

# Program Committee Meeting

**Meeting date:** Monday, July 11, 2022

**Meeting time:** 5:08pm – 6:41pm

**Meeting location:** 2 Oak Street, Norwalk

**Recorder:** Cari Williamson

## Committee Members Present:

X	Katie Chieda	X	Lenora Minor
	Amber Boldman, Committee Chair - Excused	X	Laura M. Wheeler
X	Julie Landoll, First Vice Chair	X	Silvia Hernandez
	Erin Bohne - Excused		

## Board Staff Present:

X	Kristen Cardone, Executive Director	X	Ashley Morrow, Community Engagement & Resource Manager
X	Cari Williamson, Office & Fiscal Manager	X	Devin Pollick, Prevention Coordinator

## Unfinished business/updates:

- July Meeting
  - Monthly presentation: Age Exchange – Services for the Aging
    - Ms. Cardone shared Age Exchange – Services for the Aging will be presenting at the Board meeting July 19, 2022. They were scheduled at an earlier date but asked to be rescheduled because Tuesday evenings are when they offer services in Willard. They can present now due to no summer services.
  - Executive Session for employee reviews
    - Ms. Cardone shared the Board will need to enter into Executive Session at the Board meeting to discuss employee reviews. She suggested doing so at the end of the Board meeting, so guests do not have to wait.
    - Executive Director contract
      - Ms. Cardone shared OACBHA, our Board association, recommends Executive Directors have an employment contract. She drafted a contract mirroring another Board's Executive Director contract. She anticipates getting the proposed contract to Board members later this week so there is time to review prior to the Board meeting.
  - Update from Nominating Committee
    - Ms. Cardone shared there will be an update from Ms. Silvia Hernandez regarding the Nominating Committee.
      - Ms. Hernandez shared there has been some confusion from the newer Board members regarding this process.
  - Update from Onboarding Committee
    - Ms. Cardone shared there will be an update from Ms. Sandy Hovest at the Board meeting regarding the Onboarding Committee.
- Board member bios

- Ms. Cardone shared the Board will be highlighting Board members throughout the new fiscal year; if Board members would like to update any information in their bios, please send information to Board staff.
- FY23 – FY25 Strategic Plan Update (Attachment I, Motion)
  - Ms. Cardone shared there will be a motion to approve and adopt the updated FY23 – FY25 Strategic Plan as shown in Attachment I.
    - The only change is Goal 3. Both objectives directly mention partnering with Huron County Family and Children First Council for prevention. The change is wording only to remove FCFC since the Board did not approve a FY23 contract.
- Praxis Updates
  - Ms. Cardone shared she spoke with Mr. Ben Chaffee, he recommended having a discussion around why the Board is involved in Praxis.
    - The Board does not contract with Praxis or have any oversight in what they do as a company. However, they are a behavioral health agency in Huron County and as a Board it is our role to advocate for individuals receiving behavioral health services in the community.
    - Ms. Laura Wheeler asked if there has been any clarification for what Praxis' rational is for how they are doing things.
      - Ms. Cardone responded the Board does not have a relationship with Praxis.
      - Our OMHAS regional coordinator shared that the department is aware of the situation and there will be an investigator following up in the next couple weeks.
    - Ms. Cardone will be having a meeting with a dispatcher from the Willard Police Department to discuss the number of calls the police receive regarding Praxis and what the common complaints and issues are.
    - Ms. Cardone shared the next letter will be sent to Ohio Medicaid, OMHAS, and potentially the Ohio Attorney General. The previous letter and OMHAS's response are available through Ms. Cardone, if any Board members would like to see them.
    - Ms. Cardone shared our contracted providers do not refer their clients to Praxis. Most of Praxis' clients come from outside of our area, from cities such as Toledo, Columbus, Cleveland, and Cincinnati.
      - LGR has been transporting clients back to the city of residence or another treatment facility, within reasonable hours of the day.
        - Ms. Lenora Minor offered to help clients who are on Medicaid. Citizen's ambulance service transports people who are on Medicaid.
- Agency Updates
  - Ms. Cardone shared she received an email from Ms. Amber Boldman last week regarding issues at the Women's House of Hope. Ms. Boldman provides transportation to meetings for some of the women at the Women's House of Hope (HOH). Three of the women openly discussed issues within the recovery house, without any prompting or the women knowing Ms. Boldman was on the Board.
    - Ms. Cardone emailed Family Life Counseling CEO, Dr. Steven Burggraf, Site Director Ms. Jessica Dickman, and House Manager Ms. Misty Hendricks the following morning to address the issues and copied Ms. Boldman on the email.
      - Issues included women not having key fobs or access to be able to lock their home when they leave so when they go anywhere, they have to keep their house unlocked. This is a huge safety issue, especially given that one of the women recently had issues with a stalker. Spotty wi-fi, which the Board took care of July 6, 2022. Takes a long time to get responses to questions or respond to issues.

Some residents report not receiving polices upon move-in. Their medications are being dispersed to them instead of them being able to have a lock box and take their meds on their own. Two cameras on the front of the house do not work. They have one vacuum for both houses. Their cleaning supplies are not onsite. Their children are not allowed to visit the home unless staff is there. They allow women to in on certain medications then recently gave them a list of approved medications and told them their meds were not on the list they had to switch. These women recently just received resident handbooks. When the women ask for things, they are being told that it is the Board's fault that they do not have what they need. Ms. Cardone additionally added the Board staff should not have to find out these issues from community members; this is information that should be shared with the Board by FLC staff. Additionally, in the past individuals have been encouraged by FLC to not speak to Board staff regarding things going on within the organization.

- Board members were very concerned about these issues.
- Ms. Cardone shared she has done everything possible to allow for open communication between FLC and the Board including a recurring monthly meeting to discuss the House of Hope, a monthly recurring meeting with all FLC administration, and receives and answers phone calls, text messages, and emails multiple times throughout the day, in the evenings, on weekends, and while on vacation. The proposed solution will be to only call if it is a crisis emergency because we are their landlord, as currently it is not possible to tell if it is an emergency until the call is answered. All other communications will be required to be done via email, no text messages.
- Ms. Cardone received a plan of action from Dr. Burggraf. Dr. Burggraf called Ms. Cardone after receiving the email and was upset with how the situation was handled. He requested a hearing with the Board to address concerns; Ms. Cardone asked for clarification, and he responded stating he meant a meeting. Ms. Minor offered to be present at the meeting with Ms. Cardone and Ms. Boldman, Program Committee Chair.
- The concerns are lack of honesty and transparency; these are both necessary to get these women the help they need.
- Ms. Cardone shared she has reached out to the women via a survey and three have responded. An additional potential solution is to have the Board staff meet with the women right away to establish a relationship and open line of communication.
- Ms. Hernandez asked about any issues with the Men's House of Hope. Ms. Cardone responded that the house manager, Mr. Kevin Carr, has always been transparent. Beginning in FY23 they will be implementing the same reporting as the Women's House of Hope, including the men in the survey and the potential meeting of new residents.
- Ms. Katie Chieda asked if this was the first time Dr. Burggraf has heard about the issues, are the staff reaching out to him with no answer? Ms. Cardone stated she is not sure. Dr. Burggraf will be copied in emails from Board staff to FLC staff, to ensure he is aware of any issues going forward.
- Program committee members agreed a meeting with only Dr. Burggraf would be appropriate because it is an employee issue. Ms. Cardone will set up a date and time to meet with Dr. Burggraf, Ms. Minor, and Ms. Boldman. The next HOH meeting is July 19, 2022, Ms. Cardone will attempt to have this meeting before

the HOH meeting. She will keep all other Board members posted on what is happening.

- No further questions or comments from Program Committee members.
- Ms. Cardone shared Ms. Ashley Morrow will be offering Mental Health First Aid Training on August 4, 2022. This is a full certification training. If Board members or their staff are interested, please notify Ms. Morrow by Thursday, July 14, 2022.
- Ms. Cardone shared new crisis cards are coming just for first responders, they will include contact information for them to access crisis services.

### **Discussion Items:**

- Catholic Charities - Miriam House (Potential Motion)
  - Authorize Executive Director to enter into a FY22 contract addendum with Catholic Charities – Miriam House for COVID related expenses in the amount of \$460.06 utilizing Huron County Levy funding.
    - Ms. Cardone shared last fall the Miriam House had an outbreak of COVID. The Board approved additional funding to help offset costs, such as PPE and deep cleaning. Miriam House asked for COVID hazard pay to be paid by the Board in addition to general services and billed this under their general contract. Miriam House will be utilizing all their general services funding, so they are requesting an additional \$460.06 to cover the COVID hazard pay.
      - Miriam House’s additional funding sources are United Fund and government assistance, they piece together funding sources to cover their expenses.
      - Funding by the Board is used for wages, fringe benefits, repairs, and some services.
  - No additional questions or concerns. The Program Committee was in favor of adding this motion to the Board agenda.
- NAMI Northwest (Potential Motion)
  - Authorize Executive Director to enter into a FY23 contract with National Alliance on Mental Illness (NAMI) Northwest in the amount of \$10,000.00 utilizing Huron County Levy funding.
    - Ms. Cardone shared she had a meeting with NAMI Huron County, NAMI Northwest, and Mr. Terry Russell who was the head of NAMI Ohio. This meeting was to address NAMI Huron County and NAMI NW merging or NAMI Huron County continuing on their own while NAMI NW brings their presence to Huron County.
      - Back story with NAMI, a couple years ago Ms. Cardone reached out to NAMI Ohio with concerns about lack of growth with NAMI Huron County. Their suggestion was to have the Board fund a part time position at NAMI to help expand NAMI Huron County. The Board contracted with Mr. Kevin Mount for this service. The Board funded NAMI Huron County the first year \$10,000 and second year \$5,000. This was met with some resistance from NAMI Huron County and even with Mr. Mount NAMI Huron County did not grow much. Mr. Mount decided to leave NAMI Huron County for another position.
      - Once Mr. Mount left NAMI Huron County, Ms. Diane Tuttle from NAMI Huron County contacted NAMI Ohio requesting assistance with this situation, which prompted the meeting.
      - At the meeting Mr. Russell offered to match any amount of funding the Board can provide. If the Board approves \$10,000, NAMI Ohio will match the \$10,000,

giving NAMI NW \$20,000 to bring full presence in Huron County including marketing, billboards, putting boots on the ground, which is much needed. NAMI Huron County will still be volunteers and will still have their monthly meetings, they will not be on the NAMI Board unless elected through NAMI NW.

- NAMI Huron County agreed with the merging of NAMI NW.
- NAMI NW has already been handling services in Huron County, on a voluntary basis. Their office is based out of Tiffin but now with Huron County included, cover a 5-county area.
- NAMI NW will be presenting at August's Board meeting.
- No additional questions or concerns. The Program Committee was in favor of adding this motion to the Board agenda.
- United Fund – 211 (Potential Motion)
  - Authorize Executive Director to enter into a FY23 contract with the Norwalk Area United Fund for 211 services in the amount of \$X utilizing Huron County Levy funding.
    - Ms. Cardone shared she had a meeting with United Fund's director, Ms. Carol Wheeler. Ms. Wheeler shared United Fund is bringing back 211. This was a resource offered previously, but there were issues with incorrect information being given by the 211 provider. The new 211 provider would be through Richland County and Ms. Wheeler seemed confident this would be a better service for Huron County residents. Ms. Wheeler shared the total amount for the services is \$20,000 per year. In the past United Fund has paid the amount in full, this time they are only paying \$5,000 and seeking funding for the additional \$15,000. Ms. Wheeler requested funding from the Board in the amount of \$5,000 per year for a three-year commitment. Additionally requesting Huron County Department of Job and Family Services and Huron County Commissioners Office for help.
      - Committee members discussed the service, reviewing the information provided by Ms. Wheeler to Ms. Cardone. They then discussed if this is something that falls under the Board's umbrella.
      - It was determined by the committee that while this is a beneficial service for the community, does it fall under the Board's umbrella of services to fund. Additionally, the Board has its own initiative, Job Router, that directs community members to resources either online or via an app.
    - No additional questions or concerns. The Program Committee was not in favor of adding this motion to the Board agenda.
  - Mobile Response and Stabilization Services (Motion)
    - Authorize Executive Director to enter into a FY23 contract addendum with Family Life Counseling and Psychiatric Services (FLC) in an amount not to exceed \$114,598.00 utilizing OhioMHAS Mobile Response and Stabilization Services (MRSS) funding.
      - Ms. Cardone shared Ohio Resilience through Integrated Systems and Excellence (OhioRISE) through Ohio Medicaid launched July 1, 2022 and MRSS is part of this initiative. This program is for individuals who have Ohio Medicaid only. OMHAS has released funding to allow MRSS to be utilized by all youth and their families, regardless of their insurance.
        - MRSS is a rapid mobile response and stabilization service for young people who are experiencing significant behavioral or emotional distress and their families.
      - FLC has been offering MRSS services in partnership with the Huron County Job & Family Services for approximately a year and a half. This will not be adding any

additional services for FLC, only additional funding. The Board applied for round 3 of funding for the MRSS program to allow for the needed expansion to meet the needs of OhioRise. When these funds were approved, they were allocated to FLC to expand what they were already doing. FLC will be promoting this service.

- This initiative also allows for anyone to contact the crisis team with a referral, it can be schools, law enforcement, parent, self, etc.
- FLC will be utilizing their school-based team who are already spread throughout the county. They will be available 8am-10pm. Ms. Sue Wilson is in charge.
- Ms. Cardone recommends entering into the contract addendum with FLC.
- No additional questions or concerns. The Program Committee was in favor of adding this motion to the Board agenda.
- Behavioral Based Network of Northwest Ohio (Motion)
  - Authorize Executive Director to enter into a FY23 contract with the Zepf Center for Behavioral Based Network of Northwest Ohio services in the amount of \$2,918.40 utilizing OhioMHAS Problem Gambling funding.
    - Ms. Cardone shared when the Board talked about granting the funding for Zepf Center it was through Family & Children First Council (FCFC), increasing their contracted amount to cover this service. However, since the Board is not contracting with FCFC the amount will need to be contracted through the Board, still utilizing prevention funds.
      - Ms. Cardone reminded this contract with Zepf Center is for problem gambling. It is a regional initiative that will have billboards, do presentations in schools, gives access to someone who specializes in problem gambling, and guiding clinicians with clients.
  - No additional questions or concerns. The Program Committee was in favor of adding this motion to the Board agenda.
- Multi-System Adult Funding (Motion)
  - Authorize Executive Director to enter into a FY23 contract addendum with Firelands Counseling and Recovery Services in an amount not to exceed \$10,170.00 utilizing OhioMHAS Multi-System Adult funding.
  - Ms. Cardone shared these funds are solely for multi-system adult programming. These funds are challenging to use because the person has to have had multiple psychiatric hospitalizations in a short period of time and be able to be linked with multiple other systems. Funds can be used for things such as rent, storage units, furniture, etc.
  - No additional questions or concerns. The Program Committee was in favor of adding this motion to the Board agenda.
- Women's House of Hope Monthly report (Attachment II)
  - Attached is the Women's HOH report signed by site director Jessica Dickman on June 14, 2022.



# SFY 2023 – SFY 2025 Strategic Plan

## MISSION

Ensure access to mental health and addiction services and resources for prevention, treatment, and recovery supports while educating and advocating for all community members.

## VISION

For Huron County to be a community where all individuals are mentally and emotionally healthy and free from dependence on harmful substances and/or addictive behaviors.

## VALUES

- Accountability
- Collaboration
- Empowerment
- Hope
- Integrity
- Respect
- Responsiveness
- Service
- Transparency

## TARGETED OUTCOMES

- Increase public awareness and education related to Board funded services and behavioral health
- Increase prevention services capacity and availability
- Increase funding to address identified needs
- Increase recovery supports
- Increase and improve access to services and supports
- Increase Board member engagement
- Improve Board functionality
- Improve behavioral health workforce attraction and retention

The Strategic Plan will be reviewed by the Board at a minimum of every six months to ensure appropriate progress is being made toward the Goals and Objectives. If decided, Goals and Objectives may be added or modified during review.

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## *Outreach & Engagement*

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Goal 1: To increase public awareness and education related to Board funded services and behavioral health.

Objective 1a: Promote sliding fee scale via social media posts, press releases, and marketing materials at minimum once per quarter.

- **Timeline:** Beginning SFY 2023, ongoing

Objective 1b: Share information daily regarding available supports and services via social media, including sharing posts from contracted providers.

- **Timeline:** Beginning SFY 2023, daily

Objective 1c: Implement targeted outreach and education initiatives monthly focused on the following: MAT (Medication Assisted Treatment), Naloxone, LGBTQ+ Community, Spanish speaking/reading population, elderly, lower income population, importance of prevention, trauma informed care, ACES (adverse childhood experiences), and any other identified priority areas.

- **Timeline:** Beginning SFY 2023, monthly

Objective 1d: Attend trainings to identify best practices for marketing and outreach at least two times per year.

- **Timeline:** Beginning SFY 2023, biannually

Objective 1e: Develop and utilize consistent and appropriate messaging and track analytics monthly.

- **Timeline:** Beginning SFY 2023, monthly

Objective 1f: Increased promotion of contracted providers via monthly sharing of marketing materials including brochures and social media posts.

- **Timeline:** Beginning SFY 2023, monthly

Goal 2: Identify and implement educational strategies and trainings to reduce stigma around behavioral health.

Objective 2a: Offer Mental Health First Aid Trainings at least once per quarter.

- **Timeline:** Beginning SFY 2023, quarterly

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## *Prevention*

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### Goal 3: To increase prevention services capacity and availability.

Objective 3a: ~~Partner with Huron County Family and Children First Council on~~ Identify and apply for funding opportunities at least one time per year to increase prevention staff in Huron County.

- **Timeline:** Beginning SFY 2023, annually

Objective 3b: ~~Partner with Huron County Family and Children First Council to~~ Implement evidence-based prevention programs in Huron County with the goal of implementing at least one evidence-based prevention program annually.

- **Timeline:** Beginning SFY 2023, annually

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## *Treatment*

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### Goal 4: Identify and apply for funding opportunities for the following services: intensive home-based treatment, mobile crisis, crisis stabilization, mental health services for youth and families.

Objective 4a: Advocate for additional funding to support these services through interactions with elected officials, OhioMHAS staff, and other leaders at least biannually.

- **Timeline:** Beginning SFY 2023, biannually

Objective 4b: Explore available grants weekly for funding opportunities.

- **Timeline:** Beginning SFY 2023, weekly

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## *Recovery Supports*

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### Goal 5: Identify and apply for funding opportunities for housing for individuals with mental illness and/or substance use disorders.

Objective 5a: Explore available grants weekly for funding opportunities.

- **Timeline:** Beginning SFY 2023, weekly

### Goal 6: Expansion of peer recovery support services.

Objective 6a: Partner with current peer recovery organization on implementation of mental health peer support services by end of SFY 2023.

- **Timeline:** SFY 2023

Objective 6b: Implement peer recovery support linkage for individuals on waitlist for treatment services by end of SFY 2024.

- **Timeline:** Beginning SFY 2023, ongoing

Goal 7: Expansion of mental health support services throughout the county.

Objective 7a: Identify mental health support organizations by end of SFY 2023.

- **Timeline:** SFY 2023

Objective 7b: Implement new mental health support organization(s) in Huron County by end of SFY 2024.

- **Timeline:** SFY 2024

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## ***Accessibility***

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Goal 8: Identify and implement strategies to attract and retain qualified behavioral health professionals.

Objective 8a: Host quarterly meetings with treatment providers to discuss workforce issues and brainstorm solutions.

- **Timeline:** Beginning SFY 2023, quarterly

Goal 9: Identify and implement strategies to address barriers to services including waitlists, evening and weekend availability, internet/technology, accessibility to services and information for Spanish-speaking and/or writing individuals, and transportation.

Objective 9a: Host quarterly meetings with treatment providers to discuss barriers and brainstorm solutions.

- **Timeline:** Beginning SFY 2023, quarterly

Objective 9b: Gather waitlist data from providers on quarterly basis.

- **Timeline:** Beginning SFY 2023, quarterly

Objective 9c: Identify and apply for funding opportunities to reduce barriers by searching for grant opportunities weekly.

- **Timeline:** Beginning SFY 2023, weekly

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## ***Board & Board Initiatives***

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Goal 10: Improve functionality of the Board.

Objective 10a: Review policies and procedures annually and update as needed.

- **Timeline:** Beginning SFY 2023, ongoing

Objective 10b: Obtain Culture of Quality certification.

- **Timeline:** Fall 2024

Objective 10c: Run a successful Levy campaign for 2024.

- **Timeline:** Beginning SFY 2023, ongoing

Goal 11: Increase Board member participation and engagement.

Objective 11a: Board members to participate in a minimum of two community events with MHAS annually.

- **Timeline:** Beginning SFY 2023, annually

Objective 11b: Schedule Board retreat during which Board members will visit contracted providers to increase awareness and understanding of services in the community.

- **Timeline:** SFY 2023

Objective 11c: Current Board members to complete annual Roles & Responsibilities training; new Board members to complete training within first month of being on the Board.

- **Timeline:** Beginning SFY 2023, annually

**Attachment II**

**Women’s House of Hope Monthly Report**

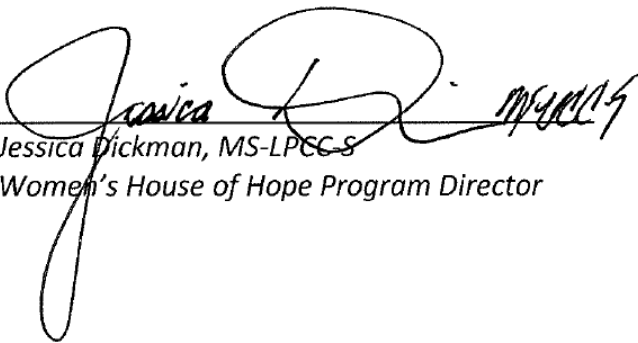
**Due by the 15<sup>th</sup> of each month**

- **Number of unique residents served:** 0
- **Resident relapses and how handled:** 0
- **Successful recovery housing graduates to independent living:** 0
- **Resident employment status:** 3
- **Have you made adjustments to the project, and if so, what adjustments have been made and why?** No
- **How are you linking residents with local community and treatment services as needed?**
  - For residents linked with treatment services, please provide the following information:
    - Number of residents engaged in services at Firelands: 1
    - Number of residents engaged in services at Oriana House: 1
    - Number of residents engaged in services at Family Life: 3
    - Number of residents engaged in services at other agencies: 1
- **How are you evaluating the success of your program?** Are you evaluating outcomes? Please describe your program outcomes. We are working to develop an outcomes rating scale. We do hold a House Meeting weekly where feedback is obtained.
- **Describe a typical day at the Women’s House of Hope including scheduled activities and days/times for these activities. What prosocial activities are the women engaging in? How are they spending their days?** Staff ensures women are out of their rooms with beds made by 9am. House chores are from 9am to 10am. Morning Meditation is from 10am to 11am. There is a support meeting onsite from 2pm to 3pm (as facilitators are able). On Thursday’s, there is a site meeting from 4pm to 5pm.
- **Please describe successes/challenges/trends:** The women are getting along well and have been organizing activities (art projects, etc.) within the home.

<b>House of Hope Statistics 5/25/22 to 6/15/22</b>		
<b>Total Inquiries</b>	<b>Number</b>	<b>Explanation</b>
Huron County Inquiries	0	
Out of County Inquiries	5	3 Erie Co.; 2 Lorain Co.
Accepted by HOH	5	
Not Accepted by HOH and Why	0	
Did Not Qualify/Did Not Pursue and Why	0	
Accepted by HOH, Applicant Declined and Why	2	Both candidates were NC/NS – Has not responded to attempts at reengagement
Applicant Accepted, Not yet moved in	0	

Participant Left HOH	1	Resident stated she was leaving "for a job"; left the house on 6/13/22; Misty attempted to intercept. Resident was not responsive to attempts.
Current Participants and county breakdown	6	1 Huron Co.; 4 Erie Co.; 1 Lorain Co.
Participants engaged in recovery support meetings	6	

- Provide the following documentation to show the intake process is being followed appropriately for each applicant and to ensure intake process is taking no more than 48 hours from the time application is received:
  - Emails or documentation showing date and time application received
  - If not permitted to move in, provide details as to why
  - If permitted to move in, date and time of move in
  
- Submit list of email addresses for all residents currently residing in the home. Beginning in May, the Board will be sending a monthly survey to residents to gather their feedback regarding the house to help us assess any improvements that need to be made.
  - *We are currently working to obtain ROI's from all residents for this purpose.*

  
 Jessica Dickman, MS-LPCC-S  
 Women's House of Hope Program Director

Date 6/14/22