

## **ADAMH Board of Franklin County 2008 Accomplishments**

**Managing For Results Overview:** In 2001, the Franklin County Board of County Commissioners mandated that every County-funded Board/Department & Commission participate in the Managing For Results [MFR] initiative as a first step toward performance based management. The intent of the MFR initiative was to allow county government to operate more efficiently by focusing on customer service and financial management. ADAMH's accountability system seeks to ensure that public resources are being used in the most efficient and effective manner to serve as many consumers as possible with quality alcohol/drug and mental health treatment and prevention services. The following is a summary of the results accomplished in 2008 based on the established MFR goals. While these results are collected and measured by the ADAMH Board in its role as the planner, funder and evaluator of behavioral health services, the results are a compilation of the hard work of hundreds of professionals working in provider contract agencies and community partner organizations. The Board recognizes and thanks all those who work in the ADAMH system of care to help Franklin County citizens with their recovery.

- 1. CONSUMER CARE:** The purpose of the Consumer Care Line of Business is to provide quality, culturally competent mental health, alcohol and/or other drug addiction treatment and prevention services to children, adolescents, adults and older adults so they can experience recovery from their illnesses.

  - The ADAMH system of care provided mental health &/or addiction treatment services to 3% more people (41,322) in 2008 compared to CY 2007.

The measurement and reporting of consumer outcomes serves three main purposes (a) to manage consumer care, (b) to improve the service delivery system, and (c) to account for public resources. The results showed and suggested that:

- 1) Treatment works! Client recovery was significant with time in treatment.
  - 2) Clients receive quality and effective care. Clients reported high satisfaction with services received.
  - 3) Great returns on public investment. Treatment was found invaluable as it improves the productivity of our society and reduces pain and suffering of consumers and families.
- 88% of adults with severe mental illness showed improvement in at least one of the four major areas: improved quality of life; meaningful activities and day-to-day functioning; reduction of symptoms and problems; and overall empowerment; 90% of consumers reported that the treatment they received helped them to deal more effectively with their problems.
  - 79% of adults and older adults showed improvement in one of the three major areas - symptom distress, quality of life and satisfaction with financial situation; 89% of

consumers reported the treatment helped them to deal more effectively with their problems.

- 76% of children and adolescents receiving treatment showed improvement in two of the following areas: reduced problems, improved functioning and hopefulness; 95% of adolescents and 85% of parents reported that the treatment was effective.
- Approximately 85% of adults receiving alcohol and other drug treatment showed improvement in the majority of the problem areas (4 out of 7): health, employment, alcohol use, drug use, family/social relationships, criminal justice, and psychiatric problems. More than 92% of adults reported that treatment was effective.
- 97.6% of consumers [1091] who were provided affordable housing through Community Housing Network [CHN] maintained the same residence for at least one year.
- More than 61,736 youth received prevention services and 92% reported increased awareness or positive behavior change after participating in the program.
- More than 47,184 adults received prevention services and 81% reported increased awareness or positive behavior change as a result of participating in the program.

**2. SYSTEM OF CARE PLANNING & EVALUATION:** The purpose of the System of Care Planning & Evaluation Line of Business is to provide strategic plans for network capacity and access so that consumers' needs and demands for good quality, diverse and culturally competent treatments and services are adequately met.

- Conducted 33 reviews of agencies with ODMH and ODADAS Medicaid claims during SFY 08 and issued timely findings reports.
- Completed 1156 housing inspections to ensure that homes of consumers with Severe and Persistent Mental Illness [SMI] met minimum fire and life safety standards and that those consumers are receiving appropriate services; 96% of inspected homes passed Fire and Life Safety inspections on the first visit.
- After successful passage of the levy in the fall of 2005, the ADAMH Board kept its promise to the community to create additional service capacity in targeted areas of need. The Board instituted a Request for Results (RFR) process, which outlined specific programmatic and budgetary specifications, and contracted agencies competed for additional funding.

Some highlights from the newly created programs include the following:

### **Serving Children and Youth with Treatment Needs:**

- A Youth Crisis Team was funded as a partnership between NetCare Access, Nationwide Children's Hospital and the OSU Medical Center. In CY 2008, 1,343 youth and their families received assessment, crisis intervention and linkage to hospital and community services from NetCare.
- ADAMH and Franklin County Children's Services (FCCS) joined to fund an intensive treatment, daily support and life skills development program at North Central Mental Health Services, Inc. for youth who need significant levels of assistance to transition from multiple foster care placements and extended residential treatment center stays to independent living. The youth referred by FCCS have severe and persistent mental illness and are likely to need ongoing medication and treatment as adults. In 2008, 71 youth were served with this collaborative, intensive treatment model. Eighty six percent (86%) of the participants age 18 or older report positive results in terms of their quality of life; meaningful activities and day-to-day functioning; reduction of symptoms and problems; and/or overall empowerment.
- Three prevention and early intervention programs were funded to target children at risk for dropping out of school due to poor attendance, disciplinary actions, and failing grades at the Westerville City Schools, Hamilton Local, Canal Winchester, Reynoldsburg, and Southwestern City Schools. In CY 2008, 564 children and adolescents were served by these new programs offered by Project Linden, Concord Counseling and Directions for Youth & Families.

### **Serving Adults with Treatment Needs:**

- ADAMH allocated levy resources to Dublin Counseling Center and Northwest Counseling Services to build community capacity to treat persons suffering from psychological trauma. In 2008, 401 individuals received treatment from these evidence based programs. Eighty percent (80%) of participants report positive results in terms of their quality of life and/or reduction of symptoms and problems.
- Three providers were funded to increase the system's capacity to meet the behavioral health care needs of older adults, through community outreach, home-based services and coordination with primary health care providers. In 2008, Concord Counseling Center, Northwest Counseling Services and Maryhaven treated 492 older adults in a variety of settings. This represents a 122% increase in the network's capacity to meet the behavioral health care needs of this growing demographic. Eighty four percent (84%) of participants report positive results in terms of their quality of life and/or reduction of symptoms and problems.

- Served 955 adults with medically assisted opiate treatment programs at CompDrug and Maryhaven – a 30% increase in system capacity resulting from expansion funds. Eighty-six percent (86%) report positive results related to family/social relationships, criminal justice, reduction in alcohol use, reduction in drug use, psychiatric problems, health and/or employment.

### **Supporting Consumer Recovery:**

- The PEER Center (Peers Enriching Each others' Recovery) has been in operation since January 1, 2007 and is open from 7 a.m. to 11 p.m. every day, including holidays. The Center provides peer support and mentoring, educational and creative opportunities, a computer lab, and social activities that assist persons in their recovery. Since opening, the PEER Center has welcomed 1,549 visitors. During 2008, 452 consumers made a greater leadership investment in the PEER Center, becoming Associates that denotes a more active role in the PEER Center. Ninety-two percent (92%) report positive results related to their quality of life, meaningful activities and day-to-day functioning, reduction of symptoms and problems, and/or overall empowerment.

### **Supporting System/Community Planning:**

- Since January 2007, 7,500 calls were received by the Franklin County Suicide Prevention Hotline. 71% of those callers agreed to a plan and an intervention was initiated.
- In May of 2008, the ADAMH Board invested RFR dollars in the development and restructuring of three Integrated Dual-Disorder Treatment/Assertive Community Treatment Teams to provide evidenced-based and intensive community-based treatment for up to 280 of Franklin County's highest risk consumers. Both Evidenced-based practices report outcomes reducing inpatient psychiatric bed day utilization. By the end of 2008, 183 consumers of the 280 team openings had been assessed, approved for admission and transferred to one of the three funded IDDT/ACT Teams. An additional 97 were assessed and approved and slated for transfer by the end of February 2009.
- Beginning in February 2008, ADAMH Board Clinical Leadership developed a new process of utilization management at Twin Valley Behavioral Health, our local State Hospital. On a weekly basis, ADAMH Clinical leadership meets with Clinical Leadership of TVBH and reviews every Franklin County State Hospital admission with a length of stay of two weeks or more. System planning around each consumers' discharge needs, access and availability to services is discussed and actioned at the hospital or provider level. These weekly review meetings inform ADAMH of our System of Care needs, strengths and areas of future development. Specific reviews have been conducted on consumers with particularly challenging clinical and discharge plans.

- In 2008, the ADAMH Board Medical Director completed a review of mental health services provided in the county jail system and worked with jail administration, the ADAMH provider Twin Valley Community Support Network (CSN) and Franklin County Commissioners, to enhance staffing levels with the addition of two full time psychiatric nurses.

### **Community Partnerships:**

- Partnered with Columbus Public Health on PBS series Unnatural Causes. ADAMH participated in community forums and WOSU television's community leaders' roundtable.
- ADAMH staff helped the Multi-Ethnic Advocates for Cultural Competence (MACC) organization hosts its annual training conference that addressed issues of disparities in health and behavioral healthcare.
- The ADAMH Board along with Directions for Youth and Families, Maryhaven, and The Ohio State University College of Social Work, received a SAMHSA Grant to implement an Adolescent Family and Treatment program, which is an evidenced-based treatment model serving youth with substance abuse needs. We have completed our first full year of the grant and have served 35 youth meeting all of SAMHSA's targeted commitment and follow-up requirements.
- The ADAMH Board, Franklin County Children Services, and Franklin County Juvenile Court collaboratively invested in the formulation of a community-based treatment team, to provide the evidence-based practices of Functional Family Therapy. The treatment model is intended for intervention with adolescents with externalizing behavior disorders as well as other family problems. Rosemont Center has developed a team of 5 clinicians and began serving families in November of 2008.
- In collaboration with Franklin County Children Service and Franklin county Juvenile Court the ADAMH Board has expanded services to youth receiving Multisystemic Therapy services. The county now supports five teams within three provider agencies. The provider agencies have served 125 families with a full course of treatment and report that 70% of youth have remained in their home, in school and have had no new arrests.
- Partnered with Judge Scott VanDerKarr, the Franklin County Municipal Court and ADAMH-funded mental health treatment providers to continue the Mental Health Court Specialty Docket. The target population is offenders with criminal charges that have concurrent severe and persistent mental health issues. In 2008, the program accepted 55 active participants. In August 2008, 8 more clients successfully graduated from the program, joining the 31 individuals successfully discharged in 2007. The Mental Health Court Specialty Docket saves the County approximately \$268,000 per year in jail days and costs associated with court summons.

- Crisis Intervention Team (CIT) training was provided to law enforcement officers in 14 different local municipalities over the past five years. In 2008, officers from 7 municipalities, the Franklin County Sheriff Office and local college campuses were trained. CIT officers receive approximately 40 hours of training in psychiatric disorders, substance abuse issues and de-escalation techniques, and in legal issues related to mental health and substance abuse. They receive empathy training from individuals with mental illness and are exposed to the views of family members. They also receive information on community resources for people in a mental health crisis. The program is designed to create a seamless link between law enforcement and emergency mental health services, serving as a pre-arrest diversion option.
- The ADAMH Board began a partnership with the Ohio Department of Rehabilitation and Corrections, the Ohio Department of Mental Health, COVA and Columbus Area, Inc. to implement a forensic peer specialist program that assists individuals who have been in the criminal justice system who also have Severe and Persistent Mental Illness (SMI) to successfully transition to the community. In CY 2008, 76 individuals were served by this program. In addition, funding was secured in CY2008 from the Ohio Department of Mental Health to provide permanent supportive housing as well as transitional housing for program participants after their release from prison.
- Secured grants from public & private sources to the ADAMH System of care resulted in \$1,389,510 in additional funds for increased programs and services targeting populations in need. ADAMH provided either technical assistance and/or primary grant writing services to secure these funds.

### **Community Education Activities:**

- ADAMH's community relations efforts included meeting with or giving presentations at 62 different organizations or key stakeholders, such as Upper Arlington City Council, Westerville City Council, Young Professionals President's Council, Bexley Lions Club, and New Salem Baptist Church, with the help of ADAMH and provider staff members, to convey ADAMH educational messages.
- Continued a paid public education campaign with the launch of ADAMH's anti-stigma campaign on local television stations WBNS 10-TV, WCMH NBC-4, WSYX ABC 6, WTTE FOX 28, WWHO-CW and Time Warner Cable, airing 864 TV ads on programs such as The Oprah Winfrey Show, The Tyra Banks Show and BET.
- Launched a supplemental education campaign on local radio with ads airing on WOSU 820 AM, WXOL 1550 AM (Radio Sol) and WJYD 106.3 FM with 232 radio spots; seventeen billboards were purchased throughout Franklin County with key educational messages in English, Spanish and Somali.
- Proactively pitched 360 stories resulting in 88 stories in print, radio and television media outlets, 24% of which focused on anti-stigma efforts to align with ADAMH's paid advertising campaign.

- ADAMH's web site attracted more than 7,348 monthly visitors each month.
- Hosted ADAMH's Annual Meeting celebration at the Columbus State Community College's Center for Workforce Development, attended by more than 200 elected officials, provider staff and community guests. Highlights of the event included Keynote Speaker Ohio Department of Mental Health Director Sandra Stephenson, a performance by The Good Guys, Community Support Network's Rock Band and the unveiling of the Somali video project. Also, four awards were presented:
  - Randall M. Dana Award of Excellence awarded to Joanne Seip, Columbus Public Health;
  - Barry Mastrine Award awarded to Laura Moskow Sigal, Mental Health America of Franklin County;
  - Art Lynn Consumer & Family Advocate Award awarded to the Consumer & Family Advocacy Council (CFAC);
  - Outgoing Board Chair Award presented to Thomas Bonasera.

**3. ADMINISTRATIVE AND LEADERSHIP SERVICES:** The purpose of the Administrative/Leadership Support Services Line of Business is to provide community outreach and awareness, human resources, facility and equipment, financial management, and information support Services to citizens, and ADAMH Board of Trustees and staff so they can achieve their goals and fulfill the Board's mission.

- ADAMH Staff donated \$6,868 to the Franklin County Combined Charitable Campaign this year.
- In addition to on-going county sponsored e-learning, ADAMH undertook an extensive training and staff development program that included training in Microsoft Word 2 &3, ACCESS 1&2, Excel 1&2, and Office 2007. It included the following staff participation:
  - Word – 12
  - ACCESS – 27
  - Excel – 39
  - Office -- 43
- Agreement with OSU College of Social Work and PLA to begin a Master's Level Social Work program, consisting of at least 15 students currently employed in the ADAMH system.
- Implementation of a Wellness Program that included mammogram screening, flu shots, nutritional counseling, and cardio fitness classes.

**Facility Efficiencies:**

- 99% of the regularly scheduled facility projects and preventative maintenance activities were successfully completed on-time.

- The ADAMH Board completed a comprehensive Building Assessment that will serve as a “blueprint” for future renovations.
- 86% of all emergency building repairs were completed within 1.5 business days, resulting in no interruption in staff functioning in a safe and healthy environment.

### **Business and Financial Services Results:**

- In partnership with providers, 45,849 retro Medicaid claims were completed translating into the collection of \$2,637,896 in retroactive Medicaid federal matching funds. This “hands-on” effort created funding for services for an additional 1,294 uninsured consumers.
- Paid 1.6 million behavioral healthcare claims totaling \$105.6 million to 199 providers; 99.3% of the funds were paid within 60 days.
- Providers received essential billing information in an average of 4.7 business days and 11,132 new clients were manually enrolled into MACSIS.
- Manually processed 930 batches of claims corrections in an average of 2.8 business days, in order to continually increase the accuracy of provider reimbursement and speed with which federal matching funds for Medicaid is recouped.
- 96% of the Providers’ 2009 Agency Service Plans and Budgets were reviewed and approved in a timely fashion.
- Entered providers’ rates into MACSIS within 4 days of approval, allowing timely and accurate reimbursement for services.
- Financial projections provided accurate decision making tools to ADAMH Board of Trustees and Senior Management. Monthly budget-to-actual reports were utilized to account for variances greater than 5% in the 10–year Levy Model.
- 99% of 670 financial reports were published in a timely fashion.
- The new Claims and Block Grant Balance reports with client count were developed for staff to help monitor the programs and to assist in the ASP budget review.
- Medicaid reports were developed for stakeholders to monitor (1) lag in receiving the FFP revenues and (2) if State revenues are sufficient to meet Medicaid obligations (“Upside Down” report).
- Enhanced the MUNIS data warehouse so that the staff can be efficient in researching issues and analysis.

- Developed an automated system to address the State's new requirement to Certify Public Expenditures for the Medicaid line-of-business.
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- Installed a new telephone system at ADAMH that will reduce monthly service charges by 65%
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- The Data Warehouse was upgraded to increase its capacity, performance and functionality. Ad hoc reporting capabilities were enhanced and addition canned reports were made available.
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- Installation of a Storage Area Network (SAN) increased file storage capacity and performance. A new robotic tape library unit has enabled full daily backups.
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- Implementation of Microsoft Office SharePoint Server has improved ADAMH's intranet's ability to increase employee communications, efficiency and productivity.