Age Exchange

GE EXCHANGE
RVICES FOR AGING, INC.

130 Shady Lane Drive
Norwalk, Ohio 44857

E-mail: sfaconnection@norwalkohio.com
website: www.sfaconnection.org

AGE EXCHANGE

Program Overview

Age Exchange Quarterly Summary
Closed During the Covid Virus Months

This year has had so many unexpected things happen. Although there were many down sides to 2020, there were also some truly good things that happened. There were several new senior volunteers that joined Age Exchange. They are eager to bring their experiences and kindness to share with the program. I had the opportunity to meet and work with some adorable little children that were new to Age Exchange this school year. In any other year, these new volunteers and children would have worked side by side and become old friends by now. This year has been very different, but one thing has remained the same. Seniors and children have found new ways to work with one another. By having drive-bys, phone calls, porch visits and pen pals, we have managed to safely join the children and volunteers. It has been a privilege to bring new faces together with returning children and volunteers and blend everyone together into one great circle of friends. With everyone working together to find new ways to connect, we have blended incredibly well as we have made the most of our opportunity to keep Age Exchange rolling. Thank you MHAS for being such as huge supporter of the Age Exchange program.

AGE EXCHANGE is funded by a grant from the Huron County Board of Mental Health and Addiction Services, the United Fund, and administered through the Enrichment Centers for Huron County.

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AGE EXCHANGE

Demographics

Age Exchange Quarterly Summary

All four of the MHAS Board sessions for Norwalk and Willard are operating with remote participation of the children and the senior citizen volunteer mentors due to restrictions from the Covid-19 virus. Each session has slightly reduced its capacity for the first quarter of the 2020 – 2021 school year due to these challenges. Although meeting in person as a group has not been possible this school year, it has not changed the enthusiasm that the volunteers and children have for communicating with each other in new ways. We have found that communicating with phone calls and letters is now the new mode of sharing your thoughts with one another. It really emphasizes how much everyone wants to work together so that no one feels isolated or lonely while being physically apart.

From year to year, we all expect things to follow a similar path. This has been a year that challenges our thoughts to find different ways to move forward and accomplish our goals. One of the things that we all have learned is that you cannot just wait for tough times to go away. It is up to all of us to find ways to make the best out of difficulties and turn them into new opportunities. Age Exchange has given the children a place to be their best and the volunteers are the support that the children use to reach higher for their goals. Thank you MHAS for encouraging us to find new ways to operate Age Exchange during these times of uncertainty. I am certain that even though we are not meeting in person, we are touching the lives of our children and our volunteer mentors.

We all hope that soon our lives will return to somewhat normal and we will all look forward with much enthusiasm. By working together to get through each day, we all become stronger from these experiences. Encouraging the group to try new avenues of communication has made the last few months very enjoyable. When faced with challenges, we must look at things from a new perspective and learn from each other. Many days, the volunteers would call to tell me they just received a call or a letter from a child at a time when they needed it the most. That back-and-forth communication is the key to staying positive as we look for brighter days. Thank you MHAS for helping all of us make each day, a special day.

Enrolled children are as follows: There are 15 girls ranging in grades K – 3rd grade enrolled in the program at this time. We currently have 13 boys attending from grades K – 3rd grade enrolled at this time. There are 28 total enrolled children participating in Age Exchange this school year from the Norwalk and Willard locations and a total of 37 volunteers.

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AGE EXCHANGE

Volunteer Recruitment

Age Exchange Quarterly Summary

At the present time the Age Exchange program is blessed to have thirty-seven amazingly awesome volunteers involved with the program. Even during these times, we are all staying connected in one way or another. At Christmas, I had a drive thru cookie and plant pickup for all the volunteers. It was wonderful seeing all of them from their cars. They were so happy to receive an orchid for the female volunteers and a money tree for the male volunteers. I thought all the volunteers would appreciate a fresh ray of sunshine. Each one of them is so special and valuable in their own unique way. Many of the volunteers dropped off gifts for the children that I delivered to their homes. This meant the world to the children, and it was also another way for the volunteers to show the children how much they love and care for them. Even though the volunteers and children cannot see each other in person, they all continue to stay connected and involved remotely. The love that the children and senior volunteers share is incredibly special.

The bonds that the volunteers have with the children are the things that continue to draw the volunteers and children together each year. The program is fortunate to have such an outstanding group, which continues to draw others that are interested in participating in the program. As openings occur, new volunteers are added to fill the hearts of the children with joy. Age Exchange volunteers are currently all white race with one Italian volunteer. We currently have 37 women volunteers and 5 gentlemen volunteers.

The volunteers range in the following ages:

Ages 55 to 64	7	or	16%
Ages 65 to 74	25	or	60%
Ages 75 to 84	8	or	19%
Ages 85 and over	2	or	5%

It is so important to keep the senior volunteers involved in this valuable program. It is certainly not the same during these months of the Covid virus. Not seeing one another in person just makes communication less personal. We are all optimistic and excited that things will return to being able to talk face to face with each other in the upcoming school year. I know that we are touching the lives of both generations with the things we do each day to stay connected throughout the school year. When we all meet again in person, it will be a truly special day. Thank you MHAS for allowing us to continue to stay connected during the challenges of these unusual times.

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Catholic Charities Miriam House

HURON COUNTY BOARD OF MENTAL HEALTH AND ADDICTION SERVICES
SFY 2021 Quarterly REPORT – 2nd Quarter
CATHOLIC CHARITIES DIOCESE OF TOLEDO
Miriam House

Number of Guests: In the 2nd Quarter of SF21, Miriam House served 20 clients. Of those, 8 were adults (18 and over) and 12 were children ages 0-17 years. Of the adults, 8 had a mental health diagnosis and two were dual diagnosed with Substance Abuse.

Ages of Clients:	**Race/Ethnicity of Guests**
Under 5: 4	White: 12
Ages 5-12: 4	Black or African American: 4
Ages 13-17: 2	Native American: 0
Ages 18-24: 1	Multiple Race: 4
Ages 25-34: 4	Non-Hispanic: 18
Ages 35-44: 2	Hispanic: 2
Ages 45-54: 1	
Ages 55-61 0	

INCOME

Number of Residents entering with income: 5

Number of Residents who gained/increased income at exit: 3

Number of Residents exiting with income: 3

EXITS

Number of individuals who exited the program: 4 adults, 7 children

Of those who exited, number who exited successfully (to permanent housing): Those exiting were not ready to leave. They left to stay with family or friends because they did not want to follow the COVID 19 guidelines.

Summary:

Miriam House is a 6-unit, 19-bed transitional housing program with supportive services for homeless women and children and a maximum stay of 24 months. Located in Norwalk, Ohio, it is the only housing of its kind in the area. The only other program similar to Miriam House is a two-unit emergency shelter that can accommodate only two families at one time and whose average length of stay is 60 days. The women and children being served are women with mental health, and/or substance abuse history. Many have experienced and can be fleeing domestic violence.

During this Second Quarter of SY21, we had 4 adults leave. All left prematurely. The COVID19 situation was the reason they chose to leave early. One woman and her daughter returned to the partner she was fleeing. Two other families that came left within 2 days stating they could not follow the COVID 19 guidelines.

At the close of 2020 we had one woman and her newborn baby (12/3/20) with us, a mother and twins 4 months old, a mom and her ten-year-old daughter and 18-month old granddaughter and a single adult woman, she has been working and is in a IOP program for substance abuse. All of the women have been assisted with attaining mental health needs and physical needs through our Case Manager, Community Health Care Worker, Ms. Mantz. Several of them have legal issues that they are also being assisted with attaining proper counsel.

We have continued to assist individuals and their families through the Miriam House while maintaining adherence to COVID 19 guidelines put forth by the Governor of the State of Ohio, the Huron County Board of Health and COHHIO.

Respectfully Prepared by Vickie L. Smith, Program Coordinator

Submitted by Scott Herr, Grant Writing Specialist, on 1/12/2021

Catholic Charities Adult Advocacy Services

HURON COUNTY BOARD OF MENTAL HEALTH AND ADDICTION SERVICES
SFY 2021 Quarterly REPORT – 2nd Quarter
CATHOLIC CHARITIES DIOCESE OF TOLEDO
AAS Program

Program implementation

The funding contract continues to fill a void in the community. The majority of clients referred are under the age of 55 years. Guardianship often is a tool to stabilize clients. For individuals between the ages of 18-55 years who are in need of a guardian, options beyond family members or private attorneys are limited, making it difficult for the court to assign guardianship. Catholic Charities has traditionally limited Adult Advocacy Services to serving only individuals ages 55 years and older. With these funds, Catholic Charities is able to expand the service capacity of this program to provide guardianship to individuals under the age of 55 years, thus addressing the gap in services available in our community. Referrals are approved by Kristen Cardone and then processed applications and introduction to potential wards are initiated.

Cases

- We currently have 13 wards in guardianship. Service hours may exceed the award amount of contract as we project through the contract period end.
- We have one pending case the court has referred.

Case Story

We became the guardian of a ward whose prior guardian passed away. In the past couple months we have been able to stabilize his financials and get his routine bill payment back on track. Meetings have been held with his insurance providers to ensure his ongoing needs have been met. This ward has inherited funds and a vehicle. The executor has reached out to ensure his needs and transfers have occurred successfully. Alignment of potential resources of assistance are being researched for implementation and updates to his current residence analyzed. Overall the transition of guardianship has been a success and we have been able to build a relationship of trust to meet the wards ongoing needs.

Respectfully Prepared by Carol Wheeler, Program Coordinator

Submitted by Scott Herr, Grant Writing Specialist, on 1/12/2021

FCFC

Family & Children First Council of Huron County

185 Shady Lane Drive
Norwalk, OH 44857
419-668-8126 ~ Fax 419-668-4738

QUARTERLY REPORT-#2
January 15, 2021

PROGRAM OVERVIEW

The Huron County Family & Children First Council provides family-centered services and supports for the families that reside in Huron County. We focus primarily on youth involved with Multiple Systems within the county that are at risk of having poor outcomes or for out of home placement due to problem behaviors. We provide Service Coordination for youth 0-22 and Wraparound Services for more intense cases that address the family as a unit and includes the assessment of the needs and strengths of the family. The process is driven by the family and the family team, incorporating both formal and informal supports, working towards common goals. We also oversee the Huron County Prevention Coalition and provide youth prevention-related activities and events.

SUMMARY OF DATA FROM THE CANS ASSESSMENT

We utilize the Protective Factors Survey for Service Coordination to identify immediate needs of the families and open the door for conversations related to the health and wellness of the youth. We currently use the CANS Assessment-Trauma Comprehensive for Wraparound to identify the Needs and Strengths of the youth and their family, as a unit. The CANS Assessment is typically done after the intake or the second meeting by the Facilitator, after the immediate need is addressed. The domains covered through the assessment include: Traumatic/Adverse Childhood Experiences (ACES); Traumatic Stress Symptoms; Child Strengths; Life Domain Functioning; Acculturation; Child Behavioral/Emotional Needs; Ratings of Children 5 years and Younger (optional); Transition to Adulthood (optional); Caregiver Needs and Strengths. We plan to conduct the CANS Assessment during the engagement phase and every 90 days thereafter to measure outcomes. All of these youth are in the engagement or the beginning of the implementation phase. Not all youth referred to Wraparound have been assessed at this point, primarily due to lack of engagement.

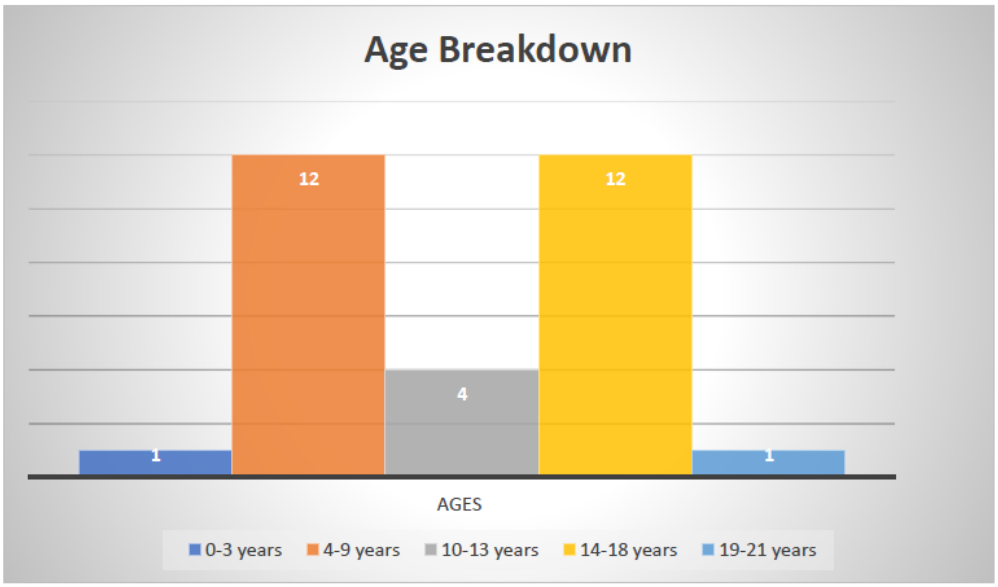
Domain:	Youth #1	Youth #2	Youth #3	Youth #4	Youth #5
ACES	6	5	4	3	7
Traumatic Stress Symptoms	11	7	3	3	14
Child Strengths	20	12	16	17	25
Life Domain Functioning	16	14	5	12	11
Acculturation	2	2	1	2	0
Child Behavior/Emotional Needs	19	15	3	15	14
Child Risk Behaviors	11	11	3	2	8
Caregiver #1- Needs & Strengths	11	15	4	5	10
Caregiver #2-Needs & Strengths	6	N/A	N/A	N/A	6

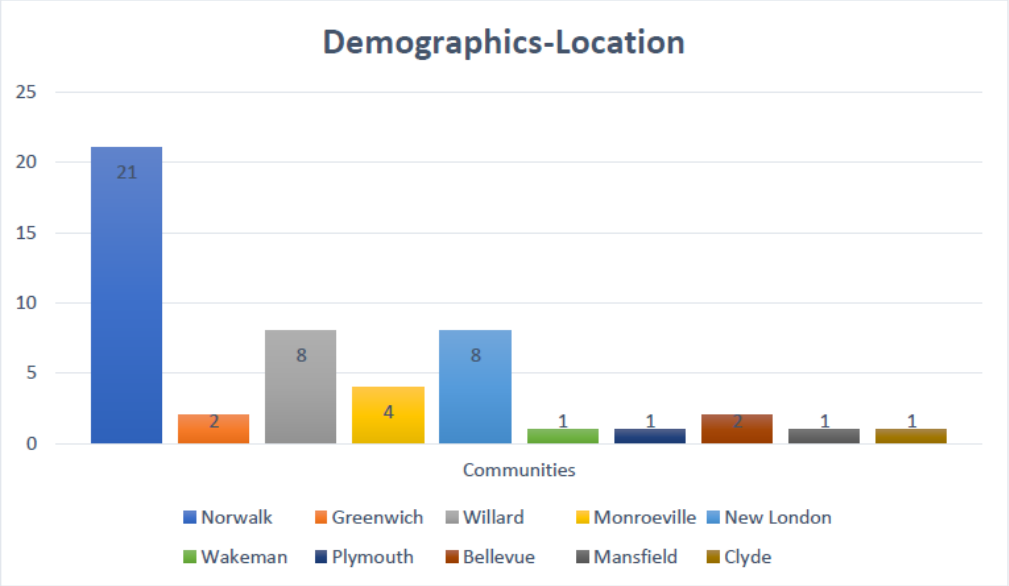
MAXIMUM SCORE PER DOMAIN:

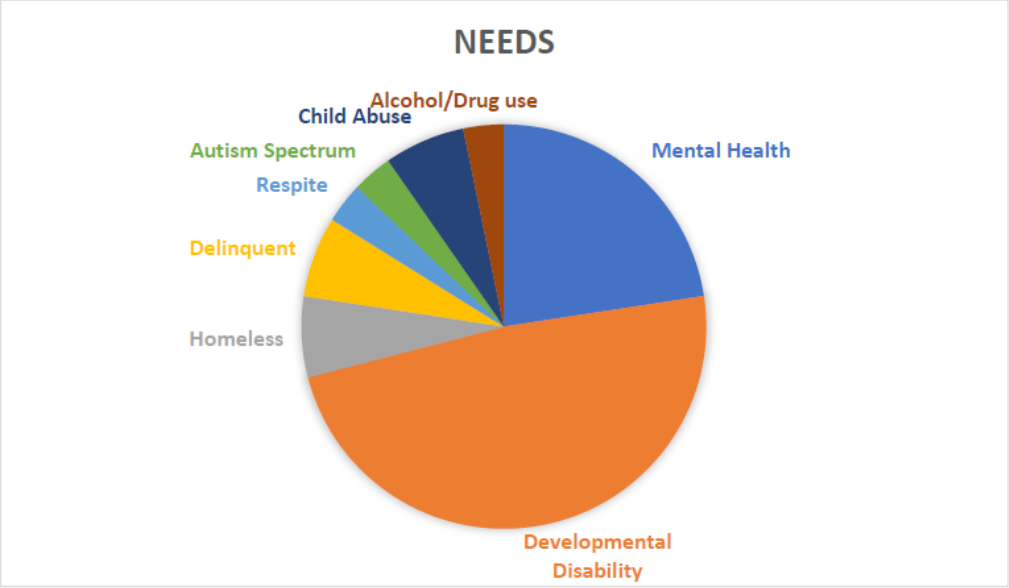
Adverse Childhood Experiences (ACES): 42
Traumatic Stress Symptoms: 24
Child Strengths: 33
Life Domain Functioning: 39
Acculturation: 12
Child Behavioral/Emotional Needs: 39
Child Risk Behaviors: 33
Caregiver #1 and #2: 39 (each)

NUMBER OF FAMILIES/CHILDREN INVOLVED WITH HCFCFC

Service Coordination: 30 youth (up 11 from 1st quarter)
Wraparound Services: 18 families (up 11 from 1st quarter)
Residential Placement: 3 youth (up 1 from 1st quarter)







WHAT ARE YOU DOING FOR THESE FAMILIES?

- Respite Care Agreements
- Safety Equipment/Adaptive Equipment
- Norwalk Rec/Jungle Junction passes to provide unstructured family time activities
- Travel reimbursement/parking fees for medical appointments/travel vouchers

- Resource Coordination w/ Workforce Development and Family Support (DJFS)
- Youth residential placement for inpatient therapy
- Purchase clothing for homeless/temporary foster care placement (by referral)
- Assist w/ securing funding for education goals
- Wraparound (family-centered, youth focused approach)-goal setting
- Assist with furniture needs (beds, dressers, etc.)-partnership w/ Habitat for Humanity & Bed Brigade- 7 beds delivered this past year.
- Referrals for housing, food, and cash assistance through PRC funding (DJFS)

PROGRESS & IMPROVEMENTS MADE

The primary purpose/objective of Service Coordination and Wraparound is to identify specific needs of the family, that if met, enable families to create a more stable environment in the home, and equip families with the resources necessary to create sustainable change. Our program also focuses on decreasing the likelihood of relinquishment of custody of the youth, by concentrating on the family's strengths, building strong relationships between family members, and building capacity in the community to support their needs.

Since the last quarter, the family engagement in Wraparound has increased, and families are beginning to move past the engagement phase, into the implementation phase. By increasing communication with referring agencies, we have been able increase buy-in from the families. When families are initially referred, they are typically in a crisis state and they have immediate needs that are addressed before we officially start the Wraparound process. This is still a concern when working with families. We have begun pulling our Service Coordinator in to address the immediate needs so the Wraparound Facilitator can focus on implementing the Wraparound process sooner.

We have been able to implement/identify the following programs/resources for families through Service Coordination and Wraparound (new in 2nd quarter highlighted in red):

- Utilize the Protective Factors Survey for all new and returning referrals
- Respite Agreements
- Care Conferences (w/ state partners and family members)-for more intense cases
- Technology Library (Chromebook loaning program)
- Website/Facebook page for family-centered resources
- New Referral Forms w/ added information
- Partnerships w/ the schools for prevention education and Wraparound services
- Partnership w/ local DD agencies for transportation, Respite Providers, OT services, funding, and other resources
- Pedaling w/ Pops Event-emphasis on the importance of a father or father-figure in a child's life
- Increased partnerships have increased our referrals from 9 youth to 30 youth in under 6 months
- Partnership w/ Children Services for respite care options
- Partnership w/ Workforce Development (FYRE program) for youth 14-24 years old.
- Utilization of the Fidelity Electronic Health Records (EHR) system to organize and track Service Coordination and Wraparound.
- Safety measures put in place for youth (alarm systems-elopement, decks, fencing, etc.)
- Adaptive equipment purchased (adult-sized car seat, special needs bike, walker w/ seat, etc.)
- Working with families affected by the Opioid Epidemic (employment, education, etc.)
- Referrals increased from 30 to 52 since the first quarter

- EHOVE Saturday Youth Enrichment programs (cooking, cheerleading, science, art, carpentry, etc.)
- Working with Reach Our Youth and Veteran's Services to match a mentor with a youth, and increase mentor pool in Huron County
- Identified candidate for Peer Recovery Supporter training through case management
- Request for an ECHO Consultation for more challenging youth cases
- Wraparound presentations completed for 3 school districts and 1 mental health provider.
- Wraparound Facilitator and PRC Coordinator trained in CANS

PREVENTION

- Held monthly Prevention Coalition meetings since August 2020
    - 45 participants on group email list; 31 agencies represented
- Creation of 5 committees to address identified prevention-related focus areas
    - Substance Use/Abuse
    - LGBTQ+
    - Youth Advocacy
    - Youth Resiliency
    - Suicide Prevention
- Added 3 additional agencies since August
- Approved officers and bylaws for Prevention Coalition
- Bullying Prevention Poster/Essay Contest
    - 3 school districts participated: Willard, Norwalk/St. Paul, and Bellevue
    - Poster Entries: 4th-9th grade- 91
    - Essay Entries: 4th-9th grade- 16 entries
- Handle w/ Care: communication with Law Enforcement, EMS, and schools initiated
- FCFC Director & Prevention & Recovery Care Coordinator obtained Registered Applicant status. Working towards Ohio Certified Prevention Specialist credentialing through the Ohio Chemical Dependency Professionals Board.

BUDGET

HURON COUNTY MENTAL HEALTH & ADDICTION BOARD									
EXPENDITURES	$85,000.00								
Family-Facing Services & Supports	$25,000.00	$0.00	$0.00	$0.00	$0.00	$0.00	$50.00		$50.00
Training & Travel Reimbursement	$10,000.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00		$0.00
Prevention Services & Supports	$10,000.00	$0.00	$0.00	$0.00	$119.94	$0.00	$1,830.00		$1,949.94
Salaries & Fringe benefits (PRC Coordinator-25%)	$10,000.00	$375.69	$369.44	$927.37	$1,367.18	$963.32	$0.00		$4,003.00
Salaries & Fringe benefits (Director-40%)	$30,000.00	$2,788.43	$2,788.43	$2,784.63	$3,976.32	$2,802.30	$0.00		$15,140.11
								TOTAL:	$19,263.05
RECEIPTS (PAYMENTS RECEIVED)	$85,000.00								
Family-Facing Services & Supports	$25,000.00	$0.00	$0.00	$0.00	$0.00	$0.00	$50.00		$50.00
Training & Travel Reimbursement	$10,000.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00		$0.00
Prevention Services & Supports	$10,000.00	$0.00	$3,063.00	$0.00	$0.00	$0.00	$1,830.00		$4,893.00
Salaries & Fringe benefits (PRC Coordinator)	$10,000.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00		$0.00
Salaries & Fringe benefits (Director)	$30,000.00	$0.00	$30,000.00	$0.00	$0.00	$0.00	$0.00		$30,000.00
								TOTAL:	$34,943.00

CHALLENGES

Our biggest challenges to date have been engagement from the families and inaccurate information being shared with families from the referring agency. We need to make it a priority to educate referring agencies about the Family & Children First Council and the difference between Service Coordination and

Wraparound services. I believe that we have made great strides with developing partnerships with other youth serving agencies, and we have completed Wraparound presentations with 3 school districts and 1 mental health provider within the county. We have 2 others scheduled.

We are also still limited by COVID specific restrictions. In- person meetings with families tend to be more effective in creating that initial relationship. Transparency from the family is a key component during the Wraparound process and becomes a challenge if that initial connection isn't there between the facilitator and the family team.

Although we have discussed initial prevention focus areas for the county, we do not have a strong data resource to identify high priority areas for youth. Our intent was to use the data collected from the OHYES! Survey to help us create a plan. We have discussed Spring as a possible implementation period, but that is still to be determined.

Another concern that we have relates to an increased number of referrals, and our limited staff. Each staff member is encouraged to carry a caseload that does not exceed their ability to continue to provide effective Service Coordination or Wraparound services. Our referrals have increased significantly over the past few weeks, so we may need to look at building our capacity to accommodate the needs of the county.

OUTCOMES/FEEDBACK

Overall, I feel that we have continued to make progress over the past 11 months. We have a solid team in place, stronger partnerships, and goals are being met for the families involved with the agency. We continue to look for opportunities for professional development and for ways to build resources in our county. The Huron County Prevention Coalition and the Family & Children First Council processes continue to move forward, and we can see an increase in positive outcomes. We will continue to strive towards building an agency and a Prevention Coalition that the agencies and families can rely on.

Please feel free to reach out to me if you have additional questions or concerns. We thank you again for trusting us as a partner as we work towards building a stronger Huron County.

Niki Cross, Director
Huron County Family & Children First Council
(419) 668-8126 ext. 3336
Nicole.Cross@jfs.ohio.gov

Submitted: January 15, 2021

Firelands

Programing Demand:

- QPR: 13 trainings completed
- LGBTQ+ trainings – N/A this quarter
- Just started a waiting list for psychiatric services as of 9/25/20 - continued
- Staff openings:
    - 1 Full time Therapy position open
    - 1 .8 FTE Therapy position open

Q2:
Jail Services - averaging 10 hours per week of adjustment
Forensic Monitoring: 2; 1 person NGRI at NOPH; 1 person NGRI on conditional release
ATP Dependency Court:

- Phone minutes - $118.54; 1 FCRS client served
- Drug Tests Juvenile court - $868.70

MAT – included with the SOR Grant
Bridge Devices - $0
SOR - $28,677.26; 42 served
WRAP Group Homes $40,994.31 – 8 served
WRAP Misc. $2,444.12 - 6 served
Rescue - $0
Detox - $0
Linkage - $0
Peer Support $1,043.75 - 5 served
Indigent $1,165.05
Clinical Exception $5,062.33
QPR - $504.94
LGBTQ = $0
CTP = $342.75

Quarterly Service Demand

***AOD Services**

	Adult	Youth	Total
Norwalk	**15**	**0**	**15**
Bellevue	**0**	**0**	**0**

***Mental Health Services**

	Adult	Youth	Total
Norwalk	**65**	**37**	**102**
Bellevue	**6**	**5**	**11**

Crisis Interventions

	Quarter 3

# of Crisis Interventions	138
Safety Planned	74
Hospitalized	64
NOPH	2
RESCUE	1
FRMC	43
OTHER	18

Vocational Services

FFY21 First Quarter Report

(October 1, 2020 – December 31, 2020)

Huron County

Vocational Services program report for **first** quarter of the federal fiscal year 2021. The Erie/Ottawa/Huron Contract team continues to be one of the top contracts in Ohio.

OOD continues to highlight this contract as an outstanding contract. As of December 31, 2020, 37 Huron County clients received vocational services. This contract received eight (8) new referrals during this quarter of which five (5) showed for their intakes. The referrals are slightly lower than previous quarters due to COVID and not being in the Huron County jail for our Job Seeking Skills group. The 63.5% show rate is better than in past quarters. Due to COVID, clients can be seen in person or vocational services can be done virtually. At this time, it is even 50/50 for in person versus virtual appointments. Firelands continues to market vocational services in Huron County.

Caseload progression remains stable: Average days in application status is 37 days and average days in eligibility is 58 days, well below the state average of 78 days. The team is on track to meet or exceed all Contract Deliverables.

Erie/Ottawa/Huron Contract team's contract deliverables for FFY 2021:

***Total Served: 250/181 (72%)**
Applications: 180/47 (26%)
Eligibility: 138/43 (31%)
IPEs: 122/38 (31%)
Employed Closures: 54/22 (41%)

*** Total Number Served instead of Capacity. OOD's definition of total number served is all individuals who enter into an individualized plan for employment and beyond**

The numbers below reflect the fiscal status of the Erie/Ottawa/Huron Team for the Federal Fiscal **first** quarter and the Huron County portion.

	Budgeted	Spent	% of Budget
Team Administrative Funds (Salaries, Travel, Occupancy)	$290,239	$70,138	24.17%
Erie/Ottawa Administrative	$180,472.41	$39,305	21.78%
SSW Administrative	$94,176.22	$26,542	28.18%
Huron Administrative	$11,679	$5,907	50.58%
Case Service Funds	$600,000	$150,000	25.00%
Erie/Ottawa Case Service	$250,000.00	$62,500	25.00%
SSW Case Service	$300,000.00	$75,000	25.00%
Huron Case Service	$50,000.00	$12,500	25.00%

Erie/Ottawa/Huron contract has 180 open cases. Contract continues to explore ways to retain individuals during the referral process. Vocational Rehab supervisors will now attend All Staff Meetings to educate staff on the benefits of the Vocational Rehab program and answer any questions staff may have.

Contract Deliverables	Goal/Total Served	E/O Team Year To Date	Huron YTD
Open cases on hand	180/250	180/181	37
Plan (IPE's)	122	48	5
Employed Rehab	54	22	4
Number of Consumers Currently Employed		31	4

The Erie/Ottawa/Huron Team has supported **4/4** job placements for **First** Quarter (October 1, 2020 through December 31, 2020) for Huron County (the second numbers are the year's total):

Huron – **4/4**
Average wage is $11.38

* This quarter **4** individual earning greater than **$10.00.**

Success Story:

T.I. – T.I. is a 24-year-old from Willard/Huron County who closed successfully at the end of December. Her diagnoses are Major Depressive Disorder and Panic Disorder. T.I. was very excited when she was hired at Abraxas Youth and Family Services. She is a

Social and Human Service Assistant similar to a Youth Crisis Monitor. She is currently earning $13.00/per hour. She is getting lots of overtime and is very happy with the overtime and the job. In addition, she qualified for health insurance at the end of her 90-day probationary period. T.I. was very appreciative of the Vocational program and didn't know where she would be without it.

Family Life Counseling

Family Life Counseling

Huron County Mental Health Board Report

Report for Dates Covering October 1, 2020 to December 31, 2020

Survey Satisfaction Report Results:

We will provide a report at the end of fiscal year on surveys completed.

Ohio Outcomes Results:

Due to a switch to a new EHR system, we do not currently have the ability to pull a report on Outcomes. We continue to seek to complete Outcomes and monitor client progress through the use of such and will provide more aggregate data as we are able to complete such.

Waiting list summary for all programs/locations:

Our Huron Co. offices have no wait list for mental health and/or substance use disorder services. The Norwalk Office currently has a small waitlist for Play Therapy.

List of staff and openings, by location:

Norwalk:

One Mental Health Therapist

One Play Therapist

One Case Manager

Bellevue:

No Current Openings

Willard:

One PT Substance Use Disorder Counselor/Case Manager

Successes/Challenges/Trends:

Successes:

The transition of our 34 Woodlawn office into a Children's Behavioral Health Center has commenced. Our maintenance department has begun work on various projects needed to upgrade and enhance this space to make it a child and family friendly, comfortable environment. We are working with Huron Co. Dept of Children's Services to corrdinate a variety of services inclusive of parenting classes, filial therapy taking place during supervised visitation.

We started off this quarter launching new electronic medical records (EMR) system. EchoVantage is user-friendly and has increased efficiency as it relates to documentation.

The Norwalk and Willard Offices continue to grow with an increasing number of referrals. One team member in the Willard office obtained her LSW. She is now part of the counseling team. Willard has also hired an additional LSW. The two new clinicians hired in the Norwalk Office are doing well and have built substantial caseloads.

Our men's recovery house, House of Hope, continues to serve clients in need in Huron County. There are currently eight men residing in the home. This leaves two open beds. A portion of the house is currently undergoing renovations. Upon completion, there will be space for an additional four residents. The estimated time of completion is April of 2021.

We have secured a new location for our Bellevue office. Planning for renovations has begun with a goal to complete construction by summer 2021. Until this is complete, we will continue to see clients via telehealth as our access to our current space remains restricted due to Covid-19.

The Norwalk office has officially launched our **Family Mobile Response and Stabilization Services** (FMRSS) in collaboration with Huron County Department of Children's Services. Allison Ontko, LISW-S has been appointed as the Program Director. Allison along with three other FLC clinicians and one member of the Family & Children First Council successfully completed the Therapeutic Crisis Intervention training conducted by Steven Burggraf, Ph.D, LPCC-S, IMFT throughout the month of December. Our FMRSS team met with the Huron Co. CPS supervisors and case workers on January 6th to explain the referral process. Referrals for this program are coming in consistently.

The Erie/Ottawa County Board of Mental Health and Addiction received a grant to provide EMDR training and certification to 60 independently licensed clinicians. They recently dispersed 600 applications to clinicians in a 5 county radius. We are proud to announce that two clinicians from the Norwalk office were selected to receive this training. Jessica Dickman, MS-LPCC-S, Norwalk Site Director, and Allison Ontko, LISW-S, FMRSS Program Director will attend this training from January 25-29, 2021. EMDR is a sought after treatment modality shown to have great success in working with individuals struggling with trauma.

Our school-based team received a warm welcome into the schools this year. The team is welcome in all associated schools whenever school doors are open and continue to see clients face-to-face following appropriate Covid-19 protocols. The increase in mental health needs has resulted in an increase in student families willing to engage in family therapy. The school based team is being trained in Virtual Family Adventure Therapy. The curriculum and principles of this training will translate nicely into family sessions

and also summer community programming/treatment. The school-based team has also been trained in Restorative Justice and will be connecting with schools to see how to best implement this training.

Challenges:

As we continue to navigate ever-changing times and circumstances due to the Covid-19 pandemic, we continue to try to find new, innovative ways to reach those in need in our community.

Many districts began their school year three weeks later than expected. This caused our school-based team to get a bit of a late start seeing clients. The team continues to work with the various districts as they fluctuate between in person, virtual, and blended formats; this sometimes changes from week to week. Some clients who opted for remote learning have been unresponsive to clinician's attempts at reengagement. Additionally, due to the need to accommodate social distance, the clinicians have adjusted to moving into various locations between each client and are working with the school's to be flexible in the need for space.

There has been an increase in mental health and substance use symptoms and struggles for those in our community. We continue to attempt to recruit additional staff to accommodate the community's needs.

Trends

Due to increasing numbers in the Covid-19 pandemic, we continue to provide a large number of our services via telehealth. FLC remains committed to providing these services to clients so they can safely access the treatment they need. Clients are only seen in the office if their circumstances require it or they are unable to benefit from telehealth services. Clients and staff continue to have their temperature taken and answer a series of health related questions upon entering the building. Staff and clients are required to wear masks in all areas of the building at all times.

Both the Norwalk and Willard offices have seen an increase in clientele reporting anxiety and depression symptoms. Both offices have also seen an increase in children services referrals. The Norwalk office has seen an increase in court-ordered referrals.

Special Population Report:

Pregnant women with SUD: 1

IV drug users: 3

Those with other communicable diseases: 14

Youth served in schools: 110

Crisis services: 9

Quarterly service demand:

AOD Services

	Adult	Youth	Total
Norwalk	251	135	386

Bellevue	10	38	48
Willard	122	99	221

Mental Health Services

	Adult	Youth	Total
Norwalk	75	4	79
Bellevue	0	0	0
Willard	77	5	82

Family Dependency Court

1. The number of clients served per quarter for each Specialized Court Docket and what phase they are in
   Quarter Clients: 6
   Graduations: 0
   Terminations: 2
   Phase 4: 2
   Phase 3: 1
   Phase 2: 1
   Phase 1: 0

2. Number of graduations during quarter, for fiscal year
   0 graduations for quarter
   1 graduation for fiscal year

3. Number of negative urinalysis
   153 negative urinalysis

4. Number of clients committing new offenses
   1 criminal
   1 sanctioned through program

5. Number of clients attending sober support services
   4

6. Number of clients who continue to move towards satisfactory completion of their individual treatment plans
   4

7. Number of clients who continue to move towards satisfactory completion of their individually identified educational/vocational goals
   4

8. Number of clients who show documented progress towards satisfying any court-imposed orders as documented by coordinator

4

9. Successes/Challenges/Trends

Successes:

Participants have utilized taxi services for treatment, screens, and sober support meetings due to Recovery Navigator and SOAR programs.

Utilizing the Zoom App

Working with the Let's Get Real program

Challenges:

Decrease of in-person services due to COVID -19 spikes

Termination of two participants

Trends:

Participants participating in alternative sober support meetings during pandemic shut downs: phone, online, video, etc.

10. A running total of the unduplicated count of clients served for the fiscal year.

7 total clients fiscal year

11. Total amount of ATP funds spent each quarter separated by Treatment Services and Recovery Support Services (this is overall, not per docket). The funding information will most likely come from the treatment agency, not the courts.

Defer to Firelands Counseling

Let's Get Real

LET'S GET REAL OF HURON COUNTY

QUARTERLY REPORT

TO

HURON COUNTY MENTAL HEALTH AND ADDICTION SERVICES BOARD

SECOND QUARTER FY21

(Fourth Quarter Calendar Year 2020)

- Number of clients served: During the fourth quarter of Fiscal Year 2020/2021, Let's Get Real of Huron County addressed the needs of 39 discreet clients.

- List of services requested/provided monthly/quarterly ((ex. hotline call, warm handoff, ongoing services):
    - 0 persons were served through the ALERT – Jail program
    - 1 person was served through the ALERT – Police program
    - 0 persons were served through the ALERT "after hours" hotline
    - 25 persons were served through our office's daytime community outreach phone

- Services provided to callers:
    - Connection with detox 6
    - Connection with treatment 5
    - Connection with a peer supporter 10
    - Connection with recovery housing 4
    - Requests for support meeting information 3

- Outreach/education events offered in the community: LGR distributed greater than 5,600 doorhangers to residences in Huron County. The door hangers informed residents that LGR was available to assist with addiction issues and provided the phone numbers for our offices. LGR how maintains a separate Facebook page for its Huron County operations which highlights meetings held at the Huron office and on Zoom and features other recovery services and providers in Huron County.

- Ongoing training for peer supporters and staff: Staff meetings regarding new projects, proper record keeping, and accessing resources.

- Meetings attended/outreach with other organizations and treatment providers: Please see the explanation below regarding the statuses of the various projects on which LGR is working.

- Number of referrals made and to what agency:
    - Erie County Detox 2
    - House of Hope 2
    - Surest Path 1
    - Arrowhead Passages 1
    - Lutheran Hospital -Cleve 1
    - Silver Maple 1
    - Recovery Works 1
    - Genesis by the Lake 1

- How many people transported and for what purpose?
    - Treatment 4
    - Detox 3

- Recovery Housing 3
- Home from Jail 1

- **Status of Warm Handoff Project**: Final negotiations regarding a Memorandum of Understanding with Mercy Willard Hospital were conducted and the process of obtaining all necessary signatures was commenced. LGR staff was scheduled to attend a meeting with the Mercy Willard Hospital staff to introduce the Warm Handoff Project to the Emergency Department staff, but the meeting was postponed due to COVID-19 concerns. Initial discussions with Fisher-Titus were conducted in October 2020. The Fisher-Titus staff who attended the meeting were enthusiastic about the project.

- **Status of ALERT Project**: Police All police stations and Sheriff's offices in the county were revisited to remind them of the ALERT Project, to supply them with materials, and to confirm that they knew how to access services through ALERT. Focus was placed in minimizing the effort that the officers have to exert in connection with this program

- **Status of ALERT – Jail Project**: The County Jail has declined to allow us to use their video conferencing for peer support visits, they want it only used for court related functions. Recovery information packets have been delivered to the Jail for distribution to persons being released from the Jail

- **Status of Family Dependency Court Project**: LGR became a member of the team at Family Dependency Court. LGR's peer supporter assigned to the Court now attends the weekly team meetings. She now has two participants who are working with her. The Court Administrator is making referrals to LGR's peer supporter. There was some confusion about whether or not a peer supporter was needed if a Court participant already had a twelve-step sponsor. As a result, LGR sent an email to all team members explaining more fully what tasks a peer supporter can perform and how peer supporters work with other persons in the Court participant's support network.

- **Status of Project DAWN Project**: A final Protocol was submitted to a local health care provider for a signature. LGR anticipates that the executed Protocol will be returned in early January 2021. Training videos and other materials needed for the program have been ordered from the Ohio Department of Health.

- **Status of QRT Project**: All law enforcement offices have declined to participate in in-person visits until the COVID crisis has passed, although those offices have agreed to forward weekly overdose reports. All reports received are being retained and will be entered into the tracking software after training on the software occurs.

In the meantime, a LGR peer supporter and a counsellor fromm Family Life have did complete an in-person visit.

- **Status of Support Meetings**: LGR began hosting support meeting both in person and on Zoom. LGR now hosts five meetings: Adult Children of Alcoholics; Family Support; Grief Support; SMART Recovery; and Narcotics Anonymous. Attendance has been somewhat light at these meetings so far, but this may be due to people's hesitancy to attend in person meetings during the COVID epidemic. LGR continues to promote these meetings heavily.

- **Success/challenges/trends**: Many of LGR's challenges continue from prior quarters and are related to the COVID epidemic, which hinders outreach efforts.

    - Success: The Peer Wellness Center is operating smoothly and LGR's staff is able to serve a variety of citizens with a variety of resources and services. Our staff has proven to be flexible and accommodating to varying needs.
    - Challenge: October and November 2020 saw a continued decrease in the number of calls requesting services received by the Peer Wellness Center.
    - Success: The number of calls to the Peer Wellness Service did begin to increase after we started distributing door hangers to Huron County communities.
    - Challenge: Promoting the availability of services at the Peer Wellness Center presents a challenge. The inability to hold events or attend in-person meetings of Huron County community groups to promote the Center effected our efficacy in getting our message heard.
    - Challenge: The COVID-19 virus resulted in the continued suspension of the ALERT- Jail project, as the CPRSs are not permitted to enter the Jail to meet with inmates.
    - Success: Substantial progress was made toward the launch of the Warm handoff project. LGR believes that the program will officially commence with Mercy Willard Hospital during the first quarter of 2021. LGR also believes that a final Memorandum of Understanding with also be completed with Fisher-Titus Medical Center during that quarter.
    - Success: We began hosting a variety of support meetings.
    - Success: LGR is now providing peer support services to Family Dependency Court participants.
    - Challenge: Use of the ALERT – Police program by law enforcement offices has dropped. LGR has not been able to identify why participation has lagged. We have begun contacting the offices and stations regularly to provide encouragement, education, and assistance regarding the project.

Huron County LOSS Project

The Huron County LOSS Team has been over the past three months focused on building relationships, watching current COVID-19 trends in Huron County, and actively searching for crisis teams that are currently in the county and how LOSS can collaborate/assist with current efforts.

Over the past couple months, the LOSS Team of Huron County has been experiencing delayed response times, or no return message from the organizations and businesses contacted regarding emails and phone calls believed to be associated with the COVID-19 pandemic that has devastated our country and this county. The LOSS Team will continue to actively pursue the organizations/businesses of Huron County in order to build relationships, collaborations, and volunteers to support families in need.

The following list below answer the 6 key items listed in the email as information needed concerning the LOSS team:

1. **Number of volunteers** – LOSS Coord., Tracy Fox, and Brittani Cooper
2. **Date of Trainings** – January 27th, 2021 @7pm via Zoom (Scheduled)
3. **Support groups led and current group schedule** – 12 Grief groups with only 2 participants. Grief group is currently held every Tuesday via Zoom at 8pm. Created 3 New London Grief Support group in order to provide support the community with the loss of the Police Chief to suicide. (Dates of groups were Dec. 2nd, 9th, and 16th 2020)
4. **Number of calls received by the team** – 1
5. **Outreach activities and events** – None (on hold pending COVID-19 cases)
6. **Bereavement events hosted over past quarter** – Ongoing Grief support group meetings on Tuesdays via zoom at 8pm.

Family Support Program – 2 families; 1 lost her husband to COVID and 2nd family of 3 just need support. (each family received resource basket from United Fund and assisted each family find resources in county to support them as they deal with being affected by COVID-19. Collaborated with Sidia Hernandez from HOLA.).

NAMI

The fourth quarter of 2020 has had its difficulties with the recent passing of our founder Larry McGlinchy and the on-going pandemic. However, NAMI has marched forward trying to meet the increasing mental health needs of our community. During the transition in leadership, Brenda Sobolesky has been named board president. We also added three new board members:

Kevin Mount, Heather Cordrey, and Kathleen Mirtes. With this new group we have continued to push forward with virtual meetings, averaging about eight attendees per meeting. In cooperation with NAMI Erie/Ottawa, NAMI Huron County is in the works to move from one monthly meeting offering to four. We are also moving forward with plans to have a monthly, community game night.

NAMI has been busy engaging with other organizations to improve our ability to serve the community. We have taken on a partnership with Mental Health First Aid and have continued to promote their services with an aim toward holding a training in Huron County as soon as it is safe. Virtual trainings are currently offered. We have also continued to build relationships with the neighboring NAMI organizations like NAMI SSW (Sandusky, Seneca, and Wyandot) and NAMI Erie/Ottawa. In coordination with NAMI SSW, NAMI Huron County has now participated with three CIT (Crisis Intervention Training) trainings as a participant, speaker, and trainer. Our goal is the training ALL area law enforcement and first responders. NAMI Huron County also helped with cadet training at EHOVE.

NEDC - Drug Free Clubs of America

In our last report, schools were still contemplating if they could safely run the DFCA program this year safely in their school.

Norwalk Middle School and Norwalk High School decided to wait until next school year to start the program back up. Norwalk Catholic School decided since they had an in person nurse this year that they would run the program.

Norwalk Catholic school is currently at 85 members. Down from last year, but that is understandable. They had their initial testing over a few weeks. They have provided some incentives for members such as donuts and hot chocolate and have given out gift cards that were donated by businesses. The first randoms will begin this month.

Drug Free Clubs of America continues at Norwalk Catholic School despite pandemic

St. Paul students pose for a picture after winning gift cards through the Drug Free Clubs of America program. Pictured: (from left) Ashton Stang, Megan Leibold, Elizabeth Belden, Paige McFadden and Vivica Jordan.

Drug Free Clubs of America (DFCA) gives students an incentive to refuse drugs or alcohol.

"They have the ability to say, 'I'm in DFCA and can be tested randomly, so I don't want to give that up.' Sometimes that is easier than telling your friend 'no.' And it starts to build our workforce for Norwalk and Huron County by promoting a drug-free lifestyle," said Betsy Pertner, who advises the club and serves as a school counselor for St. Paul High School and Norwalk Catholic School.

Drug Free Clubs of America was founded by a group of firefighters from the Cincinnati area in 2005.

"They knew something had to be done as so many adults that are abusing drugs began experimenting or using before the age of 18. Our chapter of DFCA is sponsored by the community of Norwalk and our students know they support them," Pertner said.

The cost to enter the program is $10. After passing a drug test, the students receive a membership card.

There is a chance for five random drug tests throughout the year. Test results go home to the parents, who can verify whether a drug is for a prescription or if it is an illegal drug. Incentives are offered for staying drug free. In the past, these have included free admission to athletic events, gift cards, donut days and certain parking spots. Although Pertner said there are some changes in the incentives this year, they are still able to provide students "with some amazing perks."

Norwalk Concrete Industries, Tucker Abstract & Title and the Huron County Board of Mental Health and Addiction Services (MHAS) donated the gift cards for the first drawing of this school year.

Ashton Stang, Megan Leibold, Elizabeth Belden, Paige McFadden and Vivica Jordan were drawn as the winners.
Pertner said testing is taking longer than usual this year because the school nurse is conducting the testing, rather than someone coming from DFCA. However, she Pertner it is important the program continues to be offered to her students despite the pandemic.

"We are making an effort to provide the program for our students as we feel, especially in this uncertain time, it is important to promote a safe and drug-free lifestyle," she said.

So far this year, just under 100 students in grades seven to 12 are involved in DFCA at Norwalk Catholic. In 2018, 49 Norwalk Catholic students were members and in 2019, that number had increased to 139.
Pertner is in her second year advising the club.

"I enjoy being able to interact with the students and being able to have a conversation with them in regards to how a drug-free life can help them to achieve their goals in the future. That the positive choices they are making now as a young adult will help them to have the life they want and deserve," Pertner said.
Local businesses, as well as the Norwalk Economic Development Corporation (NEDC), MHAS and Fisher-Titus Medical Center, have greatly supported the program.

Pertner said she is thankful for all of the support.

Students have also expressed gratitude for the program and its supporters.

"I just honestly want to stay thank you. For some kids, I know this isn't something big, but to me it is. I know many family members who use drugs and drink alcohol. So, for me, this helps keep me from the temptation from my family and keep steady. Thank you so much for bringing this to my school," an anonymous student wrote in a survey regarding the club.

Norwalk Middle and High schools also participate in the Drug Free Clubs of America program. Due to the COVID-19 pandemic, the program is on hold at those schools.

Last October, 236 NHS students were members of the club — an increase from the 192 in 2018.

Norwalk Middle School went from 173 participating students in 2018, to 230 in 2019, which meant 53.7 percent of students at that school were members of the club.

Advisers for the club in Norwalk schools plan to continue the program after the pandemic.

Visit DrugFreeClubsOfAmerica.com for more information on the program.

Oriana House

FY21 Levy Funded Quarterly Report – Rigel Recovery Services

Reporting Period: July 1, 2020-December 31, 2020

Rigel Recovery Services, a division of Oriana House, Inc. respectfully submits the following report to the Huron County Mental Health and Addiction Services Board in regards to services provided by Oriana House, Inc. July 1, 2020-December 31, 2020.

Waiting List Summary

Since July 1, 2020 our average wait from referral to assessment is 10 calendar days. For this reporting period, our average no show rate was 25%.

List of Staff and Openings

At this time, there are no staff openings. The office is supervised and staffed by:

- Deanna England, LICDC-CS, LPC, Clinical Manger
- Nancy Martin, LICDC-CS, LPCC-S, Clinical Coordinator
- Christina Riffe, LCDC III, Group Clinician
- Katheryn Mueller, LSW, LCDC III, Group Clinician

Quarterly Success/Challenges/Trends

Successes: Due to staffing changes, we have had the ability to bring back an option for all groups to be offered both in person and via telehealth. This provides more options for clients, and allows the spectrum of services to be available in the office for those unable to attend via telehealth. We have also seen a reduction in the no show rates for assessments.

Challenges: COVID-19 continues to present various challenges to delivering services. Due to staffing reductions in the second half of the year, the wait time for assessments averaged closer to 10 days than the goal of 7 calendar days.

Trends: We continue to provide services (assessment and Vivitrol) at the Huron County Jail until Firelands Counseling and Recovery Services has staff in place to take this over.

Special Population Report – New Clients Since 7/1/20

- Pregnant women with SUD: 0
- IV drug users: 12
- Communicable diseases: 11 individuals report having medical concerns, including Hepatitis C
- Crisis services: No crisis services delivered

Family Matters

Family Matters has not formally met since March 2020 due to COVID-19 pandemic. However, beginning January 2021, we will begin offering this service via telehealth.

Performance Outcome	Success Benchmark	Outcome (as of 9/30/20)	Outcome (as of 12/31/20)	Outcome (as of 3/31/21)	Outcome (as of 6/30/21)

Participants will gain confidence in using social skills taught.	75%	n/a	n/a		
Participant will feel ready to use social skills taught in interactions in the family.	75%	n/a	n/a		
Participants will learn skills that they believe they will find useful in their family.	75%	n/a	n/a		

Mental Health Services at CROSSWAEH

Four clients have received mental health services, including assessment, individual and group services for a total of 15 MH services performed (groups and individuals).

Performance Outcome	Success Benchmark	Outcome (as of 9/30/20)	Outcome (as of 12/31/20)	Outcome (as of 3/31/21)	Outcome (as of 6/30/21)
Clients identified as having a mental health need will receive a mental health assessment and appropriate mental health care.	20 clients annually	2	4		

Quarterly Service Demand

- 92 unique clients have been treated during July 1-December 31, 2020.
- No clients have been turned away due to inability to pay.

Performance Outcome	Success Benchmark	Outcome (as of 9/30/20)	Outcome (as of 12/31/20)	Outcome (as of 3/31/20)	Outcome (as of 6/30/20)
Clients of Rigel Recovery Services will have a 66% completion rate of IOP.	66%	68%	66%		

Clients will be seen within 5 business days of referral.	90%	73%	50%		

Fiscal Year 2021, Second Quarter Report

Northwest Ohio Behavior and Reporting Services

Reporting Period: October 1, 2020 – December 31, 2020

Northwest Ohio Behavior and Reporting Services (NO-BARS), a program of Oriana House, Inc. (OHI), respectfully submits the following report to the Huron County Board of Mental Health and Addiction Services in regards to services provided by Oriana House, Inc.

Services

This Report will reflect the achievements and opportunities for improvement for the following programs/services that NO-BARS provides:

- Day Reporting
  - Case management
  - Random urine drug screens
- Electronic and Alcohol monitoring

NO-BARS offers chemical dependency treatment services at the Norwalk, Ohio location through Rigel Recovery Services. Rigel Recovery Services prepares and submits a separate report for the Huron County Board of Mental Health and Addiction Services.

List of Staff and Openings

As of October 1, 2020, there is one staff opening: caseworker. Tracey Cutright-Meadows assumed the role of Program Coordinator on October 5, 2020. The office is currently supervised and staffed by:

Name	Title	City of Primary Office
Jason Varney	Vice President of Correctional Programs	Tiffin
Shannon Maag	Program Manager	Tiffin
Tracey Cutright-Meadows	Program Coordinator	Norwalk
Vacant	Caseworker	Norwalk
Tiara Brunthaver	Lead Operations Monitor	Tiffin
Chris Polofka	EM Operations Monitor	Norwalk

Referrals

Referrals appear to be down due to COVID-19; however, Norwalk NO-BARS and the Huron County Adult Probation Department are collaborating to increase referrals. Measures are also being put in place to step CBCF clients into Day Reporting upon their residential completion.

Service	Referred Clients
Day Reporting	13
Electronic/Alcohol Monitoring	8

Current Roster

Below is NO-BARS active client roster October 1, 2020 through December 31, 2020:

Service	Number of Clients	Note
Day Reporting	19	5 more clients have been referred, but have not started services. 2 clients are individuals who are currently incarcerated and 3 who have not appeared at NO-BARS to begin their referred services.
Electronic/Alcohol Monitoring	13	

Retention Rate

The best measure to evaluate the effectiveness of a non-residential program is by the retention rate. Retention rate is the numeric representation for our client's continued engagement and involvement in NO-BARS' services.

Service	Total Days Served	Retention Rate (percentage)
Day Reporting	1041	89.47 %
Electronic/Alcohol Monitoring	419	69.23 %
All Services	**1460**	**81.25 %**

Success Rate

Below outlines the number of clients who completed Day Reporting or Electronic/Alcohol Monitoring successfully:

Service	Successful Completions	Average Days of Successful Completions	Success Rate (percentage)
Day Reporting	5	96	60.00%
Electronic/Alcohol Monitoring	9	162	55.56 %

All Services	**14**	**129**	**57.14 %**

Random Urine Drug Screens

Below are the random urine drug screen statistics for all NO-BARS' services. It should be noted that one client has continued Oxycodone use and one client admitted to continuous daily use of marijuana causing the spike in new uses.

Month	Number of New Uses	Number of Tests Conducted	Percent of New Use Tests	Most Common New Use
October 2020	2	43	4.65 %	Methamphetamine (1) THC (1)
November 2020	2	37	5.41 %	Oxycodone (1) THC (1)
December 2020	7	35	20.00 %	MDMA (1) Oxycodone (3) THC (3)
Quarter Totals	**11**	**115**	**9.57 %**	**Methamphetamine (2) THC (6) Oxycodone (4)**

Alcohol Tests

Below are the random breathalyzer tests for all NO-BARS services:

Month	Positives	Number of Tests	Positive Percentage
October 2020	0	39	0.00%
November 2020	0	22	0.00 %
December 2020	0	19	0.00 %
Quarter Totals	**0**	**80**	**0.00 %**

Reach Our Youth

MHAS Quarterly Report
Reach Our Youth
January 2021

1. Summarize feedback and input from mentors, mentees, and mentee's families

   It seems that matches and families have finally been able to hit their stride and confidently

navigate what meeting in the time of a global pandemic looks like for them. I have continued to encourage volunteers to do what is comfortable for them, whether that is meeting less, meeting more, or meeting totally virtual. I have challenged them all to make at least 2 meaningful contacts every month.

Some of the activities our mentors did this quarter were:

- A match started going horseback riding together and are loving it! A photo is attached ☺
- Several holiday themed outings were done together – Christmas shopping, cookie decorating, gingerbread house building, etc.
- One mentor had a conversation with her mentee about self-harm. Her mentee was having some trouble at home and went away for a few days because she was hurting herself. Her mentor let her know that she is there for anything she wants to talk about.
- One match made candles together
- Went to the movies together
- Had a day at the trampoline park in Mansfield together (a Christmas gift). This match also had a conversation about money management and being able to trust other people when it comes to money.
- One match put together Christmas treat bags to deliver to the local nursing home for Christmas
- Another new match played question roulette to get to know each other better
- Another went swimming at the Norwalk Rec Center and did a lot of school work together; playing games & ping pong were peppered in as well ☺
- One match went to support her mentee at her basketball game!

Statistics - # of mentors and mentees, # of mentors applied/new interest in the program

Our statistics are attached in our overall spreadsheet.

We currently have 4 new mentors in various stages of the intake process and several who have expressed interested, but hasn't completed an application. I have a list of follow-ups I need to make ☺

2. What monthly group activities occurred?
    a. In late October, we had a Pumpkin Drive-Thru, where families or matches could drive thru for fall themed activities. Everyone received a pumpkin, tools to paint it, & stickers to put a face on it. They received a goodie bag with Halloween Candy, and a variety of fall crafts. They also received a donut from Burnham Orchards and apple cider from a local cider mill.
    b. In early December, we did a Christmas Drive-Thru, similar to the Fall Drive-Thru but included a meal. Any participating received a meal (in a microwavable container), a

gingerbread house kit, a craft kit, and a Christmas goodie bag. It rained this day and didn't seem very festive, but people were very grateful for their meals!

c. We don't currently have any more group activities planned because of the virus. I'm outlining one for Valentine's Day, but invitations haven't been sent out.

3. What training opportunities occurred for the quarter?

We didn't have any of our own trainings this quarter.

4. Success/challenges/trends

- Christmas was a huge success for the program. Every year we do a Giving Tree where we put tags with the names of kids in the ROY and CASA Programs on the tree. Each tag lists a few things they want and few things they need. We saw overwhelming support with this! All 153 tags were taken in a matter of 2 weeks and we had people calling and asking for more. This generated a lot of attention to the program and even resulted in one mentor application and several people expressing a desire to get involved. It was so awesome seeing our community so ready to give and make Christmas magical for kids.

- I did seven match-ups in the month of November! A record for me. It's been great to watch those relationships take off and grow!

- Kids are still really struggling in school. I saw this firsthand when a kid in the program told me she regularly fell asleep while in online class. I'm hoping kids are able to return to a full normal schedule by the end of the year.

- Paying for extra-curriculars has been low this year, mostly due to the fact that things have been cancelled and people are hesitant to get involved in new things. I'm hoping this picks back up again soon as well. However, we did pay for one girl to get involved in travel volleyball. She is immensely talented and I'm hoping this will elevate her skill level (and get her a college scholarship).

1st Qtr	Apr	May	June	2nd Qtr	July	Aug	Sept	3rd Qtr	Oct	Nov	Dec	4th Qtr	YEAR
48	50	49	49	**49**	50	51	54	**50**	51	48	54	**51**	
7	0	1	1	**2**	2	4	0	**6**	0	7	2	**9**	
5	1	1	0	**2**	1	1	4	**6**	3	1	1	**5**	
50	49	49	50	**49**	51	54	51	**50**	48	54	55	**55**	**55**
	0	0	0		0	0	0		0	0	0		
	0	0	0		0	0	0		0	0	0		
	0	0	0		0	0	0		0	0	0		
	29	29	29		31	32	32		28	30	32		
	5	5	5		5	4	4		4	4	4		
	15	15	16		16	19	16		16	21	20		
50	50	50	51	**51**	53	54	55	**55**	52	48	48	**48**	**48**
32	32	32	32	**32**	32	32	32	**32**	32	36	36	**36**	**36**
82	82	82	83	**83**	85	86	87	**87**	84	84	84	**84**	**84**
516	186.5	229	181.5	**597**	281	232	248.25	**761**	382.5	205.5	70.5	**659**	**2,533**
$1,084	$334	$306	$245	**$885**	$522	$894	$339.00	**$1,755**	$577.57	$216	$220	**$1,014**	**$4,738**
	5	1	0		0	1	3		7	1	1		
	0	0	1		2	0	3		1	1	0		
	33	33	32		32	31	31		33	31	31		
	43	43	42		39	37	35		35	32	32		
72	76	76	74	**74**	71	68	66	**66**	72	63	63	**63**	**63**
	2	2	2		2	2	1		1	1	1		
	3	3	3		3	3	3		3	3	2		
	7	7	7		7	7	7		7	7	7		
	42	42	41		38	37	37		41	39	39		
	3	3	3		3	4	6		6	6	6		
	21	21	20		20	18	17		22	19	21		

Services for the Aging Age Exchange