

ALCOHOL, DRUG ADDICTION & MENTAL HEALTH SERVICES BOARD OF CUYAHOGA COUNTY

PLANNING & OVERSIGHT COMMITTEE MINUTES JUNE 14, 2023

Committee Members Present: Katie Kern-Pilch, MA, ATR-BC, LPC-S, Committee Chair, Gregory X. Boehm, M.D., J. Robert Fowler, Ph.D., Sadigoh C. Galloway, MSW, LSW, LICDC-CS, Patricia James-Stewart, M.Ed., LSW

Absent: Reginald C. Blue, Ph.D.

Board Staff Present: Scott Osiecki, Chief Executive Officer, Carole Ballard, Danielle Clark, Vince Crowe, Erin DiVincenzo, Ben Goodwin, Felicia Harrison, Anthony Henderson, Myra Henderson, Woo Jun, Britany King, Linda Lamp, Nancy Mundy, Mark Onusko, Jessica Saker, Allison Schaefer, Maggie Tolbert, Leshia Yarbrough-Franklin

1. **Call to Order**

Ms. Katie Kern-Pilch, Planning & Oversight Committee Chair, called the meeting to order at 4:03 p.m. Dr. Gregory Boehm read into the record the Committee Mission Statement: *“The Planning & Oversight Committee, in cooperation with all partners, advocates for and monitors programs, policies and practices which are continually improved to meet the needs of clients, their families, and the community.”*

2. **Public Comment on Agenda Items**

No public comment on agenda items was received.

3. **Approval of Minutes**

The Planning & Oversight Committee minutes of May 10, 2023 were approved as submitted.

4. **Presentation:**

Our Wellness Network (OWN) Program – Birthing Beautiful Communities

Mr. Mark Onusko, Behavioral Health Prevention Specialist, introduced Ms. Jazmin Long, MSSA/MNO, President and Chief Executive Officer, and Ms. Tammie S. Jones, MS, Senior Director of Programs & Behavioral Health, from Birthing Beautiful Communities. Birthing Beautiful Communities, a 501c3 non-profit, is a community of birth workers or doulas primarily providing social support to pregnant women at high risk for infant mortality during the perinatal period. Birthing Beautiful Communities was established to address and improve the systemic and community structures that lead to poor birth outcomes through Culture, Education, Advocacy, Support and Engagement (CEASE). Birthing Beautiful Communities holistically supports pregnant women to deliver full-term, healthy babies, and achieve equitable birth outcomes.

OWN is a community-driven network comprised of 35 African American therapists and lay leaders who have been vetted and certified in the Grief Recovery Method® (GRM®). OWN was established in 2020 to address the gaps in mental health services and support for the Black community. OWN provides awareness, therapeutic support and hope to those who are pregnant, new parents or have experienced miscarriage, stillbirth or the death of a baby before age one. The GRM® is an evidence-based and action-based program that assists individuals in addressing current and previous losses, equips them with healthy coping skills and empowers them to embrace their own personal healing journey. OWN and its focus on providing quality, culturally responsive grief recovery psychoeducation and therapeutic support are essential elements in improving maternal and infant health, mental health and thus birth equity outcomes.

The purpose of OWN is to assist new parents, pregnant women, or parents with a child under the age of one and their partners with grief after experiencing miscarriage, stillbirth and/or the loss of a child before the age of one. Additionally, they assist individuals that may also be struggling with life changes associated with parenting, pandemic and isolation. OWN is comprised of African American licensed therapists and peer specialists who help women and men who are in need of healing support through grief recovery workshops. They serve as GRM® Specialists; and include Clergy, Lay Persons, Peer Specialists and/or Licensed Therapists.

GRM® workshops offer an Educational and Emotional Support Program. The program has been proven to be evidence based and effective by Kent State University. GRM® has two tracks — one-on-one or group sessions. For individuals, this is a 7-

week course that meets weekly for a 1.5-hour session. For groups, this is an 8-week course that meets weekly for a 2-hour session. Each session is followed with a reflection assignment. As an outcome, participants will have learned how to effectively navigate the grief process and heal from loss of loved ones, hopes, dreams, expectations and wishing that things were different, better or more.

Grief is defined as the normal and natural reaction (response) to loss or unwanted change of any kind. When an individual understands grief and the myths associated with it, they will have won half the battle, because lack of understanding limits our ability to deal with the loss or change. Individuals cannot take steps to heal from what they are unable to acknowledge.

The client eligibility criteria shared is as follows:

- Individual must be a resident of Cuyahoga County, and
- Category 1 – Pregnant or child under 1 year of age, or
- Category 2 – Any of the following; or have a partner/significant other/spouse (ex or current; male or female) that has experienced the following:
 - Miscarriage
 - Stillbirth
 - Infant death prior to first birthday

Workshops are free. They just ask for their commitment of eight weeks; and clients, medical providers, social support resources, word of mouth, clergy, etc. can refer. Individuals can refer by contacting OWN via email at ownbbc@birthingbeautiful.org or (216) 308-7592 (9:00 a.m. – 5:00 p.m.). Classes are on a rolling basis and may be up to 30 days for the next session to begin. If the client requires additional support, a Birthing Beautiful Communities therapist provides therapeutic services and they may refer them to a partner therapist to provide counseling services. Most counselors charge a fee. Clients may use their current medical benefits to access behavioral health support; or clients may also self-pay with a therapist who does not accept insurance.

Birthing Beautiful Communities' OWN began with GRM® workshops. However, what has become clear is that clients are in great need of individual counseling, either before or after their GRM® classes. Many of the therapists in their network do not take insurance, which causes a major barrier for clients. Additionally, clients are often in an immediate crisis when they are reaching out to Birthing Beautiful Communities for mental and/or behavioral health support. As such, with the support of the ADAMHS Board funding, they hired a full-time licensed therapist who provides immediate and ongoing support to clients in need of crisis intervention and links them to the most clinically indicated, appropriate level of care.

Ms. Long and Ms. Jones provided 2023 metrics (January through May 2023); and responded to questions from the Board Directors. Ms. Kern-Pilch thanked the presenters for an informative discussion. (The PowerPoint presentation is attached to the original minutes stored in the Executive Unit.)

5. Infant and Early Childhood Mental Health (IECMH) Workforce System Capacity Building Planning Project

- Educational Service Center (ESC) of Northeast Ohio (Fiscal Agent) - \$5,000

Ms. Erin DiVincenzo, Director of Prevention and Children's Behavioral Health Programs, reported that while the demand/need for behavioral health services outstrips the capacity of behavioral health professionals in our local community for nearly every client population segment, the situation is particularly dire for IECMH. These services, which are not typically reimbursed by Medicaid or commercial insurance for children ages 0-3 (because billable diagnostic codes are not available for all/most services provided to this age group and because providers are sometimes reluctant to offer a formal diagnosis for a very young child) are typically delivered by staff who work at community behavioral health organizations and not typically by providers in private practice. IECMH services are largely delivered in the home, versus in a provider's office. Unlike other categories of behavioral health care that focus on treating an individual, IECMH therapies and interventions are dyadic in nature, addressing the relationship between parent/caregiver and child and their patterns of interaction. Provided services are often preventative in nature and are initiated when children display behavior that could, if untreated, lead to more severe behavioral health challenges in the future. The current capacity of the IECMH provider workforce in Cuyahoga County is insufficient to meet the current need for IECMH services, which was substantial before the pandemic and has become more acute following the

pandemic's peak. Families and agencies report long wait times for services; and agencies report that they are challenged to hire and retain staff to deliver IECMH services.

[Ms. Patricia James-Stewart, M.Ed., LSW, arrived.]

Challenges to hiring new staff include the fact that the candidate pool does not often have IECMH experience (and, reportedly, no local universities offer a degree track or specialization in IECMH) and the low number of individuals entering the field due to low pay vis a vis the educational investment needed to gain the required credentials and licensing (a master's degree is required). Challenges to retention include low pay, productivity demands and staff safety concerns related to the need to deliver services in homes and in neighborhoods plagued by crime and poverty – all of which lead to staff burnout. Exacerbating both recruitment and retention challenges is the fact that community-based behavioral health agencies face stiff competition for labor from organizations that can pay more competitive wages (e.g., hospitals and managed care organizations). All of these dynamics have created a situation where the demand/need for IECMH services in Cuyahoga County significantly exceeds supply. The Funders Task Force developed a Request for Proposals (RFP) for collective impact in expanding and strengthening the availability of IECMH services, conducted a selection process and approved Kirkland Consulting. Members of the IECMH Funders Task Force, including the ADAMHS Board are sharing costs and collaborating on this project. Board staff is requesting the Board Directors to approve a cost-sharing amount of \$5,000 to the Educational Service Center (ESC) of Northeast Ohio for services provided by Kirkland Consulting for the IECMH Workforce System Capacity Building Planning Project for the term of July 1, 2023 through December 31, 2023. A representative from the Cuyahoga County IECMH Funders Task Force, Ms. Jeanine Gergel, was present to respond to questions from the Board Directors.

Motion for the Board Directors to approve a contract with the Educational Service Center (ESC) of Northeast Ohio for services provided by Kirkland Consulting for the Infant and Early Childhood Mental Health (IECMH) Workforce System Capacity Building Planning Project for a cost-sharing amount of \$5,000 for the term of July 1, 2023 through December 31, 2023 to the Finance & Operations Committee. MOTION: R Fowler / SECOND: G. Boehm / AYES: G. Boehm, R. Fowler, S. Galloway, P. James-Stewart / NAYS: None / ABSTAIN: None / **Motion passed.**

6. Ohio Department of Mental Health and Addiction Services (OhioMHAS) State Fiscal Year (SFY) 2024 Program Funding

a) Whole Child Matters (WCM) Early Childhood Mental Health
- Starting Point - \$441,906

Ms. DiVincenzo reported that the ADAMHS Board was requested to apply on behalf of several partners to OhioMHAS for the WCM Early Childhood Mental Health Grant in 2015. OhioMHAS has continued funding of this program for SFY2024 and awarded funding to the ADAMHS Board in the amount of \$441,906 for the term of July 1, 2023 through June 30, 2024. Ms. DiVincenzo shared that Starting Point was founded in 1990 as the Child Care Resource Center of Cuyahoga County and is now the designated child care resource and referral agency for Ashtabula, Cuyahoga, Geauga and Lake and the centralized coordinating agency for WCM referrals and data collection for Cuyahoga, Lorain, and Summit Counties.

The WCM Initiative is an effort to promote healthy social and emotional development and school readiness among children ages 8 and younger through OhioMHAS. Starting Point is the centralized regional coordinating agency for WCM referrals and data collection for Cuyahoga, Lorain and Summit Counties; and will act as the intermediary fiscal agent for the current Cuyahoga WCM service provider agencies: Bellefaire JCB, OhioGuidestone and Positive Education Program (PEP). WCM services include consultation, training and on-site interventions and child/family-focused help to parents, teachers and staff to increase access to Early Childhood Mental Health (ECMH) services by reducing expulsions and increasing retention in early learning settings using the ECMH Family Focused Consultation model to build social emotional competency to promote resiliency. Services are provided to local home visiting programs, pediatric offices, and early learning environments, like pre-schools, in high-risk communities. The grant also includes trainings to build capacity and promote professional development regarding early childhood mental health. The WCM Initiative plans to serve approximately 600 children and families during the contract period; and provide approximately 100 consultation trainings to early childhood professionals. Board Staff is requesting the Board

Directors to accept funding from OhioMHAS for the WCM Early Childhood Mental Health Initiative and to allocate \$441,906 to Starting Point for the term of July 1, 2023 through June 30, 2024.

b) The Ohio School Wellness Initiative (OSWI)

- Educational Service Center (ESC) of Northeast Ohio - \$110,000

Ms. DiVincenzo reported that the OSWI was designed to explore, implement, and sustain a full continuum of care including prevention, early intervention, and treatment practices for K-12 students within local districts who adopt student assistance programs (SAP), multi-tiered systems of support and staff wellness frameworks. The cornerstone of the OSWI is the development of an Ohio Model SAP that can serve as a best practice standard for Ohio's K-12 schools.

OhioMHAS has allocated a salaried position for the OSWI called School Behavioral Health and Wellness Coordinator (SBHWC) in the amount of \$55,000 per hire. Cuyahoga County has been approved for two hires, resulting in a total allocation of \$110,000. The SBHWC will provide systematic approaches to support behavioral health promotion, prevention, early identification, intervention, referral processes and guided support services for K-12 students who are exhibiting a range of substance use, mental and behavioral health risk factors. The positions also provide resources, online training and guidance related to processes within the schools; and with continuous improvement strategies for services to students.

In CY2024, services will be provided to Euclid City School District and serve approximately 500 students and staff through coordination and linkage to behavioral health services, resources and trainings. Funds will support the hire of two full-time SBHWCs to benefit school-age children attending Euclid City School District. The client and system impact is that these services, resources and trainings will provide systematic approaches to support behavioral health promotion, prevention, early identification, intervention, referral processes and guided support services for K-12 students who are exhibiting a range of substance use, mental and behavioral health risk factors. Resources, online training and guidance will be provided related to school board policy, staff development, program awareness, internal referral process, problem-solving team and case management, direct services to students, cooperation and collaboration, integration with other school-based programs, program evaluation and continuous improvement strategies. Board staff is requesting the Board Directors to accept funding from OhioMHAS for prevention services for the OSWI in the amount of \$110,000 for SFY2024 and to contract with the ESC of Northeast Ohio to implement the program for the term of July 1, 2023 through June 30, 2024. Ms. Mary Wise, Coordinator at ESC of Northeast Ohio, was present to respond to questions from the Board Directors.

c) System of Care Treatment & Recovery Services for Youth (System of Care) – \$215,796

- Catholic Charities - \$88,296
- OhioGuidestone - \$127,500

Ms. DiVincenzo reported that the System of Care Program is a collaborative effort between OhioMHAS and the Ohio Department of Youth Services (ODYS) to provide care coordination and linkage for youth and young-adults ages 14 to 25 re-entering the community from juvenile correctional institutions or other out-of-home placements. Catholic Charities' ODYS Diversion and Reentry Program provides intensive clinical counseling and case management services for youth ages 14 to 21 who are either detained or diverted. All clients receive assessment, care coordination, drug screening and an individualized re-entry and/or relapse prevention plan. Additionally, licensed staff work with the client to identify and engage their family/caregiver in services to assist with adherence to parole or diversion requirements. The program also provides clients with linkage to psychiatric services and resources related to employment/career development, education and housing. OhioGuidestone's Transitional Age Community Treatment (TACT) Program is designed to provide inter-disciplinary support for youth ages 16 to 25 with persistent behavioral symptoms and complex needs who reside within the community or are transitioning from out-of-home placements like hospitals, residential treatment or juvenile correctional facilities. TACT works to reduce symptoms and progress toward stability and independence through the provision of employment/vocation, Substance Use Disorder (SUD) and peer support services.

Approximately 25 clients will be served by Catholic Charities, and 50 clients by OhioGuidestone. Board staff is requesting the Board Directors to accept the System of Care funding from OhioMHAS in the amount of \$215,796 and contract with the following organizations: Catholic Charities for \$88,296 and OhioGuidestone for \$127,500 for the term of July 1, 2023 through June 30, 2024.

d) Crisis Funding – Children’s Crisis Stabilization and Residential Services

- OhioGuidestone - \$512,641

Ms. DiVincenzo reported that OhioMHAS provided Crisis Flex and Crisis Infrastructure funds to the Board starting in July 2019 to enhance the Board’s crisis continuum. Crisis Flex and Crisis Infrastructure funds were allocated to the ADAMHS Board to help meet the needs of individuals and families who are experiencing a behavioral health crisis in the community to access residential level of treatment. These funds are for the provision of approximately three crisis stabilization residential treatment beds at OhioGuidestone. The target population are youth ages 6 through 18 years who require intensive stabilization, assessment, intervention and treatment in a residential setting with parents/guardians who are involved in treatment and plan to return home upon discharge. The length of stay can be from 24 hours up to 90 days; and provides 24/7 supervision and intensive, individualized, therapeutic services for mental health and co-occurring substance abuse needs. This funding is anticipated to serve 12 clients in residential treatment depending on the length of stay.

The client and system impact is to decrease and divert children from presenting at emergency rooms or psychiatric hospitals, decrease and divert families utilizing law enforcement to manage crisis situations with youth, decrease the number of youth admitted to out of county residential treatment and decrease the number of families who relinquish custody to the Department of Children and Family Services (DCFS) to access residential treatment. Board staff is requesting the Board Directors to approve use of Crisis Flex and Crisis Infrastructure funding to contract with OhioGuidestone for Children’s Crisis Stabilization and Residential Treatment in the amount of \$512,641 for the term of July 1, 2023 through June 30, 2024.

e) Substance Abuse Prevention and Treatment (SAPT) Services – Pass Through Funds – \$2,561,817

- Catholic Charities Corporation for Hispanic Women’s Treatment - \$59,701
- Catholic Charities Corporation for Juvenile Treatment Alternatives to Street Crime (TASC) - \$232,102
- Cleveland Urban Minority Alcoholism and Drug Abuse Outreach Programs (UMADAOP) for AKOMA Women's Treatment - \$115,556
- Community Assessment & Treatment Services for Therapeutic Community - \$157,570
- Cuyahoga County Court of Common Pleas for Drug Court - \$220,500
- Cuyahoga County Court of Common Pleas for TASC - \$810,006
- Hispanic UMADAOP for CASA Maria Women's Treatment - \$79,813
- Hitchcock Center for Women for Women's Treatment - \$378,882
- New Directions for Female Adolescent Treatment - \$124,201
- Recovery Resources for Women’s Program - \$30,365
- Recovery Resources for Gambling Treatment & Prevention - \$75,000
- Signature Health, Inc. for ORCA House Women’s Treatment - \$157,500
- Women’s Recovery Center for Women's Treatment - \$120,621

Ms. Allison Schaefer, Director of Adult Behavioral Health Programs, reported that OhioMHAS issues “Pass-Through” Notice of Awards to the ADAMHS Board of Cuyahoga County for various programs each fiscal year. The contracts are listed above; and all listed programs are 100% state/federal funded with the exception of:

- Community Assessment & Treatment Services for Therapeutic Community - \$59,019 of the \$157,570 contract amount is ADAMHS Board funded.
- Cuyahoga County Court of Common Pleas for Drug Court - \$82,590 of the \$220,500 contract amount is ADAMHS Board funded.

Board staff is requesting the Board Directors to accept the amount of \$2,420,208 for the federal and state pass through programs from OhioMHAS and enter into contracts totaling \$2,561,817 with the agencies identified above

for services for the term of July 1, 2023 through June 30, 2024. A number of representatives from organizations receiving pass-through funding for SAPT services were present to respond to questions from the Board Directors.

f) Forensic Services Allocation

- Murtis Taylor Human Services System - \$130,562

Ms. Schaefer reported that Murtis Taylor Human Services System serves as the Forensic Monitor in Cuyahoga County for the purpose of monitoring clients found Not Guilty by Reason of Insanity (NGRI) and granted Conditional Release by the Cuyahoga County Common Pleas Court. The Forensic Monitor serves as the liaison between the entities involved in client care including the Conditional Release Unit (CRU), the Cuyahoga County Common Pleas Court and Northcoast Behavioral Healthcare (NBH). The Forensic Monitor role was formally created in 1996 as a result of House Bill 152 and became further defined with the enactment of Senate Bill 285, which became effective in 1997. The Forensic Monitor assesses client compliance with their individualized Conditional Release Plans, reporting updates to the courts and coordinating stabilization as needed.

Conditional release must be granted by the Judge giving the NGRI offender permission to live in the community under specific conditions, while being monitored by the Forensic Monitor and receiving intensive behavioral health services from the CRU. Forensic monitoring consists of intensive community support, referral/linkage to ancillary support as well as facilitation of reports and updates to the courts and OhioMHAS. The Forensic Monitor and CRU transitioned from Recovery Resources to Murtis Taylor Human Services System in May 2023. Murtis Taylor Human Services System is the primary provider for Conditional Release services including the Forensic Monitor and CRU in Cuyahoga County. Murtis Taylor Human Services System's Forensic Monitor will monitor between 110 -125 clients in SFY2024. These clients will receive intensive community services via the CRU team. Board staff is requesting the Board Directors to accept the amount of \$130,562 from OhioMHAS for forensic monitoring for the term of July 1, 2023 through June 30, 2024 and to enter into a contract with Murtis Taylor Human Services System. Mr. Lovell Custard, President and Chief Executive Officer at Murtis Taylor Human Services System, was present to respond to questions from the Board Directors.

g) Problem Gambling Treatment and Prevention – Casino Grant

- Recovery Resources - \$415,215

Ms. Schaefer reported that since 2013, the ADAMHS Board has received funding from OhioMHAS and the former Ohio Department of Alcohol & Drug Addiction Services (ADAS) to provide support to Cuyahoga County in addressing problem gambling and other addictions. Also, since 2013, Recovery Resources has been the sole provider of these services, as they are certified to provide gambling prevention and treatment services for this target population. On March 1, 2020, Ohio started a new Casino/Racino Voluntary Exclusion Program (VEP). Individuals who have been signed up for the program for one year or five years may request removal from VEP. They are required to fill out an application and complete a workbook that educates them on responsible gambling behaviors and strategies. The individual must meet with a clinician who is qualified to treat clients with a gambling disorder.

The funding from OhioMHAS is to support the continued growth and expansion of prevention and treatment services for problem and pathological gamblers in Cuyahoga County. This is accomplished in the following manner:

- Web based learning and educational opportunities for professionals, including probation officers, behavioral health and physical healthcare providers.
- Online screening tools to identify problem gambling behavior.
- Community awareness and engagement through coalition efforts, including the Problem Gambling Speakers Bureau, Problem Gambling Awareness Month and the Problem Gambling Symposium.
- Gambling prevention services to college and universities, Asian communities, youth and SUD clients.
- Review applications and workbook for the VEP applicants.

Approximately 18,000 individuals will be served in Fiscal Year 2024. Board staff is requesting the Board Directors to accept the amount of \$415,215 from OhioMHAS and to contract with Recovery Resources for the Problem Gambling

Treatment and Prevention Program for the term of July 1, 2023 through June 30, 2024. Mr. Nabil Pervaiz, Manager of Prevention Services at Recovery Resources, was present to respond to questions from the Board Directors.

Representatives from the provider agencies came forward to respond to the following questions from the Board Directors: “what are your agencies challenges” and “how can the Board help them.” After a lengthy discussion, the Board Directors shared their appreciation regarding their responses and interaction. Stable staffing with successful recruitment and retention was a high priority.

Motion for the Board Directors to approve the OhioMHAS SFY2024 program funding for all contracts with contractual parties listed above (a through g) for the term of July 1, 2023 through June 30, 2024 to the Finance & Operations Committee. MOTION: P. James-Stewart / SECOND: S. Galloway / AYES: G. Boehm, R. Fowler, S. Galloway, P. James-Stewart / NAYS: None / ABSTAIN: None / **Motion passed.**

7. Community Needs Assessment

- RAMA Consulting - \$113,207

Mr. Scott Osiecki, Chief Executive Officer, reported that the ADAMHS Board conducts a Community Needs Assessment every three to five years, to ensure the local public system for mental health, addiction and recovery services continues to adapt to ever-changing and high intensity demands and that constrained resources are allocated appropriately. The assessments assist the Board in identifying areas of greatest need for client services for planning, funding, evaluating and advocacy purposes. OhioMHAS, as well as general evaluation standards, suggest that local Boards conduct a thorough Needs Assessment approximately every five years. The last ADAMHS Board Community Needs Assessment was completed on May 15, 2020, using data collected primarily from 2019. Staff request a Needs Assessment based primarily on 2023 data, to provide the most up-to-date insights on emerging trends and continuing needs. Board staff recommend using the same consultant who worked on the Board’s Strategic Plan, RAMA Consulting.

RAMA Consulting will conduct a Community Needs Assessment to inform funding and program priorities for the ADAMHS Board. The Community Needs Assessment will include a review of existing and publicly available data to assess county demographic trends, service usage statistics, state and federal policy influences, benchmarking data, etc.; stakeholder interviews, surveys and focus groups; working groups; and a final report presented to the ADAMHS Board Directors. Board staff request the Board Directors to approve a contract with RAMA Consulting for the amount of \$113,207 to conduct a comprehensive Community Needs Assessment for the term of September 1, 2023 through December 31, 2024.

Motion for the Board Directors to approve a contract with RAMA Consulting for the amount of \$113,207 to conduct a comprehensive Community Needs Assessment for the term of September 1, 2023 through December 31, 2024 to the Finance & Operations Committee. MOTION: R Fowler / SECOND: G. Boehm / AYES: G. Boehm, R. Fowler, S. Galloway, P. James-Stewart / NAYS: None / ABSTAIN: None / **Motion passed.**

8. Client Satisfaction Survey Update

Mr. Osiecki reported that the ADAMHS Board’s client satisfaction survey launched in the first week of June 2023 and will be open until August 2023. The survey is part of the Board’s Strategic Plan and Diversity, Equity and Inclusion (DEI) initiative, to help elevate client voice and choice in the Board’s decision-making. Brown Consulting, LTD, designed and delivers a survey to clients of agencies within the ADAMHS Board’s provider network. The survey will gather needed data that will be useful to the Board in informing future planning of the mental health, addiction and recovery service delivery system within Cuyahoga County. The survey will be an independent measurement of a representative sample of individuals served through the provider network and will provide baseline data. A sample of clients will be contacted directly by the Brown Consulting team. Surveys may be administered by email, text, call, phone, mail or online. There will also be an online version of the survey that any client can access. The Board is using a variety of data collection methods, and Brown Consulting is tracking the response rates and quality of data for each method, so that the Board knows how to focus our efforts for future surveys. Some approaches identified included:

- Claims data – For providers that bill through the Great Office Solution Helper (GOSH), Brown Consulting is using a randomized selection of clients, and contacting them in various ways based on their information (text, phone call, and mail being the primary was for this pool of respondents).

- Client lists from providers – For those that do not bill in GOSH, Brown Consulting is requesting lists of clients directly from the providers. They will randomize within that list. When we do not have direct access to client contact information, this is the best route we have for survey integrity.
- Groups – For housing, Brown Consulting will facilitate in-person or phone-based surveys at a selection of facilities. Ms. Schaefer and Ms. DiVincenzo provided a list. The Board will also make other methods available to all facilities, but this approach guarantees us a sample. Other groups like the Action Committee Advocating Change (ACAC) will be contacted as well.
- Onsite QR Codes – Posters with a QR code to access the survey will be provided to agencies to post in their lobby or other places clients gather. Clients can scan and take the survey immediately through their mobile device. Again, Brown Consulting is tracking what responses come in this way, so that the Board knows if it is useful to do in the future.
- Online survey – A survey link will be provided through social media and the website. This will be an anonymous option for clients who are not contacted directly through Brown Consulting.

The Board will be able to look at just the claims-data responses, just the anonymous surveys, etc. and everything together. This is a comprehensive approach that gets the Board the best information based on the systems we have. The Board has an agreement with Brown Consulting that covers client information sharing. Brown Consulting is an independent surveyor with experience working with healthcare and behavioral health clients, and staff have set up the process to follow the right practices for client protection. An aggregate report on the findings will be available before the end of the year.

9. Crisis Center Update

Mr. Osiecki reported that the Crisis Continuum is an OhioMHAS Priority, whereby \$90 million in American Rescue Plan Act (ARPA) funding will be utilized for Ohio's Crisis Continuum. He shared that Part 1 includes \$45 million – one-time funds – for Short-term Residential Infrastructure Development. The Northeast Ohio (NEO) Collaborative's request was submitted by Friday, May 19, 2023; and OhioMHAS has not yet notified Boards of their decisions. Part 2 also includes \$45 million, which consist of one-time Crisis Infrastructure Expansion funds, and the funded amount is not allocated by region. Cuyahoga County, Lorain County and Summit County Boards are each submitting proposals. Crisis Centers will be open to anyone requiring behavioral health crisis services, regardless of residency. Discharge planning will occur with client's home Board. Proposals need to be submitted by Friday, June 16, 2023.

The ADAMHS Board of Cuyahoga County will have a collaboration with St. Vincent Charity Community Mental Health Center and the MetroHealth System. The crisis center will consist of a Crisis Intake/Receiving Center, Psychiatric Emergency Services/Department and Crisis Stabilization (16-beds). The Crisis Intake/Receiving Center will have 24/7 Receiving and Crisis Services, including urgent care, medication refills, de-escalation, triage, assessment, observation, treatment, coordination and linkage to services. The "Living Room" model serving a wide range of acuity levels:

- Alternative to emergency departments and/or hospitalization.
- Safe space with support from peer counselors with personal/lived experience in managing mental health/addiction issues.
- Peer driven with clinician support and will follow Substance Abuse and Mental Health Services Administration (SAMHSA) best practice guidelines.
- Intervention from professional counselors including assessments and developing safety plans.
- Triage – linkages to appropriate level of care for mental health and addiction treatment services, as well as community resources, such as housing, healthcare, food, etc.

The Psychiatric Emergency Services/Department will have the following:

- Adult clients experiencing psychiatric emergency situations.
- Locked 10-bed unit.
- Psychiatrists, psychiatric nurse practitioners, psychiatric nurses, psychiatric social workers and mental health technicians.
- Assessment.
- Crisis stabilization.
- 23-hour observation.

- Medication management.
- Linkages to hospitalization or further services.

The Crisis Stabilization (16-beds) will have the following:

- Additional stabilization, treatment, and coordination for disposition. (for those not requiring hospitalization).
- Safe, residential setting for those needing additional care, support and placement.
- Potential to offer groups and/or supportive services, including counseling, medication management, disposition planning and room/board.

Mr. Osiecki noted that the current Crisis Stabilization Unit operated by FrontLine Service will remain. This new unit will add stabilization beds to our crisis continuum of care.

The ADAMHS Board of Cuyahoga County's Crisis Center consists of a 7 million Capital funding request for the following:

- Renovate space for Crisis Intake/Receiving Center
- Refresh Psychiatric Emergency Services/Department
- Renovate space for Crisis Stabilization Unit (16-beds)
- Technology upgrade
- Equipment and furniture
- One-time start-up operations

Mr. Osiecki responded to questions from the Board Directors. (The PowerPoint presentation is attached to the original minutes stored in the Executive Unit.)

10. Probationary Period Review for New Programs (5-Month)

Mr. Woo Jun, Director of Risk Management, provided a summary of the Board's Probationary Period Policy. He reported that the Board places all new programs on probation for six months to ensure success of new programs. During the probationary period, the ADAMHS Board is able to more frequently meet with providers to ensure success of their programs. At the end of the probationary period, the Board has the option to remove or extend probation or recommend termination. For CY2023, The Board has 12 new programs, of which four are run by new providers.

Mr. Jun provided a sample form that is used to document the progress of the Board's new programs. Board staff is checking things like hiring of staff, attendance of meetings, submissions of reports, invoicing, metrics, etc. to ensure that a new program is generally on track. In CY2023 Board staff added a statement regarding DEI to ensure compliance with the Board's DEI Strategic Implementation Plan. Lastly, recommendations are made regarding the status of the new program. During the 5-month review, the Board has the option to remove the probationary status, extend the probationary period for 90 days or recommend termination to the Board Directors.

Mr. Jun provided a summary of the 2-month review that transpired in March 2023. 11 of 12 new programs were generally on track in program implementation. The only program that was rated as "Needs Improvement" was the MetroHealth's Psychiatric Emergency Department (PED) as the opening of the PED was delayed due to construction delays. The result of the Board's 5-month review revealed that all of the Board's new programs are generally on track, and therefore, Board staff will be removing the probationary status of all of the Board's new programs. Mr. Jun shared some relevant information regarding the Board's new programs. Community Medical Services' Opioid Treatment Program has been trained in GOSH but still has not enrolled any clients or submitted any claims. As a result, the Finance Department will check into the billing matter to provide technical assistance if needed. FrontLine Service will be reducing the number of permanent supporting housing sites from 12 to seven where services will be provided; and will need to reduce its goals of serving 330 clients per month for laundry and basic essential needs services. Jordan Community Residential Center has not billed. Lastly, he reported that MetroHealth's PED has not opened yet, but it is anticipated that it will open in October. In the interim, a social worker is gathering data from MetroHealth main campus regarding behavioral health clients in the emergency room to allow the ADAMHS Board to plan for the crisis continuum. Since MetroHealth is such an important partner for the crisis continuum, Board staff will be removing their probationary status since there is minimal risk; as they will only be billing for the social worker.

Mr. Jun responded to questions from the Board Directors. (The PowerPoint presentation is attached to the original minutes stored in the Executive Unit.)

11. New Business

Mr. Jun reported on Returning Home Cuyahoga Housing Pilot Program and Shelter Jail Diversion Services. This Pilot program will utilize a "Housing First" model combined with comprehensive wraparound services to provide a venue for chronically homeless mental health and developmental disability (MHDD) offenders to obtain permanent supportive housing within the community. The target population often experiences periods of significant incarceration and hospitalizations. This Pilot program will not only assist the MHDD Court in better understanding the housing needs of the MHDD population, but it will also encourage the local housing community to work with criminal justice agencies to provide reliable stable housing that reduces recycling and recidivism—a significant goal of the Cuyahoga County Stepping Up Taskforce. This program, once fully operational, will reduce the existing incarcerated population within the Cuyahoga County jail.

The Corrections Planning Board (CPB) has funded this program since January 1, 2020. The purpose of the funding is to provide appropriate housing through Emerald Development and Economic Network (EDEN), Inc.'s scattered site housing and wraparound supportive services through FrontLine Service. EDEN, Inc. will provide rental assistance and start-up costs to purchase furniture and other housing needs. Services to be provided by FrontLine include case management, shelter diversion, peer support and care coordination. FrontLine Service staff will work closely with EDEN, MHDD Court Docket staff and the Probation MHDD Unit. The ADAMHS Board is serving as the fiscal agent for the CPB with CPB monitoring the program. Board staff is requesting the Board Directors to accept funding from the CPB in the amount \$547,837.32 and contract with EDEN, Inc. for \$306,883.53 and FrontLine Service for \$240,953.79 for a term of July 1, 2023 through June 30, 2024.

Motion for the Board Directors to accept funding from the Corrections Planning Board (CPB) in the amount \$547,837.32 and contract with EDEN, Inc. for \$306,883.53 and FrontLine Service for \$240,953.79 for a term of July 1, 2023 through June 30, 2024 to the Finance & Operations Committee. MOTION: P. James-Stewart / SECOND: G. Boehm / AYES: G. Boehm, R. Fowler, S. Galloway, P. James-Stewart / NAYS: None / ABSTAIN: None / **Motion passed.**

Mr. Osiecki reported that the ADAMHS Board will be closed on Monday, June 19, 2023, in observance of Juneteenth; and the Board is encouraging staff, clients, providers and stakeholders to use the day for celebration, education and reflection.

12. Follow-up

No follow-up was received.

13. Public Comment Period

No public comment was received.

14. Upcoming June and July Board Meetings:

- Finance & Operations Committee Meeting: June 21, 2023
- General Meeting: June 28, 2023 at FrontLine Service, 1744 Payne Avenue, Cleveland, Ohio 44114
- Committee of the Whole Meeting: July 19, 2023
- General Meeting: July 26, 2023

There being no audience comment or further business, the meeting adjourned at 5:50 p.m.

Submitted by: Linda Lamp, Executive Assistant

Approved by: Kathleen Kern-Pilch, MA, ATR-BC, LPC-S, Planning & Oversight Committee Chair