

Anazao Community Partners

FY 2016

Quality Assurance Report



Anazao Community Partners
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Anazao Community Partners is a private, non-profit organization providing treatment, intervention and prevention services to residents throughout Wayne and Holmes Counties. Specializing in rapid access and program development and implementation, Anazao is recognized as a leader in building innovative community partnerships.

Our treatment services include assessment, individual, group, marital and family counseling.

Our intervention services offer a broad array of outreach programs for individuals who are involved with the criminal justice system, in unstable families or in need of assistance to find employment.

Our prevention services work with the schools, community groups and organizations to prevent problems with chemical dependency or mental illness.

Our staff includes psychologists, mental health counselors, chemical dependency counselors, social workers, prevention specialists, vocational specialists and case managers.

Anazao is dually certified by the State of Ohio and by the Commission on Accreditation of Rehabilitation Facilities (CARF) as both a mental health facility and substance abuse treatment center.

Our mission

Our mission is to meet the behavioral health needs of our community in a timely fashion.

Our values

We believe that:

- Treatment is effective; people recover.
- Every person has a right to care, support, respect and protection fundamental to their evolving potential in life.
- The therapeutic relationship between a staff member and each client is the primary vehicle for behavioral change.
- Anazao Community Partners should continuously try to improve its treatment programs by rigorously assessing their relevance to the future outcomes of its clients.
- Anazao Community Partners' staff and consultants should continuously search for and utilize state-of-the-art methods and therapies in treating adults and children.
- Anazao Community Partners' staff must be sensitive and vigilant in observing and understanding the unique cultural and ethnic diversity of each client when developing and executing individual therapeutic programs.
- Effective behavioral health practices require coordinated interactions with all available family support systems.

Treatment Programs

Anazao Community Partners serves a mixed outpatient population presenting problems with a broad spectrum of behavioral health issues. Anazao's programs are licensed by the Ohio Department of Mental Health and Addiction Services and accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF).

Substance use disorder services

Substance Use Disorder Services are based on the model of abstinence. Admission, continued stay, discharge and referral to each level of care follow Ohio Department of Mental Health and Addiction Services protocol.

The recovery model is based in the belief that recovery is a life-long growth process. Relapse is recognized as part of that process. Anazao's service delivery system focuses on instilling hope in the recovering individual of achieving personal life goals while encouraging the individual to accept life challenges one step at a time. In this way, we promote the individual's strengths and help them in the acceptance and management of their disability. An integral part of this process is the partnership between the individual, family and significant others, the recovery team and the community.

Mental health services

Counseling and psychotherapy services consists of a series of time-limited, structured, face-to-face sessions that work toward attaining mutually-defined goals that are identified in the Treatment Plan. When the person served is a child or adolescent, the face-to-face interaction may also include family members and/or parent, guardian, and significant others when the intended outcome is improved functioning of the child or adolescent, and when such interventions are part of the Treatment Plan.

Anazao embraces and promotes a "recovery model" of service delivery that is consistent with the best practice models adopted by the Ohio Department of Mental Health and Addiction Services and the Mental Health and Recovery Board of Wayne and Holmes Counties. The overall focus of Anazao's service delivery system is to assist the recovering individual in attaining reasonable personal lifetime goals and enhanced life experiences.

Anazao Community Partner's FY 2016 Quality Assurance Report

With support from the agency's Executive Director and other agency administrators and staff, Anazao Community Partner's Quality Improvement Committees continue involvement in a wide range of efforts to systematically evaluate and improve the quality of service and level of compliance with regulatory standards. Throughout the year, Quality Assurance activities are communicated to agency staff via central posting of quarterly and annual Quality Assurance reports and through the provision of reports of results from relevant focus and Ad Hoc reviews to agency administrators. QA activities have also been regularly communicated to the agency's Board of Trustees and the Mental Health and Recovery Board of Wayne and Holmes Counties via distribution of quarterly and annual activity reports.

Enrollments

Referrals continue from a large spread of social service agencies/organizations, schools, and courts. Over 30 different third-party sources referred clients to the agency in the quarter.

Table 1- FY 2016 Enrollments by Referral Source

Qtr. 1		Qtr. 2		Qtr. 3		Qtr. 4	
Total Enrollments = 213		Total Enrollments = 233		Total Enrollments = 243		Total Enrollments = 239	
Wayne Municipal Court	26.8%	Wayne Municipal Court	24.0%	Wayne Municipal Court	21.0%	Wayne Municipal Court	19.7%
Self	15.5%	Self	14.2%	Self	11.9%	Self	13.8%
Wayne Juv. Court	7.5%	Goodwill	11.2%	Goodwill	10.7%	Other	9.6%
Holmes DJFS/CSB	7.5%	Wayne Juv. Court	6.4%	Other	7.8%	Parents	6.7%
Parents	4.2%	Parents	6.4%	Wayne Juv. Court	7.0%	Wayne Juv. Court	6.3%
Holmes Municipal Court	3.8%	Other	6.4%	Parents	5.4%	Goodwill	6.3%
Viola Startzman	3.3%	Wayne CSB	6.0%	Holmes DJFS/CSB	4.5%	Holmes DJFS/CSB	6.3%
Wayne CSB	3.3%	Holmes Municipal Court	3.9%	Adult Parole	4.5%	Wayne CSB	5.9%
Wayne Common Pleas Court	2.8%	Holmes Juv. Court	3.4%	Wayne Common Pleas Court	4.1%	Holmes Juv. Court	5.0%
Holmes Juv. Court	2.4%	Holmes DJFS/CSB	3.0%	Wayne CSB	4.1%	Attorney	4.6%
Adult Parole	1.4%	Wayne Common Pleas Court	2.2%	Schools	3.3%	Holmes Municipal Court	4.2%
Goodwill	1.4%	Viola Startzman	1.7%	Holmes Municipal Court	2.5%	Wayne Common Pleas Court	2.5%
Counseling Ctr	1.4%	Attorney	1.7%	Holmes Juv. Court	2.5%	Adult Parole	2.1%
Summit Municipal Court	0.9%	Adult Parole	1.3%	Attorney	2.1%	Counseling Ctr	1.3%
Unknown	0.9%	Other CSB	0.9%	Salvation Army	1.7%	MOCA House	0.8%
Stark County Court	0.9%	Doctors Office	0.9%	Attny Dave Knowlton	1.7%	Holmes Common Pleas	0.8%
Attorney	0.9%	Wadsworth Municipal Court	0.9%	Stark County Court	0.8%	Summit Municipal Court	0.4%
Holmes Common Pleas	0.5%	Attny Dave Knowlton	0.9%	Attny Bryan K Barnard	0.8%	Wayne Diversion	0.4%
One Eighty	0.5%	Every Woman's House	0.4%	Unknown	0.8%	Impact Solutions	0.4%
Other CSB	0.5%	Impact Solutions	0.4%	Other CSB	0.8%	Unknown	0.4%
Mental Health Recovery Board	0.5%	Cuyahoga Probation	0.4%	Doctors Office	0.4%	Medical	0.4%
Wayne Diversion	0.5%	Stark County Court	0.4%	MOCA House	0.4%	Wadsworth Municipal Court	0.4%
SBIRT	0.5%	Medina County Municipal Court	0.4%	Counseling Ctr	0.4%	Wooster City Schools	0.4
MOCA House	0.5%	Counseling Ctr	0.4%	Holmes Common Pleas	0.4%	One Eighty	0.4%
Other	11.7%	Other	1.7%	Wayne Diversion	0.4%	Other	0.8%
Total	100%	Total	100%	Total	100%	Total	100%

Client Demographics

Table 2 – FY 2016 Enrollment Demographics

Anazao Community Partners provided treatment services to 1,271 unduplicated clients in the fiscal year 2016 compared with 1, 229 in the previous fiscal year.	1st Qtr.		2nd Qtr.		3rd Qtr.		4th Qtr.	
	(July 1 thru Sept 30)		(Oct 1 thru Dec 31)		(Jan 1 thru Mar 31)		(Apr 1 thru Jun 30)	
Total Number of Clients Served:	498		555		549		536	
Total Admissions:	213		233		243		239	
Gender (Admissions)	<u>(N)</u>	<u>%</u>	<u>(N)</u>	<u>%</u>	<u>(N)</u>	<u>%</u>	<u>(N)</u>	<u>%</u>
Male	123	58%	132	57%	140	58%	141	41%
Female	90	42%	101	43%	103	42%	98	59%
Age (Admissions)								
0 - 17	36	17%	47	20%	63	26%	65	27%
18 - 25	50	23%	57	24%	60	25%	57	24%
26 - 35	50	23%	54	23%	62	26%	52	22%
36 - 45	40	19%	35	15%	30	12%	34	14%
46 - 55	21	10%	30	13%	18	7%	21	9%
56+	16	8%	10	4%	10	4%	10	4%
Race (Admissions)								
White	197	92%	214	92%	226	93%	214	90%
Black	13	6%	11	5%	12	5%	17	7%
Other	3	1%	8	3%	5	2%	8	3%
County (Admissions)								
Wayne	152	71%	175	75%	191	79%	180	75%
Holmes	51	24%	46	20%	44	18%	47	20%
Other	10	5%	12	5%	8	3%	12	5%
Referral Source (Admissions)								
Courts	124	58%	125	54%	137	56%	140	59%
Employer/school	0	0%	0	0%	8	3%	3	1%
Family/Friends	10	5%	15	6%	13	5%	16	7%
Self	33	15%	33	14%	29	12%	33	14%
Social Agency	17	8%	36	15%	34	14%	21	9%
Other	29	14%	24	10%	22	9%	26	11%
Marital Status (Admissions)								
Single	134	63%	144	62%	146	60%	147	62%
Married	37	17%	38	16%	43	18%	40	17%
Divorced	19	9%	20	9%	14	6%	16	7%
Widowed	2	1%	2	1%	3	1%	2	1%
Unknown	21	10%	29	12%	37	15%	34	14%

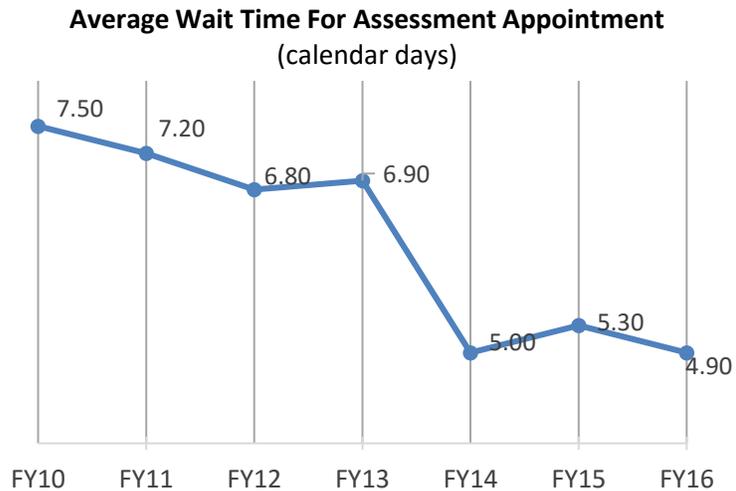
Table 3 - Income Level

Family Yearly Income	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.
< \$5000	35.21%	34.33%	32.92%	27.62%
\$5000 - \$9999	4.23%	8.58%	12.76%	9.21%
\$10K - \$14999	7.98%	8.58%	5.35%	10.04%
\$15K - \$19999	8.92%	15.02%	10.29%	8.37%
\$20K - \$29999	15.96%	6.01%	15.64%	15.48%
\$30K - \$39999	12.21%	5.58%	5.76%	10.04%
\$40K - \$49000	3.29%	7.30%	2.88%	2.09%
\$50000+	8.45%	7.73%	8.23%	10.04%
unknown	3.76%	6.87%	6.17%	7.11%

Access to Services

Figure 1

The Agency's policy is to offer an appointment within 24 hours of initial contact. While approximately 95% of all clients are offered an appointment within 24 hours, data suggest an overall average wait time of 4.9 calendar days based upon client preference. Due to the Agency's rapid access intake procedure, Anazao does not have a wait list for service.



Drug Screening

Urinalysis drug screening

Anazao provides fast, reliable drug-screening services. Our services include:

- On-site urine testing kits
- 24 to 48 hour result turnaround
- Outstanding customer service
- Customized reports
- Detailed billing
- Testing by a CAP, CLIA and SAMHSA certified laboratory

There were 930 urinalysis screenings in the fiscal year (1045 in the prior fiscal year). The majority of referrals were from Wayne County Municipal Court and Wayne County Children’s Services Bureau [Table 4].

Table 4 – Urinalysis Screenings

FY 2016 Referral Source

Referral Source	1 st Qtr.		2nd Qtr.		3 rd Qtr.		4 th Qtr.	
	N	%	N	%	N	%	N	%
WCMC	155	59.39%	130	64.68%	126	49.80%	136	63.26%
WCCSB	63	24.14%	41	20.40%	79	31.23%	49	22.79%
Other	10	3.83%	3	1.49%	13	5.13%	4	1.86%
CCHO	22	8.43%	12	5.97%	10	3.95%	17	7.91%
Women's Empowerment	2	0.77%	6	2.99%	8	3.16%	-	-
Adult Parole Authority	4	1.53%	4	1.99%	6	2.37%	4	1.86%
Employer	-	-	2	1.00%	5	1.98%	1	0.47%
Village of Apple Creek	1	0.38%	-	-	2	0.79%	-	-
Attorney	1	0.38%	-	-	1	0.40%	4	1.86%
Mancan	-	-	-	-	1	0.40%	-	-
Summit County Common Pleas	3	1.15%	2	1.00%	1	0.40%	-	-
STEPS/OneEighty	-	-	1	0.50%	-	-	-	-
Total	261	100.0%	201	100.0%	253	100.0%	215	100.0%

Utilization Review

Utilization reviews were conducted by the agency's Utilization Review Committee. This included review by admission, continued stay, and termination record status. Reviews were comprised of a random sample of 125 client records (33 admission, 32 closed/termination client records, 60 continued stay client records). The sample was comprised of mental health, substance abuse, and dual disorder diagnosed client records of both adult and child/adolescent clients. Of the 125 records reviewed in the fiscal year, 110 were free of deficiencies for an overall compliance of 88% – falling short of the agency's performance target of 90%. Deficiencies were identified to clinicians for correction as part of the Quality Improvement Plan.

Peer Review

Peer reviews were conducted to assure that services delivered were clinically appropriate. Records are reviewed pertaining to services provided for the intake/ diagnostic assessment, counseling, and client transfer and interagency referral. The random sample was comprised of mental health, substance abuse, and dual disorder diagnosed client records of both adult and child/adolescent clients. Of the 69 records reviewed, 47 were free of deficiencies for an overall compliance of 68.1% - falling short of the agency's performance target of 80%. Peer Review deficiencies are identified to clinicians for correction as part of the Quality Improvement Plan. Errors were focused on incomplete treatment plans and this has become a focus for clinical supervision.

Risk Management Activity

Fiscal audits were conducted on a random sample of records as billings are matched to clinical record documents. Conformance is compared for session time, date and service code. These audits confirm the accuracy of the agency's electronic billing system and identify gaps in data entry. Of the sixteen records reviewed, one was found to need corrective action.

Completeness of Record Review

Of the 23 records reviewed, 20 were free of deficiencies for an overall compliance of 87% - exceeding the agency's performance target of 80%. The random sample was comprised of mental health, substance abuse, and dual disorder diagnosed client records of both adult and child/adolescent clients. Deficiencies are identified to clinicians for corrective action as part of the Quality Improvement Plan.

Unusual Incidents

There were four incidents reported in the fiscal year. Details of these incidents are provided in the agency's *FY 2016 Annual Incident Report Summary*. There were no major (reportable) incidents in the fiscal year. Incident Reporting procedures are designed to meet Ohio Mental Health and Addiction Services (OhioMHAS) incident reporting standards. All incidents are reviewed by the Executive Director, Clinical Director and the agency's Quality Assurance Coordinator.

Client Grievances/Client Rights Violations

There were no client grievance and no client rights violations during the fiscal year.

Staff Satisfaction Survey

Anazao Community Partners completed a Staff Satisfaction Survey in January, 2016 (N=28). Ninety-two percent (92%) of staff report being very to somewhat satisfied working at Anazao Community Partners. Areas of highest satisfaction were the amount of responsibility, the amount of variety in their job, the amount of time you have to get your job done, overall goals and objectives of the agency are communicated to staff, and the way co-workers might pitch in and help one another. Areas of low satisfaction were rate of pay, cooperation, and fringe benefits.

Client Satisfaction

Clients of Anazao services are generally very pleased with their experience and service received. Ninety-eight percent (98%) of clients surveyed in the fiscal year rate overall quality of care and service as "good", "very good", or "excellent", exceeding the agency's performance target of 90%. Areas of highest satisfaction are protection of privacy and confidentiality, knowledge of the counselor, and how well counseling needs are being met. Areas of lowest satisfaction pertain to cost of service and to the likelihood of returning for treatment if needed. Low satisfaction in these areas is a common trend with the latter seeming counterintuitive as overall satisfaction ratings are consistently high. This will be examined further over the next fiscal year. 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. Overall, results indicate that Anazao Community Partners continues to provide a very high quality of service as perceived by the client - service delivery perceived as accessible, convenient, timely, competent and effective.

Table 5- Consumer Satisfaction (3 or more visits)

	1 st Qtr.		2 nd Qtr.		3 rd Qtr.		4 th Qtr.		FY 2016 Overall		FY15	diff
	% Pos rating	N	% Pos rating	N								
How helpful was our office staff?	99%	30	98%	31	97%	30	98%	84	98%	175	96%	+2%
How good were we with providing privacy and confidentiality?	100%	30	100%	31	100%	30	100%	84	100%	175	98%	+2%
How would you rate the knowledge of your counselor?	97%	29	100%	31	100%	29	98%	84	99%	173	96%	+3%
How would you rate your chance to help develop your treatment plan?	97%	30	98%	31	100%	30	98%	83	98%	174	95%	+3%
How helpful has counseling been in helping you to solve your problems?	93%	30	94%	30	93%	30	96%	83	94%	173	95%	-1%
How easy was it for you to talk to your counselor when you wanted to?	100%	30	100%	31	100%	30	99%	83	100%	174	95%	+5%
How well are your counseling needs being met?	100%	28	100%	30	100%	28	96%	83	99%	169	96%	+3%
How would you rate the cost of your services?	93%	29	92%	30	93%	29	89%	77	92%	165	89%	+3%
How hard was it for you to set up payments on your bill?	96%	28	94%	30	100%	28	93%	73	96%	159	87%	+9%
What is the likelihood that you will refer others to Anazao?	90%	30	92%	31	97%	30	96%	82	94%	173	88%	+6%
What is the likelihood that you or your family would return to Anazao for treatment if you needed it in the future?	90%	30	94%	31	93%	30	93%	83	93%	174	91%	+2%
How would you rate the reputation of Anazao?	97%	29	98%	31	97%	29	96%	83	97%	172	95%	+2%
How would you rate the overall quality of care and service at Anazao?	100%	30	98%	31	97%	30	98%	83	98%	174	98%	0%

Positive rating = "Good", "Very Good", or "Excellent"

Table 6- Client Satisfaction Survey (3 or more visits)

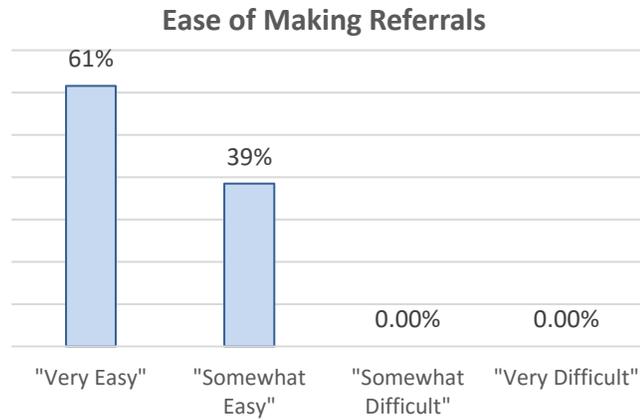
FY 2016 Client Satisfaction Survey (3 or more visits)	1st	2nd	3rd	4th	FY 2016		FY15 Overall	diff
	Qtr.	Qtr.	Qtr.	Qtr.	Overall	N		
Rating Scale: 1.00="Poor", 2.00 = "Fair", 3.00 ="Good", 4.00 = "Very Good", 5.00 = "Excellent"	Mean Score	Mean Score	Mean Score	Mean Score	Mean Score	N		
How helpful was our office staff?	4.53	4.68	4.53	4.79	4.63	175	4.47	+0.16
How good were we with providing privacy and confidentiality?	4.73	4.71	4.83	4.83	4.78	175	4.72	+0.06
How would you rate the knowledge of your counselor?	4.69	4.81	4.87	4.85	4.81	173	4.68	+0.13
How would you rate your chance to help develop your treatment plan?	4.47	4.45	4.60	4.63	4.54	174	4.33	+0.21
How helpful has counseling been in helping you to solve your problems?	4.43	4.40	4.43	4.51	4.44	173	4.26	+0.18
How easy was it for you to talk to your counselor when you wanted to?	4.63	4.65	4.70	4.58	4.64	174	4.48	+0.16
How well are your counseling needs being met?	4.68	4.73	4.62	4.67	4.68	169	4.48	+0.20
How would you rate the cost of your services?	4.21	4.37	4.30	4.40	4.32	165	4.05	+0.27
How hard was it for you to set up payments on your bill?	4.32	4.27	4.52	4.36	4.37	159	4.22	+0.15
What is the likelihood that you will refer others to Anazao?	4.20	4.48	4.43	4.59	4.43	173	4.02	+0.41
What is the likelihood that you or your family would return to Anazao for treatment if you needed it in the future?	4.30	4.35	4.38	4.53	4.39	174	3.98	+0.41
How would you rate the reputation of Anazao?	4.59	4.65	4.47	4.70	4.60	172	4.21	+0.39
How would you rate the overall quality of care and service at Anazao?	4.73	4.74	4.57	4.77	4.70	174	4.54	+0.16

Anazao Community Partners received a commendation award for being a member of SPCA (the State Prevention Coalition Association) for the past 16 years. Congratulations Midge Roberts and Anazao's prevention staff!!

FY 2016 Referral Satisfaction Survey

Figure 2

61% responded "Very Easy"
 39% responded "Somewhat Easy"
 None responded "Somewhat Difficult"
 None responded "Very Difficult"



This annual review suggests external agencies that made referrals to Anazao Community Partners during FY16 were, overall, very satisfied with the ease of making those referrals. Those that requested program information indicate information was sent in a timely manner (85.7%), those that requested reports concerning a client’s assessment and/or treatment progress indicate those reports were sent in a timely manner (100%), report that clients were seen in a timely manner (100%), and answered “No” to a question asking whether referred clients reported any problems in obtaining services (83%). Finally, 100% of survey respondents who referred clients to Anazao Community Partners report Anazao staff were cooperative in their work with referred clients.

This annual review further assessed external agency/organization satisfaction in receiving referrals *from* Anazao Community Partners. When asked whether referrals we made to their organization were appropriate to their service, 100% report those referrals were appropriate.

Barriers and Cultural Awareness

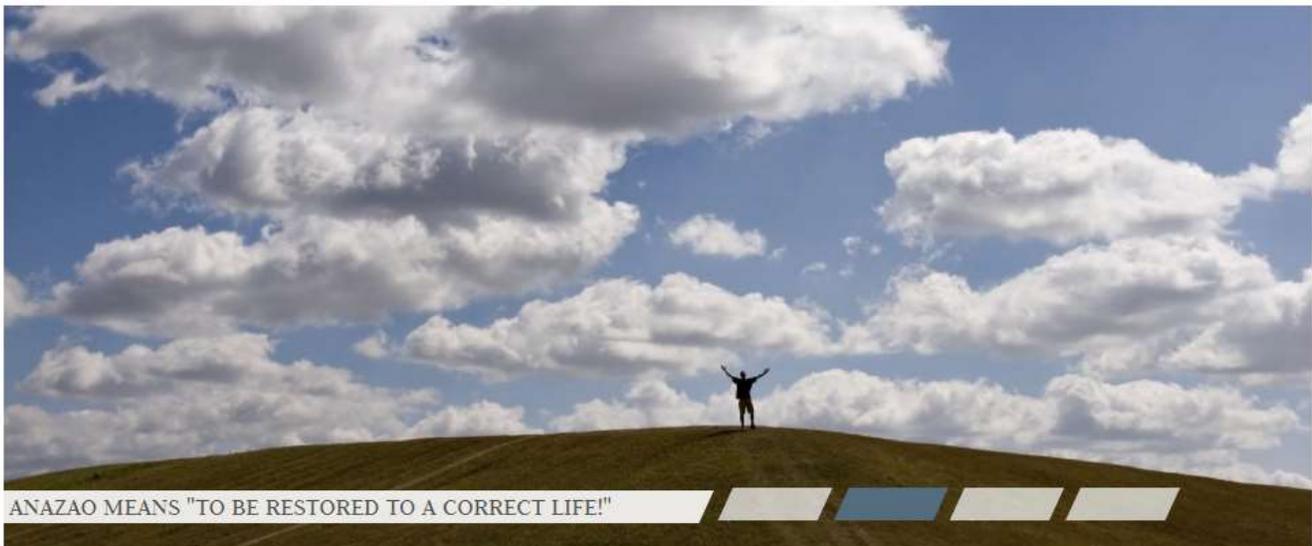
Table 7- Barriers and Cultural Awareness

FY 2016	1st Qtr. N=30	2nd Qtr. N=31	3rd Qtr. N=33	4th Qtr. N=83	Benchmark (agency history)
Were there any barriers to receiving service such as lack of transportation, agency handicap access, or hours of operation?	90% of clients surveyed in the quarter responded “No” when asked if there were any barriers to receiving service	93% responded “No” Barriers noted: work schedule, transportation	83% responded “No”	96% of consumers surveyed responded “No” Barriers noted: work schedule, transportation [Wooster Office], office hours [Orrville Office]	FY 15 Overall 88.1%

Continued ↓

Table 7- (continued)

FY 2016	1st Qtr. N=30	2nd Qtr. N=31	3rd Qtr. N=33	4th Qtr. N=83	Benchmark (agency history)
Were appointments cancelled or rescheduled by our staff on short notice?	93% of clients surveyed in the quarter responded "No" when asked if appointments were cancelled or rescheduled by staff on short notice	87% responded "No" Of those who report appts were cancelled or rescheduled by staff on short notice, the avg. number of appts cancelled or rescheduled = 1.75	86% responded "No" Of those who report appts were cancelled or rescheduled by staff on short notice, the avg. number of appts cancelled or rescheduled = 1.8	89% responded "No" Of those who report appts were cancelled or rescheduled by staff on short notice, the avg. number of appts cancelled or rescheduled = 1.0	FY 15 Overall 92.1%
Service providers culturally aware and/or competent?	100% of clients surveyed in the quarter responded "Yes" when asked if service providers were culturally aware and competent.	100% responded "Yes"	93% responded "Yes"	99% responded "Yes"	FY 15 Overall 97.2%



Discharge Outcomes

Table 8 – Discharge Outcomes

<u>FY 2016</u>	Qtr. 1	Qtr. 2 YTD	Qtr. 3 YTD	FY16 Overall	Benchmark (agency history)
<p>Treatment Goals</p> <p>Per Anazao Policies and Procedures abstinence must be included as a treatment goal. Additional treatment goals include, but are not limited to:</p> <ul style="list-style-type: none"> • A Personal Relapse Prevention Plan • Client will maintain all conditions of probation • Client will obtain his/her driver's license • Client will provide a clean drug screen 	68% of treated clients achieved 80% or more of his/her treatment goals at discharge	67% of treated clients achieved 80% or more of his/her treatment goals at discharge	65% of treated clients achieved 80% or more of his/her treatment goals at discharge	70% of treated clients achieved 80% or more of his/her treatment goals at discharge	FY15 overall 79%
<p>Gained Understanding of Dependence and/or Addiction and Recovery Concepts (Triggers, cues, coping skills)</p>	93% gained an understanding of dependence and/or addiction and recovery concepts	95% gained an understanding of dependence and/or addiction and recovery concepts	94% gained an understanding of dependence and/or addiction and recovery concepts	95% gained an understanding of dependence and/or addiction and recovery concepts	FY15 overall 99%
<p>Abstinence</p> <p>Abstinence is client-specific based on the following measures:</p> <ul style="list-style-type: none"> • Drug screen • Client self-report • Referral source report e.g. probation officer), and/or • Parental report 	88% were abstinent at date of discharge	90% were abstinent at date of discharge	81% were abstinent at date of discharge	86% were abstinent at date of discharge	FY15 overall 95%

Continued ↓

Table 8 – (continued)

<p>Improved Recovery Skill Knowledge At Discharge</p> <ul style="list-style-type: none"> • Recognizing the substance is harmful/detrimental • Identifying and learning triggers • Managing emotions in a healthy way • Managing relationships and Peer Pressure • Finding alternatives to substance use 	90% of clients demonstrated improvement in recovery skill knowledge	94% of clients demonstrated improvement in recovery skill knowledge	86% of clients demonstrated improvement in recovery skill knowledge	93% of clients demonstrated improvement in recovery skill knowledge	FY15 overall 98%
<p>Recovery Life Style At Discharge</p> <ul style="list-style-type: none"> • Maintain a positive support system • Manage emotions in a healthy way • Learn how to maintain balance & rhythm in life (Wellness) 	87% of clients demonstrated a recovery life style at discharge	88% of clients demonstrated a recovery life style at discharge	82% clients demonstrated a recovery life style at discharge	87% clients demonstrated a recovery life style at discharge	FY15 overall 93%
<p>Stable Housing</p>	95% of clients maintained or improved stable housing at discharge	95% of clients maintained or improved stable housing at discharge	86% clients maintained (or improved) stable housing at discharge	91% clients maintained or improved stable housing at discharge	FY15 overall 98%
<p>Stable Employment</p> <p>Lost employment due to loss of driver's license, DUI/jail time, legal issues, etc. The agency has a Case Management program that assists clients with employment. The re-entry program also assists clients with employment; both programs provide advocacy.</p>	90% of clients maintained or improved stable employment at discharge	93% of clients maintained or improved stable employment at discharge	77% clients maintained (or improved) stable employment at discharge	81% clients maintained (or improved) stable employment at discharge	FY15 overall 84%

Prevention and Community Education

Fitting It All Together (FIAT) Program - After School Martial Arts

FY 2016 Youth Responses to Program Questionnaire

Provided by: Keith Waggoner, Youth Development Specialist

Q1. What have you learned from the After School Martial Arts program?

Control

How to be good

What have learned from ASMA is discipline and self control

How to defend my self

How to fight

Control and better breathing tactics

I learned how to self defend myself

Q2. How has the After School Martial Arts program helped you out in your daily life?

Self control

Self control

It's helped me because I learn new things

When angry or mad with someone or something I can control myself

It has helped me keep myself calm and stress free

Because it helps my hip

It's helped me with better control and patience

ASMA helped me out in my daily life by in case anything happens to where I need to defend myself I can

Q3. What future goals have you set because of the After School Martial Arts program?

Don't know

None, to get off probation tho

To get off probation

Buy a car and always learn from my past mistakes

To graduate school

Not to give up

None

I set goals

Q4: Will you continue to attend the After School Martial Arts program? Why?

Maybe

Sure, because this is a bit fun

Yes because it's fun

Yes because I am an instructor today

Yes because I really enjoy it

Yes because I learn to fight

Yes, it's fun

Yes I'll continue to attend because I'm gonna need to know how to defend myself if I get put in the situation to.



Students Participate in Rally

On 5 May, 2016 By Anazao

Anazao Community Partners staff members Jeannie Cutlip and J. Greg Morrison and West Holmes Schools staff member Rosemary Taggart accompanied 13 students from West Holmes High School to Genoa Park in Columbus for a "We are the Majority" rally.

One of the most common misconceptions from our society is that a majority of young people are making detrimental decisions that affect the rest of their lives. However, research has continuously shown that a vast majority of youth are making positive, healthy choices. To help capitalize on this message, the Ohio Youth-Led Prevention Network held the fifth annual "We Are the Majority Concert, Resiliency Ring, and Rally" on April 28, 2016 in downtown, Columbus, Ohio.

There were over 1800 students from across the state of Ohio in attendance. The rally celebrates the fact that the majority of teenagers are NOT using drugs or drinking alcohol. These students make it a priority to concentrate on being an example and a leader in their respected schools and communities.

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. 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 the After School Martial Arts (ASMA) in 2011-2012. 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. 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.

Consumer Outcomes

Table 9– W/H Mental Health & Recovery Boards’ Standardized Outcome Reporting Grid

AGENCY: <i>Anazao Community Partners</i> <i>Quarter or Year: FY16</i>		Wayne-Holmes Mental Health and Recovery Board’s Standardized Outcome Reporting Grid		
<i>MEASURES</i>		Group Homes	Medical Detox	Inpatient
<i>Average Number of Days between Initial Client Contact and Scheduled Appointment:</i>	~ 95% of clients are offered an appointment within 24 hours of initial contact with the agency – average wait time of 4.9 calendar days based upon client preference. Due to the Agency's rapid access intake procedure, Anazao does not have a wait list for service	Not applicable	Not applicable	Not applicable
<i>Number of Admissions:</i>	Qtr. 1: 2013, Qtr. 2: 233, Qtr. 3: 243, Qtr. 4: 239	-	-	-
<i>Clients served:</i>	Qtr. 1: 498, Qtr. 2: 555, Qtr. 3: 549, Qtr. 4: 536 Anazao provided treatment services to 1,271 unduplicated clients in the fiscal year (1,229 in FY15)	-	-	-
<i>Average Length of Stay:</i>	115 days	-	-	-
<i>Discharge Condition:</i>	Outpatient Counseling (MH)	Outpatient Counseling (AoD)		
<i>Assessment Only:</i>	2.78%	3.57%		
<i>Successful:</i>	47.22%	55.36%		
<i>Unsuccessful:</i>	44.44%	35.71%		
<i>Neutral:</i>	5.56%	3.57%		
<i>Was client abstinent at date of discharge?</i>	----	86% of clients were abstinent at discharge	-	-
<i>Client Satisfaction</i>	98% rate overall quality of care and service as “good”, “very good”, or “excellent”			
<i>Overall satisfaction with services:</i>		-	-	-
<i>Client Outcomes:</i>	96% report Counseling helped in solving his/her problems	-	-	-
<i>NOMS as Applicable to Program, i.e. Employment, Incarceration, Housing, Education, Etc.</i>	AoD Outpatient: 91% of clients maintained or improved stable housing at discharge, 81% of clients maintained (or improved) stable employment at discharge. Lost employment due to loss of driver’s license, DUI/jail time, legal issues, etc. The agency has a Case Management program that assists clients with employment. The re-entry program also assists clients with employment; both programs provide advocacy.			

Anazao Community Partners heads up the Wayne / Holmes Re-entry Coalition, comprised of various partnering agencies. Tammy Jackson is our Re-entry Case Coordinator and she provides comprehensive case management and service coordination for released citizens as they return to the community.
Thank You Tammy!

Table 10 – Learnings Noted by Service

LEARNINGS NOTED	
Outpatient Counseling	Scheduling the Treatment Plan over several sessions does not work - and session needs to be solution focused
	Despite our clinician’s skills at engaging non-compliant and difficult clients, it can be at times challenging to engage clients in positive behavior change - Clients can present with varying degrees of resistance and some have been unsuccessful in other, external treatment programs. Some clients drop out of and discontinue treatment. As such, the agency has implemented a monthly report which allows us to better identify non-engaging clients in order to provide outreach to extend length of stay where clinically appropriate
	Anazao's implementation of same-day scheduling/open-access has been found to be helpful and continues to be an agency priority. Approximately 95% of all clients are now offered an appointment within 24 hours
	There continues to be a need for integrated rather than fragmented services. The agency is therefore working to further establish the connection of treatment services to case management services with the implementation of the 'warm hand-off' where the client meets with a case manager first
Case Management	There continues to be an unmet need for case management services -the agency is working to hire an additional staff
	As we developed our Case Management program we learned more successfully how to develop wrap-around services for our clientele
Breaking The Barriers Program	Little Knights day care was scheduled to open early in the spring of FY15. Unfortunately they were not able to open until after January 2016. This presented an obstacle. As such, we learned we had to work more closely with the other day care providers to try to find open space for new clients who needed day care so they could attend class. Increased communication with these providers ensured that our consumers had sufficient day care for their children.
Prevention/Intervention	In mentoring youth, the time spent with youth, number/diversity of activities, and flexibility have been found to have a positive impact
Other Lessons Learned	The relationships the agency has with external referral sources, especially the courts and children’s services in Wayne and Holmes counties are essential to program reach and has proven useful in providing feedback for both the agency clinician and the children’s services caseworker in assisting clients to address their problems and issues

Anazao is partnering with NAMI of Wayne and Holmes Counties to renovate the former Hospice building on Back Orrville Rd. The purchase and renovation was made possible in part by a grant from the Ohio Department of Mental Health and Addiction Services (OMHAS).
Anazao will expand its child, adolescent, and family services, meeting a growing demand.

Consumer Satisfaction Survey – Client Comments

FY 2016

How can our services be improved?

- *They are fine. Do not need to change anything.*
- *It is very helpful and doesn't need change.*
- *Only thing I could say is maybe later hours during the week for people who have to work during the day (Orrville).*
- *I have no-complaints. Everything was great.*
- *It was great help. Thanks!*
- *Open at 8 for drug screens.*
- *It was good!*
- *Not much more! You guys are awesome!*
- *They are very good.*
- *I think your services are great the way they are right now.*
- *I wouldn't change anything. It was a great experience.*
- *Very organized and professional.*
- *You are doing great.*
- *Everything was great.*
- *Everything seemed great.*
- *I think it was fine.*
- *Completely satisfied.*
- *Very good treatment*
- *Great as they are.*
- *Nothing-you guys are great.*
- *Low marks or missing marks are due to my problem being nonexistent - we did not discuss my relationship with alcohol very much today.*
- *No need for improvement.*
- *Good.*
- *The service was great!*
- *More advertisement*
- *You guys do a very well job all around. Thank you!*
- *No need for-improvement.*
- *Evening classes.*
- *I'm not real sure, everything was very nice here! Great people!*
- *I think the services are perfect. It works, if you are open to the help. Thank you!*
- *None. Very satisfied with services I received.*
- *Not too sure.*
- *No way or maybe help with transportation to the TARP groups.*
- *They were good.*
- *N/A Good already*
- *How do you improve on "excellent"?*
- *The services I received were excellent!*
- *I can't. It's excellent!*
- *Make sure scheduling is okay if secretary is gone.*
- *Add more times later because I would assume the vast majority of people are busy almost all day. [Orrville Office]*
- *They are just fine. Good job!!*

- *Sometimes my child does not want people to see them in the waiting room, but I'm not sure that there is a solution for that.*
 - *I wouldn't change anything.*
 - *I have no complaints. Happy the way things are!*
 - *Everyone has been fantastic and I really can't think have improvements that need made.*
 - *The plan was satisfactory.*
 - *I say charge a little less money.*
 - *Keep up the good work. God bless!*
 - *Nothing.*
 - *I greatly appreciate the service I received at the Orrville office and in Wooster where I attended my prep group. Found mark very helpful and personable. Thank you for your guidance!*
 - *They are fine.*
 - *More locations in rural areas, especially Rittman.*
 - *No way that I can see.*
 - *Don't change anything! Not broke, don't fix it!!*
 - *Don't change anything!!*
 - *It is fine.*
 - *Everything has been good so far.*
 - *Service was great, no improvements needed.*
 - *Your service was great and Nate is an awesome counselor.*
 - *Doing good by me.*
 - *Offer a female counselor [Orrville office].*
 - *I think services at Anazao are completely beneficial.*
 - *It went great. No improvement needed.*
 - *Needs no improvement.*
 - *Make people more aware of payment options.*
 - *I do not think service needs to be improved.*
 - *Quick email response time for counselor.*
 - *Just continue to do as you have and it's the best. Thank you.*
 - *You guys are great! I enjoy coming here and Mark Yoder.*
 - *They don't need improved. They were good.*
 - *Don't make people pay when you say it's free.*
 - *I think it's good.*
 - *I haven't a clue. Beth McCready was amazing to work with. Office staff are always very friendly and helpful.*
 - *It's perfect.*
 - *They are already great.*
 - *Touch base on more drugs.*
 - *I felt your services were very efficient and thorough. For improvement, I would recommend an opportunity to meet and choose your counselor although I enjoyed working with Mark.*
 - *Overall this was a good experience, and if I find myself in legal or personal issues involving drugs or alcohol, I will consider this facility as a first option available.*
 - *By hiring Jamie, she is great at what she does, she got through to me with some issues in my life!!*
 - *Later hours. [Wooster office]*
 - *You are doing a great job!!*
 - *Can't think of anything. Excellent service!!*
 - *Keep doing what you are doing.*
-

Starbucks Partners with Anazao Community Partners

On 28 Apr, 2016 By Anazao

Starbucks recently partnered with Anazao to work with our youth development program. Store leaders/managers and Starbucks employees volunteered time and refreshments to present an employment/job skills program to participants in the agency's F.I.A.T. Program.



"We cannot begin to express our thanks to Starbucks for all their help," said Keith Waggoner, Youth Development Specialist. Following a brief introduction from Starbucks and an overview of the Starbucks brand,

participants were then given samples of coffee, tea, and pastries.

After the brief intro and snack, youth were divided into four groups and went through a series of stations facilitated by Starbucks staff. The stations introduced the youth to job interview skills, customer service, communication skills to deal with unsatisfied customers, and a discussion on each youth's career goal(s). There was a lot of role playing at each station and Starbucks staff conducted mock interviews with each of the participants. "This was a great way for our agency and the FIAT program to network with a company in the community," said Tamara Gabalski, Youth Development Specialist.

Starbucks closed the program with questions from the group and there was a lot of positive feedback from the group on what they learned. Starbucks plans to return in a few months to do another program to enhance and sharpen skills that will help youth as they transition into a new job.

Breaking the Barriers Performance Report

Program Year Report for FY16

Provided by: Cynthia Crowner, Anazao Education Specialist



Activities performed and goals achieved

The *Breaking The Barriers* “one stop shop” program served a total of 56 income-eligible consumers in the fiscal year. This was the same number referred in FY15.

Fiscal Year 2016 Successes

- ❖ 46.4% (26) gained employment through the program.
- ❖ 52% (18) of the 35 Cash Assistance consumers gained employment through the program.
- ❖ 36% (8) of the 22 Food Stamp recipients gained employment while in the program.
- ❖ 44% (8) of the 18 not employed gained employment while in the program.
- ❖ 30 individuals became employed while in the program
- ❖ 1 individual was successful in obtaining his/her Unemployment Benefits after starting the program
- ❖ 2 individuals were successful in obtaining his/her Child Support after starting the program
- ❖ 1 individuals was successful in obtaining his/her SS benefits while in the program
- ❖ Total who obtained their Ohio driver’s permit: 2
- ❖ Total who obtained their Ohio driver’s license: 2
- ❖ Total who obtained a new State ID: 1
- ❖ Total who renewed their license: 1
- ❖ Total who obtained their birth certificate: 3

Barriers to employment and reaching self-sufficiency were identified and targeted with each consumer in the initial assessment. The consumers were encouraged to fill out a Self-sufficiency Action Plan and identify their particular barriers to becoming self- sufficient. Staff worked with each individual to assist them in overcoming these barriers.

FY 2016 - Identified barriers of referred Clients

Maintaining Gainful Employment	Ability To Identify Skills And Attributes	Basic Work Ethic	Strong Support Systems
Dealing With Anger In The Workplace Appropriately	Having The Proper Identification: ID’s, Birth Certificates And Driver’s License	Appropriate Interview / Work Attire	Safe Affordable Housing
Budgeting Skills	Education Needs	Basic Nutrition Knowledge	Maintaining A Reliable Contact Phone Number
Transportation Needs	Verbal And Non-Verbal Communication Skills	Reliable And Back Up Child Care	Application And Interview Skills
Having A Working Resume And Cover Letter	Computer Skills	Proper Meaningful Parenting Skills	Mental Health Counseling

Individuals referred to the *Breaking The Barriers* program were assisted in overcoming these barriers through intensive mentoring along with networking with the following agencies and services:

- Anazao Counseling and/or Case Management
- One Eighty
- The Counseling Center
- Society of Equal Access
- Bureau of Vocational Rehabilitation
- Holmes County Certified Day Care Providers
- Holmes County Sheriff and Police Department
- HCJFS Case Workers ODJFS, HCCSB, , HCPRC, HCWIA,
- HOLMES COUNTY Health Department, WIC and Help Me Grow
- Holmes/Wayne and Coshocton Counties Bureau of Motor Vehicles
- KnoHoCo Head Start and HEAP Program
- Holmes County Salvation Army
- Love INC.
- Holmes Electric Operation Round-Up
- Area employers
- GED, Holmes County Higher Education
- Holmes County Schools
- Millersburg Church of God Food Pantry
- Millersburg Church of Christ Clothing Closet
- Walmart for the Sisters of Charity Grant
- Safe Link Wireless Life Line Assistance for a free working phone.

Computer training was provided to assist our clients in learning how to use the Internet, Microsoft Word, Excel, and to practice their keyboarding skills.

We assisted each job-ready consumer with finding employment that would satisfy his or her financial, family and emotional needs. We then offered continued Job Retention mentoring services to each consumer who became employed to help them with overcoming the stresses related to their new employment.

Breaking The Barriers

Anazao's *Breaking The Barriers* Program continued to assist consumers who were job ready with \$80.00 of interview clothing and hygiene kits with a grant from the Sisters of Charity Foundation of Canton, Ohio. The hygiene kit included, soap, shampoo/conditioner/nail clippers, deodorant, toothbrush/tooth paste, razor and shaving cream. All of the clothing items and hygiene kit materials were purchased at the Millersburg Wal-Mart store. The grant also included haircuts in the allotment for each consumer.

Having this service available for our clients has proven over the years to increase self-esteem which then helped them in their application and interview process of finding and keeping new employment.

FY 2016 Success Story

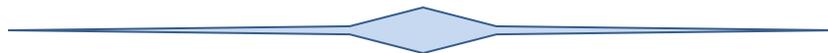
Doug –

Names have been changed to protect privacy.

Doug was a new client in Anazao's "Breaking The Barriers" program. He was in the application phase of Cash Assistance. Doug has a young daughter and they were living with Doug's mother, his sister, and his sister's children. Doug completed a Self-Sufficiency Action Plan where he listed his barriers and goals to reaching self-sufficiency. His barriers were getting the title of his truck in his name, insurance for the truck, getting a new phone for himself and finding a new home for himself and his daughter.

"Breaking The Barriers" staff assisted Doug with the process of getting a Safelink phone, his truck title and obtaining insurance for the truck. While in the program Doug was able to find a mobile home in the area. We assisted Doug in getting in touch with the landlord and once he did he was able to work with him and Doug began fixing the mobile home up himself in lieu of rent. Doug still had not received his cash allotment so the landlord was willing to let him work on the things that needed completed before he and his daughter could move in. Breaking The Barriers' staff networked with Operation Round-up to get beds for both Doug and his daughter.

Next, Doug applied for a job and "Breaking The Barriers" staff coached him on his interview skills. Doug was hired! He reports that he really likes his new job and the people he works for. He and his daughter are happy in their new home and are settling in. We are very proud of Doug and his accomplishments!



FY 2016 Physical Plant and Safety Reports

July 1, 2015 - June 30, 2016

Monthly First Aid and Safety Inspection check lists were completed at all office locations. Quarterly Fire and Tornado Drills were also conducted. All offices filed monthly safety reports with no significant issues noted.

Anazao Community Partners Physical Plant and Safety Report July 2015 FY16

Date: August 4, 2015

New Business for July 2015

Wooster Office:

The Safety Inspection and First Aid check lists were completed on July 30, 2015. It was noted by Kevin that non stick sterile pads of various sizes and rolled gauze need to be purchased for the first aid kit. Cynthia informed Kevin that she would purchase these items.

Millersburg Office:

The Safety Inspection and First Aid check lists were completed on July 15, 2015. An actual Tornado Drill was completed on July 15, 2015. The fire extinguishers were checked on July 21, 2015. Two of the extinguishers were taken in to be recharged by Holmes Fire and Safety Solutions. Two replacement extinguishers were left in the place of the ones they took out of the office.

Cynthia noted verbally that various size band-aids need to be purchased for the first aid kit. Cynthia informed Kevin that she will purchase these items.

Orrville Office:

The Safety Inspection and First Aid check lists were not turned in.

Old Business for July 2015:

Karen reported to Cynthia that the emergency light in the hallway of the Orrville office needs a battery because it does not light up as bright as it should. Cynthia and Karen informed Kevin of this and he will look into getting a new battery for it.

Respectfully submitted by:

Cynthia R. Crouner

Cynthia Crouner, Committee Member

**Anazao Community Partners
Physical Plant and Safety Report
August 2015 FY16**

Date: September 1, 2015

New Business for August 2015

Wooster Office:

The Safety Inspection and First Aid check lists were completed on August 31, 2015.

Kevin reported that pellet bullets were found to have been shot through the front office window on 8/27 in the early morning before anyone was in the building. The WC Sheriffs office was informed and an unusual incident report was filed.

Kevin also noted that new evacuation charts need to be drawn up for the office. Cynthia stated that she would assist Kevin at the next monthly meeting to get these completed.

Millersburg Office:

The Safety Inspection and First Aid check lists were completed on August 31, 2015.

Orrville Office:

The Safety Inspection and the First Aid check lists were completed on August 24, 2015.

Old Business for August 2015:

Wooster Office:

Cynthia purchased various sizes of sterile pads and rolled gauze for the first aid kit.

Millersburg Office:

Holmes Fire and Safety Solutions returned the two extinguishers that had taken out for recharging during the second week of the month.

Cynthia purchased various sizes of band-aids for the first aid kit.

Orrville Office:

Karen turned in the July Safety Inspection and First Aid Check List. These were both completed on July 30, 2014.

Karen also reported that the emergency light in the hallway of the Orrville office is still very dim, and thinks the battery needs to be replaced.

Respectfully submitted by:

Cynthia R. Crowner

Cynthia Crowner, Committee Member

**Anazao Community Partners
Physical Plant and Safety Report
September 2015 FY16**

Date: October 6, 2015

New Business for September 2015

Wooster Office:

The Safety Inspection and First Aid check lists were completed on September 23, 2015.

Millersburg Office:

The Safety Inspection, First Aid check lists, Fire Drill and Tornado Drill were all completed on September 23, 2015.

Orrville Office:

The Safety Inspection and the First Aid check lists were completed on September 24, 2015.

Old Business for September 2015:

Wooster Office:

Cynthia and Kevin still need to draw up new evacuation charts for the Wooster office.

Orrville Office:

The emergency light in the hallway of the Orrville office is still in need of another battery. Kevin reported that he is charging up a battery for the exit light and will put it in sometime in October.

Respectfully submitted by:

Cynthia R. Crouner

Cynthia Crouner, Committee Member

Anazao Community Partners
Physical Plant and Safety Report
October 2015 FY16

Date: November 3, 2015

New Business for October 2015

Wooster Office:

The Safety Inspection and First Aid check lists were completed on October 29, 2015. An actual fire drill was conducted on October 19, 2015 when there was smoke coming from the outside furnace. The problem was taken care of by the staff. Everyone but Ken Ward was evacuated and no one was injured. The fire department did not have to be notified.

Millersburg Office:

The Safety Inspection and the First Aid check lists were completed on October 31, 2015.

Orrville Office:

The Safety Inspection and the First Aid check lists were completed on October 26, 2015.

Old Business for September 2015:

Wooster Office:

Cynthia and Kevin still need to draw up new evacuation charts for the Wooster office.

Millersburg Office

Cynthia still needs to draw up a new evacuation chart for the Millersburg office.

Orrville Office:

Karen turned in the September fire drill for the Orrville office. The drill was completed on September 14, 2015.

The battery for the emergency light in the hallway of the Orrville office was finally replaced by the landlord. The battery Kevin had for the office unfortunately was not the correct size for the emergency light.

Respectfully submitted by:

Cynthia R. Crouner

Cynthia Crouner, Committee Member

Anazao Community Partners
Physical Plant and Safety Report
November 2015 FY16

Date: December 1, 2015

New Business for October 2015

Wooster Office:

The Safety Inspection and First Aid check lists were completed on November 30, 2015. An unusual incident occurred on November 23rd when a young child hit her head on the table in the lobby. Tiffany, the secretary assisted the child with a band aide. Tiffany completed an unusual incident report.

Millersburg Office:

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

Orrville Office:

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

Old Business for November 2015:

Wooster Office:

Cynthia and Kevin still need to draw up new evacuation charts for the Wooster office.

Millersburg Office

Cynthia still needs to draw up a new evacuation chart for the Millersburg office.

Respectfully submitted by:

Cynthia R. Crowner

Cynthia Crowner, Committee Member

Anazao Community Partners
Physical Plant and Safety Report
December 2015 FY16

Date: January 5, 2016

New Business for December 2015

Wooster Office:

The Safety Inspection and First Aid check lists were completed on December 30, 2015. Kevin noted that he replaced the missing bandages in the first aid kit.

Millersburg Office:

A Fire Drill and a Tornado Drill were conducted on December 28, 2015. The Safety Inspection and First Aid check lists were completed on December 28, 2015. Tracy Cottrell informed Cynthia that the client restroom toilet kept running and needed to be looked at. Cynthia e-mailed the landlord and he had the toilet repaired. Cynthia also noted in her e-mail to the landlord that two of the exit lights need to have the batteries replaced. Cynthia will have to e-mail the landlord again because he still has not replaced these.

Orrville Office:

The Safety Inspection and the First Aid check lists were completed on December 29, 2015. A Tornado Drill was completed on December 29, 2015.

Old Business for December 2015

Wooster Office:

Kevin also informed Cynthia that the evacuation charts need to be modified. Cynthia told Kevin that she would modify the charts in January and have them ready by the February meeting.

Millersburg Office:

Cynthia modified the two of the evacuation charts for the office that needed modified.

Respectfully submitted by:

Cynthia R. Crowner

Cynthia R. Crowner, Committee Member

Anazao Community Partners
Physical Plant and Safety Report
January 2016 FY16

Date: February 2, 2016

New Business for January 2016

It was decided at the January staff meeting that Tracy Cottrell would assist Cynthia and Kevin in the Physical Plant and Safety Committee.

Wooster Office:

The Safety Inspection and First Aid check lists were completed on January 29, 2016.

Millersburg Office:

The Safety Inspection and First Aid check lists were completed on January 25, 2016.

The maintenance man for the Millersburg office informed Cynthia that the State Fire Marshal requested that the door handles on the two outside office doors be replaced with handicapped accessible door handles. He also informed Cynthia that new lock and keys would be replaced also. Cynthia sent the landlord an e-mail requesting prior notice of the door handle installation so that she could inform the rest of the staff members. Cynthia talked to Kevin and it was decided that we needed 25 keys for the locks so that each employee could have a copy. Joe Messner suggested that we also have the restroom door handles replaced as well. Cynthia sent the landlord an e-mail about replacing the restroom doors with handicapped accessible door knobs.

Orrville Office:

The Safety Inspection and the First Aid check lists were completed on January 28, 2016

Old Business for January 2016

Wooster Office:

Cynthia met with Kevin to discuss the revisions that needed to be completed on the five evacuation charts for the office. Tracy Cottrell and Cynthia created five new evacuation charts and purchased five new frames. On January 11, 2016, Cynthia hung the new charts up in the Wooster office.

Millersburg Office:

The toilet was repaired in the client restroom and the batteries were replaced in two of the exit lights in the office.

Tracy modified all of the evacuation charts in the Millersburg office on the computer similar to those in that were created for the Wooster office.

Respectfully submitted by:

Cynthia R. Crowner

Cynthia R. Crowner, Committee Member

**Anazao Community Partners
Physical Plant and Safety Report**

February 2016 FY16

Date: March 1, 2016

New Business for February 2016

Wooster Office:

The Safety Inspection and First Aid check lists were completed on February 26, 2016. Kevin reported that he is in the process of charging the battery for the lobby exit light.

Millersburg Office:

The Safety Inspection and First Aid check lists were completed on February 25, 2016.

The toilet in the women's employee restroom was in need of a new seal, Cynthia contacted the landlord. The toilet was repaired by putting in a new seal by Clines Plumbing on Feb 26th..

On Feb 8th and 10th the Millersburg employees had their TB test and checked by Pomerene Express in Berlin.

Orrville Office:

The Safety Inspection and the First Aid check lists were completed on February 29, 2016

Old Business for February 2016

Wooster Office:

Millersburg Office:

On February 4, 2016, Jerry Mast, the maintenance man for the Millersburg office, installed new handicapped accessible door handles for the two main office doors and for the three rest rooms. Cynthia and Tracy made sure that the 23 keys that were made for the office doors worked and then handed the new keys out to the employees. Cynthia and Tracy also collected the old keys and turned them into Jerry Mast.

Respectfully submitted by:

Cynthia R. Crowner

Cynthia R. Crowner, Committee Member

**Anazao Community Partners
Physical Plant and Safety Report**

March 2016 FY16

Date: April 5, 2016

New Business for March 2016

Tracy revised the Building Inspection Check list for all of the offices. Cynthia placed one in each of the Fire and Safety binders and Tracy e-mailed the check list to Kevin and Karen to assist them in keeping up with the drills and inspections of the fire extinguishers.

Wooster Office:

On March 1, 2016 during the all staff meeting Kevin went over the steps to take during a fire.

Kevin conducted a Fire Drill on March 23, 2016.

The Safety Inspection and First Aid check lists were completed on March 31, 2016.

The Wooster employees had their TB test and checked on March 1st and 3rd in the Wooster office with the Viola Startzman Clinic.

Millersburg Office:

The annual building inspection was completed by Fire Marshal Roger Clark on March 4, 2015. The building passed the inspection after a power strip in the job group room was replaced with a power strip that had a reset button on it.

The Safety Inspection check and First Aid check lists were completed on March 23, 2016. A tornado drill was conducted at the same times as the state wide tornado drill on March 23, 2016 at 9:40 AM.

A Light bulb in the BtB classroom and one light in the hallway were replaced on March 21st.

Orrville Office:

A Tornado drill was conducted on March 23, 2016.

The Safety Inspection and the First Aid check lists were completed on March 31, 2016

Old Business for March, 2016:

Wooster Office:

Kevin reported that he purchased a battery for the lobby exit light.

Millersburg Office:

The maintenance man was called in to check and repair the defective of the new door handle for the main office door. The door handle and repaired lock was replaced the week of March 7th.

Respectfully submitted by:

Cynthia R. Crowner

Cynthia R. Crowner, Committee Member

**Anazao Community Partners
Physical Plant and Safety Report**

April 2016 FY16

Date: May 3, 2016

New Business for April 2016

Wooster Office:

The Safety Inspection and First Aid check lists were completed on April 26, 2016.

Millersburg Office:

The Safety Inspection check and First Aid check lists were completed on April 27, 2016..

Orrville Office:

A Bomb Threat Drill and a Hazardous Waste Drill were conducted on April 26, 2016.
The Safety Inspection and the First Aid check lists were completed on April 26, 2016

Old Business for April, 2016:

Orrville Office:

Cynthia and Tracy reminded Karen that she still needed to have her fire extinguishers re-charged and that she could take them to the Albrights store in Orrville. Cynthia and Tracy also offered to take care of them if she brought them into the Wooster office on May 3, 2016 during the monthly staff meeting.

Respectfully submitted by:

Cynthia R. Crowner

Cynthia R. Crowner, Committee Member

**Anazao Community Partners
Physical Plant and Safety Report**

May 2016 FY16

Date: June 7, 2016

New Business for May 2016

Wooster Office:

Kevin conducted an all staff Bomb Threat Drill during the May staff meeting on May 3, 2016. He played a video of the importance of having and conducting Bomb Threat Drills in the office setting. Kevin then went over the actual steps to take if an actual bomb threat was to occur at the Wooster office. The entire staff was present and participated in the discussion.

The Safety Inspection and First Aid check lists were completed on May31, 2016.

Millersburg Office:

A Hazardous Waste Drill and a Bomb Threat Drill were completed on May 13, 2016.

The Safety Inspection check and First Aid check lists were completed on May 27, 2016.

An unusual incident occurred on May 25th when Cynthia and Tracy called 991 Emergency for a BtB consumer who was having extremely painful back spasms and could not get them to stop.

Orrville Office:

The Safety Inspection and the First Aid check lists were completed on May 25, 2016

Old Business for May, 2016:

Orrville Office:

Karen informed Cynthia and Tracy that on May 1, 2016 that she and Ralph were able to take the fire extinguishers from the Orrville office to the Albrights store in Orrville. It was determined that the fire extinguishers needed to be replaced. Ralph was able to get two new fire extinguishers for the office.

Respectfully submitted by:

Cynthia R. Crowner

Cynthia R. Crowner, Committee Member

**Anazao Community Partners
Physical Plant and Safety Report**

June 2016 FY16

Date: July 5, 2016

New Business for June 2016

Wooster Office:

The Safety Inspection and First Aid check lists were completed on June 30, 2016. Kevin reported that the Wooster office is currently under renovation.

Millersburg Office:

The Safety Inspection check and First Aid check lists were completed on June 29, 2016.

Orrville Office:

The Safety Inspection and the First Aid check lists were completed on June 29, 2016

Old Business for June, 2016:

Orrville Office:

The Orrville office is in need of the annual building inspection completed for FY16. Cynthia reminded Karen that she needs to contact the Fire Department to have this completed.*

Respectfully submitted by:

Cynthia R. Crowner

Cynthia R. Crowner, Committee Member

*inspection now completed and reported in next month's report

