



2008

**Mental Health & Recovery Services Board
of Allen, Auglaize and Hardin Counties**

Annual Report 2008



Friends and Family



Friends and Family are there when we need them. . . .

I grew up Roman Catholic, actually German Roman Catholic in Toledo in the 1950s. Making your first communion was a big deal for our family and always meant a big family gathering and lots of food and cousins and presents. That year in 1958 my father was laid off from the Auto Light Plant in Toledo and we just had enough money to keep food on the table and certainly not enough to throw a big party.

It was December 7th – a Sunday and we had just returned from church. My grandmother was there and a bachelor uncle and that was the party. As far as I knew that was great because there was going to be cake and ice cream.

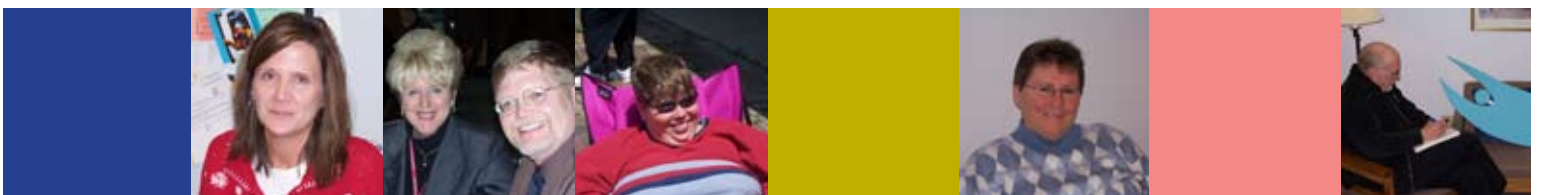
As we were getting ready to eat I heard my mother gasp and call us all into the living room. Our driveway was full of cars that were full of uncles, aunts, and cousins – lots of cousins! I heard my mother say to my father, “Bill, what are we going to do?” But then she noticed that as every family emerged from their car they also carried grocery bags of food and beverages – we were all Germans after all and it was 1958!

Many years later my father told me he went into the back room and cried he was so overwhelmed with the outpouring of love and generosity from his family – even as I am a little teary now just remembering that moment.

When times get tough we all depend on one another – friends and family – to be there for one another and to get us through the tough times. We are used to that here in our We Care Family. That’s how we have made it through the tough times in the past and that’s how we are going to make it through these times now.

Our model of Recovery is pretty simple – we stick together! Often times we are surprised that what we create in challenging times turns out brilliantly. I can’t wait to see what we will create next!

– Mike Schoenhofer





Accomplishments

Programs

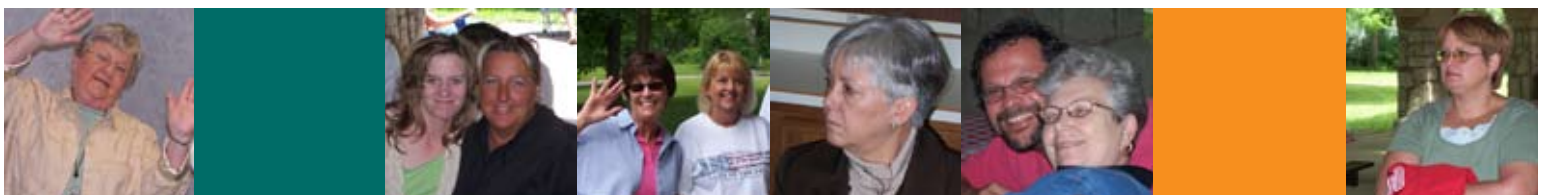
- Wentz and Associates provided Support Group Facilitator Trainings and Family Intervention Training for agency staff and community members.
- Changing Seasons transformed peer support services with a new program design, a new location, and increased membership.
- The Renaissance was completely redesigned to meet the needs of consumers transitioning from the hospital and to serve as a hospitalization alternative.
- The Incredible Years parent training was introduced to the community and has already engaged more than two dozen parents.

Collaborations

- We Care Faith Partners meet monthly for sharing, education, and collaborative projects such as Stepping Stones groups and Kid's Kamp for children of addicted parents.
- The Continuum of Care began implementation of the Blueprint to End Homelessness, a 10 year strategy to ensure that everyone has a place to live.
- The Mental Retardation/Mental Illness (MR/MI) Task Force was featured as a best practice by several state organizations.
- Critical Incident Stress Management (CISM) training brought together multiple systems to respond to disasters and trauma.

Fiscal

- The Board reduced staffing by 1.2 FTEs to reduce costs and improve efficiency.
- The Ohio Department of Mental Health awarded the Board a capital grant of \$250,000 for improvements at 799 South Main Street.
- The Board implemented MIP, a fund accounting software package, to enhance efficiency and accountability.





Advocate of the Year

Kathy Fields, Secretary for NAMI Hope Alliance, gave many years of quiet service to family members of people with mental illness. For Kathy, there was no such thing as stigma: everyone deserved to be treated with dignity and respect.

Never afraid of what others might think, she was tireless in her advocacy – much of which was never seen by anyone except the families that she nurtured through the process of understanding their loved ones' mental illness. She always said and did what she believed was the right thing for consumers and families.

Because of Kathy's tireless hours of volunteer service, NAMI Hope Alliance has gained an outstanding reputation for being the place where hurting families go to begin the healing process.



Professional of the Year

Melissa Meyer, PCC-S, is the Director of the Auglaize County We Care Center. She has been employed by Family Resource Centers since 1999. In that time, she has worked as a case manager, clinical counselor, supervisor, and site director. As the Director of the Auglaize County We Care Center, Melissa brought together three agencies into a functioning team.

"Melissa always goes above and beyond what's expected," stated Jodi Knouff, a clinician and prevention specialist at the Auglaize County We Care Center.

"You can always go to her and she will support you by finding out what you need and closing the loop. She represents us so well in the community. We are where we are mainly because of the work she does."

Melissa is currently on leave to celebrate the birth of her third child.



Community Partner of the Year

Rick Skilliter has been Chief of Police for Bluffton since January 2005. In that time, he has literally seen fire, floods, and incredible community tragedy.

Chief Skilliter is an active member of our Law Enforcement Task Force and is a good friend of the We Care People and a shining example of what it means to be a public servant. He has made sure that every officer on the Bluffton Police Department is trained in Crisis Intervention Training so that they are skilled and knowledgeable in dealing with persons with mental illness.

Rick has taken charge of the Critical Incident Stress Management team that responds to firefighters, police officers and other emergency services personnel who suffer from the aftermath of dealing with a tragedy or disaster. He also manages the Critical Incident Stress Management team. Chief Skilliter has helped hundreds in his efforts.

Business Associate of the Year

The Bistro and chef/owner Alisa McPheron have contributed greatly to the success of Changing Seasons' first year. Located in the building next door, The Bistro has been very gracious to our consumers and staff.

Jennifer Metzger, Manager of Changing Seasons, sums up why McPheron and The Bistro deserve to be recognized:

“The Bistro has been a warm, welcoming neighbor to Changing Seasons from the very beginning. Upon introduction, Alisa offered to help us move our belongings in! From that point on, she has done everything from donating her time and energy to answering questions about the building,



to serving as the Food Service Consultant for Changing Seasons.

Alisa and her family have also donated



many items to Changing Seasons and are even allowing us to borrow their dishwasher!

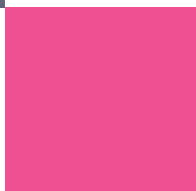
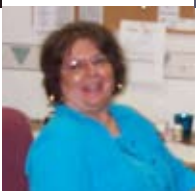
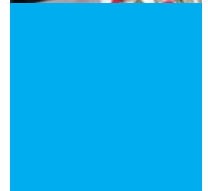
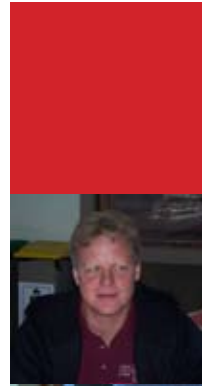
In addition to all the help that she's given Changing Seasons, Alisa is a genuinely friendly and kind person which is always an important quality in a neighbor.

As the new kids on the block, Alisa and the staff at the Main Street Bistro definitely made us feel welcome.”

And she's an amazing chef as well!

Did You Know?

- Our web site, www.wecarepeople.org, averages nearly 3,000 unique users per month? In December 2008, more than 1,100 people read the “NEWS” blog!
- *Wecarepeople.org* serves as the primary calendar for human service events in Allen County.
- Families with children as young as 2 years old and loved ones as old as 70 have found help in the We Care system.
- The Hopeline receives more than 500 calls per month for both crisis assistance and information.
- We Care Faith Partners meet the third Saturday of every month at 8:30 a.m. at Changing Seasons. More than 25 different congregations have participated!



Culture of Quality Peer Certification

Ohio Association of
**COUNTY
BEHAVIORAL
HEALTH
AUTHORITIES**

The Mental Health & Recovery Services Board received Culture of Quality Peer Certification in November 2008. The Culture of Quality program was developed by the Ohio Association of County Behavioral Health Authorities

(OACBHA) and member Boards from around Ohio.

The Culture of Quality is working to transform Ohio's behavioral health system by promoting a more **efficient, effective, consistent, and accountable** county Board system. The Culture of Quality leads to greater continuity among Boards, making it easier for consumers to access services.

In order to be certified, the Board had to meet more than 140 standards from 10 domains:



- Medicaid
- Public Affairs
- Risk Management & Insurance
- Board Health & Safety
- Human Resources
- Mission & Program
- Governance
- Board Finance & Operations
- Continuous Quality Improvement
- Ethics

Representatives from OACBHA and the Montgomery County Board served as peer reviewers. The surveyors assessed documentation of the standards and interviewed Board staff and customers. Preparation for the review took more than a year. The certification is for three years. Allen, Auglaize & Hardin is one of only 14 Boards to obtain this designation.

Keeping Services Accessible

The Mental Health & Recovery Services Board has been working for the past several years to transform our service delivery system to meet the challenge of shrinking resources.

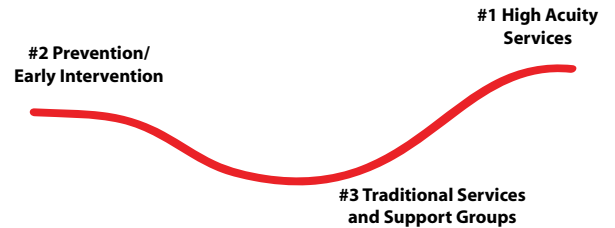
Our goal of keeping services accessible has required us to think differently about the types of services we offer as a public mental health and substance abuse system and who is eligible to receive them.

We envision our system as a continuum of three safety nets:

Our first safety net is for people with severe mental illness and/or addiction. These folks are our mandated priority and serving them with the best possible psychiatry, counseling, case management, and other services is the right thing to do.

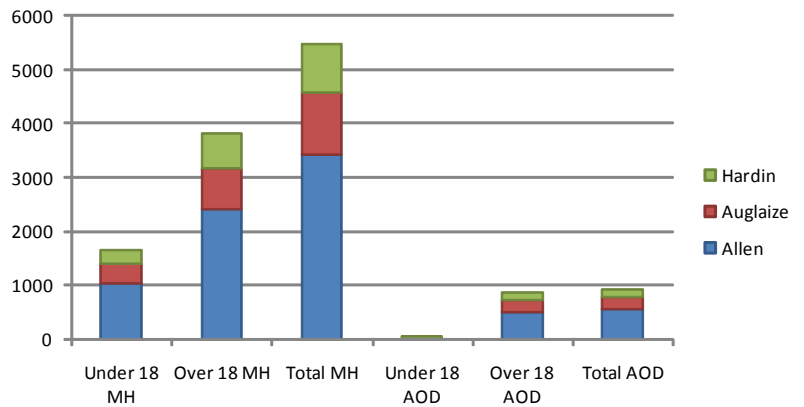
Our second safety net is prevention. If we can intervene early we save both lives and dollars. Federal research indicates that for every dollar we spend on prevention, we gain up to \$20 in returned benefits.

Our final third level safety net is brief intervention plus support groups. Brief intervention may include a traditional service such as counseling. We have also trained over 100 group facilitators to help people right where they live. People attending support groups may have concerns which are mild or moderate and would benefit from this free service.



Funding and Service Statistics

Total Customers Served



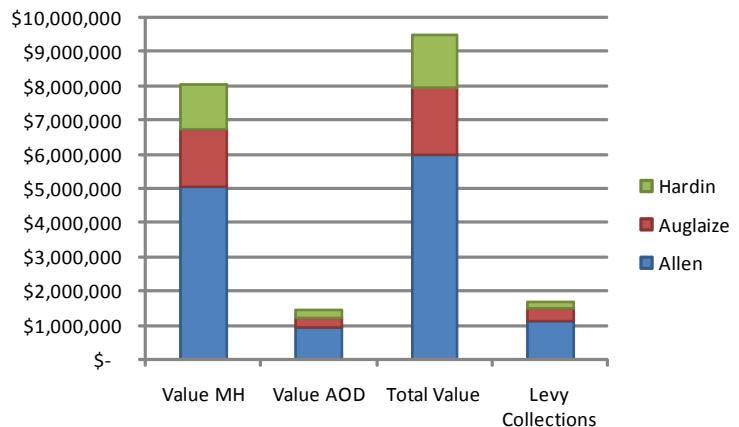
Total Served Mental Health

	Under 18	Over 18	Total
Allen	1,033	2,408	3,441
Auglaize	364	772	1,136
Hardin	265	635	900
AAH Total	1,662	3,815	5,477

Total Served Alcohol and Other Drug

	Under 18	Over 18	Total
Allen	39	512	551
Auglaize	15	230	245
Hardin	12	127	139
AAH Total	66	869	935

Total Value of Services



Total Service Value (unaudited)

	Mental Health	AOD	Total Value	Levy Collections
Allen	\$5,070,996	\$937,054	\$6,008,050	\$1,137,325
Auglaize	\$1,660,553	\$290,884	\$1,951,437	\$384,169
Hardin	\$1,307,526	\$208,789	\$1,526,315	\$186,034
Total AAH	\$8,039,075	\$1,446,727	\$9,485,802	\$1,707,528



Agencies

- ASTOP, Inc.
- Family Resource Centers
- Lima UMADAOP
- Lutheran Social Services
- St. Rita's Medical Center
- Specialized Alternatives for Families and Youth (SAFY)
- Consolidated Care

Staff

Michael Schoenhofer, *Executive Director*
Philip Atkins, *Director of Communications*
Alice Giesken, *Director of Operations*
Chris Karcz, *Director of Finance*
Linda Leffman, *MACSIS Specialist*
Amy Morman, *Accounting Assistant*

Mental Health & Recovery Services Board of
Allen, Auglaize and Hardin Counties
1541 Allentown Road
Lima, Ohio 45805

Board of Directors

Al Willis (*Allen*) Board Chair
Dick Schroeder (*Allen*) Vice Chair
Tina Whitaker (*Hardin*) Treasurer
Jim Bronder (*Allen*)
Arlett Pollock-Evans (*Allen*)
Mary Eyink (*Auglaize*)
Daniel Hughes (*Allen*)
Dan Marshman (*Hardin*)
Rev. Steve Nelson (*Auglaize*)
Julia Nuñez (*Allen*)
Kay Rex (*Hardin*)
Amy Ruppert (*Auglaize*)
Elizabeth Schaefer (*Allen*)
Wanda Stokely (*Allen*)
Jim Woten (*Allen*)



"To reach out and provide vital prevention and treatment services to every resident."