

Anazao Community Partners

FY 2015

Quality Assurance Report



Anazao Community Partners
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Enrollments

Table 1 FY15 Enrollments by Referral Source

| | FY15 Enrollments by Referral Source | N | % |
|---|-------------------------------------|----------------|--------|
| <p>Referrals continue from a large spread of social service agencies/ organizations, schools, and courts. About 30 different third-party referral sources referred clients to the agency.</p> | Wayne County Municipal Court | 220 | 24.15% |
| | Self | 109 | 11.96% |
| | Goodwill | 107 | 11.75% |
| | Other | 97 | 10.65% |
| | Wayne County Juvenile Court | 49 | 5.38% |
| | Holmes County Municipal Court | 47 | 5.16% |
| | Wayne Co Common Pleas Court | 39 | 4.28% |
| | Holmes County DJFS/CSB | 31 | 3.40% |
| | Wayne County CSB | 27 | 2.96% |
| | Parent | 25 | 2.74% |
| | Adult Parole | 24 | 2.63% |
| | Attorney Dave Knowlton | 19 | 2.09% |
| | Holmes County Common Pleas | 16 | 1.76% |
| | Unknown | 15 | 1.65% |
| | Holmes County Juvenile Court | 12 | 1.32% |
| | Viola Startzman | 11 | 1.21% |
| | Attorney | 10 | 1.10% |
| | Doctors Office | 6 | 0.66% |
| | The Counseling Center | 6 | 0.66% |
| | Wayne County Diversion | 5 | 0.55% |
| Wayne County Muni/Home Arrest | 5 | 0.55% | |
| Summit County Municipal Court | 4 | 0.44% | |
| Ashland County Probation | 3 | 0.33% | |
| Wadsworth Municipal Court | 3 | 0.33% | |
| Other CSB | 3 | 0.33% | |
| Stark County Court | 3 | 0.33% | |
| Cleveland Clinic | 2 | 0.22% | |
| Attorney Bing Miller | 2 | 0.22% | |
| Women’s Empowerment | 2 | 0.22% | |
| STEPS At Liberty Street Connection | 2 | 0.22% | |
| Cuyahoga Probation | 1 | 0.11% | |
| College Of Wooster | 1 | 0.11% | |
| Medina County Municipal Court | 1 | 0.11% | |
| Attorney John Johnson Jr | 1 | 0.11% | |
| Summit Co Common Pleas Court | 1 | 0.11% | |
| Impact Solutions | 1 | 0.11% | |
| Glenbeigh | 1 | 0.11% | |
| Total | 911 | 100.00% | |

Client Demographics

Anazao Community Partners provided treatment services to 1,229 individuals. Eighty-five percent (85%) of clients served were adults ages 18 and older, 15% children/adolescents. Adults ages 60 and older comprise 2.28% of clients served.

The majority of clients served (93.7%) were of Caucasian background and minority clients comprise about six-percent (6.27%) of clients served. By

comparison, minorities make up an estimated 4% of the combined population of Wayne and Holmes counties. Seventy percent (70%) of clients served reside in Wayne County, twenty-six

percent (26%) in Holmes County. Thirty-eight percent (38%) of clients served report an annual income of less than \$5,000.

Table 2 – Gender, clients served

| | FY15 1 st Quarter | | FY15 2 nd Quarter | | FY15 3 rd Quarter | | FY15 4 th Quarter | | FY15 Overall | |
|--------|---------------------------------|---------|---------------------------------|---------|---------------------------------|---------|---------------------------------|---------|-----------------|---------|
| | N | % | N | % | N | % | N | % | N | % |
| Male | 201 | 57.10% | 220 | 57.89% | 281 | 59.16% | 241 | 51.28% | 705 | 57.36% |
| Female | 151 | 42.90% | 160 | 42.11% | 194 | 40.84% | 229 | 48.72% | 524 | 42.64% |
| Total | 352 | 100.00% | 380 | 100.00% | 475 | 100.00% | 470 | 100.00% | 1229 | 100.00% |

Table 3 - Marital Status, clients served

| | FY15 1 st Quarter | | FY15 2 nd Quarter | | FY15 3 rd Quarter | | FY15 4 th Quarter | | FY15 Overall | |
|----------|---------------------------------|---------|---------------------------------|---------|---------------------------------|---------|---------------------------------|---------|-----------------|---------|
| | N | % | N | % | N | % | N | % | N | % |
| Single | 190 | 54.00% | 176 | 46.32% | 252 | 53.05% | 269 | 57.23% | 719 | 58.50% |
| Married | 54 | 15.30% | 65 | 17.11% | 77 | 16.21% | 88 | 18.72% | 209 | 17.01% |
| Divorced | 34 | 9.70% | 32 | 8.42% | 35 | 7.37% | 39 | 8.30% | 104 | 8.46% |
| Widowed | 2 | 0.60% | 4 | 1.05% | 4 | 0.84% | 5 | 1.06% | 11 | 0.90% |
| Unknown | 72 | 20.50% | 103 | 27.11% | 107 | 22.53% | 69 | 14.68% | 186 | 15.13% |
| Total | 352 | 100.00% | 380 | 100.00% | 475 | 100.00% | 470 | 100.00% | 1229 | 100.00% |

Table 4 – Age, clients served

| | FY15 1 st Quarter | | FY15 2 nd Quarter | | FY15 3 rd Quarter | | FY15 4 th Quarter | | FY15 Overall | |
|--------------|---------------------------------|---------|---------------------------------|---------|---------------------------------|---------|---------------------------------|---------|-----------------|---------|
| | N | % | N | % | N | % | N | % | N | % |
| Under age 5 | 1 | 0.20% | 2 | 0.53% | 1 | 0.21% | 1 | 0.21% | 2 | 0.16% |
| Age 5 to 9 | 11 | 3.10% | 14 | 3.68% | 21 | 4.42% | 24 | 5.11% | 35 | 2.85% |
| Age 10 to 17 | 47 | 13.40% | 62 | 16.32% | 69 | 14.53% | 64 | 13.62% | 150 | 12.21% |
| Age 18 to 20 | 47 | 13.40% | 39 | 10.26% | 60 | 12.63% | 48 | 10.21% | 157 | 12.77% |
| Age 21 to 34 | 138 | 39.20% | 150 | 39.47% | 171 | 36.00% | 172 | 36.60% | 474 | 38.57% |
| Age 35 to 54 | 88 | 25.00% | 94 | 24.74% | 126 | 26.53% | 136 | 28.94% | 342 | 27.83% |
| Age 55 to 59 | 13 | 3.70% | 11 | 2.89% | 16 | 3.37% | 15 | 3.19% | 41 | 3.34% |
| Age 60+ | 7 | 2.00% | 8 | 2.11% | 11 | 2.32% | 10 | 2.13% | 28 | 2.28% |
| Total | 352 | 100.00% | 380 | 100.00% | 475 | 100.00% | 470 | 100.00% | 1229 | 100.00% |

Table 5 – Race, clients served

| | FY15 | | FY15 | | FY15 | | FY15 | | FY15 | |
|---------------------------------------|-------------------------|--------------|-------------------------|--------------|-------------------------|--------------|-------------------------|--------------|-------------|--------------|
| | 1 st Quarter | | 2 nd Quarter | | 3 rd Quarter | | 4 th Quarter | | Overall | |
| | N | % | N | % | N | % | N | % | N | % |
| White | 331 | 94.03 | 358 | 94.21 | 441 | 92.84 | 441 | 93.83 | 1152 | 93.73 |
| Black or African American | 11 | 3.13 | 14 | 3.68 | 13 | 2.74 | 13 | 2.77 | 38 | 3.09 |
| Black or African American, White | - | - | - | - | 7 | 1.47 | 6 | 1.28 | 12 | 0.98 |
| Asian | 5 | 1.42 | 4 | 1.05 | 3 | 0.63 | 1 | 0.21 | 5 | 0.41 |
| Native Hawaiian/Pacific Islander | 2 | 0.57 | 1 | 0.26 | 1 | 0.21 | - | - | 3 | 0.24 |
| Hispanic Or Latino (All Races) | 2 | 0.57 | 2 | 0.53 | 3 | 0.63 | 3 | 0.64 | 5 | 0.41 |
| Hispanic Or Latino (All Races), White | - | - | - | - | 1 | 0.21 | 3 | 0.64 | 3 | 0.24 |
| American Indian or Alaska Native | 1 | 0.28 | 1 | 0.26 | - | - | - | - | 1 | 0.08 |
| Declined to specify or unknown | - | - | - | - | 6 | 1.26 | 3 | 0.64 | 10 | 0.81 |
| Total | 352 | 100.0 | 380 | 100.0 | 475 | 100.0 | 470 | 100.0 | 1229 | 100.0 |

Table 6 – County of Residence, clients served

| | FY15 | | FY15 | | FY15 | | FY15 | | FY15 | |
|--------------|-------------------------|----------------|-------------------------|----------------|-------------------------|----------------|-------------------------|----------------|--------------|----------------|
| | 1 st Quarter | | 2 nd Quarter | | 3 rd Quarter | | 4 th Quarter | | Overall | |
| | N | % | N | % | N | % | N | % | N | % |
| Wayne | 241 | 68.47% | 253 | 66.58% | 329 | 69.26% | 331 | 70.43% | 862 | 70.14% |
| Holmes | 94 | 26.70% | 110 | 28.95% | 129 | 27.16% | 123 | 26.17% | 314 | 25.55% |
| Stark | 6 | 1.70% | 5 | 1.32% | 5 | 1.05% | 3 | 0.64% | 15 | 1.22% |
| Summit | 3 | 0.85% | 3 | 0.79% | 3 | 0.63% | 1 | 0.21% | 8 | 0.65% |
| Ashland | 3 | 0.85% | 3 | 0.79% | 4 | 0.84% | 3 | 0.64% | 9 | 0.73% |
| Huron | 1 | 0.28% | - | - | - | - | 0 | 0.00% | 1 | 0.08% |
| Licking | 1 | 0.28% | 2 | 0.53% | - | - | 0 | 0.00% | 2 | 0.16% |
| Madison | 1 | 0.28% | - | - | - | - | 0 | 0.00% | 1 | 0.08% |
| Medina | 1 | 0.28% | 1 | 0.26% | 2 | 0.42% | 2 | 0.43% | 5 | 0.41% |
| Lorain | 1 | 0.28% | - | - | - | - | 1 | 0.21% | 2 | 0.16% |
| Lucas | - | - | - | - | 1 | 0.21% | 0 | 0.00% | 1 | 0.08% |
| Other | - | - | 3 | 0.79% | 2 | 0.42% | 6 | 1.28% | 9 | 0.73% |
| Total | 352 | 100.00% | 380 | 100.00% | 475 | 100.00% | 470 | 100.00% | 1,229 | 100.00% |

Figure 1 - Income Level, yearly family income

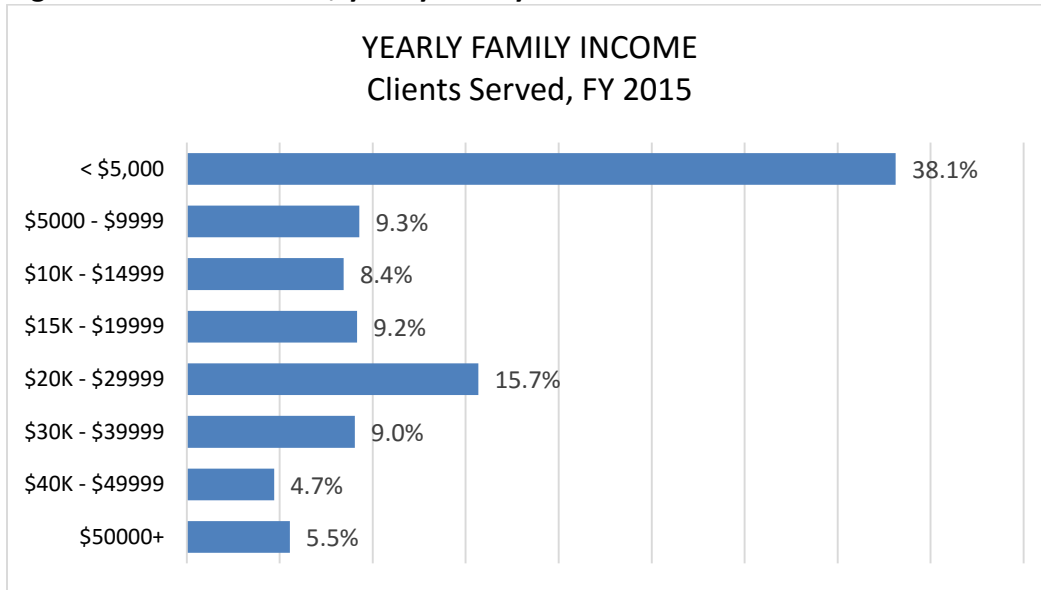
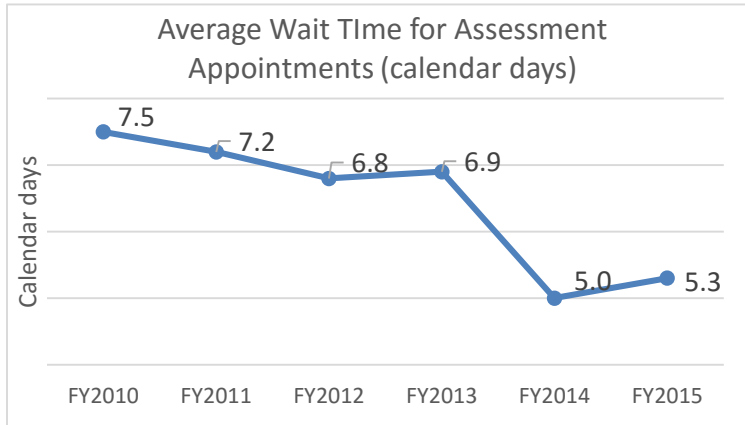


Table 7 – City of Residence, clients served FY15

| City of Residence | N | % | | | |
|-------------------|-----|--------|--------------|------|---------|
| Wooster | 426 | 34.76% | Wadsworth | 5 | 0.41% |
| Millersburg | 170 | 13.64% | Coshocton | 4 | 0.33% |
| Orrville | 153 | 12.57% | Sugarcreek | 4 | 0.33% |
| Rittman | 77 | 6.33% | Barberton | 3 | 0.25% |
| Killbuck | 40 | 3.29% | Brinkhaven | 3 | 0.25% |
| Doylestown | 36 | 2.96% | Massillon | 3 | 0.25% |
| Holmesville | 25 | 2.05% | Columbus | 2 | 0.16% |
| Big Prairie | 24 | 1.97% | Jeromesville | 2 | 0.16% |
| Creston | 23 | 1.89% | Baltic | 2 | 0.16% |
| Apple Creek | 22 | 1.81% | Lodi | 2 | 0.16% |
| Shreve | 22 | 1.81% | Akron | 2 | 0.16% |
| Lakeville | 21 | 1.73% | Dundee | 2 | 0.16% |
| West Salem | 20 | 1.64% | Perrysville | 2 | 0.16% |
| Glenmont | 16 | 1.31% | Cleveland | 2 | 0.16% |
| Dalton | 15 | 1.23% | Other | 29 | 2.36% |
| Fredericksburg | 12 | 0.99% | Total | 1229 | 100.00% |
| Marshallville | 12 | 0.99% | | | |
| Sterling | 11 | 0.90% | | | |
| Smithville | 9 | 0.74% | | | |
| Burbank | 8 | 0.66% | | | |
| Nashville | 8 | 0.66% | | | |
| Canton | 6 | 0.49% | | | |
| Loudonville | 6 | 0.49% | | | |

Access to Services

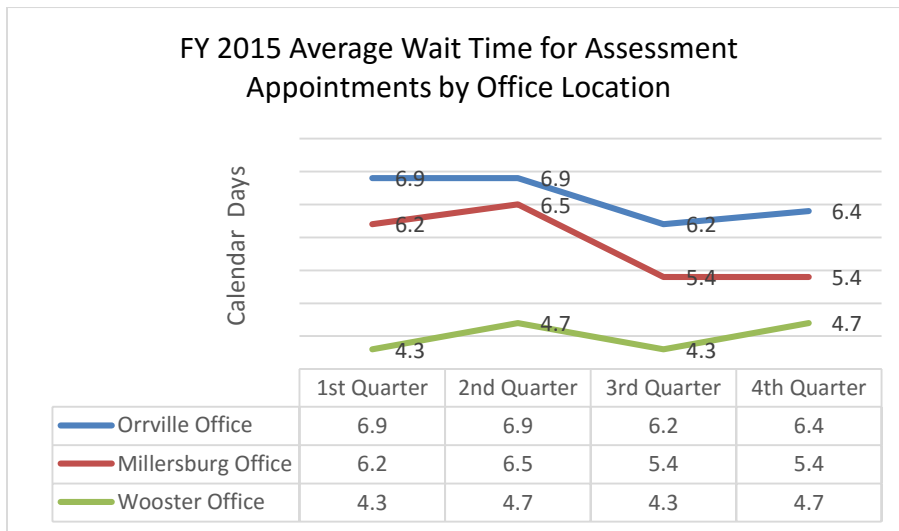
Figure 2 – Average Wait Times



The agency’s policy is to offer appointments within 7 calendar days of initial contact. Data suggest an average wait time of 5.3 calendar days. Eighty-three percent (83%) of clients were offered an appointment within 7 calendar days.

Results demonstrate improved performance in the number of days between initial service request and first scheduled appointment.

Figure 3 – Wait Time for Assessment Appointment by Office Location



Urinalysis Screening

There were a total of 1,045 urinalysis screenings in the fiscal year. Sixty-four percent (64.59%) were referrals from Wayne County Municipal Court and fourteen percent (14.26%) were referrals from Wayne County Children’s Services Bureau.

Table 8 – Urinalysis screenings, FY15

| Referral Source | N | % | | | |
|--|-----|--------|------------------------------|------|---------|
| WCMC | 675 | 64.59% | Akron Municipal Court | 1 | 0.10% |
| WCCSB | 149 | 14.26% | Mansfield Elective Academy | 1 | 0.10% |
| CCHO | 90 | 8.61% | Summit Co Probation | 1 | 0.10% |
| Empowerment Workshop | 27 | 2.58% | Medina Co Children Services | 1 | 0.10% |
| Other | 19 | 1.82% | Wooster City Schools | 1 | 0.10% |
| WV DHHS | 9 | 0.86% | Wayne City School | 1 | 0.10% |
| Wooster High School | 8 | 0.77% | Douglas Co Community Justice | 1 | 0.10% |
| Summit Co Common Pleas Ct | 8 | 0.77% | Monroe Co CSB | 1 | 0.10% |
| Spherion | 6 | 0.57% | WCCCP | 1 | 0.10% |
| WCSCC | 5 | 0.48% | Atty David Knowlton | 1 | 0.10% |
| Hothem Realty | 4 | 0.38% | Summit Co Common Pleas | 1 | 0.10% |
| Summit Co Adult Probation | 4 | 0.38% | Total | 1045 | 100.00% |
| Parent | 4 | 0.38% | | | |
| Time Staffing | 3 | 0.29% | | | |
| Village Of Apple Creek | 3 | 0.29% | | | |
| Adult Parole | 3 | 0.29% | | | |
| Community Justice Service Officer | 2 | 0.19% | | | |
| Waynedale High School | 2 | 0.19% | | | |
| Self | 2 | 0.19% | | | |
| Kennedy, Cicconetti, Knowltonand Buytendyk, LPA | 2 | 0.19% | | | |
| Summit County Adult Probation | 2 | 0.19% | | | |
| Oregon Probation Dept | 1 | 0.10% | | | |
| WCVMC | 1 | 0.10% | | | |
| North End Garage | 1 | 0.10% | | | |
| Mancan | 1 | 0.10% | | | |
| Community Justice Service Officer | 1 | 0.10% | | | |
| The Village Network | 1 | 0.10% | | | |

Utilization Review

Utilization reviews were conducted by the agency's Utilization Review Committee. This included review by admission, continued stay, and termination record status. Utilization reviews were comprised of a random sample of 208 adult and youth client records of 91 admission records, 63 closed/termination client records and 54 continued stay client records. Overall, ninety-two percent (92%) of records reviewed in the final quarter review were free of deficiencies. This represents a 9 percentage point increase in performance when compared with the prior review. Deficiencies were identified to clinicians for correction as part of the Quality Improvement Plan.

Completeness of Record Review

A random sample of 195 records were examined in the fiscal year through the completeness of record review process. Of the reviewed records, 137 were free of deficiencies demonstrating an overall compliance rate of 70.3%. The review sample was comprised of 54% mental health, 41% substance abuse, and 4% dual disorder diagnosed client records of which 85% were adult client records (15% youth).

Peer Review

Peer reviews were conducted to assure that services delivered were clinically appropriate. Records are reviewed regarding services provided for the intake/diagnostic assessment, counseling, and client transfer and interagency referral. A random sample of 48 client records were reviewed during the fiscal year. Sixty-eight percent (68%) of records reviewed in the final quarter review period were free of deficiencies. Results demonstrate a 10-percentage point improvement in peer review performance when compared with the prior review. Peer Review deficiencies are identified to clinicians for correction as part of the Quality Improvement Plan.

Client Grievances/Client Rights Violations

There were no client grievance and no client rights violations during the quarter.

Unusual Incidents

There were no incidents reported during the quarter. Incident Reporting procedures are designed to meet Ohio Mental Health and Addiction Services (OhioMHAS) incident reporting standards. Major Unusual Incidents (MUI) are reviewed by the Executive Director, Clinical Director and the agency's Quality Assurance Coordinator.

Client Satisfaction

Clients of Anazao services are generally very pleased with their experience and service received. An overall satisfaction score of 99% (rating of good, very good, or excellent) was observed, exceeding the agency's performance target of 90%.

Areas of highest satisfaction are protection of privacy and confidentiality, how helpful was the Anazao office staff, how helpful counseling was in helping solve their problems, and high satisfaction in the area of counselor knowledge.

Areas of lowest satisfaction pertain to the cost of service, and with the likelihood of referring others for service. Low satisfaction in these areas is a common trend with the latter seeming counterintuitive as overall satisfaction ratings are generally high. With regard to cost of service it should be noted that the majority of the agency's clients are able to utilize the sliding-fee scale and fall within the 0 – 10% range of fee payment. [Table 9]

Table 9- Client Satisfaction Survey (3 or more visits)

FY 2015 Consumer Satisfaction

| | Percent Positive Rating | | | | | | | |
|---|-------------------------|-----|-------------------------|-----|-------------------------|-----|-------------------------|-----|
| | 1 st Quarter | | 2 nd Quarter | | 3 rd Quarter | | 4 th Quarter | |
| | % | (N) | % | (N) | % | (N) | % | (N) |
| How helpful was our office staff? | 94% | 31 | 98% | 42 | 96% | 53 | 97% | 57 |
| How good were we with providing privacy and confidentiality? | 97% | 31 | 98% | 42 | 100% | 52 | 100% | 56 |
| How would you rate the knowledge of your counselor? | 91% | 31 | 100% | 42 | 100% | 53 | 100% | 57 |
| How would you rate your chance to help develop your treatment plan? | 91% | 31 | 98% | 41 | 98% | 53 | 98% | 57 |
| How helpful has counseling been in helping you to solve your problems? | 91% | 31 | 98% | 42 | 98% | 53 | 97% | 55 |
| How easy was it for you to talk to your counselor when you wanted to? | 94% | 31 | 95% | 42 | 98% | 53 | 97% | 57 |
| How well are your counseling needs being met? | 94% | 31 | 98% | 42 | 98% | 53 | 97% | 57 |
| How would you rate the cost of your services? | 88% | 31 | 90% | 40 | 86% | 49 | 88% | 56 |
| How hard was it for you to set up payments on your bill? | 72% | 31 | 92% | 39 | 93% | 46 | 94% | 56 |
| What is the likelihood that you will refer others to Anazao? | 88% | 31 | 88% | 41 | 92% | 53 | 91% | 57 |
| What is the likelihood that you or your family would return to Anazao for treatment if you needed it in the future? | 94% | 31 | 88% | 42 | 87% | 53 | 87% | 57 |
| How would you rate the reputation of Anazao? | 91% | 31 | 98% | 42 | 96% | 53 | 93% | 57 |
| How would you rate the overall quality of care and service at Anazao? | 97% | 31 | 98% | 42 | 100% | 52 | 99% | 55 |

* positive rating = "Good", "Very Good", or "Excellent"

Table 10- Client Satisfaction Survey (3 or more visits)

FY 2015 Consumer Satisfaction

| Rating Scale: 1.00="Poor", 2.00 = "Fair", 3.00 ="Good", 4.00 = "Very Good", 5.00 = "Excellent" | Mean rating | (N) |
|---|----------------|-----|
| How helpful was our office staff? | 4.47 | 183 |
| How good were we with providing privacy and confidentiality? | 4.72 | 181 |
| How would you rate the knowledge of your counselor? | 4.68 | 183 |
| How would you rate your chance to help develop your treatment plan? | 4.33 | 182 |
| How helpful has counseling been in helping you to solve your problems? | 4.26 | 181 |
| How easy was it for you to talk to your counselor when you wanted to? | 4.48 | 183 |
| How well are your counseling needs being met? | 4.48 | 183 |
| How would you rate the cost of your services? | 4.05 | 176 |
| How hard was it for you to set up payments on your bill? | 4.22 | 172 |
| What is the likelihood that you will refer others to Anazao? | 4.02 | 182 |
| What is the likelihood that you or your family would return to Anazao for treatment if you needed it in the future? | 3.98 | 183 |
| How would you rate the reputation of Anazao? | 4.21 | 183 |
| How would you rate the overall quality of care and service at Anazao? | 4.54 | 180 |

FY 2015 Barriers and Cultural Awareness

Eighty-eight percent (88.1%) of consumers surveyed in the fiscal year responded “No” when asked if there were barriers to receiving service. Barriers to service were noted as (a) no driver’s license/lack of transportation, location, and office hours. Ninety-two percent (92.1%) responded “No” when asked if appointments were cancelled on short notice and 97.0% responded “Yes” when asked if service providers were culturally aware and/or competent.

Table 11- Barriers and Cultural Awareness

| Barriers and Cultural Awareness FY 2015 (N=181) | |
|---|---|
| Were there any barriers to receiving service such as lack of transportation, agency handicap access, or hours of operation? | 88.1% of consumers surveyed responded “No” when asked if there were any barriers to receiving service |
| Were appointments cancelled or rescheduled by our staff on short notice? | 92.1% responded “No” when asked if appointments were cancelled on short notice |
| Service providers culturally aware and/or competent? | 97.2% responded “Yes” when asked if service providers were culturally aware and/or competent. |

Community Education and Prevention

Anazao Community Partners received a commendation award for being a member of SPCA (the State Prevention Coalition Association) for the past 16 years. The agency provided community education and prevention services to over 9,000 individuals in the fiscal year. A summary is provided below.

Anazao Community Partners 6-Month Summary of Prevention Activity data

January 1, 2015 - June 30, 2015

| Area | Activities | No. Served | % of total served |
|--|---|---------------|----------------------|
| Information Dissemination | Curricula Development | 12 | |
| | Speaking Engagement | 58 | |
| | Total: | 70 | 1.88% |
| Alternatives | Community Events | 60 | |
| | Community Service/Service Learning Activities | 57 | |
| | Youth Group Activities | 730 | |
| | Total: | 847 | 22.72% |
| Education | Classroom, small group or on-on-one instruction | 41 | |
| | Education Programs for Youth/Adult Groups | 2 | |
| | Parenting and Family Education/Skill Training | 9 | |
| | Total: | 52 | 1.39% |
| Community Based Process | Coalition Building | 33 | |
| | Community Team Building | 2,052 | |
| | Multi-Agency Coordination and Collaboration | 666 | |
| | Total: | 2,751 | 73.77% |
| Problem Identification And Referral | Consumer Advocacy and Linkage | 5 | |
| | Risk Reduction Services | 4 | |
| | Total: | 9 | 0.24% |
| Total Served (January 1, 2015 - June 30, 2015) | | 3,729 | |

Breaking the Barriers Program

The Breaking the Barriers “one stop shop” program served a total of 56 income-eligible clients of which 100% were referred during fiscal year 2015. Of the 56 clients served 40% (22) gained employment through the program, 25 (45%) were receiving Cash Assistance and Food Stamps, 31 (55%) clients were receiving only Food Stamps; 48% (12) of the 25 Cash Assistance clients gained employment through the program. Forty-eight percent 48% of the 31 Food Stamp recipients who were not already working or who were not previously employable gained employment while in the program.

Fiscal Year 2015 statistics:

- Total number of clients served: 56
- Number on Cash Assistance and Food Stamps: 25
- Number only receiving Food Stamps: 31
- Number referred for transportation: 19
- Number children transported to certified day care providers or family providers: 8
- Number who became employed while in the program: 22
- Number clients who were employed prior to or during the program: 6
- Number transported to and from their employment site: 7
- Number who obtained unemployment benefits: 1
- Number who received Child Support after starting the program: 2
- Number who received SS benefits while in the program: 1
- Number who dropped their cash assistance while in the program: 2
- Number who reached their 36 month time limit on cash assistance: 1
- Number who obtained their Ohio driver’s permit: 3
- Number who obtained their Ohio driver’s license: 3
- Number who obtained a new State ID: 2
- Number who renewed their Ohio driver’s license: 1
- Number who obtained their birth certificate: 1
- Number who had a baby: 2
- Number who moved out of the county: 8
- Number who dropped their cash assistance: 3

FY15 Breaking the Barriers Success Story

“Linda” was a new Food Stamp recipient and had never been in the program before. “Linda” and her daughter were living with her mother. She was on House Arrest and on Probation, had just gotten out of prison for possession. She did not have a driver’s license. “Linda” expressed she wanted to make her life right, pay off her fines, get a long term job, keep clean, get custody of her daughter, get her driver’s license back, and find housing for her and her pre-teen daughter.

When “Linda” began the program she hadn’t taken very good care of herself, she didn’t have any teeth and needed dentures. One of her barriers was that she needed a new Ohio Identification Card. In order to get a new ID card she needed a new Social Security Card. We assisted “Linda” in the process of purchasing a new social security card and in obtaining a new Identification card.

In August, we transported “Linda” to put in a job application. “Linda” did not have a cell phone so we also assisted her with applying for a Safe Link Wireless phone.

In September, we assisted “Linda” with new interview clothes and a hygiene kit with funds made available through a *Sisters of Charity* grant. We transported “Linda” to a Job Fair. She was very grateful to be able to put in a few applications and talk to employers.

In October we transported “Linda” to a staffing agency to take the required testing for a position in an area factory. “Linda” had experience working in a factory and felt that this was the best type of job for her. “Linda” was ultimately hired for a position. We also assisted “Linda” with faxing information to Child Support, the Home Arrest Officer, and her probation officer to inform them that she was now employed through the staffing agency.

By January “Linda” was hired full time with the company and was no longer working through the temporary service. We were able to network with a private driver in the area with whom she could ride to and from her work. “Linda” also informed us later in the month that she was no longer on home arrest.

In March “Linda” came into see us and reported that she still had her job. She showed us her new dentures! “Linda” is beautiful and she looks younger and healthier! She also informed us that she was no longer on Food Stamps and she that she has now received healthcare coverage through her employer. We are so very proud of “Linda” and all of the barriers she has overcome. – *Cynthia Crowner, Education Specialist, Anazao Community Partners*

Fitting It All Together (FIAT) Program

The *Fitting It All Together* (FIAT) program has successfully provided youth with appropriate role models through drug and alcohol free social activities, and opportunities to have someone to talk to about issues of concern. The FIAT program introduced a new program in 2011-2012 called After School Martial Arts (ASMA). The program focuses on teaching youth various martial arts styles and self-defense. Youth participate on a weekly basis practicing point sparring and form presentations. The youth also compete in structured tournaments in which they will have an opportunity to advance their skills and provides a chance to display what they learn in front of professional judges - in the current fiscal year, two youth have shown exceptional success and have earned trophies. Participating youth receive health benefits by being physically active. Youth have improved their health by losing weight and developing strength and enhanced coordination. The Sensei (teacher) demands the youth learn to show respect towards the trainer and their opponent. A positive attitude and discipline are also cornerstones of the program.

In addition to the After School Martial Arts program, the Youth Development Workers organizes weekly educational and/or recreational programs throughout the entire fiscal year. Such activities are designed to provide structured pro-social activities in an ongoing format focused on enhancing life skills.

FY 2015 Fitting It All Together Success Story

Seven F.I.A.T. youth, as part of the After School Martial Arts Program, participated in a karate tournament in Akron on August 15. Youth competed in two separate events - form presentation and point sparring. We are so proud of all of our participants, several of whom earned medals for placing 1st, 2nd, or 3rd in the events.

Performance Indicators

Table 12 - Performance Indicators

| Domain | Indicator | Description | Benchmark | FY15 Result | Goal Met? |
|--------------------------------------|---------------------|--|--|----------------------|-----------|
| Utilization | Clients Served | Total number of clients receiving some form of billable service | 1,200 or more (Annual target) | 1,229 clients served | Yes |
| | Demand | More than 30 third party referrals sources referred clients to the agency during the quarter | | | |
| Quality of Care & Service | Client Satisfaction | Percentage of clients rating overall satisfaction with services as "Good", "Very Good", or "Excellent" | 90% or greater | 99.1% | Yes |
| | | How helpful has counseling been in helping to solve your problems | 96% of clients surveyed report counseling has helped in solving his/her problems | | |

The agency completed and passed its CARF International reaccreditation in May. The survey designates us as a provider of quality services and will be effective for the next three years.

Discharge Outcomes

Table 13 - Performance Indicators

| Measure | FY 2015 Discharge Outcomes |
|---|---|
| Treatment Goals | 79.1% of clients achieved 80% or more of his/her treatment goals at discharge: 163 of 206 discharges |
| Gained Understanding of Dependence and/or Addiction and Recovery Concepts (Triggers, cues, coping skills) | 99.4% gained an understanding of dependence and/or addiction and recovery concepts: 173 of 174 clts (measure not applicable for 32 of 206 discharges) |
| Abstinence | 95.1% were abstinent at date of discharge: 154 of 162 clts (measure not applicable for 44 of 206 discharges) |
| Improved Recovery Skill Knowledge At Discharge | 98.8% of clients demonstrated improvement in recovery skill knowledge: 168 of 170 clts (measure not applicable for 36 of 206 discharges) |
| Recovery Life Style At Discharge | 93.0% of clients demonstrated a recovery life style at discharge: 133 of 143 clts (measure not applicable for 63 of 206 discharges) |
| Stable Housing | 98.7% of clients maintained (or improved) stable housing at discharge: 157 of 159 clts (measure not applicable for 47 of 206 discharges) |
| Stable Employment | 84.6% of clients maintained (or improved) stable employment at discharge: 121 of 143 clts (measure not applicable for 63 of 206 discharges) |

APPENDIX A

Client Comments

FY 2015 Consumer Satisfaction Survey

How can our services be improved?

I think your services were very helpful. I thank you!

Good as is.

Have coffee

My experience was great. I have no suggestions for improvement.

Open more days.

It's good the way it is.

Would like to see group discussions be more interactive.

Note sure - it was nice and very helpful too.

When an alcohol assessment is given the assessment should be finished when the paper work is done.

I think it's a helpful program.

Thanks for your good information. I learned a lot.

It's cool how it is.

No improvements needed

You guys do a really good job!

Nothing needs changed.

It's an awesome service just continue doing what they do!

I feel its effective enough without improvement.

It's excellent the way it is.

They are fine.

I am satisfied with services at time.

They were fine for me.

The services that I received need no improvement.

Services are excellent. Scott is very laid back and easy to talk to. He made it easy to feel comfortable enough to be 100% honest with. Very non-judgmental.

Keep up the good work!

Free coffee.

I have no complaints, this counseling helped open my eyes even more and reinforce the thing I learned previously.

No complaints, everything was good.

None that I can think of. It's good the way it is.

You did wonderful. Thank you

Keep it the same, it's very excellent!

Doing a great job!

Mark was very helpful.

Lower price
Be closer to home.
More available days.
I think every this is fine, no improvements.
Everything was great!
Less visits, maybe 1 visit, 7 was fine I guess.
More visual activities or papers instead of talking whole time.
Helpful in every way. Scot is an amazing person!
Seems pretty good the way this are so I see.
Open the Rittman office back up.
No comment. Good job.
They can't, they are great! Thank you
More one on one.
Everything here is run nicely.
Your services were exceptional!
I am satisfied about your services.
Everything was great!
Stay the same.
Keep up the good work.
Very satisfied.
Doing well.
Things are well
Perfect!
Perhaps mark which of the 6 "step" classes go on which Wednesday.
Open past 5 p.m. more than once a week.
Bigger place.
Everything was great!
Keep it the same.
They don't need to improve. They are great!
Nate is a professional and I wouldn't change a thing.
You are amazing!
Everything was great. No improvement needed.
Prices could be lower.
They're fine.
They are fine the way they are.
The counselors and staff are terrific.
The serves was great, no improvements needed.
Very good service!
It was good. Thank you!
Keep up the good work!
The service was great!
The cost was the only thing.

Everything was great for me - nothing could have been better
They are great!
Everybody was a so nice, I feel like I was with family.
Don't think they need improved.
All of you are doing great.
I very much enjoy Anazao. Keep up the great work!
Everything has been great.
It's good and I don't think it need improved!
Cost less.
They can't, they were outstanding!
Services were exceptional can't think of anything to improve upon.
Coffee and donuts.
You guys are great and will use you in the future.
Keep up the good work!
They were fine the way they are.
Nothing. I enjoyed being here.
Can't go wrong with coffee.
Very good service
Everything's good.
Service was good.
They are pretty good.
You guys are great!
I thought the services were very helpful and good the way they are.
Don't need to improve.
There's nothing that needs improved.
After-care for people who chose.
I think they are good.
Services were excellent.
Excellent service and counselor.
Offering more times and dates for group.
I really enjoyed the services here. They have made me a better person. Thanks to that I
no longer need them. I feel nothing can be improved about these services.
The services were good as is.
No improvements needed.
Ralph is great counselor.
It was perfect!
Have Orrville office open more.
I don't think any improvements are necessary.
They are excellent. No need for improvement!

APPENDIX B

FY 2015 Physical Plant and Safety Review

Anazao Community Partners Physical Plant and Safety Report July 2014 FY15

Date: August 5, 2014

New Business for July 2014

Wooster Office:

The First Aid and Safety Inspection check lists were completed on July 31, 2014

Millersburg Office:

The Safety Inspection and First Aid check lists were completed on July 11, 2014. The annual Fire Extinguisher Inspection took place on July 11, 2014. The annual fire alarm testing for the building was conducted by Jerry Mast on July 5, 2014.

Orrville Office:

The Safety Inspection and First Aid check lists were completed on July 16, 2014.

Old Business for July 2014:

Wooster Office:

The fire extinguishers are in need of inspection. Cynthia Crowner will take them to Albrights at the September Staff meeting.

Respectfully submitted by:

Cynthia Crowner, Committee Member

**Anazao Community Partners
Physical Plant and Safety Report
August 2014 FY15**

Date: September 2, 2014

New Business for August 2014

Wooster Office:

The First Aid and Safety Inspection check lists were completed on August 29, 2014

Millersburg Office:

The Safety Inspection and First Aid check lists were completed on August 15, 2014.

Orrville Office:

The Safety Inspection and First Aid check lists were not completed for August 2014.

Old Business for August 2014:

Wooster Office:

The fire extinguishers are in need of inspection. Cynthia Crowner will take them to Albrights at the September Staff meeting.

Respectfully submitted by:

Cynthia Crowner, Committee Member

**Anazao Community Partners
Physical Plant and Safety Report
September 2014 FY15**

Date: October 7, 2014

New Business for September 2014

Wooster Office:

The First Aid and Safety Inspection check lists were completed on September 30, 2014. An actual Tornado Drill was completed on September 10, 2014. An alleged Fire Drill was completed on September 5, 2014.

Millersburg Office:

The Safety Inspection and First Aid check lists were completed on September 23, 2014. An alleged Tornado Drill and alleged Fire Drill were completed on September 23, 2014.

Orrville Office:

The Safety Inspection and First Aid check lists were completed on September 24, 2014. An actual tornado drill was completed on September 10, 2014. The first aid kit needs a triangular bandage. Cynthia will purchase one from the medical office supply in October.

Old Business for September 2014:

Wooster Office:

The fire extinguishers were taken to Albrights for inspection on September 2nd. All but one was brought back to the office on the same day. One was left at Albrights to be re-charged. Cynthia will pick this extinguisher up in October.

Orrville Office:

The August Safety Inspection Checklist and First Aid Kit Checklist were completed on August 20, 2014.

Respectfully submitted by:

Cynthia Crowner, Committee Member

**Anazao Community Partners
Physical Plant and Safety Report
October 2014 FY15**

Date: November 4, 2014

New Business for October 2014

Wooster Office:

The First Aid and Safety Inspection check lists were completed on October 30, 2014.

Millersburg Office:

The Safety Inspection and First Aid check lists were completed on October 24, 2014.

Orrville Office:

The Safety Inspection and First Aid check lists were completed on October 22, 2014.

Old Business for October 2014:

Orrville Office:

A triangular bandage was purchased for the First Aid Kit.

Respectfully submitted by:

Cynthia R. Crouner

Cynthia Crouner, Committee Member

**Anazao Community Partners
Physical Plant and Safety Report
November 2014 FY15**

Date: December 2, 2014

New Business for November 2014

Wooster Office:

The First Aid and Safety Inspection check lists for the month of November were not turned in at the time of this report. **[First Aid and Safety Inspection check list for November subsequently received. Inspections were completed on November 20, 2014]**

Millersburg Office:

The Safety Inspection and First Aid check lists were completed on November 24, 2014.

Orrville Office:

The Safety Inspection and First Aid check lists were completed on November 26, 2014.

Old Business for November 2014:

There was no old business for November 2014.

Respectfully submitted by:

Cynthia R. Crowner

Cynthia Crowner, Committee Member

**Anazao Community Partners
Physical Plant and Safety Report
December 2014 FY15**

Date: January 6, 2015

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New Business for December 2014

Wooster Office:

The First Aid and Safety Inspection check lists were completed on December 31, 2014

Millersburg Office:

The Safety Inspection and First Aid check lists were completed on December 19, 2014. A Fire Drill and a Tornado Drill were conducted on December 19, 2014.

Orrville Office:

The Safety Inspection and First Aid check lists were completed on December 29, 2014. A Fire Drill was conducted on December 17, 2014

Old Business for December 2014:

Wooster Office:

Kevin turned in his First Aid and Safety Inspection check list for November. These were completed on November 20, 2014

Respectfully submitted by:

Cynthia R. Crowner

Cynthia Crowner, Committee Member

**Anazao Community Partners
Physical Plant and Safety Report
January 2015 FY15**

Date: February 3, 2015

New Business for January 2015

Wooster Office:

The First Aid and Safety Inspection check lists were completed on January 30, 2015.

Millersburg Office:

The Safety Inspection and First Aid check lists were completed on January 20, 2015. The annual inspection by the State Fire Marshal was completed on January 12, 2015. The office passed the inspection. The Fire Marshal requested that we take care of the following: the inner office exit light needed batteries and bulbs; a wall outlet cover was needed at the end of the hallway and the fire extinguisher in the records room needed to be hung up on the wall. Cynthia notified the Landlord and by the end of the week all three of these items were taken care of.

Orrville Office:

The Safety Inspection and First Aid check lists were completed on January 21, 2015.

Old Business for December 2014:

Wooster Office:

The Quarterly Emergency drill was turned in for December 2014. Kevin completed a Fire drill on December 23, 2014

Respectfully submitted by:

Cynthia R. Crowner

Cynthia Crowner, Committee Member

**Anazao Community Partners
Physical Plant and Safety Report
February 2015 FY15**

Date: March 3, 2015

New Business for February 2015

Wooster Office:

The First Aid and Safety Inspection check lists were completed on February 27, 2015.

Millersburg Office:

The Safety Inspection and First Aid check lists were completed on February 25, 2015.

Orrville Office:

The Safety Inspection and First Aid check lists were completed on February 18, 2015.

Old Business for February 2015:

Respectfully submitted by:

Cynthia R. Crowner

Cynthia Crowner, Committee Member

**Anazao Community Partners
Physical Plant and Safety Report
March 2015 FY15**

Date: April 7, 2015

New Business for March 2015

Wooster Office:

The First Aid and Safety Inspection check lists were completed on March 31, 2015. A Fire Drill was completed on March 31, 2015.

Millersburg Office:

The Safety Inspection and First Aid check lists were completed on March 27, 2015. A Fire Drill was completed on March 27, 2013.

Orrville Office:

The Safety Inspection and First Aid check lists were completed on March 30, 2015. The two fire extinguishers were taken into Albrights to be checked. A Bomb Threat Drill and Hazardous Waste Drill were completed on March 4, 2015.

Old Business for March 2015:

There was no old business to report for March.

Respectfully submitted by:

Cynthia R. Crowner

Cynthia Crowner, Committee Member

**Anazao Community Partners
Physical Plant and Safety Report
April 2015 FY15**

Date: May 5, 2015

New Business for April 2015

Wooster Office:

The Annual Building Inspection was completed by the Wooster Division of Fire on April 15, 2015. The office passed the annual inspection. First Aid and Safety Inspection check lists were completed on April 30, 2015.

Millersburg Office:

The Safety Inspection and First Aid check lists were completed on April 17, 2015.

Orrville Office:

The Annual Building Inspection was completed on April 15, 2015 by the Orrville Fire Department. The office passed the annual inspection. The Safety Inspection and First Aid check lists were completed on April 29, 2015.

Old Business for April 2015:

There was no old business to report for April.

Respectfully submitted by:

Cynthia R. Crowner

Cynthia Crowner, Committee Member

**Anazao Community Partners
Physical Plant and Safety Report
May 2015 FY15**

Date: June 2, 2015

New Business for May 2015

A Fire Extinguisher Demonstration was presented to the all staff meeting on May 5, 2015, by the Wooster Fire Department. The following employees participated in this demonstration: Kevin Bowen, Jody Calame, Cynthia Crowner, Carol Hahn, Tammy Jackson, Nathan Jones, Michelle Kelly, Karen Lendon, Teri Loretta, Beth McCready, Joe Messner, Anita Musser, Rachael Oyer, Jennifer Peterson, Midge Roberts, Scott Self, Chadwick Sunday, Keith Waggoner and Mark Yoder

Kevin and Cynthia revised the Safety Inspection Checklist so that it now includes the words "*Initialed and date*" under the Fire Extinguisher section. This is to remind us that we must not only visually check the fire extinguisher each month but we must initial and date the tags on each fire extinguisher. This new form will now be used starting immediately.

Kevin and Cynthia decided that the Drills for the Wooster office will be conducted at the beginning of each staff meeting. This will start on June 2, 2015.

Wooster Office:

The Safety Inspection and First Aid check lists were completed on May 29, 2015

Millersburg Office:

The Safety Inspection and First Aid check lists were completed on May 28, 2015

Orrville Office:

The Safety Inspection and First Aid check lists were completed on May 27, 2015

Old Business for May 2015:

There was no old business to report for May.

Respectfully submitted by:

Cynthia R. Crowner

Cynthia Crowner, Committee Member

**Anazao Community Partners
Physical Plant and Safety Report
June 2015 FY15**

Date: July 7, 2015

New Business for June 2015

Kevin went over the use of and how to fill out an Unusual Incident Report during the all staff meeting. A fire drill was also conducted with the entire staff.

Wooster Office:

A Fire Drill was conducted with the entire staff on June 2, 2015. The Safety Inspection and First Aid check lists were completed on June 30, 2015

Millersburg Office:

The Safety Inspection and First Aid check lists were completed on June 18, 2015. A Bomb Threat Drill and a Hazardous Waste Drill were completed on June 30, 2015. A Tornado and Fire Drill were completed on June 30, 2015.

Orrville Office:

The Safety Inspection and First Aid check lists were completed on June 29, 2015. Karen noted that the Emergency Light in the hallway is very dim and may need a bulb replaced.

Old Business for June 2015:

There was no old business to report for June.

Respectfully submitted by:

Cynthia R. Crowner

Cynthia Crowner, Committee Member

