

Evaluation/Quality Improvement Committee Meeting Minutes

Lake County ADAMHS Board, One Victoria Place, Ste. 205, Painesville

Monday, May 12, 2014

5:30 p.m.

Members Present:

Joanne Zeroske Acting Chair
Dr. Gail Fedak
Roberta Kalb
Douglas Klier

Members Absent:

Dione DeMitro
Frank Sarosy

Staff Present:

Christine Lakomiak Director of Quality and Clinical Operations
Kelly Tuttle Secretary/Receptionist

Guests:

Megan Bileci	Beacon Health	Jeanne Myers	Forbes House
Carol Casey	Bridges	Larry Kappler	Lake-Geauga Recovery
Dan Porter	Crossroads	Nancy DiStefano	Lake Health
Mike Matoney	Crossroads	Christi Farmer	NAMI
Judy Zupancic	Crossroads	Carole Jazbec	NAMI
Heidi Sliter	Crossroads	Sunny Dhillon	NBHS
Sandra Langenderfer	Extended Housing	Paul Brickman	Signature Health

The meeting was called to order at 5:30 p.m. and introductions took place.

Quality Improvement Review of Crossroads Mr. Matoney stated that Crossroads is a creative and stimulating children's behavioral health organization that offers an increasingly integrated and comprehensive system of services for children, adolescents, and families. Crossroads' service offerings include: early childhood programs, Early Head Start, school-based interventions, community support, and home-based services, a therapeutic alternative school, therapeutic foster and respite care, and child psychiatry.

Mr. Matoney highlighted Crossroad's accomplishments from the last year as follows:

- The agency took over the Help Me Grow program in Lake County. Help Me Grow supports the well-being of pregnant women and young children through home based specialized services from prenatal to age three.
- Electronic Health Records were implemented
- They brought back Dr. Horatio Sanchez this past fall to speak at a conference.
- Crossroads received National Accreditation from the Joint Commission.
- Collaborated with the Lake-Geauga Recovery Centers on the Mae Haden Building.
- Their Board participated in signing a resolution showing their support of the local decision making process that is in place.

Dr. Sliter gave a brief overview of the PHP program noting they expanded the high school class to accommodate more children this past school year. The staff constantly monitors classrooms to keep students safe and help to decrease their aggression.

Mr. Porter highlighted new programming at Crossroads as follows:

- Intensive Outpatient -- The program was not successful initially and there were not enough kids to sustain. They brought the program back and it was still not a success. There was a turnaround in the program and it is going good. They started providing transportation after school and had to add a second van.
- Wellness Clinic – A registered dietician from the Health District is at the agency twice a week to offer guidance on diet, nutrition, and exercise to clients who are facing weight challenges. They did a follow-up on families who participated in the clinic and very positive feedback was received. Clients are feeling better and some kind of weight loss has been consistent.
- Treatment for children with sexualized behaviors who have been victimized or are offenders -- Dr. Strom from Case Western Reserve spent a year with several staff members forming treatment protocols so the agency could provide this specialized service.

Mr. Matoney mentioned the following challenges the agency faces the upcoming year:

- Finding a replacement for Dr. Chavinson who is retiring.
- The SFY2015 Budget
- Fully implementing electronic health records
- Expanding PHP

Ms. Zeroske stated Crossroads did a tremendous job this year; especially when factoring in the shortage of clinicians, the new licensure and changes with payers.

Ms. Lakomiak conducted the agency's Contract Compliance Review and found them in full compliance.

As there was no further discussion, Ms. Kalb moved to accept Crossroad's Quality Improvement Plan as presented. Seconded by Dr. Fedak the Motion Passed Unanimously.

Quality Improvement Review of Forbes House Ms. Myers stated the mission of Forbes House is to relieve trauma resulting from domestic violence, to assure access to safe and caring environments for its victims and to foster an end to domestic violence through education, prevention and advocacy. Services provided by Forbes House include: 30-day Emergency Shelter, 24/7 Crisis Helpline, Personal Advocacy, Court Advocacy, Peer Counseling and a Child DV Specialist.

Ms. Myers stated that Mary Barnes retired on March 31st. She is currently serving as the agency's Interim Director.

Ms. Myers highlighted accomplishments that were achieved as follows:

- Staff attended the Safety Zone Project Training to learn how to help them work with male victims in particular.
- Staff attended the Trauma-Informed Care, Best Practices and Protocols for Ohio's Domestic Violence Programs. After attending the training they made some cultural changes within the shelter and clients are much happier.
- Collaborated with Catholic Charities for two bi-lingual advocates using CDBG funds. The advocates received training immediately and they now have two Spanish speaking advocates in the shelter.

- New computers and Microsoft package were provided by United Way and Board members.
- The agency is in the middle of implementing new client management software.

In 2013, 95 adults and 87 children stayed in the shelter. Forbes House assisted 288 victims in court, educated 3500 students about dating violence, received 1970 calls on the help line and provided a support group that was attended by 143 community members.

Ms. Myers reviewed the agency's funding sources noting the increase in fundraising this past year which they have been working on to improve.

Discussion:

Since the change in the law, have any men stayed at the shelter? Were changes made to the facility? No, but they are fully prepared when this happens. No structural changes were made. If an adult male is in the shelter he would have a bedroom dedicated either to him or family. The small bathroom would then serve as the men's room. Otherwise the rest of the rooms would remain community living.

There was a large increase in bed nights from 2012. Were you near full? What is the capacity? There are six bedrooms and the capacity is thirty people. If there is a family they do not put single people in the same room with them but in an individual room.

Ms. Lakomiak stated that the programs that were reported out on are not funded by the ADAMHS Board. The Board provides a small grant for prevention services. She conducted the agency's Contract Compliance Review for the prevention program and found to be in full compliance.

As there was no further discussion, Mr. Klier moved to accept Forbes House Quality Improvement Plan as presented. Seconded by Dr. Fedak the Motion Passed Unanimously.

Next meeting date – Monday, June 9th at 5:30 p.m., at the Lake County ADAMHS Board. The agency's being reviewed: NAMI, Signature Health and Western Reserve Counseling.

As there was no further business, Mr. Klier moved for adjournment. Seconded by Dr. Fedak, the meeting was adjourned at 6:20 p.m.