

**Liberty Center Connections  
dba (STEPS at Liberty Center &  
Every Woman's House)**



**Annual Report  
Fiscal Year 2009**

**Building healthy and peaceful  
families and communities**

**104 Spink St.  
Wooster, OH 44691**

# STEPS at Liberty Center



Mission: To prevent and treat chemical dependency and abuse through strategies which meet the needs of individuals, families and communities.

## *Clinical Services*

**Outpatient Services** - The outpatient-counseling program provides individual, group and family counseling for individuals experiencing difficulty because of substance use in their lives. Services provided include: assessment, individual counseling, group counseling, crisis intervention, couples therapy, case management, and family therapy.

The Outpatient department employed nine full time and one part-time therapists during FY'08. This includes full-time therapists assigned to the Wayne County Justice Center and each of the residential treatment programs. All clinical staff was supervised by the agency's full time Clinical Director. The Clinical Director is a master's level clinical social worker licensed by the state of Ohio as a Licensed Independent Social Worker and a Licensed Professional Clinical Counselor as well as the Ohio Department of Alcohol and Drug Addiction Services as a Licensed Independent Chemical Dependency Counselor.

All outpatient counseling staff possess a Master's Degree in an appropriate field and are independently licensed in their respective fields. Most staff have the additional credential of Licensed Chemical Dependency Counselors or in the process of obtaining such. During FY '09 there were also two interns (one Bachelors level and one Masters Level) that worked within the Department. Counseling staff are expected to work at least one evening a week and carry an active caseload of 40-45 clients.

Overall the number of citizens served and units of service delivered were very comparable to FY'08 as the significant increases from past years were able to be maintained despite the reduction of clinical staff. During FY'09, 866 individuals were provided 29,028 hours of service. This included 620 new admissions. This was further demonstrated with ongoing improvements in the reduction of no-shows and

wait times for assessment. Client satisfaction continue to be exceedingly high for all key indicators ("Services provided what needed", "Recommend STEPS to others" & "Overall satisfaction") with 100% of respondents indicating satisfaction. Considering that the majority of the citizens that are served have in some way been required to attend and that the survey is completed "universally" by all clients served, this is an outstanding achievement.

**Intensive Outpatient Services (IOP)** - STEPS offers two separate intensive outpatient programs, "Choices" and "CADET". They provide an alternative to residential or non-intensive, hourly treatment and are described in detail below. These programs are supervised by STEPS full time Clinical Director.

### *Choices*

Participants of CHOICES have the option of daytime, afternoon or evening programs. Daytime participants attend three sessions per week from 9:00 AM to 12:00 noon. Afternoon from 3:30 to 6:30 and evening participants attend three sessions per week from 5:30 PM to 8:30 PM. An additional evening track was developed in FY '09 to accommodate increased community need.

Residents from the half-way houses receive part of their intensive outpatient treatment by attending specialized therapy groups and part with therapy groups at each of the respective houses. Prior to it closing mid-year, inmates from the Discipline and Rehabilitation Center (DRC) were also served at the Gault Liberty Street location. All clients are involved in a combination of both general group therapy sessions and a wide variety of time-limited group therapy sessions on a broad array of topics vital to overall recovery. These are chosen by the client and his/her therapist based on his/her

individual needs.

Continuing care is offered afterwards and generally consists of weekly individual and group sessions of lesser intensity. Intensive outpatient services also typically include interventions for the family and required attendance at 12-Step meetings.

During FY'09 217 persons were provided 18,176 hours of IOP services. This included 242 hours of service provided to some of the additional 22 clients who were residing in the Discipline & Rehabilitation Center (DRC). This represents a slight increase (2%) in citizens served and hours provided 3% from FY'08.

Outcome data shows that 63% of those completing Choices were successful in their recovery 90 days post-discharge. Most of these clients continue on with less intensive treatment at STEPS while attending support groups throughout the area.

Overall client satisfaction remained high for Choices with all but one of the 47 respondents indicating satisfaction in all major areas.

For detailed information regarding outcome data and client satisfaction please refer to the Quality Improvement section of this report.

### *Cadet*

The CADET program has been in existence since 1990. CADET is offered two times a day four days a week to inmates at the Wayne County Justice Center in the jail itself. The program is staffed with 1.5 full-time counselors. The CADET program offers clinical evaluation, an intensive outpatient program, a jail based aftercare group and an agency based aftercare for discharged inmates.

During FY'09 83 people were provided 1673 hours of IOP. This was a decrease in both number of inmates served (13%) and also in hours of service provided (22%). This is mostly due to changes in the population at the Justice Center and thus the number of prisoners eligible for services there. In addition, over 648 units of individual treatment and 526 hours of intervention were also provided to prisoners which are comparable to last year.

Outcome data reflects a strong continuation of CADET clients to treatment upon release as 60% came to STEPS post-release which greatly exceeded the 50% target goal. There was, however, concerns with the two-year longitudinal recidivism study which showed that out of the 96 CADET clients in CY'07 18 (19%) were rearrested in the subsequent two years for alcohol or other drug crimes. There were an additional 28 who were rearrested for unrelated crimes.

Levels of satisfaction of services remain high as in the previous years. Thirty of the 32 respondents indicated satisfaction with services, that they would return to CADET if needed, and that they would recommend the program to others.

For detailed information regarding outcome data and client satisfaction please refer to the Quality Improvement section of this report.

**Residential Services** -Both the Beacon House and the Pathway are certified by the Ohio Department of Alcohol and Drug Addiction Services (ODADAS) as halfway houses. The programs have been designed to provide treatment for chemical dependency in a residential setting, to assist clients with gaining recovery tools to allow for long-term sobriety, and to assist clients in their transition back into the community as stable, self-sufficient citizens.

The programs incorporate the 12-Step model of recovery, focusing on honesty, open-mindedness and willingness to make permanent life-style changes that will allow them to maintain a drug-free life. Both programs have a daily routine of group and individual therapy, education on a variety of recovery and life-skill topics, and daily attendance at 12-Step meetings.

There is a requirement to complete daily household living skills and to provide community service hours each month. Both facilities individualize treatment as much as possible in order to address each client's specific needs and strengths.

Clients choose from a variety of specialized therapeutic groups held at the main office. These have proven to be very helpful and popular. Topics include: family issues, relationships, codependency, spirituality, how to use the 12 steps, relapse prevention, trauma,

revisiting beliefs and values, and parenting, among others. Extensive intervention is provided in areas such as completing education, obtaining employment and securing sober housing to help facilitate a successful transition back into the community.

The Beacon House continues to provide gender-specific treatment for the female clients, some of whom have children with them in treatment or who are expecting children in the near future. The women's program is tailored to the special needs of women who have been often traumatized, exploited and engaged in various risky behaviors to finance their addictions. Education and therapy related to issues is provided in addition to assistance with parenting skills, self-defense training, educational and occupational goals and other resources specific to women's and children's needs.

During FY'09 57 persons received 5619 days of service which exceed the goal by 13%. Milestone data reflected that 90% of clients who were successfully discharged from residential treatment demonstrated continued sobriety six months later. Client satisfaction at both houses remained very high according to survey scores as only one of the respondents expressing dissatisfaction. This was also demonstrated by increased continuation rates. For details regarding specific information regarding this please refer to the Quality Improvement section of STEPS.

**STEPS – Quality Improvement 2009**

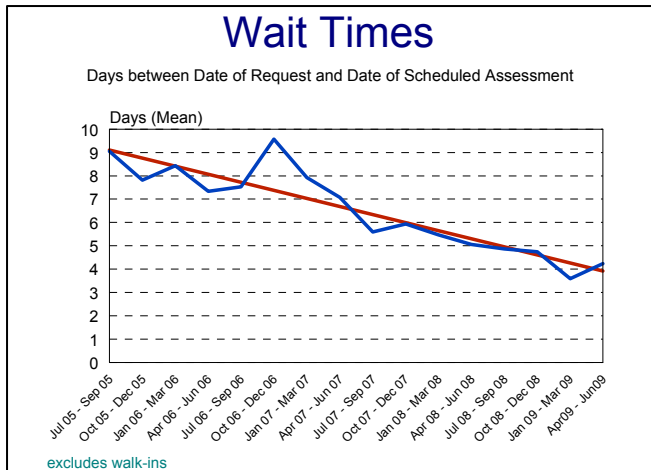
**NIATX Aims**

STEPS continue to track data on the four aims related to the improvement of access and retention in addiction treatment, as presented by The Network for the Improvement of Addiction Treatment (NIATx). The four aims are:

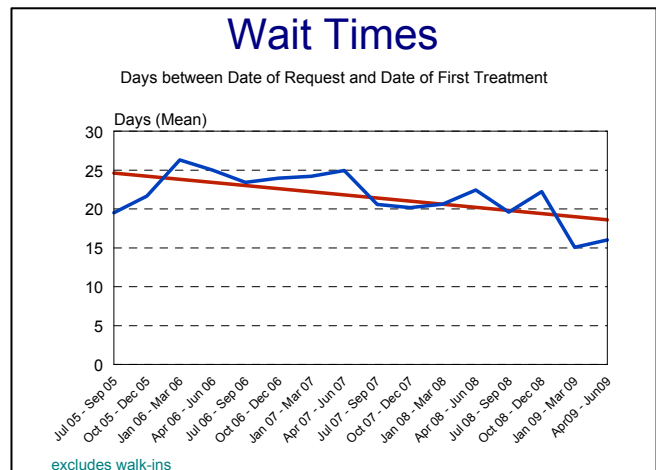
- Reduce waiting time between first request for service and first treatment session
- Reduce the number of patients who do not keep an appointment (no-shows)
- Increase admissions to treatment
- Increase continuation from the first through the fourth treatment session

*Reduce Waiting Time*

Wait times have continued to decrease since the inception of an assessment clinic schedule on Wednesdays of each week. During the latter part of the second quarter, a second clinic was scheduled for Friday. This has resulted in further decrease in wait times for clients requesting services.

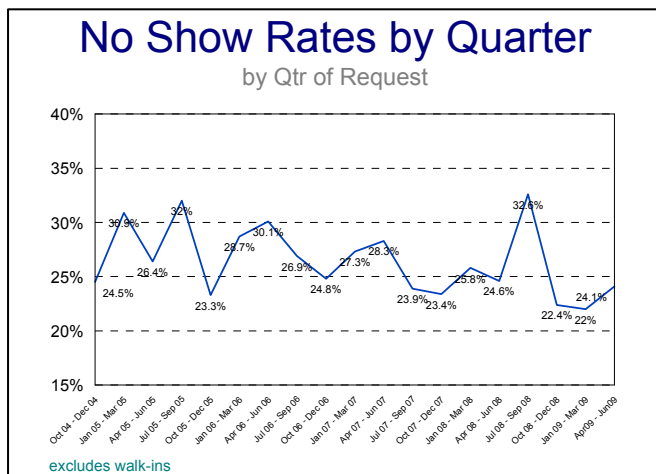


The figure above displays wait times for the number of days a potential client must wait before being seen for the first time. The graph displays results indicating that since the start of the second clinic, wait times have decreased to below five days. The figure to the right displays wait times between the time a potential client requests service and when they first obtain treatment (this does not include the assessment). Results show an average wait time of about 15 days which is down from wait times of 23 days present earlier in the fiscal year.



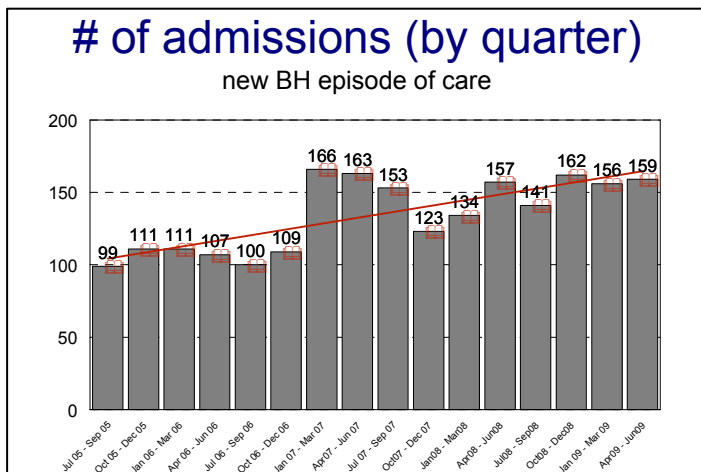
*Reduce No Show Rates*

Defined as those prospective clients who call to request service but do not show for their initial assessment session, no show rates have stabilized at around or just below 25%. Unexpectedly, the no show rate spiked during the first quarter when nearly one-third of potential clients did not show for their assessment. Since that time the rate has gone down to where it had been before, and in fact dipped down below 23% for the first time during the second and third quarters of this fiscal year. The graph below provides trend information beginning in FY 2006.



*Increase admissions to treatment*

The graph below shows the growing trend in the number of admissions to STEPS for treatment. The first quarter saw a marginal decline in admissions when compared to the previous quarter; however, subsequent quarters had



admissions rates between 156 and 162 per quarter. The increase in admissions was first seen back in January of 2007, and since that time admission numbers have remained high. Another way to describe this trend is no quarter after the third quarter in FT 2008 has been as low as the fiscal quarters preceding this time period.

*Increase Retention*

Retention rates have remained constant for the past three fiscal years. There has been a slight increase in the attrition rate since last fiscal year (47.5% in 2008 and 48.4% in 2009) but the difference is not an indication of a trend at this time. The time period in which there is the highest level of attrition is between the first treatment session and the second treatment session. Once a client attends the second treatment session the likelihood is they will attend four sessions.

**Chart/Peer Reviews**

The Purpose of the **Completeness of Record Review** is to insure that clinical documentation is present within the client record, properly written, and is completed within the required timeframes.

The Completeness of Record Review examined client charts from the following ODADAS certified programs and services:

- (a) Outpatient Treatment Program (includes assessment, individual and/or group counseling, crisis intervention, and case management services);
- (b) Intensive Outpatient service (STEPS' "Choices");
- (c) Non-Medical Community Residential (includes individual, family, and group counseling, as well as case management services, provided through STEPS' Beacon and Pathway residential facilities); and
- (d) Corrections-based Intensive Outpatient service, (STEPS' "CADET" i.e. Corrections Alcohol and Drug Education and Treatment.

The Committee reviewed a sampling of records selected at random for each of the agency's services, and for each clinician for the quarter. The sample was designed by the Quality Assurance and Improvement Coordinator using the Creative Socio-Medics Report (CSM) entitled STEPS Active Clients with date parameters of

three months preceding the month of peer review activity. This report was generated each month of the quarter for sample selection and is believed to be reliable.

**Peer Review** examines the Diagnostic Assessment, counseling service for alcohol/drug abuse, and case management service provided by agency programs. The programs included in the review are: Outpatient, Intensive Outpatient, Residential, and CADET. The Committee examines a representative sample of charts randomly selected by the Quality Assurance Coordinator from the Creative Socio-Medics (CSM) Report: "STEPS Active Clients" for date parameters of the two months preceding the Peer Review Committee's monthly activity. This report has proven to be a generally reliable listing for respective staff current client caseload.

Between the two types of review, about ¼ of all charts were reviewed during the fiscal year. One hundred thirty six (136) charts had peer reviews and 70 had completeness of record review.

As had been the situation last fiscal year, the item showing a compliance level of less than 80% is having a thorough and complete assessment. In most cases this was determined by peer reviewers as items which were pertinent to understanding the client's situation yet was left unanswered. All other items as Figure 6 shows were well above the 80% threshold for compliance.

All items for the completeness of record were shown to be above the 80% threshold except for documentation showing that a resident at either Beacon or Pathway House had a physical within thirty days of admittance. Figure 7 shows an overall compliance rate of 94%, with several items showing 100% compliance.

### **Client Satisfaction Survey**

On a quarterly basis, STEPS conducts a client satisfaction survey which provides for the opportunity of all clients to respond to a series of questions. One week out of each quarter all clients receiving services during that week are provided with a survey to fill out. Those clients at the main office submit their survey by dropping it into a box located on the third floor. Those clients whose services are held elsewhere

(i.e. the jail and residential facilities) put their surveys in an envelope, which is sealed and delivered to the main office. Data is aggregated and reported in the quarterly report. All submissions are anonymous.

Results are broken out by the four categories of services delivered by STEPS; residential, Choices, CADET and general outpatient.

*Residential* - feedback remains positive, with a significant increase in satisfaction among men residing at Pathway. Particularly noteworthy are items related to the resident being free from noise and distraction which in the past had been the one area of dissatisfaction. There is no doubt that the move to the Noble House is the major contributor to this increase level of satisfaction. All of the men would recommend STEPS services to others. A total of 15 men participated in the survey. At Beacon House there was general satisfaction with the type of treatment being received as well as the caliber of the treatment professionals at the house. There was general dissatisfaction with the structure of the house itself, and that it was a noisy place to reside in. Over 20% were very dissatisfied with the level of noise and distraction. Clearly, this is one area that needs to be addressed, with plans now underway to renovate Beacon House. Seventeen women responded to the survey representing nearly all women (over 90%) who had resided at the house during the past year.

*Choices* - except for "reasonableness of fees" clients of Choices remain very satisfied with services. Nearly 98% reported being satisfied or very satisfied with services, and all reported their counseling needs were being met. There was some dissatisfaction with the flexibility of times despite the fact that for most of the year four groups were being run. There were 80 responses during the year to the survey.

*CADET* - all clients reported being satisfied with the ability of their counselor. They also held in high regard the privacy of services which is a challenge given the jail environment in which services are delivered. Over 90% reported that they were getting the help they needed through the CADET program. A total of 32 surveys were returned from this program.

*General outpatient* - for those clients in a non-intensive program satisfaction with services remains very high. Close to 97% reported that, overall, they were satisfied with services. The

area that displayed the least amount of satisfaction was the item related to being apart of the treatment process. Still, 90% were satisfied with their level of involvement. Thirty-two (32) non-intensive clients responded to the opportunity to complete the survey.

### **Referral Source Satisfaction Survey Results**

On an annual basis, referral sources are surveyed to obtain their level of satisfaction with services. Since many of the sources have a vested interest in obtaining positive outcomes (i.e. the courts) their input is sought to see if what they had expected to occur after making a referral matched what actually took place.

Over 40 referral sources were contacted through the use of Survey Monkey, a web based survey program. These sources included court systems, law enforcement offices and social service agencies. "Contact" meant that they received the link to fill out the survey directly from STEPS. Responders were given the option of forwarding the e-mail on to others that they know also refer to STEPS. As a result, there could have been multiple responses from within children services if the e-mail directly sent to the director was than sent on to others within the agency. This created a snowball sampling process.

Twenty-eight (28) replied back, with the plurality coming from social service agencies. This response rate was the highest within the past four years. Although court referrals make up the majority of all referrals, just four responded from county government. There were six responses from law enforcement. One response did not indicate the referral source category.

Results indicate a very positive perception regarding the referral process itself. All respondents felt that the process was simple, with calls being answered promptly and felt confident that the matter would be handled appropriately. Feedback and satisfaction with intervention was largely positive with a few (11%) responding negatively. Often this is due to confidentiality where feedback, especially with social service agencies is limited. Eighty percent (89%) strongly agreed that they would be

making future referrals to STEPS with only one respondent indicating they would not.

### **Milestones**

The two year milestone completion rate was remarkably similar at the end of fiscal year '09 and fiscal year '08 for both houses in regards to citizens *seeking admission* (-2%), *completion of interview process* (+3% Beacon, -1% Pathway), *total admissions* (+2 Beacon, same Pathway), as well as most of the completion rates through the mid-stage of the "Treatment Phase". However Beacon had a slightly lower completion rate for the latter portion of that phase and a rather significant drop in *successful transition to community* (-8%) and *90 day post-discharge abstinence* (-7%) rates. Up unto this point there has been no factors that can be identified to having contributed to this change. Pathway on the other hand saw an even more dramatic improvement in each of these areas including a 13% increase in *successful completion* and 11% increase in *90 day post-discharge abstinence* rates. Pathway's increase was experienced primarily in the last quarter of FY '09 which was the quarter following the program moving to a newly renovated facility. Historically the men had often left treatment earlier than staff recommendations in that phase and hopefully the increases will continue in the new surroundings. Overall both programs continue to see excellent *90 day post-discharge abstinence* rates for those completing their program with 89% of Beacon House and 100% of Pathway graduates maintaining successful recovery for at least that time period once they have re-entered the community.

**CADET** - The fiscal year ending shows 46% of those completing a relapse prevention and recovery plan will continue treatment with STEPS upon leaving the jail. This number is based on what the client states they intend to do upon release from the jail. The number may actually be higher since various inmates will see probation officers who will tell them to continue regardless. There have also been those released saying they would not continue, but found the treatment was helpful, and followed up on their own. Others not attending STEPS were also not shown in these numbers. There are a number of the clients who do not live in Wayne and wish to continue treatment in their county of residence.

**BEACON HOUSE**

**Investor Target:** Substance Dependent Women  
**Consumers:** Those who seek and require inpatient treatment to address substance dependent problems  
**Outcomes:** Abstinence after leaving residential setting

Performance Target: 80% of admits will demonstrate sobriety 90 days after their discharge.

**Quarterly Projections and Actuals for Each Milestone**

	Milestones	# Achieving milestones										% of those completing
		1st Qtr. 2008	2nd Qtr. 2008	3rd Qtr. 2008	4th Qtr. 2008	1st Qtr. 2009	2nd Qtr. 2009	3rd Qtr. 2009	4th Qtr. 2009	TOTAL		
	Customer will seek admission to Beacon House.	15	8	22	27	14	22	16	32	156		
<b>Engagement</b>	1. complete interview process towards admittance	6	6	11	9	5	9	8	15	69		
	2. be admitted to Beacon House	5	3	9	7	3	5	4	4	40		
<b>Treatment</b>	3. develop individual/gender treatment plan.	5	3	9	7	3	5	4	4	40		
	4. exhibit a significant initial reduction of denial.	5	3	3	5	4	0	3	4	27		
	5. demonstrate engagement in sober lifestyle.	4	3	1	1	4	1	2	1	17		
	6. have ability to maintain a sober lifestyle and move toward independence.	4	2	1	1	1	2	1	2	14		
	7. be engaged in activities which leads to an independent lifestyle.	4	2	1	2	1	1	0	1	12		
<b>Recovery</b>	8. DISCHARGE: successfully transition from residential to outpatient services.	2	5	2	1	0	1	1	2	14		
	9. maintain sobriety for 90 days after discharge.	3	3	2	0	0	1	3	1	13	93%	
<b>NOMS for those successfully discharged from Beacon House</b>		<b>1st Qtr. 2008</b>	<b>2nd Qtr. 2008</b>	<b>3rd Qtr. 2008</b>	<b>4th Qtr. 2008</b>	<b>1st Qtr. 2009</b>	<b>2nd Qtr. 2009</b>	<b>3rd Qtr. 2009</b>	<b>4th Qtr. 2009</b>	<b>TOTAL</b>		
	Abstinent at Discharge	2	5	2	1	0	1	1	2	7		
	Employed	2	5	2	0	0	0	1	1	4		
	In School	0	0	0	0	0	0	0	0	0		
	Stable Housing	2	5	2	1	0	1	1	2	7		
	No New Arrests	2	5	2	1	0	1	0	2	6		

**PATHWAY HOUSE**

**Investor Target:** Substance Dependent Men  
**Consumers:** Those who seek and require inpatient treatment to address substance dependent problems  
**Outcomes:** Abstinence after leaving residential setting

Performance Target: 80% of admits will demonstrate sobriety 90 days after their discharge.

**Quarterly Projections and Actuals for Each Milestone**

Milestones		# Achieving milestones									
	Customer will	1st Qtr. 2008	2nd Qtr. 2008	3rd Qtr. 2008	4th Qtr. 2008	1st Qtr. 2009	2nd Qtr. 2009	3rd Qtr. 2009	4th Qtr. 2009	TOTAL	% of those completing
	seek admission to Pathway House	13	22	14	25	21	15	25	14	149	
<b>Engagement</b>	1. complete interview process towards admittance	11	17	8	13	9	6	18	10	92	
	2. be admitted to Pathway House	8	6	3	10	6	4	8	6	51	
	3. develop individual/gender treatment plan.	8	6	3	64	4	4	8	6	103	
<b>Treatment</b>	4. exhibit a significant initial reduction of denial.	7	6	3	6	5	4	7	4	42	
	5. demonstrate engagement in sober lifestyle.	7	2	3	2	5	4	7	9	39	
	6. have ability to maintain a sober lifestyle and move toward independence.	5	2	3	2	4	4	3	9	32	
	7. be engaged in activities which leads to an independent lifestyle.	4	1	2	3	5	3	2	7	27	
<b>Recovery</b>	8. DISCHARGE: successfully transition from residential to outpatient services.	5	1	1	3	5	5	1	7	28	
	9. maintain sobriety for 90 days after discharge.	5	5	3	2	2	5	3	3	28	100%
<b>NOMS for those successfully discharged from Pathway House</b>		1st Qtr. 2008	2nd Qtr. 2008	3rd Qtr. 2008	4th Qtr. 2008	1st Qtr. 2009	2nd Qtr. 2009	3rd Qtr. 2009	4th Qtr. 2009	TOTAL	
	Abstinent at Discharge	1	2	3	2	5	5	1	7	26	
	Employed	1	2	3	2	4	2	0	4	18	
	In School	0	0	0	0	0	0	0	0	0	
	Stable Housing	1	2	3	2	5	3	1	5	22	
	No New Arrests	1	2	3	2	4	5	1	6	24	

## CADET

<b>Investor Target:</b> Adults involved with the criminal justice system <b>Consumers:</b> Inmates of the Wayne County Jail who is diagnosed with a substance dependent or substance abuse problem <b>Outcomes:</b> Successful transition to alternative treatment upon leaving jail  <b>Performance Target:</b> Of all adults completing the recovery and relapse prevention plan, 50% will continue treatment with STEPS upon leaving jail.											
Quarterly Projections and Actuals for Each Milestone											
Milestones		# Achieving milestones									
	Customer will	1st Qtr. 2008	2nd Qtr. 2008	3rd Qtr. 2008	4th Qtr. 2008	1st Qtr. 2009	2nd Qtr. 2009	3rd Qtr. 2009	4th Qtr. 2009	TOTAL	% of those completing #4
<b>Engagement</b>	1. be admitted to CADET.	15	27	14	18	13	12	20	20	139	46%
	2. sign an agreement agreeing to abstain from AoD.	14	26	14	18	14	12	20	20	138	
<b>Treatment</b>	3. complete "First Step"	11	17	10	11	11	10	12	18	100	
	4. complete the Recovery Plan and Relapse Prevention Plan.	13	14	14	7	8	6	6	11	79	
	5. develop an effective aftercare plan (post Cadet).	8	7	4	5	3	2	6	0	35	
<b>Recovery</b>	6. DISCHARGE: complete Cadet while maintaining abstinence.	11	10	12	5	6	4	7	6	61	
	7. POSITIVE DISCHARGE: engages in continued treatment at STEPS upon leaving the jail system.	3	7	5	1	8	3	4	5	36	

## CHOICES

<b>Investor Target:</b> Substance Dependent Adults <b>Consumers:</b> Those who seek outpatient treatment to address substance dependent problems <b>Outcomes:</b> Abstinence after leaving intensive outpatient.  Performance Target: Of all adults completing CHOICES, 60% will remain abstinent for 90 days after discharge.											
Quarterly Projections and Actuals for Each Milestone											
	Milestones	# Achieving milestones									
		1st Qtr. 2008	2nd Qtr. 2008	3rd Qtr. 2008	4th Qtr. 2008	1st Qtr. 2009	2nd Qtr. 2009	3rd Qtr. 2009	4th Qtr. 2009	TOTAL	% of those completing
	Customer will										
<b>Engagement</b>	1. Admission to adult IOP	46	30	18	36	38	36	26	23	253	63%
	2. Sign abstinence agreement	39	30	17	34	38	32	24	21	235	
<b>Treatment</b>	3. Develop personalized plan of recovery.	36	30	17	33	38	32	24	21	231	
	4. Attend 4 to 6 sessions.	23	28	19	22	34	29	17	22	194	
	5. Maintain abstinence at the end of 6 weeks of program.	12	14	23	8	23	22	11	11	124	
<b>Recovery</b>	6. Develop continuing and long-term program of recognition and prevention of relapse.	9	6	6	11	7	9	8	5	61	
	7. DISCHARGE: Establish abstinence sufficient to indicate non-intensive LOC according to ODADAS standards.	12	8	7	13	11	13	10	6	80	
	8. Remain abstinent 90 days from discharge from IOP Tx	4	7	5	5	14	3	9	3	50	
	<b>NOMS for those successfully discharged from CHOICES (Milestone #7)</b>	1st Qtr. 2008	2nd Qtr. 2008	3rd Qtr. 2008	4th Qtr. 2008	1st Qtr. 2009	2nd Qtr. 2009	3rd Qtr. 2009	4th Qtr. 2009	TOTAL	
	Abstinent at Discharge	12	8	7	12	11	12	9	6	77	
	Employed	9	5	6	9	8	6	5	4	52	
	In School	2	2	1	2	2	1	3	0	13	
	Stable Housing	10	8	6	10	10	8	10	6	68	
	No New Arrests	12	8	7	12	11	10	10	6	76	

Admissions to STEPS - FY 2009												FY 2008	
Characteristics	1st Qtr.		2nd Qtr.		3rd Qtr.		4th Qtr.		Year to Date		FY 2008		
	n	%	n	%	n	%	n	%	n	%	n	%	
<b>Total Admissions</b>	<b>141</b>		<b>162</b>		<b>156</b>		<b>159</b>		<b>618</b>		<b>567</b>		
Gender													
Male	93	66%	110	68%	115	74%	103	65%	421	68%	396	70%	
Female	48	34%	52	32%	41	26%	56	35%	197	32%	171	30%	
Age (in years)													
0 - 17	10	7%	10	6%	9	6%	10	6%	39	6%	18	3%	
18 - 25	50	35%	45	28%	47	30%	49	31%	191	31%	180	32%	
26 - 35	39	28%	49	30%	48	31%	41	26%	177	29%	144	25%	
36 - 45	25	18%	39	24%	28	18%	31	19%	123	20%	121	21%	
46 - 55	15	11%	14	9%	20	13%	20	13%	69	11%	83	15%	
56+	2	1%	5	3%	4	3%	8	5%	19	3%	18	3%	
Race													
White	130	92%	148	91%	136	87%	150	94%	564	91%	503	89%	
Black	10	7%	11	7%	13	8%	9	6%	43	7%	52	9%	
Other	1	1%	3	2%	7	4%	0	0%	11	2%	12	2%	
County													
Wayne	135	96%	146	90%	137	88%	152	96%	570	92%	517	91%	
Holmes	1	1%	1	1%	8	5%	2	1%	12	2%	26	5%	
Other	5	4%	15	9%	11	7%	5	3%	36	6%	24	4%	
Township													
Wooster	65	46%	78	48%	98	63%	86	54%	327	53%	252	44%	
Other (in Wayne and Holmes)	71	50%	69	43%	47	30%	68	43%	255	41%	290	51%	
Outside of Wayne and Holmes	5	4%	15	9%	11	7%	5	3%	36	6%	23	4%	
Referral Source													
Courts	78	55%	74	46%	91	58%	79	50%	322	52%	263	46%	
Employer	2	1%	2	1%	4	3%	3	2%	11	2%	16	3%	
Family/Friends	11	8%	9	6%	4	3%	11	7%	35	6%	43	8%	
Self	41	29%	57	35%	43	28%	41	26%	182	29%	169	30%	
Social Agency	9	6%	16	10%	14	9%	25	16%	64	10%	75	13%	

STEPS	Qtr 1: FY 2009		Qtr 2: FY 2009		Qtr 3: FY 2009		Qtr 4: FY 2009		FY 2009 (unique count)		FY 2008 (unique count)	
	# clients	# hours	# clients	# hours	# clients	# hours	# clients	# hours	# clients	# hours	# clients	# hours
Assessment	158	380.2	172	411.0	162	389.5	175	421.7	620	1600	645	1664
CADET	29	376.0	22	386.0	30	386.0	31	525.0	83	1673	95	2130
Case Management	121	240.4	110	132.2	91	139.2	96	96.6	280	647	316	962
Choices	87	4818.0	89	4320.0	88	4728.0	78	4101.0	195	17934	194	17352
DRC	8	61.0	11	118.0	8	61.0	0	0.0	22	242	19	238
Group	143	1055.0	147	876.2	135	1036.3	147	1160.0	377	4158	329	3525
Individual	245	699.0	231	632.9	242	743.5	219	692.3	519	2774	539	2884
TOTAL (Unique count)	377	7629.6	382	6876.3	378	7483.5	400	6996.6	866	29028	880	28755
Residential	# clients	# days	# clients	# days	# clients	# days	# clients	# days	# clients	# days	# clients	# days
Beacon	10	696	13	548	10	571	12	548	23	2363	26	2743
Pathway	14	769	13	783	16	758	19	946	34	3256	33	2948
TOTAL (Residential)	24	1465	26	1331	26	1329	31	1494	57	5619	59	

## **STEPS: Substance Abuse Treatment, Education and Prevention Services Department of Prevention and Intervention Services**

The service philosophy and service description of the prevention department for STEPS at Liberty Center is aimed at the early prevention and intervention of the disease of chemical dependency.

Alcohol and other drug [AOD] prevention focuses on preventing the onset of AOD use, abuse, and addiction. AOD prevention is a proactive multifaceted, multi-community sector process involving a continuum of culturally appropriate prevention services which empowers individuals, families, and communities to meet the challenges of life events and transitions by creating and reinforcing conditions that impact physical, social, emotional, spiritual, and cognitive well-being and promote safe and healthy behaviors and lifestyles.

AOD prevention is a planned sequence of activities that, through the practice and application of evidence based prevention principles, policies, practices, strategies, and programs, is intended to inform, educate, develop skills, alter risk behaviors, affect

environmental factors, and /or provide referrals to other services.

The STEPS department works with all segments of the community in developing and implementing programs which assist individuals and communities in:

- Lowering high risk behaviors
- Increasing Developmental Assets
- Promoting Healthy Choices
- Delaying the onset of use and reducing the risk of those who are presently using and/or abusing

These goals are accomplished through the following programs and services:

- School Based Programs
- Community Coalitions and special events (one time)
- Mentoring Programs
- Intervention Programs:
  - Insight - Alcohol Education, Tobacco Education, and Awareness for teens.
  - AEP – 72-hour Alcohol Education Program
- Drug Free Workplace Programs
- Community Education and Awareness
- Parent and family education programs

### **Safe and Drug Free Schools**

During the 2008-2009 school year prevention services were available in the Orrville and Wooster City Schools.

#### ***Orrville City Schools***

Two prevention campaigns were implemented during the 2008-2009 school year. Those campaigns included Red Ribbon Week in the Middle School and Prom Promise in the High School. Red Ribbon week offered information to students through speakers regarding the community and safety. Prom Promise was student-led this year, which contributed vastly to its success. This campaign was heavily supported by the staff and underclassman. It is our hope that next year will be even better.

Project Alert/ Skill building units were offered to all 6<sup>th</sup> grade students in the Spring 2009. Using video scenarios and hands on activities,

students learned about social situations that might occur with drugs or alcohol, simulation of someone under the influence of substances, stress and ways to cope and set goals. Student's surveyed at completion of programming indicated a positive response to the videos and hands on activities and what they learned from those activities.

A Parent Series for Orrville Christ UCC was implemented in the Spring 2009. The monthly Parent Series sessions covered the following topics: ongoing conversations with your teen, dating violence, drug education, MySpace, Facebook and texting safety.

#### ***Wooster City Schools***

Future Bound (FB), a local Teen Institute (TI) intervention, is a positive youth-led peer prevention group that was started in 2007. The

group is made up of Wooster high school students and currently includes 20 active students. Future Bound meets most weeks during the school year and participates in a range of prevention activities in the community and in the school.

Recruitment activities were held at Wooster High School during a club fair on the first day of the 2008/09 school year. A large number of students were provided with information and had contact with current FB members. As a result, more potential members were reached than expected.

Future Bound members participated in three out of four town workshops that were held for either 1 day, a weekend or 5 days in length. In addition, two members attended the Community Anti-Drug Coalitions for America (CADCA) conference that was held in Washington DC in February of this year. Opportunities such as these will continue to strengthen the group in the coming years. Four activities were implemented in addition to fund raising activities and collaboration with the local Drug Free Community Coalition.

Out of the 20 active participants, 14 completed the year-end survey. Three of those indicated some use of AOD. There have been great strides in this group from when it started last year. Over 20 members are attending very regularly and participating in activities. The Club has been working on a "Junior" club at Edgewood Middle School to be implemented next school year.

This was only the 2nd year of operation for the Future Bound group after not having a TI in Wooster for over 6 years. The trainings and activities have put this group in a place where the participants are now ready for significant growth both in numbers and activities in the coming year.

Officers were elected to lead the activities for the 2009-2010 school year and it is anticipated that as Future Bound gets stronger, members can hold county-wide events that they can plan and implement. While many activities have been "leader" initiated this past year, members now have had enough training that they are ready to take on more leadership and program development in the coming year. As the group becomes increasingly led by youth, they will have more "buy in" which will strengthen the group in the future.

### ***Family Matters***

Family Matters is a new program to STEPS in FY 2009. It is a family-directed program designed to prevent adolescents 12-14 years of age from using tobacco and alcohol. The program intervention is designed to influence population-level prevalence and can be implemented with large numbers of geographically dispersed families. The program encourages communication among family members and focuses on general family characteristics and substance-specific characteristics.

Family Matters consists of a four-booklet series that is mailed directly to families that are identified with an interest in participating in the program. Each booklet provides factual information for parents on alcohol and tobacco, along with short activities for families to do together.

During FY 2009, parent groups were identified and many connections were made to promote the new program. While a limited number of parents participated in the program in its first year, it is anticipated that there will be an increase in parental response in the future through the connections that were made this year. The strength of the program is that it does not intrude on a family's already limited time and busy lives. This program empowers the parent to learn and convey family expectations around the use of alcohol and tobacco.

### **Other School-Based Programs**

#### ***The Suspension/Expulsion (S/E) Alternative Program at Edgewood Middle School***

The S/E is a program that was created to allow students to serve their suspension or expulsion while receiving credit for attendance and class

work from their home school. Students served in the past year have been in grades 5-12 and have been from the following school districts: Wooster, Chippewa and Orrville.

The program is staffed by a licensed teacher and a STEPS masters-level clinical counselor. The classroom is unique in that the students receive both academic instruction as well as clinical therapy while serving their suspension or expulsion. The students participate in group counseling three times a week in addition to individual counseling sessions that address the reason for placement. The program also contains a mandatory drug testing component. Students testing positive for substances are given a referral to STEPS for treatment or educational groups such as INSIGHT. Counseling also addresses the reason that the student has been using.

The Suspension/Expulsion program is also accessed by Edgewood Middle School as an In-School Suspension room. Students are routinely brought in by administrators for misbehaviors or violations of the student handbook. In addition, the Suspension/Expulsion program has been utilized by the district as an alternative placement for students who are credit deficient or need to take their coursework online through PLATO.

The S/E program has a very low rate of repeat student referrals. Most students are able to gain the necessary academic and coping skills to be successful in their home schools. In terms of successes within the Wooster City Schools, students from Edgewood who were otherwise failing were then able to attend Wooster High School due to the efforts of the Suspension/Expulsion program. The combination of the PLATO coursework in addition to the group and individual counseling allowed these students to gain the academic and life skills that enabled them to transition to the high school level.

### ***Opportunity School***

The Opportunity School is a clinically based program that accepts students if they present a clinical need (i.e. substance abuse issues, mental health concerns, familial concerns). The main goal is for staff to assist students in completing their studies through to graduation in order to obtain their high school diplomas. Counselors and case managers are there to assist students not only with academic concerns, but to work on

any clinical issues that present for them. This is done through case management, counseling (both individual and daily group counseling sessions) and through collaboration with families, school staff (teachers, principal), the justice system, outside counseling agencies, and other community organizations.

### ***Opportunity School Outcome Data***

A STEPS staff master's level counselor coordinates the activities at the school. During FY 2009 she assisted approximately 87 students and their families over the course of the school year and throughout the summer. Among the services provided was daily individual counseling for any student that experienced the need. Two group sessions were daily, Monday through Thursday (8 groups sessions per week). Some of the topics that were discussed during the daily group sessions (which each student was required to attend) included, but were not limited to: drug, alcohol and tobacco prevention; sex education; domestic violence; dating violence; peer relationship issues; coping skills and behavior management. Every other week for a total of 8 sessions, the Pregnancy Care Center provided education to female students on facts about pregnancy and sexually transmitted diseases. The STEPS counselor also participated in academic school counseling (college prep, career center, transcripts) and completed monthly Medicaid report forms.

Additionally a STEPS part-time Opportunity School Case Manager assisted 75 students throughout the 2008/09 school year.

During the year, the STEPS school counselor was involved in a pilot program with The Wooster City Schools and *Change Through Chance Equine Therapy Program*. Five teenage boys between the grades of 8-10 were involved in a 8 week program in which they attended *Change Through Chance* three times a week and received group and individual counseling, horsemanship skills, behavior modification skills, coping skills and mentorship from the instructors. Results were very encouraging which has resulted in additional funding for future programs to be explored.

As a result of the successes of this pilot program, funding was secured for a summer program that had participants from both the Opportunity School, and the Wayne County Juvenile Justice program. Ten girls (Mondays and Wednesdays) and ten boys (Tuesdays and Thursdays) were

selected to participate in the summer program at *Change Through Chance* with the assistance of staff from STEPS at LCC and The Village Network. Participants attended twice a week to engage in horsemanship skills, group counseling, and teambuilding.

#### *Outstanding Accomplishments/Areas of Concerns*

Grade levels served at the Opportunity School were extended from 7<sup>th</sup> -11<sup>th</sup> grades to 7<sup>th</sup> -12<sup>th</sup>. This change allowed students who are succeeding at the Opportunity School to continue with the success they have experienced to date through to graduation.

By the end of the 2008/09 school year ten Opportunity School students met graduation requirements and were the first graduating class ever to graduate from the Opportunity School. Each student made a speech, and had career goals for their future. Some were going straight into the workforce, some were considering technical schools or colleges. One student was also considering joining the military.

### **Coalition Activities**

#### ***CIRCLE Coalition***

CIRCLE Coalition is a community-based, volunteer organization, founded in 1999. It is in its eighth year as a Drug Free Community Coalition, and enjoys the support of the local community and a grant from the Substance Abuse and Mental Health Services Administration (SAMHSA). During FY 09, the CIRCLE Coalition continued to host, facilitate, and conduct universal (general audience) and environmental (community-wide) alcohol, tobacco and other drug (ATOD) prevention strategies.

Its mission is to bring together Wooster community members with diverse backgrounds to address the common goal of reducing substance abuse among youth and, over time, adults. The coalition is chaired by Linda Houston and co-chaired by Sandra Hull. It works closely with local government, law enforcement, schools, faith-based organizations, and other community organizations and agencies.

CIRCLE used a variety of strategies and activities to work toward its vision of creating an attitude in all of Wayne County that results in raising ATOD-free youth. CIRCLE Coalition's fiscal year is set by its ONDCP grant and runs from Oct. 1 to Sept. 30; therefore, its strategies are in various stages of implementation.

The number of people CIRCLE reaches varies greatly with different programs/strategies. See the task force narratives below for the strategies used and numbers served. The most reliable outcome data is the bi-annual substance use survey. This year the survey included youth development assets. Highlights are below and

the complete survey summary is available in the Prevention department's electronic files.

*“Except for modest increases in marijuana use by high school students, all other indicators for substance use show a declining trend in their use. This is especially noteworthy of tobacco use, which has shown a dramatic decline in use since 1999. Although perception of harm regarding these substances is a leading indicator for the choice of not using them, it appears that the possession of assets is an even better indicator for the nonuse of substances...”*

*Overall, youth attending Wooster City Schools have a lower use rate than youth on the national level. This difference is significant with 12<sup>th</sup> grade students. These results are consistent with findings across the county concerning communities, which have coalitions that have their focus on secondary and primary prevention strategies. CIRCLE Coalition which operates in the Wooster area is providing such efforts in the community. Whether or not there is a direct effect between coalition work and the rise in the non-use of substances cannot be determined through this study; however, it does provide some evidence of its positive impact...”*

#### ***Parent and Family Education Task Force***

This task force is charged with reaching parents, families as a whole, and adults with a key youth role (for example educators) and concerned community members. It uses educational and interactive events to teach adults and families hands-on prevention and family strengthening techniques. This year it has accomplished a number of strategies this year, including a number of new strategies.

- The task force published the sixth annual *Parent Directory* and distributed it to more than 600 unique households. The directory gives parents a convenient way to obtain important contact information for other parents in the community, allowing them to contact each other in order to help prevent their children from engaging in use of AToD substances and other harmful behaviors.

- The task force helped publish *Parent Alerts*, a short, monthly newsletter sent via email, to more than 600 parents that have requested the alerts. The alerts focus on local AToD topics and prevention information to help parents and community adults raise AToD-free youth. The alert is shared beyond the subscriber list by schools, nurses, other agencies, and individuals passing it on to their own email lists. It is also shared with the Rittman and Chippewa Coalitions and local media contacts. Among topics covered in the alerts were *Teen Caution Areas, Holidays and Alcohol*, access to alcohol, and free time leading to experimentation.

- The task force also led the coalition's Parents *Who Host, Lost the Most* (PWH) campaign. CIRCLE shared a grant with the Orrville Turning Point Coalition, provided by the Drug Free Action Alliance. The campaign was a success and included media buys (newspaper insert and movie theater ad), signage (banner, business and yard signs), a town meeting to explore why some adults are willing to illegally supply alcohol to minors, and many public relations efforts from fact cards and postcards shared with parents of junior and seniors. April's *Parent Alert* was dedicated to the campaign too. Work on the campaign began in January and ended at the beginning of June, shortly after Wooster High School's graduation. A survey conducted with Orrville Turning Point Coalition, after the campaign showed...

- 75.4 percent said they recalled seeing the PWH campaign

- 78.9 percent said they support Ohio's Underage drinking laws (at least one "non" was due to the fact that it is legal for parents to give their own minor children alcohol)

- 47.4 percent said alcohol use by underage youth is an slightly big problem

- 25.7 percent said alcohol use by underage youth is an extremely big problem

- Family dinners continued to be a successful strategy. Five dinners were held during the

2008/09 school year at Cornerstone Elementary. Average attendance reached a new level of 91 individuals, with a low of 45 (due to weather) and a high of more than 140. The dinners underscored the importance of communication about family values and family rules for AToD substances, and how to incorporate this communication at frequent family dinners held in the home. A second AToD prevention or related-subject message was presented at each dinner. Topics included family communication/dinners, two general prevention presentations such as Bingo and Jeopardy games, media messages, and a board game demonstrating the value of youth development assets with a focus on use of time and family communication.

- The coalitions' new efforts included two transition seminars for parents of sixth graders moving up to middle school, and eighth graders moving up to high school hosted by the Parent and Family Education Task Force. The seminars were timed to coincide with prevention events hosted by Future Bound, a youth-led peer prevention group, for both age groups.

The seminar for the parents of eighth graders had 18 attendees. Cheryl A. Goff, (freshman counselor at Wooster High School) gave the main presentation, and the coalition coordinator delivered a prevention presentation tying to the area covered by her. Main topics included continued parental supervision, how high school is different (from middle school academically and socially), striking a balance, and friends versus cliques.

The sixth grade parent seminar had 22 attendees. The main speaker was Connie Mann (a Wooster elementary counselor). Mann covered the main topics of developing a healthy identity, continued parental, helping kids shine, and making sure children are safe. The coalition coordinator gave a prevention presentation tying prevention into the areas she highlighted.

- The final event of the task force was a new strategy. It offered prevention training to Wooster City Schools' teachers and coaches. CIRCLE hosted 64 attendees including one principal, several counselors, teachers from elementary, middle and high school levels, coaches from both the middle and high school girls and boys sports programs, six prevention specialists for STEPS at Liberty Center and other

agencies, and two Future Bound youth representatives. Doug Wentz, MA, OCPS-II, the community services director for the Neil Kennedy Recovery Clinic, presented *The Impact of Substance Abuse on School Systems & What Can We Do About It?*

### ***Neighborhood and Community Advocacy Task Force***

The task force focuses on environmental substance prevention changes (community-wide) on a scale that involves single streets to the entire city. It works with other organizations in Wooster, especially neighborhood coalitions and associations. The changes the task force worked on this year included vendor training to reduce underage access to alcohol and assisting SPINK INC revive its coalition.

- This task force manages CIRCLE's neighborhood strengthening efforts and the coalitions corresponding micro-grant program. Micro-grants were awarded to Buckeye Coalition and the NAACP Youth Leadership Council for neighborhood strengthening events in FY 2009. Three additional grants were awarded to SPINK INC, United Way of Wayne and Holmes Counties, and The Spot for events to be held in FY 2010 (CIRCLE's federal fiscal year). Additional grants are still available for this year. The micro-grants range between \$100 and \$250 and are for events that help to strengthen specific neighborhoods. CIRCLE's neighborhood strengthening kit is also continued used for neighborhood and prevention activities.

- The entire coalition assisted in hosting its major neighborhood strengthening event, called Harvest Bash. SPINK INC, and other community groups, as well as individual volunteers helped with the event. This year's event, with the benefit of exceptionally good weather, drew a record attendance of more than 300 individuals from the surrounding neighborhoods including the greater Spink, Buckeye and Lincolnway neighborhoods. Prevention activities were led by the Future Bound youth group. The Wayne County Center for the Arts furnished a craft instructor and all the supplies necessary. Games, live music, a costume contest, and food were provided by CIRCLE.

- In November, the task force developed and hosted CIRCLE's alcohol vendor training, with more than 55 individuals attending. CIRCLE partnered with Orrville Turning Point Coalition,

which hosted a training at the end of October, allowing vendors the opportunity to send associates to the training that best fit their business schedule. Attendees included alcohol vendor managers and owners, sales associates, servers and law enforcement representatives. The Ohio Investigative Unit, Wooster Police Department, and the Wayne-Holmes Suicide Prevention Coalition gave presentations. The video *This Place*, was shown to demonstrate the prevalence of alcohol in our culture and how easy it is to access to alcohol if concerned adults do not help prevent youth from obtaining the drug.

- With the assistance of the Recruitment and Retention Task Force, the Neighborhood and Community Advocacy Task Force hosted two town meetings regarding AToD prevention. The first town meeting was held in October with more than 70 individuals attending, including CIRCLE members, concerned citizens, community stakeholders, and youth. It was held at the American Red Cross' building and focused on how to improve prevention in Wooster, as a community and as individuals. It was conducted World Café style (small discussion groups in a relaxed atmosphere with each individual contributing to the discussion and solutions). The outcomes underscored CIRCLE's current prevention strategies, especially the neighborhood strengthening efforts. The second town meeting was held in March, also World Café style, and at the Red Cross' building. It was also the kickoff for the PWH campaign. Attendance was lower for this meeting, at 38 individuals. The outcomes still supplied excellent input for the coalition as attendees worked to understand why well-meaning adults might be willing to supply alcohol illegally to minors.

The information gained will be use by CIRCLE as part of its information campaign to parents and other concerned adults. The training was followed up by compliance checks as part of the PWH campaign. In Wooster 13 of 17 businesses selling or serving alcohol passed their checks. At the other four clerks were cited for selling alcohol to a minor and have since pleaded guilty. One business was cited for not having a liquor license on the premises.

### ***Youth Activities Task Force***

This task force is comprised of adults and youth representatives. This year youth involvement has

grown dramatically. Future Bound members assisted with occasional tasks as requested, attended many of its meetings, and were involved in most of the strategies implemented. Youth members from other organizations including NAACP Youth Leadership Council, Wooster High School's Family Community, and Career Leaders of America were also actively involved. The strategies accomplished varied from helping to develop a media-campaign to hosting a rite-of-passage for 8<sup>th</sup> grade students transitioning up to high school.

- The youth involved with the task force began work on concepts for a social-norming (what is the actual behavior of the majority of youth versus the perceived behavior) media campaign. The work began in January 2008 and was completed in August 2008, after the youth approved the artistic concepts of the *Define Yourself...What's in Your Future Campaign*. It highlighted a result from the 2007 Wooster substance use survey – '67 percent of Wooster High School seniors did not drink alcohol'. Posters were placed at the high school, middle school and some community locations. Ads ran on local radio, cable television, billboards, and the movie theater from September through March. A recent survey of Wooster high school students indicated that nearly 46 percent of those surveyed believed the campaign was either very or somewhat helpful to youth regarding their decision whether or not to drink alcohol.
- With the support of Future Bound and the Neighborhood and Community Task Force, the Youth Activities Task Force hosted a rite-of-passage event in June that was attended by 83, 8<sup>th</sup> grade students. Overall, the event was successful and drew attendees that had attended Future Bound's 8<sup>th</sup> grade LEAP events as well as many who had not. Socializing, swimming and dancing were the main activities and were reinforced with the message that as teens become young adults they can mark the milestones in a healthy fun manner instead of experimenting with or using substances.
- CIRCLE continued its sponsorship of The Spot as healthy drug-free place for youth to enjoy after school, on weekends and during breaks. CIRCLE provided support for local youth to learn about AToD prevention and civic leadership by assisting members of Future Bound and the NAACP Youth Leadership Council access training and events. Youth

training highlights include two members of Future Bound attending Community Anti-Drug Coalitions of America's national forum in February. They attended a set of special workshops designed for youth prevention leaders and took part in advocacy visits with both of Ohio's U.S. senators and with the staff of the area's U.S. representative.

### **Recruitment and Retention Task Force**

This task force not only works to recruit, retain, and educate coalition members, but it often serves as the public relations arm of CIRCLE. Its work this past year varied from hosting a volunteer appreciation event to helping draw the public to CIRCLE events, such as the town meetings.

- Its main task is to recruit and retain volunteers. It worked throughout the year and was able to add several new adult volunteers in key areas as well as helped the coalition connect to several other community organizations and businesses developing stronger working relationships that helped further the coalition's prevention efforts. It completed the development of CIRCLE's volunteer brochure and conducted volunteer recruitment at a local business and CIRCLE events.
- The task force hosted 22 individuals at CIRCLE's first coalition member training in August. The seminar was about environmental prevention strategies and was conducted by an instructor from Drug Free Action Alliance. Attendees included members from three Wayne County coalitions, the Wooster City Schools, and three area police departments (Wooster, Orrville, and Smithville). The task force also began planning additional trainings for the coalition. Training will reinforce individual member's understanding of prevention, help them to carry the strategies the coalition's plan, and, hopefully, underscore the value of their efforts.
- The task force was instrumental in helping plan, publicize, and host CIRCLE's town meetings and Harvest Bash this year. It worked in tandem with the Neighborhood and Community Advocacy Task Force to ensure successful events.
- In the area of public relations, the task force is completing the coalition's website, and has recently taken on the responsibility of creating

an updated PowerPoint presentation that can be used with the community at large and adapted by different task forces for their specific needs.

- The task force held its annual volunteer appreciation event in December. This year it not only invited CIRCLE members but also extended invitations to key groups or individuals that helped make CIRCLE's previous year a success. Extending the event beyond CIRCLE membership created an opportunity to strengthen CIRCLE connections to others as well as to allow individual CIRCLE members to meet other community members that help CIRCLE fulfill its mission.

### **Outstanding Accomplishments/ Area of Concerns**

CIRCLE accomplished an amazing number of strategies, including more than a few new items. It was able to meet the large demands by developing its volunteer network (working with other organizations to secure volunteers versus attracting individual volunteers). Work to help CIRCLE transition from a grant funded coalition has begun and will need to be a major focus over the next two years. Many long-term CIRCLE members have expressed the desire to reduce their commitment to CIRCLE. While new volunteers are being sought, the coalition will benefit by starting to identify the next "generation" of individuals that will be willing and able to make a long-term dedicated commitment to CIRCLE.

### **Orrville Turning Point Coalition**

The Orrville Turning Point Coalition (OTP) is a community-based, volunteer organization, started at the end of 2004. Its mission is simple but far-reaching, to keep youth alcohol, tobacco and drug free. Judy Kropf chairs the coalition. It accomplishes its work as a whole or through ad-hoc committee. In June 2009, it completed work on establishing four permanent committees.

Members are welcome to work on any activity or strategy they desire, regardless of committee status. The committees are: Community, Parents and Family, Youth, and Public Relations and Sustainability.

During FY 09, the OTP continued to implement multiple strategies to reach Orrville area youth and their parents. It continued its emphasis on implementing environmental strategies to make long-term alcohol, tobacco and other drug

(AToD) prevention gains on a community-wide level. It works closely with local government, schools, other community organizations, and area agencies. It is largely supported through an Orrville Area United Way grant, in-kind support from STEPS at Liberty Center and CIRCLE Coalition.

OTP's fiscal year runs from January 1 to December 30, therefore its strategies overlap STEPS at Liberty Center's fiscal year. The following strategies were conducted in STEPS' 09 fiscal year.

The results from a new substance survey (conducted in May 2008) were released to the coalition in August 2008. The coalition used the results to conduct its annual planning, including reviewing all current strategies. The bi-annual survey continues to be the best measurement of the coalition's efforts. The number of people OTP reaches varies greatly with the different programs/strategies. (See the task force narratives below for numbers served.)

The Youth Asset / Substance Use Survey (Orrville City Schools, Spring 2008) summarizes the survey.

*"Orrville's substance use rate is similar to those found in other rural areas of the United States. While alcohol and tobacco use is somewhat higher in rural areas than those found in suburban and urban areas, illicit drug use is lower than that found in non-rural communities. The illicit drug use of choice is marijuana (30 percent use rate among high school students during the previous year); with other illicit drugs having a very low use rate (under 3%). Trend data presents mixed results with eighth grade showing a reduction of use for both alcohol and cigarettes, while the tenth grade displays an increase. Whether or not this is a trend for the cohort or if this is a transitional issue is not answered by the survey."*

The number of development assets possessed by youth proved also to be strong indication regarding substance use. Possessing all nine (areas) is optimal.

### **Turning Point Times (TPT)**

The TPT is a quarterly newsletter in its fifth year of publication. It has transformed over the years from mainly a project for a select group of youth to an AToD prevention publication geared

for parents with input from area teens. It is produced with support from the coalition coordinator and STEPS. It began with funding from Wayne County Mental Health Board and part of the grant from the Orrville Area United Way (beginning in January 2008).

Each quarter 2,200 hard copies are printed and distributed at public locations in Orrville and through the schools. Usually, Orrville City Schools assists by mailing copies or distributing copies to parents of middle and high school students. In February 2009, the coalition voted to move towards an electronic edition and created a special electronic mailing list. This will allow the coalition to reduce the printing costs over time, printing only a few hundred hard copies while increasing the circulation and life of individual issues of the newsletter.

In addition, OTP's chairperson and STEPS' community coalition coordinator conducted a mock press conference for Orrville High School's journalism class. The journalism students provided four articles for use in the newsletter. The project was successful and the coalition has been asked to hold another press conference in the coming school.

Topics recently covered in the newsletter during STEPS fiscal year 09 included: three articles about: marijuana, simple assets, use of time as an asset, tobacco connection to other drug use, local drug issues, and what parents can do.

#### ***Parent Alerts***

OTP continues to publish monthly *Parent Alerts* via email. The alerts provide a short newsletter sent via email addressing local ATOD topics and prevention information. The subscriber list grew past 150 this year, with new subscriptions trickling in. Among messages shared in the alerts were points for the Parents Who Host campaign, inhalant abuse, and parties and teens. New recipients are signed up by OTP volunteers and at community events.

#### ***Prom Alternative***

In May 2009, OTP hosted its fifth prom alternative. The event was determined a success by the coalition, with 64 Orrville High School youth in attendance. It was held at Orrville YMCA and included swimming, dancing, a video game tournament, food, and door prizes. STEPS' safe and drug free schools coordinator and Orrville school resource officer (both members of OTP) worked with Orrville High School

students to determine a format for the event, create fliers and recruit attendees. Their efforts, along with an event committee, were key to the alternative programs success. The coalition has decided to continue to have youth participation in planning the event.

#### ***Family Dinner Program***

OTP held three family dinners during the 2008/09 school year. It held it's first in April 2008. The first two dinners were made possible through the school's Growing Healthy Habits grant and the third was sponsored by The J.M. Smucker Co. Average attendance average 109 (140 high, 85 low) and benefitted from the Orrville Middle Schools' assistance to reach parents. The target audience is middle school families. The large number of attendees (and wide age range) made traditional presentation difficult. The coalition voted to change the format of the prevention presentation to an interactive family time. Additionally, CIRCLE Coalition followed OTP's lead and transformed its family dinner presentation style also.

Each of the gatherings reinforced the importance of family dinners and the school's grant was used to provide an after dinner activity led by a representative from Children's Christian Home. Red ribbons were passed out to families to use on their homes during Red Ribbon Week. The second dinner used a version of Jeopardy with three questions in five areas of ATOD prevention. The school system sponsored the dinner and a physical activity with a DJ following the dinner. The final dinner used a board game developed for CIRCLE Coalition focusing on youth developmental assets. An open gym was provided for families after the dinner by the middle school and staffed by OTP volunteers. Orrville Dairy Queen offered in-kind support for all three family dinners to help supply desert.

#### ***Parents Who Host, Lose the Most Campaign***

OTP shared a Drug Free Action Alliance grant with CIRCLE Coalition. It conducted a campaign kickoff at a regional track meet at Orrville High School in April reaching at least 200 adults and youth. The campaign was a success and included media buys (newspaper insert and movie theater ad), signage (banner, business and yard signs), and many public relations efforts from fact cards and postcards shared with parents of junior and seniors, fact cards being passed out to ice cream

and pizza shop patrons, interviews were conducted on local radio stations, an ad on cable television, newspaper articles, and public service announcements. April's *Parent Alert* was dedicated to the campaign too. Work on the campaign began in January and ended at the beginning of June, shortly after Orrville High School's graduation. A survey conducted with CIRCLE Coalition, after the campaign showed...

- 75.4 percent said they recalled seeing the PWH campaign
- 78.9 percent said they support Ohio's Underage drinking laws (at least one "non" was due to the fact that it is legal for parents to give their own minor children alcohol)
- 47.4 percent said alcohol use by underage youth is a slightly big problem

### **Landlord Forum**

In March, OTP held its first landlord forum with approximately 28 people in attendance. Det. Joshua Hunt (Orrville Police Department and OTP) conducted the presentation and was assisted during the Question and Answer time by attorney, Timothy Van Sickle. Information was presented about the history of substance abuse in Orrville and Wayne County, how and why drug dealers typically choose rental properties, damage drug activity can do to property, current laws regarding drug dealing and rental property (real estate), and how landlords can work with the community to help keep it drug-free.

### **Alcohol Vendor Training**

Working in collaboration with CIRCLE Coalition of Wooster, OTP hosted an alcohol vendor training in October. The two coalitions worked together to offer vendors the opportunity to select the best date for their associates. Twelve vendor representatives attended. The Ohio Investigative Unit, Orrville Police Department, and the Wayne-Holmes Suicide Prevention Coalition gave presentations. The video *this place* was shown. Compliance checks were conducted by Orrville Police Department in May. All the Orrville vendors that attended the training passed their compliance checks. (Compliance checks were conducted at five retailers, one did not pass. Plain-clothes police officers observed operations at three additional locations.)

### **Outstanding Accomplishments/ Area of Concerns**

OTP continues to make great strides with its programming, due largely to the high level of ownership from its members and chairperson.

The coalition's yearly planning began in December and was completed in February, with the assistance of a facilitator. The coalition conducted a full review of its current strategies/activities and evaluated them based on prevention results; cost and the coalition's ability implement the activities. It concluded that it would continue its current strategies with some modifications, such as changing the printed newsletter to an electronic edition over time. (The prom alternative would have been eliminated or restructured if it has not been successful in May 09.) OTP agreed to include the following new activities: town meetings and seminars for parents, additional focus on media articles, starting a social media strategy, and supporting programs in the community that provide adult mentors to youth.

OTP's challenge remains in recognizing the possibilities a Drug Free Community grant could provide it. Members will be taking more responsibility to plan for and conduct strategies through the committees, and a committee with a focus on public relations and sustainability was formed. That committee includes STEPS' community coalition coordinator, OTP chair and an additional member. The committee will have the opportunity to make sustainability recommendations to the coalition.

The synergy between the Orrville and Wooster coalitions continues to grow and strengthen both organizations, and appears to be strengthening the long-term results of substance prevention in the area.

### **Chippewa Care Coalition and Rittman C.A.R.E. Coalition**

The Chippewa Care Coalition came together in the beginning of 2008 and had its first formal meeting in April 2008. The development of the coalition was precipitated by a crisis with the suicide of a high school teenage boy in the fall of 2007 and the subsequent prescription-drug overdoses and attempted suicides of several youth in the middle school and high school over a four-week period in December 2007-January 2008.

The coalition's desire to respond to area youths' alcohol, tobacco and other drug (AToD) issues have kept them in contact with staff from STEPS at Liberty Center and CIRCLE Coalition. Its progress was stalled late in the 2007/08 school year however, members continued to work with youth identified with known problems, and held

several universal events at the middle and high schools focused on subjects that varied, including one event about 'cutting' behaviors. Efforts were made to employ the family dinner strategy at the middle school however were not able to be completed. STEPS' coalition coordinator continued contact with Chippewa's members. CIRCLE's *Parent Alerts* electronic newsletter as well as training opportunities and other helpful items were shared also.

The Rittman C.A.R.E. Coalition was established more than 10 years ago and has functioned as a school-based coalition since its inception. Its current mission is very broad-based and includes substance prevention and a variety of other health-living concerns. Its membership is mostly school staff supplemented with two leaders from law enforcement and a faith-based organization. Rittman elected to start receiving CIRCLE's *Parent Alerts* late this year (for use by their coalition) and keeps in contact with CIRCLE's coordinator. A member of the Rittman coalition also attended CIRCLE's training on environmental substance prevention. The Rittman school district took part in a substance use survey offered through the local Mental Health and Recovery Board and STEPS.

### ***Outcome Data***

#### ***Process***

Neither coalition has reached a point in their development that has them keeping formal records about the population they serve. However, both coalitions are largely school-based and make an attempt to reach the fifth through 12<sup>th</sup> grade students in the public schools. While Rittman took part in a substance use survey (see above), not enough results were collected to be able to give reliable results. The coalition has been contacted and it will work with the school to arrange for another survey as soon as possible.

#### ***Structure***

Both coalitions are connected with vital resources on request, including as the Substance Abuse and Mental Health Services Administration and the Ohio Department of Alcohol and Drug Addition Services.

### ***Opportunity for Building Prevention Efforts***

In March 2009, CIRCLE had an opportunity as a Drug Free Community coalition (DFC) to apply for a grant to mentor another coalition.

Chippewa coalition was contacted and expressed an interest in participating. A preliminary meeting was set to discuss the grant and the requirement to conduct a survey. Within 48 hours of the meeting, Chippewa representatives had secured permission from school officials to conduct the required survey, and therefore were able to proceed with CIRCLE to apply for the grant.

In order to strengthen the grant application, STEPS executive director suggested CIRCLE and Chippewa partner with Rittman C.A.R.E. Coalition, with CIRCLE applying to mentor both Chippewa and Rittman under one grant. The Rittman coalition welcomed the opportunity to be included in the DFC mentoring grant and immediately began work with grant committee.

If awarded (notification by September 2009), CIRCLE Coalition will help develop the capacity, help train, and mentor the two coalitions. If the grant is awarded a part-time coordinator

### ***Continued Support***

If the grant is not awarded CIRCLE and STEPS will still be in a position to provide a basic level of assistance for both the Chippewa and Rittman coalitions, including helping them take advantage of the substance use and youth asset survey that will continue to be offered through the Wayne Holmes Mental Health & Recovery Board. The survey results will assist the coalitions to create a real strategic plan while putting them in a better position to try for additional funding opportunities.

STEPS staff will also continue to make prevention education and resources available to these two coalitions in the form of trainings hosted by CIRCLE, *Parent Alerts* newsletters, as well as assisting the coalitions in the best manner possible when additional assistance is requested.

### ***Outstanding Accomplishments/ Area of Concerns***

Chippewa was able to clear some hurdles to ensure it can conduct a survey. This will help to reinvigorate some of its members and allow the control of the coalition to move from one or two school officials and to the community-at-large through membership.

While the Rittman coalition has a long working relationship with STEPS' executive director and had some good general contact with STEPS'

community coalition coordinator, the grant application process strengthened those working

relationships.

### **Stepping Stones (Mentoring Program)**

#### **Comments from the Stepping Stones mentees:**

*“Having someone to talk to is the best thing about having a mentor”*

*“I have learned that people love me even if my parents don’t”*

*“The best thing about having a mentor is my mentor is someone I can express my feelings to and understands what I am feeling”*

Stories and statistics tell the impact of the Stepping Stones mentoring program. The above comments tell the subjective ways that mentees benefit. The statistics below show the picture of mentees high level of academic performance and their resistance to substance use. Surveys of mentees, mentors, and parents indicate an increase in Developmental Assets that show youth feel supported and committed to learning because of their relationship with their mentor. As the mentor/mentee relationship develops, mentors provide guidance, encouragement, and support for mentees to become involved and be successful in their school and community.

Stepping Stones places caring adults in the lives of youth. The mission of the program is to empower youth to make positive life choices that enable them to maximize their personal potential. These programs are cooperative efforts with Wooster City Schools, CIRCLE Coalition, YMCA of Wooster, Mental Health and Recovery Board, Rotary Club of Wooster, and United Way.

During 2008-2009, 18 mentors and 19 youth participated in the program. Mentor/mentee meetings focused on developing a positive relationship, academic success and staying substance free. These goals were supported by consistent meetings, setting and tracking academic goals and activities promoting staying substance free.

#### **Performance Targets:**

- *Of the youth served, 80% will be invested in their relationship with their mentor by the end of the school year.*
  - This is measured by observation of mentees attendance and participation in regular mentor/mentee meetings. Only one

of the mentees was inconsistent in keeping meetings with the mentor. Therefore, 95% are invested in their relationship with their mentor.

- *Of the youth served, 80% will be in academic standing at or above average by the end of the school year*
  - Of the 19 participants, 78% had grades at or above average at the end of the school year. At least 8 students are very close to being all A students.
- *Of the youth served, 94% will avoid the use of alcohol, tobacco and other drugs during the program year.*
  - Of the youth completing a substance use questionnaire, 100% indicated they had not used in the past 30 days and did not think they would use any substance in the next year.

#### **Survey – Mentors**

Mentors were asked to respond to “Because of my relationship with my mentee...” Their responses were as follows:

- 71% said their mentees feel like more people care about them and feel people will help them if needed
- 71% said their mentee was more able to resist using alcohol, tobacco and other drugs
- All mentors rated their mentoring experience as Excellent or Good.

#### **Survey – Parents**

Parents were asked to respond to “Because of this mentoring relationship, I think my child...” Their responses are as follows:

- 67% said their child feels like there are more people who care about them.
- 83% said their child feels like there are people who will help them if needed.
- 83% said their child has a better attitude toward school.
- 50% said their child has better grades.
- 83% said their child is better able to resist using alcohol and other drugs.
- 83% rated this program as excellent and 17% rated the program as good

### **Survey – Mentees**

Mentees were asked to respond to “Because of my relationship with my mentor...” Their responses were as follows:

- 83% said they feel like there are more people who care about them.
- 83% said their attitude toward school is better.
- 83% said they are better able to resist using alcohol and other drugs.
- 100% rated this program as excellent.

Stepping Stones seeks to give mentees experiences that support their increase in Developmental Assets in addition to the mentoring relationship. As mentors discover mentees interests, mentees are encouraged to participate in activities that support those interests. This year one mentee took flute lessons, four attended the B-Wiser Science and Math Camp for girls at the College of Wooster and one mentee attended Discovery Camp at Camp Nuhop. Families involved would not have

otherwise had the financial or other resources or provide these experiences for their children. These camps directly relate to encouraging connection and interest in academic subjects.

Mentoring is a long-term process. Research has found that short term mentoring can actually have negative impact on a youth. While some gains can be shown yearly, the real impact on youth can only be observed after they graduate from high school and beyond. Keeping youth in Stepping Stones is one of the underlying goals. Currently, nine of the mentees have been in the program two years or longer. Four of those have been in the program for 7 years. A Rotary Club of Wooster pilot program that has been wrapped into Stepping Stones has shown a very positive impact. Six youth who entered the program in sixth grade and stayed in the program through high school are now all in college.

Mentoring is easy...mentoring that works is hard work.

### **Drug Free Workplace**

STEPS at LCC, in collaboration with three area Chambers of Commerce, Company Care Center (a department of Pomerene Hospital), Orrville Industrial Clinic (a service of Dunlap Memorial Hospital), Healthy Benefits (a service of Wadsworth-Rittman Hospital) implement a Drug Free Workplace Program that:

- 1) Provides consultation to employers in Wayne and Holmes counties regarding the implementation of drug free workplace programs that meet the Bureau of Workers' Compensation requirements.
- 2) Implements a comprehensive employer, supervisor and employee training program for interested businesses.

The population served includes small to medium size businesses in the Wayne and Holmes County area that employ fewer than 150 employees, most of whom are male. Most of these businesses are manufacturing or agriculture oriented. The two counties are primarily rural and have a strong base of small manufacturers, retailers, and service providers. Both of these communities are growing, as evidenced by the most recent census data. Unemployment rates in the area have been relatively low, but have increased over the past

year. This presents employers with the difficult task of locating and retaining well-trained, drug-free employees.

The DFW Program assists employers in meeting their needs by offering a continuum of services. Assistance is offered in policy development, supervisor training, employee education, drug testing services, and EAP services. Businesses also receive assistance in developing a measurement system to monitor the decrease in the number of safety infractions over the year. According to annual survey results employers report that they find the DFW training programs to be an important part of their risk management program. Most of these businesses are manufacturing or agriculture oriented.

During FY09, Liberty Center Connections delivered one hundred and fifteen (115) Drug Free Workplace employee and/or supervisor training programs to twenty-eight (28) companies in Wayne and Holmes Counties. Trainings were provided by Leslie Graves, Director of Prevention and Intervention Services.

All of the companies who received training implemented at least three of the components of the Bureau of Workers Compensation Drug Free

Workplace Program, and all had standard procedures set forth in their Drug Free Workplace policies to both detect and discipline substance abuse-related infractions.

Evaluations are completed by the recipients immediately following presentations throughout the course of the year and are generally very positive, indicating that the majority of the employees felt the trainings were well-organized, delivered in a timely manner, and contained at least some information that was new and/or valuable to them. Additionally, during the second half of the year companies were surveyed at the time of presentations as to whether they

had experienced an increase in substance related safety infractions. Those companies responding reported no infractions. All of the companies served this year continue to maintain a standard of safety and conduct.

The program is maintaining many of the successes of the past and planning for fiscal year 2010. It will be offered as one of four modules of programming through Liberty Center Solutions, a comprehensive process improvement training program designed to implement and sustain positive change for interested customers.

### **Alcohol Education Program**

The 72-hour Alcohol Education Program at STEPS is offered one weekend per month. Referrals to this program are sent to STEPS from Wayne County and surrounding county courts. The 72 hour AEP Program Weekend is not in lieu of jail sentencing and the driver intervention program offered by the courts is for first time DUI citations only.

STEPS at Liberty Center has contract agreements with three facilitators from the area who are responsible for working with 7-9 clients in his/her group and prepare reports to be forwarded to their respective courts. On alternate months we employ a translator for Spanish-speaking clients.

A total of 222 individuals completed the 72-hour program in FY 2009 of which 79% were male (n=175). Although most of the individuals in the program were under Wayne county court's

jurisdiction, several were from outlying counties including Ashland (n=14). Nearly 40% were ages 18 to 25 years old. A total of 143 (64.4%) of participants were referred for an assessment.

There was general satisfaction for those attending the program. Well over 90% stated that AEP had helped them know about the effects that alcohol has on them. All participants agreed with the statement that the AEP coordinators were knowledgeable. Most important, except for seven participants, all agreed that they have decided to change their behavior related to alcohol and/or other drug use. The areas where there was the least amount of satisfaction was in the registration process in terms of convenience and being able to register quickly. Plans to streamline that process are to be addressed in FY 2010.

### **Insight Program**

The Insight program is a family-centered, strength-based, early intervention program serving youth that have been caught using alcohol or other drugs. Participants are 13-18 year of age and reside in Wayne or Holmes Counties. They have been referred by a court, a diversion program, a school, a probation officer, children's services, or a parent. The program is designed to educate teens about substance abuse, addiction, and related safety issues, such as alcohol poisoning and date rape drugs. Additionally, teens are provided with information and self assessment tools, which allow them to analyze their own substance use,

including personal risks for abuse or dependence.

The Insight program consists of 6 sessions: intake, parent night, 2 teen sessions, and exit. During the one hour intake session, the teen and parent(s) are interviewed about the teen's family dynamics, academic achievements or struggles, life goals, behavior issues, personality traits, previous traumatic experiences, friendships, substance abuse risks, and reason for referral to the class.

The 2 hour parent support session provides parents with a time to meet families dealing with

similar issues, drug alcohol literature, an explanation of screening tools and material used during the teen sessions, and suggestions for addressing future alcohol and other drug issues. The parent session is open to any adults involved in the teen's life.

The teen sessions are comprised of 2 three-hour classes which include discussion of confidentiality, introductions, screening tests, discussion of substance use issues, media, games, and persuasion to develop challenging personal goals. The exit session, also requiring parental involvement, allows time for the family and program facilitator to share concerns about the teen and any updates regarding perceived use.

The facilitator uses this opportunity to point out strengths and personality traits which provide the teen with a high chance of success as a young adult. Meanwhile, the facilitator shares her professional recommendations for the teen's well-being, including a full alcohol and other drug assessment, counseling, or random drug testing. The exit session allows for the family to discuss future plans, such as recreational outings and college visits. Each monthly Insight program allows for participation of an average of 8 participants.

The Insight program has undergone numerous changes during the past year. Currently, the entire Insight program is facilitated by Kate Taylor, LSW, CDCA. She began working with the program in September of 2008 as an intern with the previous facilitator, Phyllis Finch, LICDC.

During the first half of the year, Phyllis incorporated the use of guest speakers for the parent session, including DARE officers and the director of MEDWAY. Additionally, she requested parents to write a letter to their teens during the parent night, and then allowed time for teens to read and reply to that letter.

Since becoming facilitator in February, 2009, Kate has updated the media, including a documentary on teen alcohol-related accidents, several short video clips addressing date rape drugs, and videos inspiring teens to begin thinking "out of the box" in regards to developing challenging life goals.

The use of a self assessment tool has been added to allow each teen to take an honest look at his or her use. They may keep this assessment, or

shred the sheet. Additionally, each family has been informed of the ability to contact the facilitator in the future for support, referrals, or drug alcohol literature.

During that past year, 74 adolescents were registered for the Insight program, with 67 completing the program. Of these 67 teens, 2 were from Holmes County and 1 was from Stark County. Thirty-one (31) were referred from a juvenile court and 24 from a diversion program. There were 15 students referred from the principals or athletic directors of the school districts of Northwestern, Green, Chippewa, Wooster City Schools, Norwayne, and the Opportunity School. Two participants were referred by a parent, two from a probation officer, and one from children's services. Three participants were referred by more than one source. Based on information derived from the participants during the program, 21 were referred for an assessment related to their alcohol and/or other drug use.

During the next year, Ms. Taylor plans to continue community education marketing the Insight program through contact with schools, including meetings and phone conversations with principals and athletic directors explaining the program. Additionally, plans are to generate e-mails providing PDF versions of the brochure to school systems within Wayne and Holmes counties. Plans to discuss the program with the Holmes County Juvenile Court are under consideration, as well as plan to continue updating the program to include more current media and more effective activities.



# Every Woman's House



Mission: To promote the healing of individuals and families who experience the impact of domestic violence or sexual assault. We are committed to the prevention of these crimes.

## ***Clinical Services***

The outpatient counseling office provides: assessment; individual, group and family counseling; and crisis intervention services in offices in Wayne and Holmes Counties. These services are primarily available to individuals experiencing difficulty because of domestic violence, sexual assault or other abuse in their lives. Counseling is provided to children, women and men who are victims of or impacted by abuse. A qualified clinician provides an initial diagnostic assessment of the client and develops an individualized service/treatment plan with the client and other family members as appropriate.

The Counseling Department is comprised of: a full-time, master's level therapist who devotes the majority of her time to providing counseling to children and adolescents; two part-time master's level therapists who provide counseling to adults and couples; a full-time master's level therapist who provides counseling and victim advocacy in Holmes County four days a week and counseling services in Wayne County one day a week; and a part-time master's level therapist who serves as the Another Way Coordinator. The Another Way Coordinator left the position in late May and that position is not being re-filled at this time due to a reduction in the number of participants in the program.

The counseling department underwent significant changes in FY 2009. First, there was a change in leadership. Gina L. Patterson, Psy.D. who had provided counseling to primarily adults for almost six years at Every Woman's House became the Clinical Director in September of 2008. Dr. Patterson is a licensed clinical psychologist who also provides counseling and assessment and psychological testing services in addition to the administrative

and management duties. The previous Clinical Director remained at Every Woman's House as a part-time therapist.

**Counseling for victims:** Victims of domestic violence and sexual assault or abuse present to Every Woman's House for counseling for a number of reasons. Some victims of domestic violence recognize that they are in an abusive or unhealthy relationship and need to discuss this with a clinician who can validate this. Some victims need support and assistance leaving the relationship even if they are able to leave the situation without the assistance of the shelter. Consequences of living with domestic violence include, but are not limited to, low self-esteem, post-traumatic stress, depression, anxiety and a sense of hopelessness. Counseling has been proven to decrease these symptoms and improve quality of life. Victims of sexual assault or abuse also request counseling to assist them through the difficult period of court trials and to recover from the effects of sexual assault.

**Children's Counseling:** Children present for counseling most often referred by their parents or caregivers or by Children's Services. The majority of children receiving counseling services had been either physically and/or sexually abused or had witnessed abuse in their home. Child abuse can cause emotional and/or behavioral problems that can disrupt education. It is imperative to assist these children in recovering from abuse so they can be successful academically and socially. Counseling with children may include individual, group and/or family therapy. Age appropriate cognitive therapy and play therapy are considered the most effective therapy for children and are used by EWH counselors. Counselors work closely with the non-offending family members and other community agencies such as

Children's Services and the Child Advocacy Center. The child therapist is frequently asked to testify in court about the effects of abuse on children and to make referrals for children's safety.

**Another Way:** The Another Way Program is a Batterer's Intervention Program (BIP) for men who have been abusive to their families. Men are primarily referred by the court system after they have been found guilty of domestic violence or a similar crime. Men are also referred by Children's Services and some are self-referred. (Women who are abusive are referred to anger management and domestic violence groups because the dynamics are very different if the woman is considered the primary abuser.) The Another Way Program is based on the philosophy that the cause of domestic violence is power and control. An effective program is designed to hold the perpetrator of violence accountable for his behaviors and choices. The program is modeled after well-researched programs such as the Emerge Program and the Duluth Model. It aspires to meet the Ohio Domestic Violence Network's Best Practices for Batterer's Intervention Programs.

This year long program includes three phases. Phase I (12 weekly groups) is primarily psycho educational focusing on power and control, types of abuse, and effects of abuse on women and children. Phase II (12 weekly groups) is primarily group therapy. In this phase, more emphasis is placed on correcting thinking errors, building empathy, and making healthy, non-violent choices. Phase III (6 monthly groups) is considered aftercare. The purpose of this phase is to continue to reinforce what has been learned and the changes that have been made in the first two phases. Unfortunately, admissions to this program continue to decline. The program and its place in the community are being re-evaluated. A Change Team from the NIATx model will take place in August and will include probation and court personnel in addition to EWH staff.

Although EWH is concerned with the reduction in referrals to the Another Way Program, EWH is not concerned with the

quality of the program. Of the 22 participants who completed at the least the first phase of the program, not one has been charged again for domestic violence or a similar crime. (This data was collected from Wayne County Courtview July 2, 2009.)

#### **Summary of Service Delivery:**

Combining all clinical programs of Every Woman's House, a total of 286 diagnostic assessments were completed in FY 2009 which is an increase from 269 in FY 2008. Outpatient counseling services were provided to 391 individuals for a total of 3184 hours of counseling. Although admissions were up, a decrease by 20% in number of counseling hours was noted. However, if the Another Way Program is removed from this data, the counseling to victims and children *increased* by 1%. It is important to note that the *reduction in counseling hours is largely due to the significant decrease in the number of participants in the Another Way Program*. Specifically, the number of participants fell to 33 in FY 2009 from 73 in FY 2008. As noted above, this is being investigated.

Admissions for Children's Counseling was up from 74 in FY 2008 to 98 in FY2009 and over 300 more hours of counseling was provided to children which is a 40% increase from last year. Admissions in counseling to the Holmes County Office doubled this year resulting in almost 20% of clients served.

#### **Victim Advocacy**

Providing advocacy services for victims of domestic violence and sexual assault in both Wayne and Holmes Counties are an essential part of EWH's continuum of care. Advocacy services include, but are not limited to, safety planning, information and referral, assistance with Civil Protection Orders (CPO's) and civil stand-by's, and court accompaniment. These services are vital in assisting in keeping victims of domestic violence safe when leaving an abusive relationship. Statistically, women who are murdered by their partners are murdered in the act of leaving the relationship or shortly thereafter. Therefore, EWH stresses the importance of careful planning when leaving a violent

relationship and this may include a consultation with the victim advocate.

There was a change in Wayne County staff again this fiscal year. The new victim advocate worked in the shelter as a part-time monitor for three years and also completed her internship here. Thus, she was very familiar with EWH service philosophy and procedures. She has a Bachelor's Degree in Social Work and is an LSW for the state of Ohio.

The EWH advocacy program provided services to 295 individuals which is almost double from last fiscal year (153) with a total of 1328 hours of advocacy. Eight percent (8%) of the individuals were from the Holmes County area. Staff assisted with 122 CPO's.

There are several possible explanations for this increase in the number of people served and two theories will be briefly explored here. One is that this victim advocate has done a tremendous job in outreach to the community and making herself available. Second, is the economy? Many have asked how the economy is affecting domestic violence. The Ohio Domestic Violence Network conducted a state-wide survey of domestic violence programs earlier this year. EWH participated in this survey. Results indicated that 80% of programs in Ohio are experiencing an increase in the demand for victim services such as shelter and advocacy. EWH is seeing this in the Victim Advocacy Program. It is important to note that poverty does not *cause* domestic violence. Financial problems can increase the stress for the batterer which can cause him to be more violent. Financial problems can also be a barrier for the victim to leave.

The Victim Advocates also facilitate the Sexual Assault Response Team (SART) programs in their respective counties. They are responsible for recruiting and training volunteers to go the hospitals as hospital advocates. The Wayne County SART team has 17 volunteers and responded to 27 hotline calls from Wooster Community Hospital. Holmes County has three volunteers and responded to two hotline calls from Joel Pomerane Hospital. Holmes

County coordinates victim services with the Victim's Assistance office.

A specific accomplishment this fiscal year is the start of a Legal Clinic, an open clinic for free legal advice for victims. Once a month local attorneys are available for free, brief legal consultations. Twenty-six (26) individuals benefited from this program which is planned to continue next fiscal year. The Northeast Ohio Legal Aid and Office of Kropf, Wagner, Lutz, and Vansickle staffed this clinic.

### ***Clinical Services Accomplishments:***

- Increase in counseling to children
- Consistent counseling to victims
- Increase in admissions
- Increase in services to Holmes County residents
- Maintained stable counseling staff
- Close working relationship with Children's Services, the Child Advocacy Center (CAC), and Guardian Ad Litem to protect children
- Continued to be a respected referral source for the CAC and Children's Services
- Conducted domestic violence risk assessments for Children's Services and Juvenile Court
- Continued to build a coordinated community to domestic violence through the risk assessment program with Wooster Police Department, prosecutor's office and judges
- Continued active participation in the Wayne County Domestic Violence/Sexual Assault Coalition, Housing Coalition, Elderly Coalition, and CAC Taskforce
- Provided training for law enforcement on the psychological aspects of domestic violence and sexual assault
- Consulted with Wayne County prosecutor's office about providing expert testimony in DV cases
- Hosted Rita Smith, Executive Director from the National Coalition Against Domestic Violence who provided a community wide educational training, met with management staff, and presented at a dinner with board, staff, and community members.

### ***Areas for Growth***

- Increase admissions to Another Way
- Continue to fill market in Holmes County
- Expand risk assessment project to other jurisdictions

### ***Julia's Place – Every Woman's House Shelter***

Julia's Place shelter provides safe shelter for both women and women with children, who are victims/survivors of domestic violence. The shelter may also provide temporary shelter for homeless women and their children when other resources are not available. The shelter is available 24 hours per day and 365 days per year. Residents are provided private sleeping space, kitchen and laundry facilities, and items to meet their basic needs such as food, clothing and personal items. One family is assigned to a bedroom. Single women may be bunked together if the shelter is full and more space is needed.

The shelter is staffed with a full-time shelter manager. This position underwent change this year. The previous shelter manager left the end of March. The new shelter manager has a master's degree in social work and is independently licensed. She has quickly learned the EWH service philosophy and has integrated to become a member of the team. She oversees three full-time paraprofessionals who staff the shelter 24 hours a day throughout the week. Part-time paraprofessionals staff the shelter on the weekend. The shelter manager or clinical director is always on call to handle admissions or other issues that arise. The shelter staff also answers and respond to hotline calls 24 hours a day.

The mission of the shelter is to provide a safe and nurturing environment, empower women through education and supportive services, and encourage efforts toward self-sufficiency. Residents of the shelter are not considered to be in "residential treatment" and are not treated as such. Victims of domestic violence are capable of directing their own lives and the shelter strives to give

residents as much freedom and autonomy as possible. With that being said, some rules and guidelines are necessary to promote safe, community living. Case management is provided to assist in goal-setting and to assist with referrals to other community agencies. The shelter provides individualized services to each family based on their own unique needs and strengths.

**Outcomes:** Julia's Place housed 103 women and 87 children for a total of 5740 days. The number of days is down slightly from last fiscal year. This is probably due to a reduction in the number of children residing in the shelter this fiscal year as compared to last fiscal year. The average length of stay was 30 days which is comparable to last fiscal year. Approximately 83% of the residents were from Wayne County and approximately 9% were from Holmes County. The remainder was from surrounding counties. Women are accepted from surrounding counties if there is space. It is usually for reasons of safety because at times it is necessary for victims to leave the county. Sometimes women want to relocate near family members for support. Please see Table for other demographic information.

Julia's Place was impacted with the closing of Wooster Interfaith Housing. The shelter referred many residents to their programs. Since the closing of Interfaith a rise in the number of residents moving in with family members was noted. (please provide comparable data.

In addition to the shelter, Every Woman's House responded to over 400 hotline calls and made over 800 referrals.

### ***Shelter Accomplishments***

- Provided a safe, nurturing environment for recovery from domestic violence and/or sexual assault
- Provided case management services to all women sheltered over 7 days
- Maintained flexible length of stay policy to meet individual needs
- Provided a field trip to a pumpkin patch in the fall

- Facilitated free haircuts to residents several times a year
- Responded to over 400 hotline calls
- Maintained community connections essential to linking women with services effectively and efficiently
- Actively participated in the Housing Coalition to assist Wayne County with the continuum of care for homelessness (including speaking on the panel at the annual breakfast)

### Client Vignette

Judy\* was married to Tom\* for almost 10 years. They had two elementary aged girls. Tom was emotionally and physically abusive sporadically throughout their marriage. As is typical in domestic violence, they kept it well hidden and nobody would have suspected what was happening in their home. They were active in their church and Tom was a good employee. Finally, when he made death threats toward their oldest daughter, Judy decided it was time to leave. She came from an abusive family; therefore, family support was out of the question.

Judy came to the shelter with her two daughters. The Victim Advocate assisted her in obtaining a civil protection order and referred her to local attorneys. She and her daughters participated in individual, family and group counseling. The children's therapist kept very careful documentation and provided consultation to the Guardian Ad Litem assigned to the divorce case. Thus, Tom was not granted any visitation with his daughters until he underwent treatment.

Judy was very emotional when she first came to the shelter and had some difficulty managing her stress and feelings of being overwhelmed. She responded well to counseling and is now coping much better. She obtained housing through Wooster Interfaith Housing. She works part-time and attends college. Although she is quite worried about her daughter's interactions with their father, she and the children are recovering well and living happy, healthy lives.

(\* not real names)

Admissions to EWH - FY 2009												
Characteristics	1st Qtr.		2nd Qtr.		3rd Qtr.		4th Qtr.		Year to Date		FY 2008	
	n	%	n	%	n	%	n	%	n	%	n	%
<b>Total Admissions</b>	<b>62</b>		<b>59</b>		<b>48</b>		<b>57</b>		<b>226</b>		<b>232</b>	
Gender												
Male	16	26%	12	20%	16	33%	12	21%	56	25%	85	37%
Female	46	74%	47	80%	32	67%	45	79%	170	75%	147	63%
Age (in years)												
0 - 17	18	29%	28	47%	18	38%	24	42%	88	39%	67	29%
18 - 25	12	19%	7	12%	6	13%	9	16%	34	15%	36	16%
26 - 35	11	18%	10	17%	13	27%	12	21%	46	20%	65	28%
36 - 45	13	21%	9	15%	4	8%	6	11%	32	14%	40	17%
46 - 55	6	10%	4	7%	5	10%	4	7%	19	8%	19	8%
56+	2	3%	1	2%	2	4%	2	4%	7	3%	5	2%
Race												
White	60	97%	57	97%	43	90%	43	75%	203	90%	194	84%
Black	2	3%	2	3%	3	6%	11	19%	18	8%	31	13%
Other	0	0%	0	0%	2	4%	3	5%	5	2%	10	4%
County												
Wayne	43	69%	49	83%	37	77%	41	72%	170	75%	201	87%
Holmes	14	23%	7	12%	8	17%	11	19%	40	18%	20	9%
Other	5	8%	3	5%	3	6%	5	9%	16	7%	11	5%
Township												
Wooster	25	40%	25	42%	21	44%	19	33%	90	40%	116	50%
Other (in Wayne and Holmes)	32	52%	31	53%	24	50%	33	58%	120	53%	105	45%
Outside of Wayne and Holmes	5	8%	3	5%	3	6%	5	9%	16	7%	11	5%
Referral Source												
Courts	6	10%	4	7%	8	17%	4	7%	23	10%	41	18%
Liberty Center	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Employer	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Family/Friends	16	26%	23	39%	17	35%	18	32%	74	33%	57	25%
Self	23	37%	21	36%	11	23%	18	32%	73	32%	74	32%
Social Agency	17	27%	10	17%	11	23%	17	30%	55	24%	59	25%

Residents in Julia's Place - FY 2009					
Characteristics of Adults			Characteristics of Minors		
Gender	n	%	Gender	n	%
Male	0	0%	Male	47	54%
Female	103	100%	Female	40	46%
Age (in years)			Age (in years)		
18 - 25	35	35%	0 - 5	50	59%
26 - 35	30	30%	6 - 12	27	32%
36 - 45	15	15%	13 +	8	9%
46 - 55	10	10%			
56+	9	9%			
Race			Race		
White	86	83%	White	70	80%
Black	10	10%	Black	7	8%
Other	7	7%	Other	10	11%
County			County		
Wayne	86	83%			
Holmes	11	11%			
Other	6	6%			

Julia's Place (Fiscal Year Comparison)			
	FY 2009	FY 2008	Diff.
Avg. Length of Stay (days)	31.5	31.1	0.4
Total number of days	5703	5845	-142
Number admitted	181	172	9
Number discharged	162	188	-26
Families served*	62	51	11
Wayne County (%)	82.3	85.1	-2.8
Holmes County (%)	9.4	9.6	-0.2
Racial Minority (%)	8.9	16.8	-7.9
*households with children			

EWH - # of Clients Served and # of Hours of Service Delivery FY 2009				Difference	
Program/Type	# clients	# hours	FY 2008 #	(FY 2009 - FY 2008)	hours
Assessment	Children	98	117.0	86	31.0
	Adult Males	33	33.0	76	-43.0
	Adult Females	155	155.0	165	-10.0
<b>Total (Assess)</b>		<b>286</b>	<b>305.0</b>	<b>327</b>	<b>-22.0</b>
Group	Children	0	0.0	106	-106.0
	Adult Males	33	502.0	1324	-822.0
	Adult Females	19	40.0	228	-188.0
<b>Total (Group)</b>		<b>52</b>	<b>542.0</b>	<b>1658</b>	<b>-1116.0</b>
Individual	Children	132	1110.0	794	316.0
	Adult Males	21	90.0	69	21.0
	Adult Females	167	1137.0	1134	3.0
<b>Total (Individ)</b>		<b>320</b>	<b>2337.0</b>	<b>1997</b>	<b>340.0</b>
<b>TOTAL</b>	Children	141	1227.0	986	241.0
	Adult Males	53	625.0	1469	-844.0
	Adult Females	197	1332.0	1527	-195.0
<b>Grand Total</b>	<b>Outpatient</b>	<b>391</b>	<b>3184.0</b>	<b>3982</b>	<b>-798.0</b>

EWH - # of Clients Served (Demographics) FY 2009			
Gender			
Gender	Male	105	26.9%
	Female	286	73.1%
Race	White	345	88.2%
	Black	32	8.2%
	Other/Unknown	14	3.6%
County	Wayne	304	77.7%
	Holmes	57	14.6%
	Other/Unknown	30	7.7%
Age	under 18	141	36.1%
	18 - 25 yrs	51	13.0%
	26 - 35 yrs	84	21.5%
	36 - 45 yrs	59	15.1%
	46 - 55 yrs	42	10.7%
	56+	14	3.6%

## EWH – Quality Improvement 2009

### Dashboard Outcomes

Every Woman’s House for the first time used dashboard indicators as the primary method to track pertinent outcomes for both clinical and shelter services. Six indicators were used for this fiscal year, four of which were associated with Julia’s Place. Three of the four indicators indicated that the goals had been met. These items included feeling safe while at the shelter, display of reduction of distress and there being no repeated episode of domestic violence 90 days after leaving the shelter. The one item that came close for the goal being achieved was an item related to feeling safe upon leaving the shelter. Much of this was due to first quarter exits which included residents who left in a less than amicable manner from the shelter.

Effectiveness of counseling comprised the other two items, one for children (as gauged by a parent) and one for women. Both showed results that came close to the goals which were established before the fiscal year began. Of the 30 women who had an open

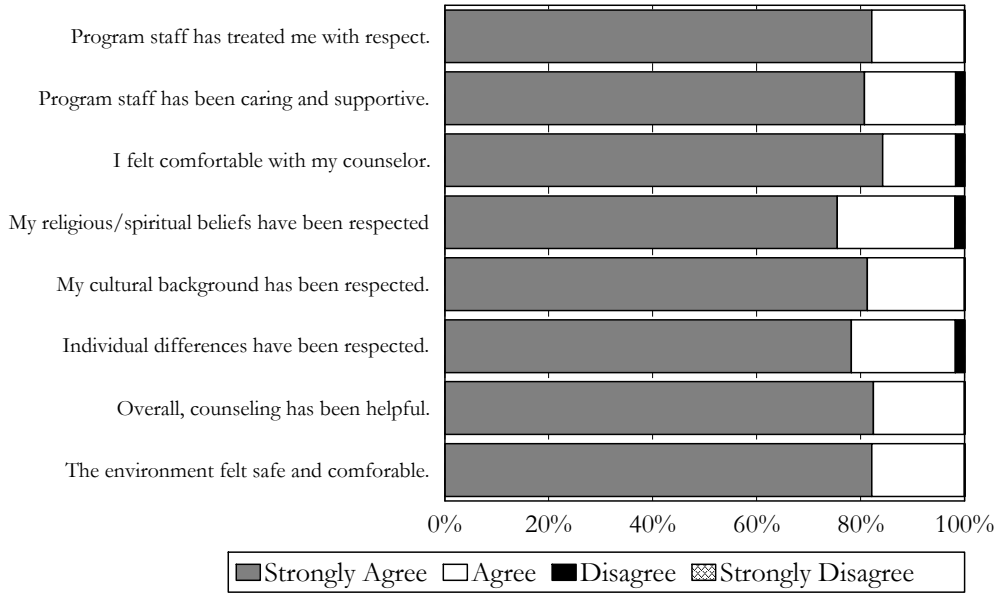
case for over 180 days and completed a follow-up Ohio Instrument Survey, 75% showed a 20% increase in the quality of life score. For the children receiving services for at least 60 days, 80% of the parents indicated that the problem severity score as measured by the Ohio Instrument was less than 20

**Client Satisfaction Surveys** The Quality Improvement department of Every Woman’s House conducts quarterly client satisfaction surveys to determine the current level of satisfaction with services, and more importantly areas where improvement may be indicated. For those in counseling, there was overwhelming satisfaction in all service areas. Of the over 70 respondents, just one indicated disagreement with statements which reflects satisfaction. Below are two graphs depicting the results of the survey. The first reflects responses from individual involved in counseling (mostly women) and the second graph are respondents from the Another Way program, an offenders group discussed in the clinical portion of this report.

Every Woman's House & Julia's Place													Cumulative Total	
Domain	Indicator	Description	Goal	Goal Source	n =	QTR. 1	n =	QTR. 2	n =	QTR. 3	n =	QTR. 4	n =	FY 2009
Clinical Outcomes – Domestic Violence	Effectiveness of shelter in enhancing safety levels upon departure	Exit survey will assess percentage of women who indicate upon exit from the shelter of a safety level of at least a 5 on a 7 point scale (1 extremely unsafe - 7 completely safe).	95%	Quarterly exit survey results	5	20%	12	100%	12	100%	7	86%	36	79%
	Effectiveness of shelter in providing a sense of safety for residence while residing at the shelter.	Exit survey will assess percentage of women who indicate feeling "very safe" while residing at the shelter.	75%	Quarterly exit survey results	6	50%	13	100%	13	100%	7	100%	36	89%
	Effectiveness of shelter in reducing return to abusive lifestyle	90 days after discharge sheltered women who agree to being contacted by phone will indicate not having had a repeated episode of domestic violence.	75%	Calls made to sheltered women after discharge	0	none collected	0	none collected	0	none collected	11	91%	11	91%
	Effectiveness of shelter in reducing symptoms of distress in order to allow for planful implementation of a safety plan.	Shelter residents staying 30 days or longer will show a reduction of symptom distress indicated by a score of less than 30 on the SDS score of the Ohio Mental Health Consumer Outcomes System instrument - Form A.	90%	SDS score of the Ohio Mental Health Consumer Outcomes System instrument - Form A.	5	100%	3	100%	10	90%	5	80%	18	92%
Outpatient Counseling	Effectiveness of outpatient counseling for adult female clients	Adult female clients who receive outpatient counseling services for 180 days will reflect a 20% increase in their quality of life as measured by the Ohio Mental Health Consumer Outcomes System instrument - Form B.	90%	QOL score of the Ohio Mental Health Consumer Outcomes System instrument - Form B.	10	90%	12	75%	8	63%	2	50%	30	75%
	Effectiveness of outpatient counseling for children under the age of 12.	Parents of client children under the age of 12, whose child receive services for 60 days, will reflect a problem severity score of less than 20 as measured by the Ohio Youth Problems, Functioning, and Satisfaction Scale.	90%	Problem Severity Score of the Ohio Mental Health Consumer Outcomes Systems instrument - Ohio Scales - Parent Version.	0	none collected	2	100%	12	75%	6	83%	14	80%

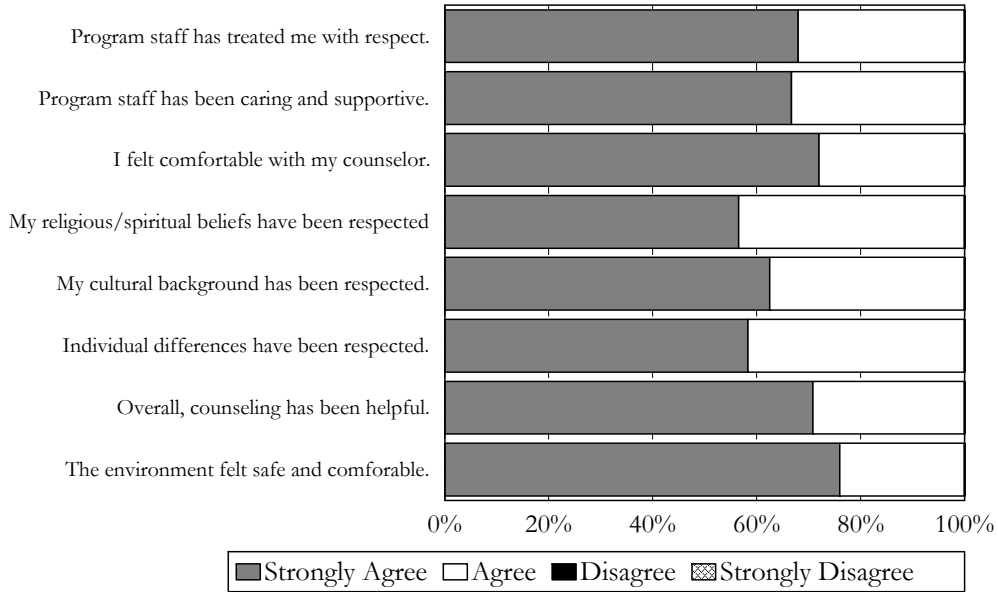
## Every Woman's House (YR 2009)

### Individual Counseling Feedback



## Every Woman's House (YR 2009)

### Another Way Program Feedback



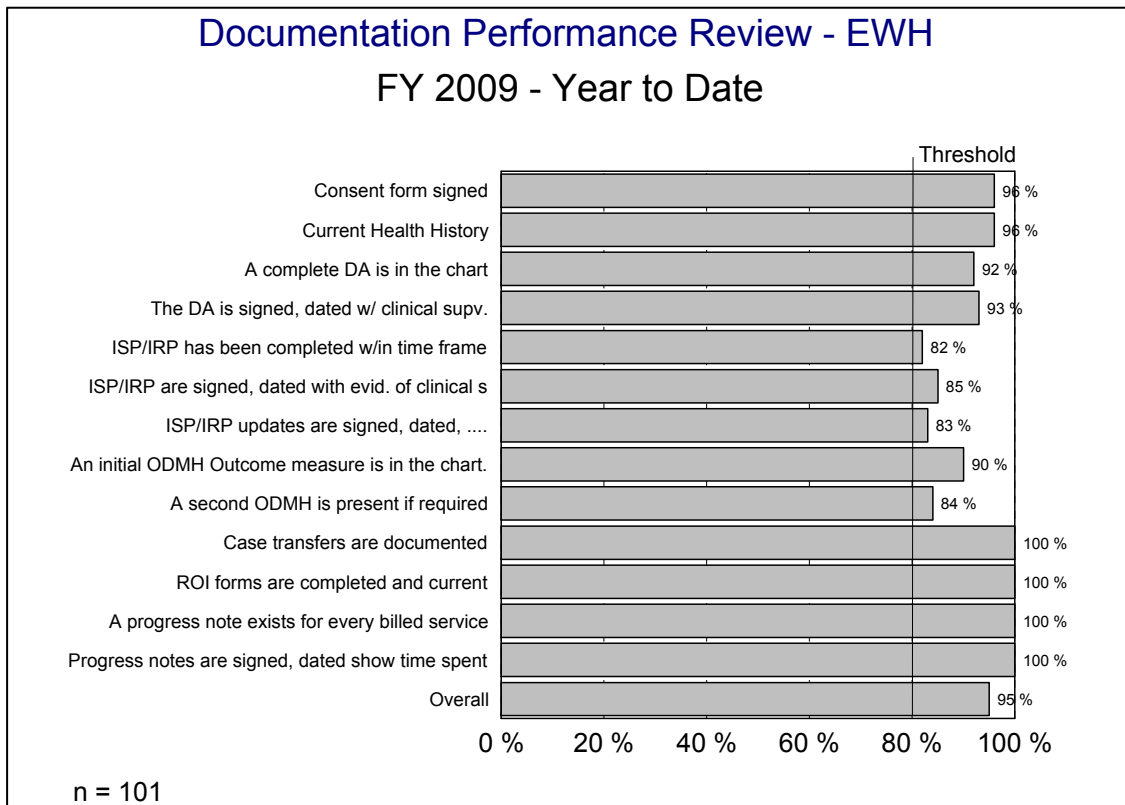
n = 25

**Chart Reviews** – During the fiscal year 230 charts were reviewed for compliance levels as well as quality of services being delivered. Peer reviews are conducted on a monthly basis by therapists. Each review between three to five charts per month with no therapist reviewing their own chart. A random selection of charts is pulled for the review. One month per quarter is dedicated to charts that were closed during the prior three months.

Results show a compliance level of over 85% for all items listed in the peer review list. Of the 129 charts reviewed by peers, there was

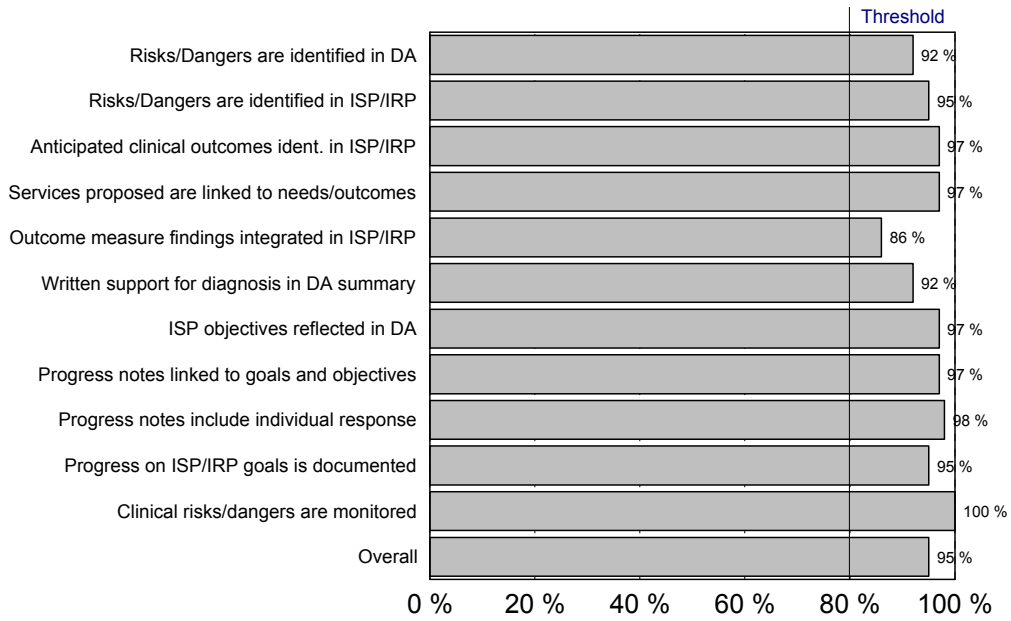
an overall compliance rate of 95%. The graph below depicts the results.

Documentation review has items that reflect compliance with required elements of a chart. This includes have consent forms signed, health history completed and signed progress notes for all activities billed. Compliance rates exceeded 80% for all items with an overall compliance rate of 95% (101 charts were reviewed). There was significant improvement during this fiscal year in having a follow-up ODMH instrument administered. Because ODMH no longer requires the use of the instrument for certification purposes, items related to the Ohio Instrument will be removed from this review.



# Peer Review

## FY 2009 - Year to Date



n = 129

## COMMUNITY EDUCATION & PREVENTION

### Overview

In FY2009, the Community Education & Prevention Department of Every Woman's House continued its mission to provide education and raise awareness on the impact of violence to the community members of Wayne and Holmes County.

Once again, our violence prevention programs in area schools proved to be a popular service among students, teachers, and parents alike. We continued to offer such topics as bullying, sexual harassment, dating violence, family violence, and sexual assault.

In the coming year, we will need to address future funding issues, sustainability of programming, and developing innovative and cost-effective means to provide violence prevention programming to the entire community. This will take a collaborative effort among agency staff, schools, social service agencies, and the community at large

### Outcomes

#### PROGRAMMING

This past year provided continued challenges in providing prevention and education services in the community. A vacant community educator position was ultimately left unfilled due to the continued drastic decreases faced from federal, state, and local funding sources. This left the department with one full-time coordinator and a part-time community educator. In spite of this the program was able to deliver 899 hours of community education to 9,865 members of the community. Providing programming from grades 5<sup>th</sup> through 12<sup>th</sup> to eleven school districts proved to be challenging with scheduling conflict issues because of the reduced staff. In spite of the loss, we provided a total of 525 hours of prevention to every school district in Wayne and Holmes Counties.

The majority of programming (58%) was provided to area schools. This was followed by Community Education (30%) and Adult

Education (11%). The 525 hours of prevention represents a 56% decrease over the number of prevention hours provided in FY2008. This decrease is attributed to two factors.

First, the loss of a full-time community educator position drastically hindered our ability to provide more hours of programming in the schools. Second, the 5-day *Healthy Relationships* class was reduced to a 3-day program to reduce scheduling conflicts and provide prevention programming to as many schools as possible. It should also be noted that while the number of prevention hours decreased in FY09, the number of community education and adult education hours *increased* by 40% and 19% respectively.

The program presented the most is the popular *Bullying* program, a 3-day curriculum dealing with bullying behaviors in area schools. With a reduced staff, the department was still able to provide a diverse array of violence prevention topics to 5,600 children.

Evaluations by students were fairly consistent across all school districts with students indicating the following outcomes:

- 96% felt the information was presented in an easily understood manner.
- 91% agreed that the presentation increased their awareness on the topic.
- 89% agreed that the presentation taught them ways to stay safe.
- 86% indicated that they had some prior knowledge of the topic being presented.

#### SCHOOL DISTRICTS

Once again, the Community Education department is proud to have provided violence prevention programming to each school district in Wayne and Holmes Counties. While challenged with limited staff and resources, the department was able to offer programming in either the middle school or high school (and sometimes both). West Holmes Middle School has especially worked well with the department

over the last few years in addressing their issues with bullying and has drastically reduced these problems.

### **VOLUNTEER PROGRAM**

Volunteers of Every Woman's House are a dedicated and compassionate group that performed a total of 13,709 hours in FY 2009. This represents a nearly 10% increase in the number of volunteer hours performed as compared to FY2008. EWH volunteers worked the equivalent of nearly seven full-time employees, saving the agency well over \$100,000 in salary expenses.

Even with a sluggish economy, we have seen an increase in requests to volunteer with Every Woman's House. The department continues to pursue new and cost-effective ways to utilize volunteers that will maximize the ability of Every Woman's House to provide much-needed services to the community.

In an effort to be more effective with limited resources, there is a need to increase the utilization of volunteers in new types of positions. The volunteer department has already begun to do this by scheduling volunteers for community awareness projects.

### **Men Working For Change**

In 2006, the men's volunteer group *Men Working for Change* was resurrected. The volunteers consisted of eight football and baseball players from the College of Wooster. Over the next several years, their work in the community was highlighted in the *Wooster Daily*



Record and featured in a year-end issue in *Sports Illustrated*. This continued exposure and

success was the foundation that allowed Every Woman's House to receive grant funding from the Ohio Department of Health to expand the program in area high schools and colleges to address sexual assault prevention.

### **Men Working for Change (College of Wooster)**

#### **Candlelight Vigil 2009**

The previous group had graduated in May 2008, however, we recruited a new class that has continued on the tradition. These young men helped recruit high school chapters of Men Working for change and participated in community events like the 2009 Candlelight Vigil (see picture below). The College of



Wooster chapter was once again selected to receive a volunteer program house to better coordinate their activities.

### **Men Working for Change (Rittman High School) Group Meeting 2009**

The first high school chapter was established in Rittman High School. This group of 17 young men (ages 14-17) learned about the aspects of healthy dating relationships to affect positive change among their peers. They worked together to design a movie theater advertisement that raises awareness of unhealthy teen dating relationships. Their work will continue on into the 2009-2010 school year where they will work on a social-norms campaign on campus.

### **Looking ahead**

For the Community Education and Prevention Department to be successful in the future, we will have to overcome and adapt to the ever-changing landscape. Obstacles in funding,

personnel, and changing community needs will require us to be flexible with the services we provide.

In an effort to be sustainable we will need to increase and diversify our funding sources, form collaborative partnerships with community organizations, and utilize cost-effective technology to reach more people with fewer resources.

One area that we have begun to utilize but is still in its infancy stage is the use of social media such as Facebook, MySpace and Twitter. If used properly, these and other web 2.0 tools can be used to reach a wider audience. This transition will take some time as there will be a learning curve with staff, but the dividends in the end will likely be exponential.

## **TECHNOLOGY UPDATE**

The technology team had an analysis review of the entire organization and learned that we have made excellent decisions on the technology structure based on the number and location of sites, the number of users and resources available. It was identified through a national study that an organization with 55 FTEs usually has 2 FTEs technology personnel on staff. We currently do not have one person dedicated to the position, but share responsibility among several staff members with the Director of Operations coordinating all work. In addition, we contract with a local vendor to provide the higher level technology support.

The top four areas that were identified as our focus for the upcoming year are:

### ***PROJECT #1: OBTAIN A CLIENT DATABASE SOFTWARE PACKAGE***

Effective and efficient client database software is vital to the clinical and business operations of LCC. The current software, Creative Socio-Medics (CSM), which was initially purchased in 1999, is no longer supported with updates by the vendor. This lack of support has caused numerous interruptions in productivity when technical difficulties occur. Due to the age of the software, there is lack of flexibility while entering the software often causing data to be lost mid-way through data entry.

The software was developed with DOS technology rather than a windows-based software, therefore requiring personnel to make many keystrokes in order to complete a simple task. The report writer software that interfaces with this system is incredibly cumbersome and does not always allow us to pull the data necessary for reporting purposes. When issues arise, the delay in assistance from the vendor is prolonged because they are required to research old records on how this software works. The remote users constantly struggle with being locked out and unable to perform their tasks when off site.

### **PROPOSAL:**

Obtain funding to support the purchase of a viable replacement for the organization.

Xaktsoft and ProCom are two packages that have been identified and are an Ohio-based company that will adhere to the strict MACSIS billing guidelines. Both companies offer a billing module and an electronic health records module.

### **PRIORITY: HIGH**

This is the highest priority item on the technology plan and it is strongly encouraged we seek funds to support the purchase and implementation within the next 12 months.

### **PROJECT COSTS: \$76,000 - \$80,000**

Billing Module with Electronic Health Record Software \$60,000  
Training and Implementation Costs \$16,000  
Annual Maintenance Costs \$3500

### **SUSTAINABILITY:**

After implementation, our annual maintenance costs will be less than \$4,000. The team feels this cost will be saved in implementing the electronic health record, saving time and moneys on coping, filing, storage, etc. In addition, we recently implemented a backup system that is a digital backup system offsite that is being mirrored to another hard drive for easy retrieval. With this already in place, it meets the HIPAA criteria for maintaining, storing and backing up the electronic health care records.

### **PROJECT #2: DEVELOP A SCHEDULE OF HARDWARE UPGRADES**

Developing a continuous schedule of technology upgrades will help avoid the large expense of replacing all technologies at once. We currently have 55 computer users in the organization, with approximately five users primarily using a laptop. This project will require the technology team to identify all hardware within the organization, determine its lifecycle, and develop a replacement plan. This hardware replacement is not only for computers, but also includes phones, voice mail, projectors, routers, printers, copiers, etc.

**PROPOSAL:**

The technology team will complete an inventory of all hardware throughout the organization and will research the lifecycle of these items. The team will establish a replacement plan and seek funding to support the purchase of viable replacements for the organization. In addition, the team will identify if there are options available other than simple replacements.

**PRIORITY: MEDIUM HIGH**

It is important to know what we have and when it may potentially need to be replaced in order to prepare for the future. This project receives a medium high priority in the organization so that we can plan accordingly.

**PROJECT COSTS: \$5,000 - \$10,000**

Identify the immediate needs and plan accordingly

**SUSTAINABILITY:**

After implementation, we will be able to plan for our ongoing costs through budgeting, planning and grant writing. Once the full inventory is completed, we will be able to maintain the list through our network server.

**PROJECT #3: DEVELOP AN INTERNET STRATEGY**

It is becoming clearer that reaching clients and consumers through technology is more than just efficient, it is effective. We need to identify ways to bring our services to clients using the web. That could mean completing paperwork or appointment scheduling ability online, paying for services via our website, reminder call appointments via computer calling services, offering appointments through webcam, etc. The focus will be on how we can enhance the services we already provide using technology.

One thought is to focus on emerging trends, such as blogging or social networking, to assist with our business and clinical functions. We will also explore using technology to provide services in our outlying counties. Due to the rise in transportation costs, we would like to explore the possibility of bringing services through internet, webcams and potentially podcasts.

**PROPOSAL:**

The technology team will identify strategies that will be possible for our organization to use to reach our clients and consumers. The goal would help our organization meet the priorities identified in the three year plan but identifying ways to reach those goals using technology. Once the team is able to strategize and develop a plan, the organization will be able to seek funding for this project.

**PRIORITY: MEDIUM**

While this is the way the business world is moving, we felt this is a medium priority in the organization realizing that many of our consumers will not be able to immediately benefit from the project. However, we clearly understand that by using technology, that we may be able to attract other populations that normally do not utilize our services.

**PROJECT COSTS: \$0 - \$100,000**

The planning portion of this project will not cost us a dime. The implementation costs are hard to determine at this point. It is suggested that once items are identified that we seek grants and donors who are willing to support that particular project. There is hope that through the recent passage of the economic stimulus package that there may be funds available to support this.

**SUSTAINABILITY:**

With each project that will be implemented, we will have a sustainability component that will be addressed.

**PROJECT #4: UPGRADE ACCOUNTING SOFTWARE PACKAGE**

At the recommendation of the fiscal auditor, it has been suggested that Liberty Center Connections should upgrade its current accounting software to facilitate fund accounting. Fund accounting software will assist in the allocation requirements in grant reporting. In addition, with this particular type of software, it is much easier to go through a grant audit as all expenses related to the grant are in a format easy to audit. Liberty Center Connections currently have 30 grants that need to be tracked. While this information is currently being tracked through Peachtree, it is requiring staff to perform additional data entry

in order to get the information sorted. The fund accounting software will provide more connectivity between the grants and the general ledger.

**PROPOSAL:**

We have made some changes with our current system to help us meet our needs, but ideally would have the funds available to move to a system that best fits our organization.

**PRIORITY: LOW**

The only reason why has received “low” priority is because the cost of the software and the

organization has identified other higher needs at this point.

**PROJECT COSTS: \$40,000 - \$50,000**

The cost stated above would cover the cost of the software, training and implementation.

**SUSTAINABILITY:**

Once this product was purchased, the only things that would need to be sustained are continual staff training, annual maintenance costs, and upgrades

**Beacon House Renovation Project**

In the spring of 2009, an application was submitted to the Ohio Department of Alcohol and Drug Addiction Services competitive Capital Grant for facility improvements to the Joan Van Orman Beacon House. The Beacon House is a certified women’s residential addiction treatment facility that serves up to 9 women and 3 children.



The application submitted requested funding for some major updates to the facility. The 4074 square foot home was built in 1914 and, according to the tax records, the last time it underwent major renovations was back in 1988. The house was purchased in 1991 and since then has had only some cosmetic updates in the interior.

According to ODADAS, over \$4 million had been requested from all of the applicants with only \$900,000 available for funding. Liberty Center Connections was notified in late May, 2009, that this project was selected and awarded \$62,600

from ODADAS. Liberty Center Connections is required to provide a local match of \$78,250 or 20% of the total cost for the renovations. The grant specified that the awarded amount would fund heating/cooling, plumbing, the front porch, windows, electrical, siding, kitchen and one bathroom.



Items not funded but will be included in the renovation plan is a new garage (the old one being almost 90 years old), and a replacement fence. Planning will begin July of 2009 and the renovations are targeted to be completed by the end of March, 2010.



## PATHWAY HOUSE GETS A NEW HOME

Since the 1980's, the Pathway House program operated from 550 North Grant Street property in Wooster, Ohio. The house, which was about 1300 square feet, would treat up to 9 men. This three-bedroom home was very small, but was well-known in Wooster as the home where men could go for residential drug and alcohol treatment when outpatient treatment had not been successful.



In Fall 2007, Mr. Dave Noble and the Noble Foundation provided a unique gift to the Pathway program. They purchased an 1861 vacant home situated at 245 Beall Avenue, Wooster, that was the subject of an estate auction. For more than 30 years, the stately Italianate mansion was owned by the late Oscar Lorson and then his daughter Elisabeth Lorson, who lived in the home until 2006. The family mansion was built in 1861 and still had the original interior design element.

In September 1997, this bona fide piece of local history received a new lease on life. The Noble Foundation purchased the 5600 square foot home at auction for \$245,000. The Foundation, under the

direction of Dave Noble, envisioned refurbishing the home into a residential treatment center for men.

Dave Noble stated, "The Noble Foundation wanted to preserve the Lorson home as one of the last great examples of the beautiful homes that once graced lower Beall Avenue. The Foundation also wanted to see the home put to good use and knew that STEPS had long needed a new residential facility for men. The proximity of the Lorson home to STEPS seemed to make this use a natural."

In addition to preserving a history home in the community, Wayne and Holmes County gained:

- A conveniently located treatment facility for clients so they could stay in the community near their families and their jobs.
- A new facility with additional 4300 square feet of space that will create an environment to aid in their recovery process.
- Better access to treatment as the bed capacity increased from 9 beds to 16 beds.
- Transitional beds for clients as they obtain employment and begin to move to self-sufficiency.

We are pleased to announce that with the support of many local donors, volunteers and staff, the home opened December 22, 2008, and was given the name The Noble House. The previous home was given to the Wayne County Habitat for Humanity to be renovated and used for low income housing.

