancillary services include music therapy in partnership with the Music Settlement, art therapy, yoga, equine therapy through partnership with Fieldstone, on and off-site sober support meetings and sober leisure activities. The average length of stay should generally be about 28 days, until the client no longer meets criteria for Level 3.5 services. Clients are evaluated on a weekly basis by the treatment team for progress on the treatment plan and the need for continued stay or continuing care in a less intensive program. All clients are provided with counseling and case management, linking them to continuing SUD treatment, mental health services, medical care and social services after discharge from the program.

- **Target Population:**
 - Individuals ages 18 or older and have a substance use disorder diagnosis
- **Anticipated Number of Clients to be Served:** 190
- **Number of Staff Required to Implement Program:** 24
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - To ensure quality services and continuity of services in the event of staffing vacancies, Stella Maris cross-trains all clinical staff to fill in gaps where there are needs in other programs. This process is managed by the Assistant Clinical Director, with assistance from the program directors, where needed.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Community and Crisis Residential Services
 - Trauma Informed Care Treatment, Recovery and Prevention Services
 - Recovery and Treatment Services to Specialized Populations
 - 24 Hours/Seven Days Access
- **Program Goals:**
 - The success of the program is measured by the completion rate exceeding the national average
 - Engage clients in the treatment planning process
 - Increase the number of clients who demonstrate good self-disclosure in group and individual sessions
 - Provide services that clients are satisfied with
- **Program Metrics:**
 - The NIDA benchmark for clients completing Residential Treatment, which is 53% in 2019

CY22 Program Highlights and Outcomes

- At least 80% of clients will be engaged in the treatment planning process as measured on the Performance Target Tracking Assessment
- At least 80% of clients will demonstrate good self-disclosure in group and individual sessions as measured on the Performance Target Tracking Assessment
- At least 90% of clients in Residential Treatment will report satisfaction with services on anonymous satisfaction surveys

First Six Months of CY21 Provider Outcomes: N/A – New Program

Opiate Settlement Crisis Mitigation

- **Target Population:**
 - Individuals ages 18 or older who have a substance use disorder, specifically an Opioid Use Disorder
- **Anticipated Number of Clients to be Served:** 572
- **Number of Staff Required to Implement Program:** 23 (Residential and Outpatient)
- **Funding Priority:**
 - Treatment for Opioid Addiction Disorders
- **Program Goals:**
 - Addition of 32 Residential Treatment Beds, expansion of partial hospitalization, intensive outpatient program, and medical assisted treatment; 260 Clients expected to be served in additional residential treatment beds and 312 clients anticipated to be served combined in the expansion of the partial hospitalization, intensive outpatient, and medical assisted treatment programs.
- **Program Metrics:**
 - Number of Men and/or Women Admitted to Residential Treatment
 - Referral Source
 - Number of Denials, including Reason
 - Client (Diagnosis, Race, Age, Zip Code/Housing Status, Employment/School Status, Involved in Criminal Justice System)
 - Length of Stay (Number Completed Program, Number Discharges/Terminations and Reason)
 - Disposition at Discharge
 - Average Cost per Client
 - Average Caseload per Staff
- **Program Outcomes:**
 - Admitted 285 clients in their Withdrawal Management/Detoxification program at a 67% completion rate.
 - Admitted 49 in the Partial Hospitalization program with a 69% completion rate.
 - Admitted 95 in the IOP program with a 66% completion rate.

The average completion rate for all services is 67%.

Thrive Peer Support

CY2022 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2021 CONTRACT AMOUNT	2022 CONTRACT RECOMMENDATIONS	PRIORITY
Thrive Behavioral Health Center			
Peer Support	\$ 127,791	\$ -	Peer Support
Warmline	\$ 355,000	\$ 355,000	Peer Support
Enhanced Peer Recovery Support*	\$ -	\$ 699,395	Peer Support
Total	\$ 482,791	\$ 1,054,395	

* Opiate Settlement Crisis Mitigation

CY22 Program Highlights and Outcomes

Thrive Behavioral Health Center, Inc.

Thrive Behavioral Health Care partners with individuals in recovery from mental illness and/or substance abuse disorders through the delivery of integrated recovery support services.

Agency Internal Diversity, Equity and Inclusion Team and/or Policy:

This agency submitted information ensuring a Diversity, Equity and Inclusion policy, plan or team is in place or in progress.

The ADAMHS Board Funding supports the following initiative(s):

Warmline

Thrive operates the 24-hours per day, 7-days per week anonymous peer-run warmline available to Cuyahoga County residents. Residents can call the line to access certified Peer Supporters from the mental health and substance use community to connect to community resources, education, and life skills. Mental health warmlines provide a tremendous benefit to staff members who find support in their own recovery through helping others. Warmlines are a cost-effective way to support individuals experiencing emotional distress who are looking to avoid unwanted intervention and hospitalization. All Peer Supporters staffing the Cuyahoga Warmline are certified and will identify as an individual in recovery. Additionally, they will all have a solid foundation in motivational interviewing, active listening, and narrative therapy to respectfully share their own recovery story with callers when indicated. Callers will be supported and offered additional community resources.

- **Target Population:**
 - Residents of Cuyahoga County.
- **Anticipated Number of Clients to be Served:** 24,000
- **Number of Staff Required to Implement Program:** 9
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - When staff vacancies occur, clients in this program will receive consistent service as substitute trained and certified Peer Supporters will be utilized until the position is filled. Thrive Peer Support operates with the foresight to hire replacements to ensure that client's services are not disrupted when calling the warmline.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Trauma Informed Care Treatment, Recovery and Prevention Services
 - 24 Hours/Seven Days Access
 - Peer Support
- **Program Goals:**
 - Provide 24-hour coverage 7-days per week for Cuyahoga County residents to access the warmline.

CY22 Program Highlights and Outcomes

- Support 24,000 incoming anonymous callers over a one-year period with motivational interviewing, active listening, and support that is rooted in shared lived experience and empathy.
- Provide 50% of callers with additional resources for ongoing support to community peer support services, local treatment agencies, or social services as indicated.
- Demonstrate a cost savings for callers who utilize the Warmline compared to other more costly interventions and service options.
- 100% of certified Peer Supporters on the Cuyahoga County Warmline will obtain additional hours of ongoing training and education on cultural competency, diversity, and inclusion to ensure peer support services are delivered in a culturally competent manner.
- 90% of Warmline staff will report that their role on the Cuyahoga County Warmline is beneficial to their own recovery.
- Implement a voluntary evaluation tool with regular callers of the Cuyahoga Warmline to explore the caller's experience of the Warmline and its service.
- **Program Metrics:**
 - Schedule to ensure 24-hour per day, 7-day per week coverage
 - Call records will be pulled from the reporting section of the phone routing system used by the Cuyahoga warmline staff
 - Post-call surveys will be required by warmline staff about resources provided
 - Post-call surveys will be required by warmline staff and a question will be included regarding service utilization if the Warmline was not an option. ROI will be calculated accordingly
 - Training and compliance will be measured through the use of a learning management system
 - Staff surveys will be conducted
 - Focus surveys will be developed and conducted on a voluntary basis with repeat callers

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 48,000
 - **ADAMHS Funded Unduplicated Clients Served:** 21,717
 - **Total Number of Clients Served:** 21,717
 - **Total Number of Clients that Completed this Program/Service:** 0
- **Average Cost Per Client:** \$11
- **Additional Information:**
 - The Cuyahoga County Warmline operates 24-hours per day, 7-days per week using nine certified Peer Supporters. Residents of Cuyahoga County can utilize the Warmline anonymously to be connected to an individual in recovery. Callers are connected with resources, education, life skills information to enhance their mental health. The Warmline is highly successful with a massive call volume. As a result, callers are limited to 10

CY22 Program Highlights and Outcomes

minutes to satisfy the volume and improve access to the Warmline staff. The agency's call system tracks call volume as well as missed calls and hangups which is helpful in evaluating staffing patterns and changing needs. Callers interested in ongoing community peer support are given the information for the call-in assessment line. The Warmline is frequented by repeat callers who enjoy the anonymity and opportunity to decompress. Ongoing professional development is given to Warmline staff including Mental Health First Aid, QPR (Question, Persuade, Refer), motivational interviewing, trauma-informed care, and Human Trafficking 101.

CY20 Provider Outcomes

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 48,000
 - **Total Number of Clients that were Served:** 49,170
 - **Total Number of Clients that Completed this Program/Service:** N/A
- **Goals Met:**
 - The goals of the program/service were to serve Cuyahoga County residents through the Warmline. Goals were met with 100% success, as agency was able to staff the Warmline 24-hours per day, 7-days per week and answer as many incoming calls as possible by limiting calls to 10 minutes in length. The line is staffed with fully certified Peer Recovery Supporters and one team lead. Callers were provided with resources, education, and life skills information to enhance their mental health.
- **Metrics Used to Determine Success:**
 - The system tracks call volume and missed calls/hang ups. Staff document information between calls, including whether or not it was a first time caller, if the caller wanted ongoing peer support in the community, the primary purpose of the call, resources provided to the caller, and any comments or complaints that may arise. Staffing is also tracked to ensure 24-hours per day, 7-days per week access to the line at all times.
- **Program Successes:**
 - 57,790 calls into the Warmline call system in 2020, 49,170 were connected. Approximately 95% of callers into the Warmline are repeat callers. Callers were primarily provided with Peer Support services through motivational interviewing and active listening skills, but also were given more tangible information in the form of referrals to agencies to support their needs. Examples include COVID testing information, the CDC website, food banks, financial resources, housing resources, Medicaid, bereavement groups, the Cuyahoga County Board of Health, the Domestic Violence and Child Advocacy Center, Habitat for Humanity.
- **Average Cost Per Client in CY20:** \$7
- **Additional Information:**
 - The Warmline saw a large increase in callers struggling with stress and anxiety during the pandemic. Callers frequently requested resources on COVID testing and wanted to discuss COVID related anxiety and depression. There were also spikes when the country experienced civil unrest, including callers who were deeply distraught by the protests and events leading up to the protests. Peer Supporters are supported on the Warmline through weekly team meetings and access to Thrive's clinical team when additional

CY22 Program Highlights and Outcomes

mental health support was needed. Thrive implemented an Employee Assistance Program to support workers with additional services and mental health resources.

Opiate Settlement Crisis Mitigation – Enhanced Peer Support

- **Target Population:**
 - Individuals seeking linkage to services in the Emergency Room
- **Anticipated Number of Clients to be Served:** 5,000
- **Number of Staff Required to Implement Program:** 25
- **Funding Priority:**
 - Peer Support
- **Program Goals:**
 - Peer Recovery Coach Enhancement to 10 University Hospitals and Cleveland Clinic Emergency Rooms
- **Program Metrics:**
 - Number of Peer Support/Recovery Coaches employed
 - Client (Diagnosis, Race, Age, Zip Code/Housing Status, Employment/School Status, Involved in Criminal Justice System)
 - Location of Peer interaction with client
 - Duration of the Peer visit with client
 - Diagnosis
 - Has client received treatment previously and/or been identified as a person with an addiction, mental illness or both
 - Type of services client was interested in receiving
 - Was client transported (where, how and why)
 - Average caseload per Peer Recovery Supporter/Coach
- **Program Outcomes:**
 - Operating solely in the MetroHealth emergency room, ThriveED peer support program interacted with 1,200 clients who came to the emergency department because of an overdose and assisted in 300 individuals getting into detox or receiving other immediate needs, including treatment and family support.

Trinity Outreach Ministries

CY2022 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2021 CONTRACT AMOUNT	2022 CONTRACT RECOMMENDATIONS	PRIORITY
Trinity Outreach Ministries			
Inner City Youth and Families Cultural Arts Program	\$ 60,000	\$ 60,000	Prevention
Total	\$ 60,000	\$ 60,000	

CY22 Program Highlights and Outcomes

Trinity Outreach Ministries Another Chance of Ohio

Trinity Outreach Ministries promotes balance and health through diversity and the arts in a way that affects both the church and community.

Agency Internal Diversity, Equity and Inclusion Team and/or Policy:

This agency submitted information ensuring a Diversity, Equity and Inclusion policy, plan or team is in place or in progress.

The ADAMHS Board Funding supports the following initiative(s):

Inner City Youth and Families Cultural Arts Program

After-school and weekend prevention programs that use a holistic, culturally sensitive faith-based approach. Program activities include cultural arts and chess sessions; virtual Boxercise for fitness; animated “Story Time” for families on Saturdays; music, drama and singing lessons and performances (both virtual and face-to-face); ongoing messages of hope, inspiration and sobriety; “Hour of Power” for parents and fathers in recovery; Prayer and Hope Line on weekdays; and monthly Virtual Youth Club for Clean Fun.

- **Target Population:**
 - K-8 students and their parents and family members, or other adults, including youth and families of Trinity Outreach Ministries, school-aged children of Family First, school-aged children and families of Whitney Young Elementary School.
- **Anticipated Number of Clients to be Served:** 150
- **Number of Staff Required to Implement Program:** 18
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - Staff will be cross-trained and the agency will introduce and train other members as needed. Volunteer family-centered case managers will be identified and assigned to step in as needed.
- **Funding Priority:**
 - Prevention and early intervention
- **Program Goals:**
 - Adults demonstrate progress in the areas of relationships, self-worth toward internal beliefs, motivation, and abstinence attitudes.
 - Youth demonstrate progress in social-emotional skills.
- **Program Metrics:**
 - As measured by the Devereux Adult Resilience Survey, 100% of adult participants will demonstrate progress in the areas of relationships, self-worth toward internal beliefs, motivation, and abstinence attitudes.
 - As measured by the Devereux Student Strength Assessment (DESSA-mini) pre- and post-tests, at least 90% of youth will gain in social-emotional skills.

CY22 Program Highlights and Outcomes

- Participants will become or continue to be a part of the Trinity Outreach Ministries community and will receive access to daily prayer calls, weekly outreach, and spiritual counseling from leaders. Anyone in need of more services will be referred and connected to the ADAMHS Board Continuum of Care providers.

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 150
 - **ADAMHS Funded Unduplicated Clients Served:** 500
 - **Total Number of Clients Served:** 500
 - **Total Number of Clients that Completed this Program/Service:** 405
- **Average Cost Per Client:** \$81
- **Additional Information:**
 - Trinity Outreach Ministries met and exceeded all 2021 goals. The agency was successful in providing services to youth and families and helped facilitate access to information regarding the pandemic, testing and vaccinations. The agency has had an excess of 5000 views of our program via social media. At least 95% of adults participating in the DARS have demonstrated progress or success in all key areas. Over 80% of the students who participated in the DESSA outcomes showed steady movement in a favorable direction. All families adopted the Pledge to have a Clean and Sober Home.

CY20 Provider Outcomes

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 150
 - **Total Number of Clients that were Served:** 1,000
 - **Total Number of Clients that Completed this Program/Service:** 366
- **Goals Met:**
 - The goals were met and exceeded. Over 80% of the students who participated in the DESSA study showed movement in a forward direction in the areas of social, emotional growth. 90% of the adults who participated in the DARS study demonstrated an increase in connection to faith, mentors, more interest in hobbies, the ability to say no and adherence to self-care methods.
- **Metrics Used to Determine Success:**
 - The agency uses the DARS, DESSA, the number of viewers, number of viewer comments, number of calls on the prayer lines, and the number of sobriety commitments.
- **Program Successes:**
 - The 2020 program exceeded the goals of the number of people reached as well as the number of participants who made commitments to sobriety. The youth created a mural. The youth made masks. The agency developed teleconference calls, and virtual classes. A new Facebook program called "Jayden & Allison Adventures" was created and was widely watched. The agency developed virtual exercise classes. The agency was able to maintain COVID protocols. The youth prepared video presentations for the school-age students and

CY22 Program Highlights and Outcomes

families to engage in via Facebook. A Facebook presentation called “Story Time” was created for the youth and families. The agency served Pentecostal, Baptist, Catholic, Jewish and non-denominational faiths, and the Worldwide Anglican Church.

- **Average Cost Per Client in CY20:** \$60
- **Additional Information:**
 - In the midst of a difficult and challenging time, during the pandemic and social unrest in our country, the Trinity Outreach Ministries Another Change of Ohio’s program was able to persevere and make an impact.

Provider:	Trinity Outreach Ministry	2020 First Outcome Count:	72	2021 First Outcome Count:	44
Instrument:	DARS	2020 Final Outcome Count:	72	2021 Final Outcome Count:	44
Program:	Adult Prevention	2020 % of Final:	100%	2021 % of Final:	100%

The Devereux Adult Resilience Scale (DARS) is a measurement instrument designed by the Devereux Advanced Behavioral Health organization for adults (18+ years). The instrument is utilized to identify an individual's personal strengths in four domains.

Providers currently report aggregated data for programs utilizing the DARS instrument. Results reflect the percentage of individuals for whom there was an increased score from the initial (first) and follow-up (final) instrument administration

Population	Evaluation Year	Subscale	% Who Improved	Significance
Adults (18+ years)	2020	Initiatives	100.00%	Significant at p<.05
Adults (18+ years)	2020	Internal Belief	97.22%	Significant at p<.05
Adults (18+ years)	2020	Overall	100.00%	Significant at p<.05
Adults (18+ years)	2020	Relationship	100.00%	Significant at p<.05
Adults (18+ years)	2020	Self Control	98.61%	Significant at p<.05
Adults (18+ years)	2021	Initiatives	100.00%	Significant at p<.05
Adults (18+ years)	2021	Internal Belief	97.73%	Significant at p<.05
Adults (18+ years)	2021	Overall	100.00%	Significant at p<.05
Adults (18+ years)	2021	Relationship	86.36%	Significant at p<.05
Adults (18+ years)	2021	Self Control	97.73%	Significant at p<.05

Trinity Outreach Ministries –

Provider:	Another Chance of Ohio	2020 First Outcome Count:	89	2021 First Outcome Count:	67
Instrument:	DESSA MINI	2020 Final Outcome Count:	76	2021 Final Outcome Count:	43
Program:	Youth Prevention	2020 % of Final:	85.39%	2021 % of Final:	64.18%

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

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

Population	Evaluation Year	Subscale	First Outcome Average	Final Outcome Average	Average Difference	Significance
Grades 9 - 12	2020	No Scale	51.08	55.46	4.38	Not Significant
Grades K - 8	2020	No Scale	47.7	49	1.3	Not Significant
Grades 9 - 12	2021	No Scale	37.17	46.83	9.67	Significant at p<.05
Grades K - 8	2021	No Scale	42.08	45.7	3.62	Significant at p<.05

United Way of Greater Cleveland

CY2022 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2021 CONTRACT AMOUNT	2022 CONTRACT RECOMMENDATIONS	PRIORITY
United Way Services			
First Call for Help (Information & Referral)	\$ 85,000	\$ 93,035	24/7 Access
Total	\$ 85,000	\$ 93,035	

CY22 Program Highlights and Outcomes

United Way of Greater Cleveland Fund

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.

Agency Internal Diversity, Equity and Inclusion Team and/or Policy:

This agency submitted information ensuring a Diversity, Equity and Inclusion policy, plan or team is in place or in progress.

The ADAMHS Board Funding supports the following initiative(s):

United Way 211

2-1-1 HelpLink provides individuals with 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. United Way 2-1-1 is for people seeking assistance for numerous health and social service needs, from basic food and shelter to summer programs for school-age children, from substance abuse treatment to job training, from mental health counseling to medication assistance. With its easy to remember telephone number, people typically contact United Way 2-1-1 by phone or online chat. The Navigators' role is to understand the event or situation that initiated a person's contact by assess the place within the broader context of the individual's or family's life. Through conversation, the Navigator identifies concerns and proposes options to address all identified needs by utilizing the Community Resource Database, which consists of thousands of health, social service, and government programs within the service area. Information is shared with the client and together they create a plan, if the circumstances warrant and the person is amenable, the Navigator will follow up with the individual to ensure they were able to access the agreed-upon resources. When a client is unable to obtain the recommended services, the Navigator will offer to advocate on their behalf with the agency to secure the needed services.

- **Target Population:**
 - Residents of Cuyahoga County
- **Anticipated Number of Clients to be Served:** 4,500
- **Number of Staff Required to Implement Program:** 8
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - 2-1-1 prioritizes mental health and substance abuse-related community needs at the same level as all other social services addressed by Community Resource Navigation Specialists, all staff receive training to integrate the goals of this program into their daily responsibilities. All 2-1-1 staff participate in the core activities of this program. In the event that unforeseen staff vacancies do occur, staff schedules, priorities, and caseloads are evaluated and, as needed, adjusted to meet anticipated community need while the agency's turnkey recruitment and training process is utilized to fill any crucial position.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Trauma Informed Care Treatment, Recovery and Prevention Services

CY22 Program Highlights and Outcomes

- Harm reduction efforts and strategies
- 24 Hours/Seven Days Access
- **Program Goals:**
 - To inform and provide appropriate service options to 4,500 Cuyahoga County residents assessed with addiction and/or mental health issues between January 1 and December 31, 2022. By the close of each contact, clients will have resource information and a plan to help resolve the assessed needs whenever possible.
- **Program Metrics:**
 - The number of contacts in these areas based on the Alliance of Information and Referral Systems' (AIRS) classification system
 - The total number of referrals offered by 2-1-1 Navigators for substance addiction and mental health treatment services
 - The average call length
 - United Way 2-1-1 will collect caller zip code, city, and county of residence; age; gender; client's relationship to the caller; reason for seeking help; length of the problem; how caller heard about United Way 2-1-1; the type of problem(s); and referrals made.

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 4,000
 - **ADAMHS Funded Unduplicated Clients Served:** 2,223
 - **Total Number of Clients Served:** 2,223
 - **Total Number of Clients that Completed this Program/Service:** N/A
- **Average Cost Per Client:** \$19
- **Additional Information:** N/A

CY20 Provider Outcomes

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 5,750
 - **Total Number of Clients that were Served:** 4,630
 - **Total Number of Clients that Completed this Program/Service:** 4,630
- **Goals Met:**
 - To inform and provide appropriate service options to 5,750 Cuyahoga County residents assessed with addiction and/or mental health issues between January 1 and December 31, 2020. At year-end, 2-1-1 had served 4,630 individuals, or 81% of the program's goal.
- **Metrics Used to Determine Success:**
 - Success of the overall experience will be measured by a client satisfaction/friendly rating of 95%, more information rating of at least 88% and a rating of at least 95% regarding calling 2-1-1 again.

CY22 Program Highlights and Outcomes

- **Program Successes:**
 - Provided Mental Health and/or Substance Abuse-related assistance to 4,630 Cuyahoga County residents. Provided those individuals with referrals to 9,760 local mental health and/or substance abuse agencies or programs.
 - Spent an average of 7 minutes and 11 seconds with each caller, totaling more than 33,250 minutes dedicated to mental health and/or substance abuse-related needs and a 9% increase over the previous year in time spent working with each individual client.
 - Exceeded all three customer satisfaction goals, with a client satisfaction/friendly rating of 98%, more information rating of 90%, and a rating of 98% regarding calling 2-1-1 again.
- **Average Cost Per Client in CY20:** \$18
- **Additional Information:**
 - While the above staffing totals reflect the budgeted amount of time and staff positions required to adequately address the needs of Cuyahoga County residents presenting to 2-1-1 with mental health and/or substance abuse-related needs, there are not specific individual staff members dedicated to the program. 2-1-1 prioritizes mental health and substance abuse-related community needs at the same level as all other social services addressed by Community Resource Navigation Specialists, all staff receive the necessary training to integrate the goals of this program into their daily responsibilities. This includes the Community Resource Content Specialists, who create, update, and maintain the resource listings regarding mental health and substance abuse information and treatment resources. Likewise, contacts related to these topics are consistently available to Quality Assurance staff for evaluation that may inform individual coaching or center-wide training on subject-specific topics. To support the work of the Resource Navigation, Resource Content, and QA teams, all supervisory and management staff are required to have a general understanding of the local resources available for, and the techniques used to assess and refer clients as needed.

**University
Hospitals
(PAL Program)**

CY2022 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2021 CONTRACT AMOUNT	2022 CONTRACT RECOMMENDATIONS	PRIORITY
University Hospital Dept. of Psychiatry			
Addiction Psychiatry Fellowship	\$ 164,290	\$ -	
Public Academic Liaison (PAL)	\$ 750,000	\$ 750,000	
Total	\$ 914,290	\$ 750,000	

CY22 Program Highlights and Outcomes

University Hospitals Cleveland Medical Center

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.

Agency Internal Diversity, Equity and Inclusion Team and/or Policy:

This agency submitted information ensuring a Diversity, Equity and Inclusion policy, plan or team is in place or in progress.

The ADAMHS Board Funding supports the following initiative(s):

Public Academic Liaison (PAL)

This 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 ADAMHS Board at no cost, while supervision of resident services is provided by clinical faculty. Advance psychiatry residents spend one day per week providing medical/somatic services in community mental health agencies as part of their core curriculum at the hospital. Advanced resident electives are offered; residents may elect to continue seeing patients into their fourth year (adult) or second year (child) and/or participate in unique or alternative services available within the system. PAL provides direct clinical services by residents and clinical supervisors on-site, one hour per day in half hour increments. Residents also have a didactic curriculum.

- **Target Population:**
 - Residents are placed at Signature Health, The CENTERS, Frontline Services, Applewood Centers and other usual sites.
- **Anticipated Number of Clients to be Served:** 1,824
- **Number of Staff Required to Implement Program:** 20
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - Resident vacancies are uncommon, temporary absences are "covered" by the remaining residents and faculty, faculty vacancies are rapidly replaced by other UH faculty or by contracting with agencies for clinical faculty supervisors. Some patients may pass from one class of trainees to the next for continuing care, however, are returned to the general caseload of employed physicians rather than be subjected to change of their assigned doctors.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Trauma Informed Care Treatment, Recovery and Prevention Services
 - Harm reduction efforts and strategies
 - Prevention and early intervention
 - Inpatient and Ambulatory/Outpatient Detoxification Services
- **Program Goals:**

CY22 Program Highlights and Outcomes

- Training of psychiatry residents in delivery of community mental health services
- Education of residents regarding Social Determinants of Disease, physiological and psychological Education and basic principles of population health
- Provision of direct clinical services to clients of the ADAMHS-CC contract agencies
- Recruitment and retention of graduates to the community mental health system, optimally to provide services after graduations within Cuyahoga County
- **Program Metrics:**
 - Completion of required clinical rotations for eight PGY-3s and four PGY4s, six, first and second year Child and Adolescent Fellows
 - Community Psychiatry didactics for all above with attendance rate of 75%
 - Complete new series on population health by Dr. Runnels, all above at attendance rate of 75%
 - Direct care to 1,344 adult and 480 child patients but actual numbers depend on attendance and scheduling. In terms of reasonable metric let's say 1,500 patients

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served: 0**
 - **ADAMHS Funded Unduplicated Clients Served: 0**
 - **Total Number of Clients Served: 0**
 - **Total Number of Clients that Completed this Program/Service: 0**
- **Average Cost Per Client:** N/A
- **Additional Information:**
 - The agency's program is different, in that it does not receive funding for a target number of clients served, but rather for a training/educational program.

CY20 Provider Outcomes

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served: 28**
 - **Total Number of Clients that were Served: N/A**
 - **Total Number of Clients that Completed this Program/Service: 28**
- **Goals Met:**
 - Goals of completing training and clinical services provision fully met.
 - Goals of retaining graduates to community agencies limited by those graduates remaining in Cuyahoga County post-training.
 - For 2019-20: three graduates retained; two to faculty of UH and one to faculty of CCF.
- **Metrics Used to Determine Success:**
 - Graduates retained to the community sector are under agency's purview but are largely measured across time. For the past 10 years, 33 graduates were retained to service in

CY22 Program Highlights and Outcomes

Cuyahoga County; of those, 18 accepted fulltime or part-time positions with agencies of the ADAMHS Board.

- **Program Successes:**
 - Goals of completing training and clinical services provision fully met.
 - Goals of retaining graduates to community agencies limited by those graduates remaining in Cuyahoga County post-training.
 - For 2019-20: three graduates retained; two to faculty of UH and one to faculty of CCF.
- **Average Cost Per Client in CY20:** N/A
- **Additional Information:**
 - This year marks the 30th year of the PAL Program which was initiated in 1990 by the Cuyahoga Community Mental Health Board under Executive Director Toaru Ishayama.

University Settlement

CY2022 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2021 CONTRACT AMOUNT	2022 CONTRACT RECOMMENDATIONS	PRIORITY
University Settlement House			
SUD Prevention	\$ 35,000	\$ 35,000	Prevention
Total	\$ 35,000	\$ 35,000	

CY22 Program Highlights and Outcomes

University Settlement

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.

Agency Internal Diversity, Equity and Inclusion Team and/or Policy:

This agency submitted information ensuring a Diversity, Equity and Inclusion policy, plan or team is in place or in progress.

The ADAMHS Board Funding supports the following initiative(s):

SUD Prevention

University Settlement conducts a needs assessment at participating schools, as well as in University Settlement's Wellness Programs, to determine risk factors of the youth population. The agency also utilizes 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 in the Broadway-Slavic Village community. Centervention, a web-based program that focuses on building social and emotional skills through fun activities and experiences. Youth can practice and improve their social emotional competencies and enhance their skillsets of communication, cooperation, emotion regulation, empathy, impulse control, and social initiation. The Youth Prevention Program will also utilize partner organizations to provide additional lessons and activities that promote the health and well-being of the participants. These partner agencies, including Broadway School of Music and the Arts, will offer enrichment activities that are tailored to the developmental levels and cultural backgrounds of students.

- **Target Population:**
 - Youth and families residing in Slavic Village
- **Anticipated Number of Clients to be Served:** 120
- **Number of Staff Required to Implement Program:** 3
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - When a vacancy occurs one of the Registered Applicants will be assigned to provide coverage of services so that the program continues to operate at an optimal level until the role of the staff person is filled. When separation of staff occurs, the agency's goal is to fill the position quickly so that there are no interruptions in service. The Human Resources Consultant has various methods of marketing vacant positions to attract a large, diverse pool of qualified candidates.
- **Funding Priority:**
 - Prevention and early intervention
- **Program Goals:**
 - Youth enrolled in the program will maintain or improve their social emotional learning by building protective factors, strengthening human resiliency, and reducing risk factors
 - Youth enrolled in the program will perceive substance use as a risky and/or harmful

CY22 Program Highlights and Outcomes

- Youth enrolled in the program will demonstrate academic growth in Reading and Math
- **Program Metrics:**
 - 85% of youth participating in the program will show improvement in their social emotional competencies as measured by the Devereux Student Strengths Assessment-Mini (DESSA)
 - 85% of youth participating in the program will increase their knowledge of harmful effects as measured by pre- and post-tests
 - 65% of youth participating will achieve at least one year's growth in reading and math as demonstrated on their NWEA Map Assessments

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 40
 - **ADAMHS Funded Unduplicated Clients Served:** 49
 - **Total Number of Clients Served:** 49
 - **Total Number of Clients that Completed this Program/Service:** 0
- **Average Cost Per Client:** \$141
- **Additional Information:**
 - The Prevention Program offered programming through a service delivery method of both in-person and virtual platforms. The program operated during the afterschool hours and summer providing sessions to 49 enrolled youth. The program is designed to support social emotional competencies by engaging youth in drug free activities and prevention education.

CY20 Provider Outcomes

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 30
 - **Total Number of Clients that were Served:** 31
 - **Total Number of Clients that Completed this Program/Service:** 31
- **Goals Met:**
 - Increased protective factors while reducing risk factors
 - Youth increased in knowledge of harmful effects of ATOD and improvement in their social emotional competencies.
 - Improvement on at least one of the Five Core Competencies, and DESSA scores showing regular attendees maintained typical rating or higher in their social emotional skills.
- **Metrics Used to Determine Success:**
 - Prevention logs (hours/days and services provided using excel) COVID-19 Tracker (Provided by ADAMHS Board), DESSA, GOSH

CY22 Program Highlights and Outcomes

Program Successes:

- Youth perceive ATOD use as unacceptable.
 - Increase knowledge of harmful effects of ATOD.
 - Youth showed improvement in their social emotional competencies.
 - Youth demonstrated understanding on how to manage emotions and feel and show empathy for others.
 - Youth showed skill to set and achieve positive goals.
 - Youth learned how to make responsible decisions.
 - Improvement on at least one of the Five Core Competencies.
 - Youth proved their resilience in navigating a life altering pandemic.
 - 70% or higher of regular attendees have maintained a typical rating on DESSA or shown growth in their social emotional competencies.
- **Average Cost Per Client in CY20:** \$1,129
 - **Additional Information:**
 - Given the unexpected turn of events in 2020, prevention education helped to equip youth (and families) with the skills, and emotional capabilities to help navigate their lives during these challenging times. Providing youth with a safe space to discuss these emotions, and provide them the tools, resources and knowledge to manage the climate of the world, was impactful for their social and emotional competencies.

Provider:	University Settlement House	2020 First Outcome Count:	27	2021 First Outcome Count:	20
Instrument:	DESSA MINI	2020 Final Outcome Count:	7	2021 Final Outcome Count:	20
Program:	Youth Prevention	2020 % of Final:	25.93%	2021 % of Final:	100%

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

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

Population	Evaluation Year	Subscale	First Outcome Average	Final Outcome Average	Average Difference	Significance
Grades 9 - 12	2020	No Scale				Not Significant
Grades K - 8	2020	No Scale	48.29	47.29	1	Not Significant
Grades 9 - 12	2021	No Scale				Not Significant
Grades K - 8	2021	No Scale	44.25	51.2	-6.95	Significant at p<.05

**Visiting Nurse
Association of
Cleveland (VNA)**

CY2022 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2021 CONTRACT AMOUNT	2022 CONTRACT RECOMMENDATIONS	PRIORITY
Visiting Nurse Association of Cleveland (VNA)			
CARE Program for Mental and Behavioral Health	\$ -	\$ 824,912	24/7 Access
Total	\$ -	\$ 824,912	
Pooled Funding:			
CARE Program for Mental and Behavioral Health	\$ -	\$ -	

CY22 Program Highlights and Outcomes

Visiting Nurse Association of Cleveland (known as VNA of Ohio or VNA)

Provides high-quality, comprehensive home health and hospice care to promote the independence and dignity of those living in the communities they serve.

Agency Internal Diversity, Equity and Inclusion Team and/or Policy:

This agency submitted information ensuring a Diversity, Equity and Inclusion policy, plan or team is in place or in progress.

The ADAMHS Board Funding supports the following initiative(s):

Collaborate, Advocate, Redefine and Educate (CARE) Program for Mental and Behavioral Health

- **Target Population:**
 - 18 years or older with a new or ongoing diagnosis of severe mental illness and substance use disorders
- **Anticipated Number of Clients to be Served:** 200
- **Number of Staff Required to Implement Program:** 14
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - Continuously review possible candidates and staff who are cross-trained. Supervisory staff will be trained and familiarized with the program so they can help when needed. A strong Human Resources department helps facilitate the hiring, training and onboarding process.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Trauma Informed Care Treatment, Recovery and Prevention Services
 - Harm reduction efforts and strategies
 - Recovery and Treatment Services to Specialized Populations
 - Medication Assisted Treatment
- **Program Goals:**
 - See approximately 200 patients per year
 - Encounter less than five relapses per year per patient
 - Receive signed patient care contracts for each patient with 70-75% adherence goal
 - Establish a support network for each patient which includes a Community Health Worker to connect the patient to social services in the community, an assigned Social Worker, an Occupational Therapist, if needed, and connecting with Thrive to match the patient with a peer
 - A minimum of seven referrals per month made to outside community partners including Thrive, St. Vincent Charity Medical Center's Psychiatric Medicine Department, and MetroHealth's inpatient and outpatient mental health/psychiatric services.

CY22 Program Highlights and Outcomes

- **Program Metrics:**

- Track served patients, contacts and support networks.
- Track relapses through increased patient's independence, responsibility and stability in community through appointment compliance, re-admissions etc. Monitor linkages and follow-through with outpatient psychiatric provider and primary care provider which includes: Electronic Medical Records; length of stay in program; comorbidities and glucose levels.

First Six Months of CY21 Provider Outcomes: N/A – New Program

Women's Recovery Center

CY2022 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2021 CONTRACT AMOUNT	2022 CONTRACT RECOMMENDATIONS	PRIORITY
Women's Recovery Center			
Outpatient Services	\$ 77,300	\$ -	
Total	\$ 77,300	\$ -	
Pooled Funding:			
Outpatient Treatment Services	\$ -	\$ -	

CY22 Program Highlights and Outcomes

Women's Recovery Center

Since 1986, Women's Recovery Center (WRC) has provided a safe, non-judgmental space for women on the near Westside of Cleveland to find support and assistance.

Agency Internal Diversity, Equity and Inclusion Team and/or Policy:

This agency submitted information ensuring a Diversity, Equity and Inclusion policy, plan or team is in place or in progress.

The ADAMHS Board Funding supports the following initiative(s):

Intensive Outpatient Treatment

Women's Recovery Center provides three-stage, comprehensive addiction treatment programs with trauma-informed therapy, cognitive-based therapy (CBT), brief therapy, motivational interviewing, contingency management, mindfulness and 12-step programming. WRC's gender-specific treatment includes family roles and relationships education, parenting classes, individual needs assessment/individual treatment planning, case management, relapse prevention education, women's health education, nutrition, and domestic violence education. The clients have access to transportation and childcare. WRC helps its clients develop life management skills, parenting skills, and an overall sense of independence and self-sufficiency, so they are empowered to lead a life free from addiction. The program will increase coping skills, create a relapse prevention plan, overall sense of independence, and manage SUD and mental health disorders.

- **Target Population:**
 - Adult women receiving treatment for substance use disorders
- **Anticipated Number of Clients to be Served:** 134
- **Number of Staff Required to Implement Program:** 9
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - Continue to maintain relationships with substitutes and allow scheduling flexibility for others to cover available shifts.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - Care Responder Teams
 - Trauma Informed Care Treatment, Recovery and Prevention Services
 - Harm Reduction Efforts and Strategies
 - Recovery and Treatment Services to Specialized Populations
 - Peer Support
- **Program Goals:**
 - Reduce drug use in 70% of clients
 - Achieve sobriety for 45% of clients at 90-days post-discharge

CY22 Program Highlights and Outcomes

- Achieved at least one positive life factor: stable housing obtained by client, increased financial independence, reunited with children, employment, education, primary care provider use, etc., for 70% of clients
- Reduce time from request to intake
- Increase the number of referrals by 30%
- Increase direct services hours per clinician by 30%
- Achieve 90% satisfaction for referral sources
- Achieve 90% satisfaction for persons served
- **Program Metrics:**
 - Client self-declaration, urine screenings, successful discharge or unsuccessful discharge with successful completion of IOP
 - Client chart
 - Phone screening logs and assessment schedules
 - Tracking of referral sources of new clients at phone screenings
 - Monthly billing reconciliation log from Billing/Finance Specialist
 - Referral survey
 - Stakeholder survey

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 120
 - **ADAMHS Funded Unduplicated Clients Served:** 1
 - **Total Number of Clients Served:** 32
 - **Total Number of Clients that Completed this Program/Service:** 5
- **Average Cost Per Client:** \$39,181
- **Additional Information:**
 - WRC renewed its OhioMHAS accreditation in August 2020 and received CARF accreditation in March 2021. With the hiring of a permanent Clinical Director in March 2021, the program quality continued to improve. Even though there have only been five graduates from the program the first half of the year, 80% were sober 90 days post-graduation. With a Marketing and Outreach Coordinator hired in February 2021 and an Executive Director, the agency's referral network continues to build and improve access to services. Otherwise, the agency continues to advance with donor management and fundraising (events and grants) to help continue strong financial status. The agency has developed a Board clinical programming committee to optimize billing opportunities and evaluate the WRC curriculum for clients. The agency is implementing staff and program goals to increase billing optimization and fee-for-service revenue. The agency plans to open evening programming by November 2021 to increase capacity to 72 active clients at a time. The agency reopened childcare in July 2021 and is opening an Uber Health Ride Share program to eliminate barriers for client attendance.

CY22 Program Highlights and Outcomes

CY20 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 115
 - **Total Number of Clients that were Served:** 6
 - **Total Number of Clients that Completed this Program/Service:** 3
- **Goals Met:**
 - In CY20, the agency achieved 30% sobriety rate for clients.
 - In FY20, the agency achieved 52.6% sobriety at post-90 days.
- **Metrics Used to Determine Success:**
 - Effectiveness of SUD treatment: sobriety-90 days post-treatment
 - Stakeholder satisfaction
 - Client satisfaction
 - Case management services: client achievement of at least one positive life factor
- **Program Successes:**
 - Results from the annual stakeholder survey showed 100% satisfaction with services and the agency implemented recommendations to get clients into treatment faster.
- **Average Cost Per Client in CY20:** \$8,333
- **Additional Information:**
 - The agency renewed their OhioMHAS accreditation in August 2020.

Woodrow Project

CY2022 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2021 CONTRACT AMOUNT	2022 CONTRACT RECOMMENDATIONS	PRIORITY
Woodrow Project			
Specialized Recovery Housing	\$ 39,225	\$ 39,225	Housing
Total	\$ 39,225	\$ 39,225	

CY22 Program Highlights and Outcomes

The Woodrow Project

Provides a safe, stable and supportive environment to women in recovery, and treating people with respect and dignity as they learn to live sober.

Agency Internal Diversity, Equity and Inclusion Team and/or Policy:

This agency submitted information ensuring a Diversity, Equity and Inclusion policy, plan or team is in place or in progress.

The ADAMHS Board Funding supports the following initiative(s):

Specialized Recovery Housing - The Woodrow Project

Provides safe, stable, and supportive recovery housing for women who struggle with substance use disorders and co-occurring mental health conditions. Its primary focus is to help residents individually create recovery plans that exponentially increase their recovery capital. Each recovery house has a live-in house manager who is an OhioMHAS certified peer supporter with at least two years of her own recovery. Residents have a desire to get well and when provided the opportunity to change, the residents thrive. Housing plays a vital role in the social aspects of this disease. Having a safe place to live is vital to helping people move from the cycle of active addiction into recovery.

- **Target Population:**
 - Women 18 years with substance use disorders
- **Anticipated Number of Clients to be Served:** 10
- **Number of Staff Required to Implement Program:** Not requested from agency
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:** Not requested from agency
- **Funding Priority:**
 - LGBTQ+
 - Trauma Informed (Human Trafficked Victims)
 - Dual Diagnosed
 - MAT Friendly
- **Program Goals:**
 - Sustained recovery: 70% of patients maintaining recovery
 - Engaged in employment or training program: 75% are engaged
 - Reduction in recidivism: 90% compliance amongst patients with probation/parole and no new charges
 - Engagement in chosen pathway to recovery within the first 30 days: 90% patients are engaged
 - Reduction in negative health/behavioral and social consequences: Less than 10% of patients entering inpatient psychiatric institutions; more than 80% of patients engaging with family and support network

CY22 Program Highlights and Outcomes

- Recovery plans: 80% compliance with patient's reaching recovery plan goals
- Personal Documents: 85% of patients obtaining state identification/driver's license, birth certificate and social security card
- **Program Metrics:**
 - Woodrow will comply with all requirements set forth by the county with regards to data collection and periodic reporting of results. All residents complete the Ohio Recovery Housing outcomes tool at the move-in, six-month and move-out marks. Woodrow collects data from residents living at the house by reviewing recovery plans and recording goals met by each resident monthly. Additionally, the program completes resident satisfaction surveys to ensure it is meeting the needs of residents and looking for improvement opportunities.

First Six Months of CY21 Provider Outcomes: N/A – Previously funded through SOR

**YMCA of Greater
Cleveland
(Y-Haven)**

CY2022 PROVIDER FUNDING RECOMMENDATIONS

Agency/Program	2021 CONTRACT AMOUNT	2022 CONTRACT RECOMMENDATIONS	PRIORITY
YMCA of Greater Cleveland (Y-Haven)			
Rising Hope Recovery Housing	\$ 400,000	\$ 400,000	Housing
	\$ 400,000	\$ 400,000	
Pooled Funding:			
Y-Haven Transitional Housing and Treatment	\$ -	\$ -	

CY22 Program Highlights and Outcomes

YMCA of Greater Cleveland

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 rebuilt their lives at Y-Haven.

Agency Internal Diversity, Equity and Inclusion Team and/or Policy:

This agency submitted information ensuring a Diversity, Equity and Inclusion policy, plan or team is in place or in progress.

The ADAMHS Board Funding supports the following initiative(s):

Y-Haven: SUD Treatment and Transitional Housing

Y-Haven Transitional Housing and Treatment provides housing and support to 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.

- **Target Population:**
 - Adult men and women experiencing homelessness
- **Anticipated Number of Clients to be Served:** 270
- **Number of Staff Required to Implement Program:** 17
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - Y-Haven employs 55 staff over all its programs. If the Y-Haven SUD Treatment program has a staff vacancy then staff from elsewhere in the Y-Haven program help provide coverage until the vacancy can be filled. Additionally, Y-Haven continually seeks new staff and hiring is an on-going process, supported by the Human Resources Department of the YMCA of Greater Cleveland.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - High Quality Housing
 - Trauma Informed Care Treatment, Recovery and Prevention Services
 - Recovery and Treatment Services to Specialized Populations
 - Employment Programs
- **Program Goals:**
 - Provide SUD treatment and temporary housing to 270 adult men and women experiencing homelessness
 - Create stable housing for 70% of homeless clients being served

CY22 Program Highlights and Outcomes

- Improve familial and social supports to 80% of those participating
- Provide employment and employment training/support to 50% of those served who are able to work
- Offer Medication Assisted Treatment to 90% of participants
- Maintain abstinence from drugs/alcohol for at least 30 days for 75% of participants
- Maintain remission from Substance Use Disorders for at least 90 days for 60% of participants
- Brief Addiction Monitor: score at least 80% on BAM recovery confidence questions
- Engage participants in post-residential services to help maintain SUD remission, housing and employment for 50% of participants
- **Program Metrics:**
 - Participation in Y-Haven SUD treatment and temporary housing
 - Client report of post-residency housing
 - Client will be asked monthly about the progress made towards this goal of improving social and familial support
 - Client will be asked monthly about the progress made towards employment and training goals
 - Client will be asked regularly about interest and possible participation in Medication Assisted Treatment
 - Clients will participate in regular drug testing
 - Clients will complete a BAM survey every 90 days throughout their residency in Rising Hope
 - Participation in Y-Haven services once clients exit the recovery housing facility

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 260
 - **ADAMHS Funded Unduplicated Clients Served:** 177
 - **Total Number of Clients Served:** 177
 - **Total Number of Clients that Completed this Program/Service:** 88
- **Average Cost Per Client:** \$409
- **Additional Information:**
 - In the first half of CY21, Y-Haven commenced its first IOP treatment group for people with co-occurring disorders. Staffing in CY21 has been a challenge at every level of employment. Y-Haven began working with the Diversion Center and serving those exiting the Center who needed additional treatment and services.

CY22 Program Highlights and Outcomes

CY20 Provider Outcomes

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 260
 - **Total Number of Clients that were Served:** 288
 - **Total Number of Clients that Completed this Program/Service:** 169
- **Goals Met:**
 - Met or exceeded three out of five goals
- **Metrics Used to Determine Success:**
 - Total served
 - Percentage of clients completing IOP
 - Percentage of clients securing stable housing upon exit
 - Percentage of clients gaining employment or engaged in training
 - Percentage of clients offered MAT
 - BAM tool results
- **Program Successes:**
 - Served SUD treatment and housing: 111% of goal (actual: 288 versus goal: 260)
 - IOP completion: 110% of goal (actual: 66% versus goal: 60%)
 - Secured employment and/or training: 190% of goal (actual: 57% versus goal: 30%). Does not include those unable to work.
 - BAM: positive responses to question of confidence in ability to be abstinent from alcohol/drugs for next 30 days: 94%
 - BAM: positive responses to question of satisfied with progress towards achieving recovery goals: 86%
- **Average Cost Per Client in CY20:** \$347
- **Additional Information:**
 - Y-Haven added its first Mental Health Counselor who offers psycho-therapeutic services to Y-Haven clients. This addition bolstered Y-Haven's ability to serve those with co-occurring disorders. Y-Haven started a new Vocational Program called "Careers." Careers staff sought to meet with client completing IOP to complete a vocational assessment and plan and refer each person to a job or a vocational service program. Most Y-Haven clients who exited the program engaged with Y-Haven's Continuing Recovery services, which utilized a harm reduction approach in its post-exit services.

Y-Haven: Rising Hope Recovery Housing

Rising Hope assists individuals 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.

CY22 Program Highlights and Outcomes

- **Target Population:**
 - Men and women ages 21 and older
- **Anticipated Number of Clients to be Served:** 180
- **Number of Staff Required to Implement Program:** 14
- **Steps to Ensure Program Continuity if Staff Vacancies Occur:**
 - Y-Haven employs 55 staff over all its programs. If the Recovery Housing program has a staff vacancy then staff from elsewhere in the Y-Haven program help provide coverage until the vacancy can be filled. Additionally, Y-Haven continually seeks new staff and hiring is an on-going process, supported by the Human Resources Department of the YMCA of Greater Cleveland.
- **Funding Priority:**
 - Culturally Appropriate and Evidence-based Diverse Services
 - High Quality Housing
 - Trauma Informed Care Treatment, Recovery and Prevention Services
 - Recovery and Treatment Services to Specialized Populations
 - Employment Programs
- **Program Goals:**
 - Provide level III recovery housing to 180 adult women and men
 - Assist 70% of participants to secure stable housing (126 persons)
 - Improve familial and social supports to 80% of those participating (144 persons)
 - Provide employment and employment training/support to 70% of those served who are able to work
 - MAT to 90% of participants (162 persons)
 - Maintain abstinence from drugs/alcohol for 75% of participants for at least 30 days
 - Maintain remission from Substance Use Disorders for 60% of participants for at least 90 days
 - Brief Addiction Monitor: score at least 80% on BAM recovery confidence questions
 - Engage 50% participants in post-residential services to help maintain SUD remission, housing and employment
- **Program Metrics:**
 - All results will be recorded and reported in Y-Haven EMR

First Six Months of CY21 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 120
 - **ADAMHS Funded Unduplicated Clients Served:** 143
 - **Total Number of Clients Served:** 143

CY22 Program Highlights and Outcomes

- **Total Number of Clients that Completed this Program/Service:** 72
- **Average Cost Per Client:** \$829
- **Additional Information:**
 - Y-Haven commenced its first IOP treatment group for individuals with co-occurring disorders. Staffing in CY21 has been a challenge at every level of employment. Y-Haven began working with the Diversion Center and serving those exiting the Center who needed additional treatment and services.

CY20 Provider Outcomes:

- **Highlights:**
 - **Number of Clients that were Anticipated to be Served:** 120
 - **Total Number of Clients that were Served:** 192
 - **Total Number of Clients that Completed this Program/Service:** 118
- **Goals Met:**
 - Two out of six goals were met or exceeded
- **Metrics Used to Determine Success:**
 - Total served
 - Percentage of clients offered MAT
 - Percentage of clients securing stable housing upon exit
 - Percentage of clients improving family and social recovery supports
 - Percentage of clients gaining employment or engaged in training
 - Percentage of clients maintaining remission from drugs/alcohol
 - Y-Haven also uses the BAM tool with its residents
- **Program Successes:**
 - Total served in recovery housing: 160% of goal (actual: 192 versus goal: 120)
 - Number of clients offered MAT: 84% of goal (actual: 84% versus goal: 100%)
 - Number of clients securing stable housing: 113% of goal (actual: 79% versus goal: 70%)
 - Number of clients improving family/social support: 84% of goal (actual: 76% versus goal: 90%)
 - Number of clients who are employed or received employment training: 92% of goal (actual: 60% versus goal: 65%)
 - Percentage of clients that maintained remission from drugs/alcohol for at least 30 days: 76%
 - BAM: positive responses to question of confidence in ability to be abstinent from alcohol/drugs for next 30 days: 87%
 - BAM: positive responses to question of satisfaction with progress towards achieving recovery goals: 90%
- **Average Cost Per Client in CY20:** \$391

CY22 Program Highlights and Outcomes

- **Additional Information:**

Y-Haven offered Intensive Outpatient Treatment to Rising Hope Recovery Housing participants who needed and wanted it. Y-Haven also offered new psycho-therapeutic services to program participants. Fifty-five percent of CY20 Rising Hope residents were women who resided on a different floor from the male participants. Most Rising Hope clients who exited the program engaged with Y-Haven's continuing recovery services, which utilized a harm reduction approach in its post-exit services.