



## **Agency Service Plan FY 2019**

**Administrative Office**  
535 Marmion Avenue  
Youngstown, OH 44502  
330/782-5664

**Fiscal Office**  
320 High Street, N.E.  
Warren, OH 44481  
330/394-9090

**[www.COMPASSFamily.org](http://www.COMPASSFamily.org)**

TTY or PERSONS WITH COMMUNICATION DISABILITIES may call  
OHIO RELAY SERVICE at either 711 or 800-750-0750  
to reach all COMPASS Family and Community Services Offices

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**COMPASS**  
**AGENCY SERVICE PLAN**  
**FISCAL YEAR 2019**

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**ORGANIZATION OVERVIEW**

COMPASS Family and Community Services (COMPASS) is the result of the consolidation of Burdman Group Inc. and Family Service Agency, which was effective July 1, 2011. Both were not-for-profit agencies. Burdman began serving the community in 1970 and Family Service Agency's roots trace back to 1908. As of July 1, 2013, Community Solutions Association of Warren merged into COMPASS. The services Community Solutions provided are now a part of the COMPASS family of programs. These programs encompass Drug and Alcohol Addiction Services including: Prevention, Intervention, Counseling, and Treatment. These consolidations were mission-driven to ensure that those we serve receive comprehensive, exceptional, person and family-centered care.

COMPASS is a multi-service contract agency of the Mahoning County Mental Health and Recovery Board and Trumbull County Mental Health and Recovery Board. The Agency participates in ongoing countywide system meetings that address the needs of the community. COMPASS' programs care for people from infancy through their senior years, providing integrated behavioral health and social services. To meet the individual needs of these populations, COMPASS offers a variety of services that are provided by qualified, competent, and professional staff in a cost-effective manner. These services are continuously examined for their effectiveness in serving individual and community needs, and against current best practices in the field.

**AGENCY SERVICE PLAN**

The COMPASS Family and Community Services (COMPASS) Service Plan guides the operation of its services and provide measures of the Agency's performance. The purpose of the COMPASS Service Plan is to describe the following:

- A. The Agency's purpose, goals, and objectives relative to the needs of the community it serves;
- B. The services the Agency provides, the corresponding needs of the individuals served addressed by each service, and the characteristics of the persons served;
- C. The Agency's contribution to the development and implementation of a Community Support Treatment system;
- D. The organization and roles of professional staff to meet the needs of individuals served;
- E. The hours of operation of the various services of the Agency;
- F. The entry criteria, transition criteria where applicable, and exit criteria of each program/ service provided;
- G. The services that are provided through affiliation with other community agencies and the responsibilities of such agencies.

COMPASS reserves the right to add programming without formal prior amendment of this service plan. COMPASS expects to be the "Go-To Agency" for services in the Valley and will, as appropriate, accept new or modified challenges to meet the needs of the community in a quality, person, family-centered, effective, and efficient manner. Any programming that is

added to our service delivery plan will align with COMPASS' core services of behavioral health, social services, and workforce development.

### **OUR VISION**

To be a Lake-to-River community service agency using our know-how to positively impact the communities we serve.

### **OUR MISSION**

COMPASS helps individuals and families build better lives and a stronger community.

### **OUR CORE VALUES**

COMPASS' core values are to:

1. Treat everyone with Dignity and Respect
2. Be Ethical, Honest and have Integrity
3. Be Team-Oriented with a Commitment to Excellence
4. Be Engaged, Supportive, and Resilient
5. Be Accountable and Responsible to persons served, COMPASS and Community

### **OUR CORE SERVICES**

COMPASS' core services consist of a variety of programs with established purposes and goals that tie directly back to the Agency's mission statement and values. These core services are:

- A. Behavioral Health Services, including:
  - i. A comprehensive range of outpatient services for individuals with Mental Health and/or Substance Use Disorders;
  - ii. Criminal Justice Services in the jails, community based correctional facilities, and for the special docket courts.
  - iii. Residential services consisting of crisis stabilization and longer-term residential treatment for individuals with mental illnesses and addictions;
  - iv. Substance use prevention services;
  - v. Permanent Supportive Housing for individuals with mental illnesses and addictions.
  
- B. Social Services, including:
  - i. Sojourner House Domestic Violence Shelter;
  - ii. Rape Crisis and Counseling Center;
  - iii. Daybreak Youth Shelter;
  - iv. Adult Guardianship Program.
  
- C. Workforce Development

## **AGENCY ADMINISTRATION AND MANAGEMENT**

The Agency plans, develops, implements, and coordinates its services to meet the needs of the community as identified in the Community Mental Health and Recovery Boards' Community Plans by focusing on: a) integrated mental health and addictions treatment, including in the criminal justice arena b) crisis response services, c) peer support, d) family and community psychiatric support treatment services, e) substance use prevention services, f) employment and job retention services, and g) protection and advocacy.

COMPASS' Board of Directors is responsible for formulating policies and evaluating progress toward completion of goals and objectives on an annual basis. Administrative staff is charged with the responsibility of developing procedures, identifying and resolving issues or problems, developing short and long-range plans, and establishing goals and objectives. COMPASS' Administrative Office is located at 535 Marmion Avenue, Youngstown, Ohio 44502, and can be reached by calling (330) 782-5564. Hours of operation vary by location, but core hours range from 8:00 a.m. to 5:30 p.m. with extended hours to 8:00 p.m. to provide services when required. Qualified supervision of the Agency is under the direction of Joseph F. Caruso, President and CEO. A Table of Organization is available from the Human Resources Officer.

COMPASS receives its revenue from a variety of federal, state, local, and private sources based upon its provision of service. These sources of revenue are provided through a number of organizations which include but are not limited to the Opportunities for Ohioans with Disabilities, Youngstown State University, Ohio Office of Criminal Justice Services, Mahoning County Commissioners, Mahoning County Mental Health and Recovery Board, Trumbull County Mental Health and Recovery Board, City of Youngstown's Community Development Agency, United Way, U.S. Department of Health & Human Services, and the Violence Against Women Act. Private contracts with businesses such as Buckeye Metal provide additional revenue along with various donations from charitable foundations and corporations.

COMPASS is certified by the Ohio Department of Mental Health and Addiction Services (OhioMHAS) through July 2020, and has a Three-Year CARF accreditation through 2020 in Integrated AOD and Mental Health Services as well as Community Employment Services. COMPASS is licensed by OhioMHAS for its residential facilities.

The Agency utilizes a Performance Evaluation and Improvement system to provide its stakeholders with feedback regarding the accessibility, efficiency, effectiveness, and satisfaction of the services provided. Evaluation results help to increase program performance; determine areas in which performance could improve; implement focus studies to identify problems; detect changes in consumer benefits, and determine whether to develop, expand, or change programs. Outcome data is also used to modify and create Agency policies and is incorporated into the consumer-focused planning process. Information provided to the public helps to strengthen and maintain community and organizational relationships.



## **OUTPATIENT SERVICES – MAHONING COUNTY**

COMPASS' Mahoning County Outpatient Services, based out of our Marmion Avenue office, provide outpatient treatment to individuals with emotional, behavioral, and/or mental health problems as well as problems associated with use, abuse, or dependency on alcohol or other drugs. This is accomplished through a therapeutic relationship with a licensed mental health professional within which individuals can achieve insight and change in areas of their lives with which they are dissatisfied. This is accomplished through a commitment to the following:

1. Belief in each person's capacity to recover and change;
2. An eclectic approach based upon client's needs and preferences.

### Facility Location/Accessibility

535 Marmion Avenue

Youngstown, OH 44502

330-782-5664

By Appointment

Director: Michele Vrable, PCC-S

Email: [mvrable@compassfamily.org](mailto:mvrable@compassfamily.org)

Handicap Accessible

### Hours of Operation

Mondays & Wednesdays

8:30 a.m. – 8:00 p.m.

Tuesdays & Thursdays

8:30 a.m. – 5:30 p.m.

Fridays

8:30 a.m. – 4:30 p.m.

### Services Provided

- Diagnostic and psychological assessments, including SUD assessments
- Individual counseling
- Family counseling, including marital counseling
- Group counseling
- Community Psychiatric Supportive Treatment (CPST) / Case management
- Psychiatric and pharmacological management services
- Nursing services
- Criminal justice services at CCA and Mahoning County Jail and CCA, community based correctional facility
- Community support services for the purpose of making cognitive, behavioral, emotional and social changes towards improving functioning, reducing distress and improving relationship satisfaction

### Needs and Characteristics of Persons Served

- Individuals experiencing some type of distress, dissatisfaction, and/or maladaptive behavior that is interfering with achieving their optimal level of functioning
- Individuals from a heterogeneous population varying in age, income, race, cultural background, educational level, family composition, and problem severity
- Adults and children ages five and up
- Persons involved with the criminal justice system, jail, community corrections and/or children services

### Exclusions

- Individuals whose symptoms of mental illness/addictions or cognitive/behavioral functioning level require a more intensive treatment milieu than what can be adequately provided in a strictly outpatient setting
- Children under the age of five

### Goals and Objectives

- To assist an individual to reduce symptoms, gain insight, and make positive changes in areas where he/she is experiencing distress and dissatisfaction
- To partner with other service providers in the organization and other stakeholders in the community to form the integrated continuum of services necessary for individuals to recover

### Staffing

- Master's level, licensed counseling staff supervised by a Licensed Professional Clinical Counselor
- Psychiatric services provided by board-certified psychiatrists and Advanced Practice Nurses
- Registered Nurses and Licensed Practical Nurses
- Community Support services provided by staff licensed or trained in accordance with OhioMHAS standards to provide Community Psychiatric Supportive Treatment
- Psychological assessments completed by a licensed Psychologist

### Admission/Transition/Discharge Criteria

- Individuals (or parents/guardians) desiring to engage (or engage their child/ward) in clinical services for the purpose of effecting changes in emotions, cognitions or behaviors.
- Individuals served will be assessed for the level and frequency of services needed during routine sessions, diagnostic assessments and Individual Treatment Plan (ITP) reviews.
- Discharge occurs when an individual achieves the goal(s) they/the guardian set forth for treatment, decides against continuing to attend appointments, or when the clinician believes that continued treatment is contra-indicated.

### Frequency of Services

- As authorized in person's Individual Treatment Plan

### Payer Sources

- Medicaid for eligible persons
- Medicare for eligible persons
- The local mental health board for indigent persons

- Third-party insurance
- Endowments
- Bequests
- Donations
- Self-pay

Fees

- Medicaid and/or Medicare for eligible persons;
- Ineligible Medicaid and Medicare persons with an income, the Agency will utilize a sliding fee scale based on the most recent Poverty Level Guidelines as published in the most recent Federal Register;
- For a fee schedule, please contact the Intake or Billing Specialists.

Referral Sources

- Self or family
- Other COMPASS programs
- Other community agencies and entities; Insurance companies

**COMPREHENSIVE ASSISTANCE PROGRAM FOR EMPLOYEES (CAPE)**

Facility Location/Accessibility

535 Marmion Avenue	320 High St. NE
Youngstown, OH 44502	Warren, OH 44481
330-782-5665	330-394-9090
By Appointment	By Appointment
Director: Michele Vrable, PCC-S Tracy Snider	
Email: <a href="mailto:mvrable@compassfamily.org">mvrable@compassfamily.org</a>	<a href="mailto:tsnider@compassfamily.org">tsnider@compassfamily.org</a>
Handicap Accessible	Handicap Accessible

Hours of Operation

**Youngstown**

Mondays & Wednesdays	8:30 a.m. – 8:00 p.m.
Tuesdays & Thursdays	8:30 a.m. – 5:30 p.m.
Fridays	8:30 a.m. – 4:30 p.m.

**Warren**

Tuesday & Thursday	8:30 am – 7:30 pm
Monday, Wednesday & Friday	8:30 am to 5:00 pm

\*Other hours available based on client needs

Services Provided

- Assessment, referral, short-term counseling and limited case management activities.
- Consultation and training for managers on referring the troubled employee. Promotes wellness through workplace seminars and literature.

Needs and Characteristics of Persons Served

- Employees from contracted businesses/agencies. Service also provided for employee’s family members in accordance with agency/company contracts.
- Individuals served experience some type of distress, dissatisfaction and/or maladaptive behavior that is interfering with achieving their optimal level of functioning.



- Individuals served are a heterogeneous population, varying for example, in: adult, income, race, cultural background, educational level, family composition and problem severity.

### Exclusions

- Program is only available to employees (and their family members) at businesses/agencies with whom we have an EAP contract to provide the service.

### Goals and Objectives

- To provide program participants short-term, solution-focused counseling interventions and/or appropriate agency or community referral recommendations with limited case management activity towards the goal of improving their level of social, occupational and overall functioning level.

### Staffing

- Licensed, master's- level, professional counselors supervised by a licensed professional clinical counselor.

### Admission/Transition/Discharge criteria

- The program accepts all individuals eligible for EAP services via contract with COMPASS through their employer.
- Transition occurs when assessment determines that the individual requires a different service (such as drug/alcohol treatment) or a more intensive level of mental health treatment than that which can be provided under the EAP model. If permitted by contract and the individual's insurance, they can be transitioned into our Outpatient Counseling Program when their EAP benefits are exhausted.
- Discharge occurs when the individual has achieved the goal(s) established at the onset of services; discontinues attendance to appointments; or is referred out for a service that is not offered by COMPASS' Outpatient Counseling Program or when the EAP contract or the individual's insurance does not allow for referral for continued mental health services through our Outpatient Counseling Program.

### Frequency of Services

As authorized by the person's Individual Treatment Plan. Duration of service is limited to the contractual limit set forth by the employer; typically 3-6 counseling sessions.

### Payer Source

- Contracts with businesses and agencies
- Self-pay

### Fees

- Clients pay no fee. Employers pay the cost of services in accordance with their contract with COMPASS or an EAP contract company for whom COMPASS is a contracted provider of service.

### Referral Sources

- Employers (businesses/agencies) with whom COMPASS has contracted to provide services
- National and local EAP contract companies

## **CASE MANAGEMENT SERVICES**

### Facility Location/Accessibility

535 Marmion Avenue

Youngstown, OH 44502

330-782-5664

By Appointment

Director: Terra Howell-Muth, PhD, PCC-S

Email: [thowell-muth@compassfamily.org](mailto:thowell-muth@compassfamily.org)

Handicap Accessible

### Hours of Operation

- Monday through Friday, 8:00 am to 4:30 pm – Monday and Wednesday until 8:00 PM
- After hours/on-call access via Help Hotline Crisis Center - 330-747-2696.

The focus of Case Management Services in Mahoning County is to provide a system of support and assistance to adult individuals with serious psychological or mental impairments in order to help them to achieve an optimum quality of life. This is accomplished through a commitment to the following:

1. Consumer choice.
2. Emphasis on strengths rather than pathology.
3. Pro-active approach to service delivery.
4. Assertive advocacy and linkage.
5. Titrated service delivery designed to provide neither too little nor too much assistance.

### Referral/Intake Process:

Referrals to Mahoning County Case Management Services can occur one of two ways:

1. Via Behavioral Health Residential Services (Doris Burdman Home, Broadway Crisis Stabilization Unit and Horizon House): Residents will be assessed by the residential clinician and referred accordingly for case management services after the need is determined.
2. Via Behavioral Health Outpatient Services: The need for case management services will be determined through the outpatient intake/assessment process. Persons served will subsequently be referred to the Program Director for assignment to a case manager.

### Staffing

- Staff qualified according to OhioMHAS Certification Standards to provide Case Management services. Supervision of Case Management staff persons is provided in accordance with the same standards.

### Goals and Objectives

- Case Management services are designed to assist individuals with mental illness to gain access to needed medical, social, educational, vocational, and other essential services in the community. It is designed to support and assist those individuals to live independently in the residential environment of his/her choosing.

- To partner with other service providers in the organization and other stakeholders in the community to form the integrated continuum of services necessary for individuals to recover.

### Services Provided

Services include, but are not limited to:

1. Referral and linkage to needed or desired services.
2. Monitoring and coordinating overall service delivery to consumer.
3. Support and assistance in activities of daily living, shopping, cooking, etc.
4. Advocacy to help the consumer communicate his/her needs to other staff.
5. Crisis intervention to help the consumer access necessary services to ameliorate the symptoms of an acute exacerbation.
6. Coaching and teaching to help the consumer learn essential life skills.

Each person receiving Case Management services will develop an Individual Treatment Plan (ITP) with his/her Case Management staff person. The ITP will identify all of the community and/or intra-agency resources from which the consumer must interact to meet his/her needs. The Case Management staff person will decide, for each resource, what level of intervention or involvement is required to achieve optimal service outcomes.

### Needs and Characteristics of Persons Served

- The recipients of Case Management services are persons who are experiencing the disabling effects of a serious mental or psychological disorder. They may also have secondary developmental or substance abuse problems. These individuals may have difficulty performing a variety of essential daily living tasks, managing interpersonal relationships, and managing the symptoms of their illness. A case manager will address these needs by determining the appropriate amount of assistance relative to the person's strengths/deficits.

### Admission/Transition, Discharge Criteria

- Persons in Mahoning County may be eligible for Case Management services if they have a primary diagnosis of a major mental illness; have received extensive treatment for it over a sufficient period; and whose day-to-day functioning is impaired to a sufficient degree. These persons must also be willing to work with Case Management staff in a reasonably safe and productive manner.

During the provision of services, (for example at team meetings, diagnostic assessment reviews, ITP reviews) persons served will be assessed in terms of their need for additional or different services or service intensity.

- A person may be discharged from Case Management services if he/she no longer wishes to avail themselves of the service; if he/she, by mutual agreement with Agency staff, believes the service is no longer necessary; or if he/she moves to another county (in which case COMPASS will maintain services until a satisfactory transfer can be expedited).

### Payer Sources

- Medicaid for eligible persons;
- The local mental health board for indigent persons; and,
- Self-pay

### Fees

- Medicaid for eligible person;
- Ineligible Medicaid person with an income, the Agency will utilize a sliding fee scale based on the Poverty Level Guidelines as published in the Federal Register;
- For the most recent fee schedule, please contact the Program Director.

### Referral Sources

- COMPASS Programs/Departments
- Community Service Providers

### Frequency of Services

- As authorized by a person's service plan.

## **OUTPATIENT SERVICES – TRUMBULL COUNTY**

### **BEHAVIORAL HEALTH OUTPATIENT TREATMENT FOR MENTAL HEALTH AND ADDICTIONS**

#### Facility Location/Accessibility:

320 High Street

Warren, Ohio 44481

330-394-9090

By Appointment

Director: Amanda Kantaras, PCC-S, LICDC-S

Email: [akantaras@compassfamily.org](mailto:akantaras@compassfamily.org)

Handicap Accessible

#### Hours of Operation

- 8:30 am – 7:30 pm , Tuesday & Thursday
- 8:30 am to 5:00 pm, Monday, Wednesday & Friday \*Other hours available based on client needs
- After hours – 330-394-9090 or 330-393-1565 or dial 211 for urgent services after hours

### **OUTPATIENT BEHAVIORAL HEALTH SERVICES - INTEGRATED ADULTS**

#### Services Provided:

- Screening, diagnostic assessment, group counseling, individual counseling; case management, employment services, and educational groups. Cognitive, behavioral, and psychosocial interventions facilitate area improved family relationships, community living, personal functioning and quality of life. Services promote recovery from substance use and mental health disorders. Services to support the Criminal Justice system with courts, community corrections and jails.

#### Needs and Characteristics of Persons Served:

- Individuals served experience difficulties in their lives related to substance use and/or mental health problems which may result in impairment in personal functioning, interpersonal relationships, community and/or family living and/or legal problems. A

significant number of our clients experience unemployment, indigency/poverty, legal problems, homelessness, inadequate social and recovery supports. Many have additional physical and emotional/behavioral difficulties requiring longer term support to achieve stability and recovery. Persons involved with the criminal justice system, jail, community corrections and/or children services.

#### Exclusions:

- Individuals that are screened and/or assessed may require a higher level of care which may require facilitation of referral and/or admission to programs offering higher intensity. Clients may be transitioned to our programming after achieving increased stability to safely return to the community at an outpatient level of care.

#### Goals and Objectives:

- Treat and support individuals in attaining stabilization, with meaningful social, occupational and recovery supports.
- To partner with other providers in the community to support personal growth and meaningful recovery supports for clients, families, significant others and communities.

#### Staffing:

- Licensed counseling, social work and chemical dependency staff competent to address mental health, substance use and addiction disorders. Staff are competent to treat co-occurring mental health and substance use disorders under the supervision of qualified clinical staff.

#### Admission/Transition/Discharge Criteria:

- The program is able to admit indigent clients that are residents of Trumbull County as well as those with Medicaid, Private Insurance, Medicare or others regardless of ability to pay or residency. All client cases are reviewed relative to progress and may be transitioned to higher or lower intensity programming
- During the provision of services, persons served will be assessed in terms of their need for additional, different or more intense services.
- Discharge occurs when the client achieves a level of stability and demonstrates significant improvement in daily functioning; the client has established meaningful social and recovery supports and has demonstrated ability to access those supports.. Clients who choose to discontinue treatment against clinical advice will be discharged after 30 to 60 days of nonparticipation. They may be readmitted without prejudice.

#### Frequency of Services:

- Frequency of services is based upon assessed need and client preference. Treatment recommendations are determined during the diagnostic assessment process. Goals, objectives, interventions and activities are outlined in the client's Individual Treatment Plan (ITP).

#### Payor Sources:

- Medicaid for those eligible
- Medicare
- Local Mental Health Board for indigent persons
- Third Party Insurance
- Grant funding for specific populations
- Self-Pay

### Fees:

- For a fee schedule please contact the Program Director
- Clinical Program fees are based on State Medicaid Limits

### Referral Sources:

- COMPASS Family and Community Services
- Self-referred
- Attorneys
- Children Services Board
- Family or Significant Others
- Employer
- Probation Departments
- Courts
- Community Agencies

## **OUTPATIENT BEHAVIORAL HEALTH SERVICES - INTEGRATED CHILDREN/ADOLESCENTS**

### Services Provided

- Screening, assessment, Individual and Group Counseling, Case Management, and referral for Psychological/Psychiatric Pediatric Specialists

### Needs and Characteristics of Persons Served:

- Individuals are generally in need of support in making successful social/emotional/physical adjustments. They are experiencing conflict in the school and family environment, usually as a result of testing or violating limits and social norms which may include experimentation with illegal substances. They often are falling behind in school and have experienced detention and/or suspension as a result of their behavior.
- These circumstances have often persisted for several school years. Social/economic status of the family is not a consistent factor.
- Children – age six through seventeen.

### Exclusions:

- Children or Adolescents clearly in need of treatment by a Psychologist or Psychiatrist specializing in pediatrics or in need of Hospitalization.
- Children under the age of six.

### Goals and Objectives:

- Provide youth and parents (or guardian) with a clear appraisal of recognized strengths and limits of the Child/Adolescent
- Make clear to the parents the resources available in the program and in the community to assist the child/adolescent and the parents in problem solving
- Engage the child/adolescent in the treatment process and provide a clear description of the benefits and limits of engagement.
- Engage the Parents in the treatment process and maintain clear lines of communication with the parents and youth.

### Staffing:

- Clinicians (Social Work/Counselors/AOD-Mental Health Specialists) with training and experience in treating children/adolescents and families.

### Admission/Transition/Discharge Criteria:

- Parent/Parents are available to support the treatment process and the child/adolescent is receptive to and cooperative in the outpatient setting.
- Parents are recognizing potential benefit to Transition whether raising or lowering level of care/intensity.
- Parents recognize substantial change in behavior and recognize the need for aftercare supports. Child/Adolescent has demonstrated gains which may include improved behaviors, academic and personal achievements, improved interpersonal relationships with in the family and community, effective problem solving.

### Frequency of Services:

- Frequency of services are recommended in the assessment in consultation with the youth and parents or guardian.

### Payer Sources:

- Medicaid
- Local Mental Health & Recovery Board
- 3<sup>rd</sup> Party Insurance
- Self-pay

### Fees

- Set at the State Medicaid Rate with co-pay based on Income.
- Insurance Deductible

### Referral Sources

- Parents
- School
- Juvenile Probation
- Family Court
- School District
- Children's Services Board

## **ASSERTIVE COMMUNITY TREATMENT (ACT)**

### Facility Location

320 High St. NE

Warren, Ohio 44481

330-394-9090

Program Manager: Peggy Good

Director: Amanda Kantaras, PCC-S

Email: [pgood@compassfamily.org](mailto:pgood@compassfamily.org)

By Appointment

Handicap Accessible

### Hours of Operation

- Individuals can access services 8:00 a.m. - 5:00 p.m., five (5) days a week.
- On call coverage and crisis response services are provided 24 hours per day/7 days per week.
- After hours/on-call access via Help Hotline 330-747-2696.

The focus of the ACT Team is to provide intensive community treatment, in accordance with the Ohio Coordinating Center of Excellence for ACT, by providing community support and other indicated services to Trumbull County residents with severe and persistent mental illness, or dually diagnosed substance use and mental illness. This program seeks to assist consumers with improving their understanding of behaviors and/or lifestyle changes that will enable them to live more successfully in the least restrictive environment of the community. This is accomplished through a commitment to the following:

- Providing evidenced-based practice services that are designed according to the Recovery Model Services which address individual consumer needs and focus on core program values with an emphasis on consumer choice, consumer strengths, elimination of barriers, advocacy, linkage to recovery supports and education on mental health and substance use disorders. Services will vary in frequency, intensity, and content to align with consumer strengths, needs, abilities, and preferences.

### Staffing

All staff are qualified to provide services in accordance with the OAC rules.

1. Team Leader – PCC
2. Psychiatric Advanced Nurse
3. RN and LPNs
4. Substance Use Specialist
5. Employment Specialist
6. ACT Case Manager
7. Peer Support Specialist
8. Customer Support Specialist

### Goals and Objectives

- Primary objective is to provide services at a level of intensity and frequency that ultimately enables consumers to remain in the least restrictive environment of the community, while fostering an increased awareness of self-skills, strengths, and independence to overcome the barriers typically experienced by severe and persistent mental illness or dual diagnosis which may lead to significant functional impairment in daily living.
- The goals of the Assertive Community Treatment (ACT) Team are to increase the consumer's understanding of mental illness and/or addiction and the disabling effects upon daily living, the benefits of medication compliance, improved symptom recognition and management, utilization of more effective coping mechanisms, and ultimately, reduction in the need for frequent psychiatric hospitalizations. These are accomplished by the intensity and frequency of services provided.
- To partner with other services provided in the organization and other stakeholders in the community to form an integrated continuum of services necessary for individuals to recover.



### Services provided

1. Assistance with community integration and increased awareness of resources. This includes essential aspects of recovery such as medical, social, educational, vocational, and adequate housing
2. Behavioral health services to forensic clients as designated by Trumbull County Mental Health and Recovery Board in order to assist this population to re-integrate into the community and successfully navigate the legal and mental health fields.
3. Medication monitoring and symptom recognition through intensive patient education of psychotropic medications
4. Utilization of adaptive coping skills
5. Collaboration with other community providers, local court
6. Assistance with building activities of daily living skills necessary to maintain placement in the least restrictive environment of the community
7. Assistance with eliminating barriers caused by illness
8. Crisis Management as needed
9. Behavioral Health Assessment
10. Pharmacologic Management
11. Community Psychiatric Supportive Treatment
12. Behavioral Health Counseling and Therapy
13. Treatment and Recovery planning, including decompensation and relapse prevention planning
14. SAMI services to assist with above needed skill building and resources to address the specific barriers to individuals dually diagnosed with mental illness and addiction

### Needs and Characteristics of Persons served

1. Residents of Trumbull County who meet criteria for Severe Mental Disability as defined by OHIOMHAS Certification Standards. Consumers with a primary diagnosis of Schizophrenia Spectrum Disorder, Schizoaffective Disorder, Bipolar I Disorder, or Major Depressive Disorder with Psychotic Features are the target population for services. Dually diagnosed individuals for the SAMI program must have one of the targeted mental health diagnoses that is primary and demonstrate a willingness to participate.
2. Do not have a primary diagnosis of Substance Abuse
3. Have had two (2) or more acute or extended psychiatric hospitalizations or several diversion admissions to Riverbend Center within the last year or have not been able to demonstrate significant therapeutic gains through receipt of community based outpatient services
4. Moderate to major functional impairments in Activities for Daily Living Skills due to mental illness/or dual diagnosis and requiring two (2) or more intensive contacts per week to maintain community living
5. Documented history of non-compliance to psychotropic medications resulting in inability to maintain self in community
6. Failure to achieve ongoing stabilization while utilizing other behavioral health services.
7. Voluntary involvement (excluding formal forensic status or court-ordered involvement)

### Admission/Transition, Discharge Criteria

- Admission criteria are based on stated needs and characteristics.

- During the provision of services, persons served will be assessed in terms of their need for additional or different services or service intensity.
- Discharge Criteria are based upon consumer need. As levels of frequency and intensity of services are decreased, according to progress and stability, team begins to assess possibility of program discharge or transition to less intense services. Minimal need for contact with providers is indicative of discharge readiness.

#### Exclusions

- Primary diagnosis of Substance Abuse
- No clear indication of need for community-based CPST or Pharmacological Management services based upon referral information

#### Frequency of Services

- This is determined at the time of intake and is individually tailored to the consumer's presenting needs. Services are titrated as progress is made with goals outlined in the Individualized Treatment Plan and can be increased or decreased at any time contingent upon mental status.

#### Payor Sources

- Medicaid
- Medicare (Physician Only)
- Local Mental Health & Recovery Board

#### Fees

- Medicaid for eligible person
- Ineligible Medicaid person with an income, the Agency will utilize a sliding fee scale based on the Poverty Level Guidelines as published in the Federal Register
- For the most recent fee schedule, please contact the Program Manager

#### Referral Sources

- Local and State psychiatric units
- Private psychiatrists
- Other community providers
- Family members
- Local court systems

### **PREVENTION INTEGRATED ADULTS**

#### Facility Location/Accessibility

320 High St

Warren, Ohio 44481

330-394-9090

Program Manager: Cathy Loomis

By Appointment

Email: [cloomis@compassfamily.org](mailto:cloomis@compassfamily.org)

Handicap accessible

#### Services Provided:

- COMPASS prevention staff is available to provide information to the general public to build awareness and knowledge of behavioral health issues including substance

abuse related issues and the impact on individuals, families, and communities.

Activities may include:

- Speaking engagements upon request from community groups /organizations.
- Parenting and family education programs - Including Hidden in Plain Sight – An awareness program for parents, grandparents, and caregivers to examine the current substance abuse issues, discover things that they may find in their teen’s room that could be indicators of high risk behavior, and learn some simple, effective strategies to help protect your children from
- Parenting groups to teach effective communication skills, relationship building, disciplining and problem solving strategies.
- Provide resource tables at various health fairs and community events
- Trainings/workshops
- Participation in community coalitions, task forces, and committees for the purpose of coordination, networking, and collaborating to address needs specific focuses within the community.

Needs and Characteristics of Persons Served:

- Adults open to information, education and skill development

Exclusions:

- None

Goals and Objectives:

The goal of prevention is to promote the health and safety of individuals and communities with a focus on reducing the likelihood of or delaying the onset of behavioral health problems (i.e. Substance abuse, mental illness, suicide and problem gambling). Prevention is a planned process of approaches and activities specifically designed to preclude the onset of alcohol and other drug use, abuse and/or addiction. Prevention services strive to reduce individual, family, and environmental risk factors; increase resiliency and enhance protective factors; and achieve individual and comprehensive community wellness. To accomplish this prevention provides services that are proactive, using evidence based prevention principles, policies, practices, strategies, and programs.

Staffing:

- Staff qualified according to OhioMHAS Certification Standards to provide Prevention services. Supervision of Prevention staff persons is provided in accordance with the same standards

Admission/Transition/Discharge Criteria:

- N/A

Frequency of Services:

- Regular hours of service is 8:30 am – 5:00pm. Early morning and evening hours or weekend hours available upon request for services.

Payor Sources:

- Trumbull County Mental Health & Recovery Board

Fees

- Fees for service as determined by agency

## Referral Sources

- Community groups, organizations, agencies, and school districts

## **PREVENTION INTEGRATED CHILDREN/ADOLESCENTS**

### Facility Location/Accessibility

320 High St

Warren, Ohio 44481

330-394-9090

Program Manager: Cathy Loomis

By Appointment

Email: [cloomis@compassfamily.org](mailto:cloomis@compassfamily.org)

Handicap Accessible

Prevention promotes the health and safety of individuals and communities with a focus on reducing the likelihood of or delaying the onset of behavioral health problems (i.e. Substance abuse, mental illness, suicide and problem gambling), with the primary emphasis on substance abuse prevention. Prevention is a planned process of approaches and activities specifically designed to preclude the onset of alcohol and other drug use, abuse and/or addiction. The agency is committed to an on-going process of working towards the development of a community-based, customer-oriented, targeted, outcome driven and externally evaluated system of prevention services for the community we serve. Prevention services strive to reduce individual, family, and environmental risk factors; increase resiliency and enhance protective factors; and achieve individual and comprehensive community wellness. To accomplish this prevention provides services that are proactive, using evidence based prevention principles, policies, practices, strategies, and programs.

### Services Provided:

- Community solutions provides prevention services to Universal, Selected, and indicated populations.
- Programming addresses physical, social, emotional, cognitive well-being and promotes safe and healthy behaviors and lifestyles. Services are intended to inform, educate, build skills and competencies, alter risk behaviors, and/or provide referrals to other services. Programs are multifaceted and involve multiple sectors (individual, family, community, school, workplace, or other settings).

### Needs and Characteristics of Persons Served

- Children served range in age from 5 years to 18 years old.

### Exclusions

- Children or Adolescents clearly in need of assessments and/or treatment by a counselor, Psychologist or Psychiatrist specializing in pediatrics or in need of Hospitalization.
- Children under the age of five

### Goals and Objectives:

- To target audiences with the intent of building skills and competencies, affecting knowledge, attitude and/or behavior in order to reduce the likelihood of or delaying the onset of behavioral health problems including delay the age of first substance

- To target audiences to increase perception of risk and/or harm associated with substance use.
- To target audiences to improve their ability to develop healthy interpersonal skills through promoting social/emotional development
- To always consider community-based values, traditions, and customs when determining an appropriate program for delivery.

Staffing:

- Staff qualified according to OhioMHAS Certification Standards to provide Prevention services. Supervision of Prevention staff persons is provided in accordance with the same standards.

Admission/Transition/Discharge Criteria:

- N/A

Frequency of Services:

- Daily activities scheduled Monday through Friday.
- Regular hours of service is 8:30 am – 5:00pm. Early morning and evening hours or weekend hours available upon request for services.

Payor Sources:

- Trumbull County Mental Health & Recovery Board
- Trumbull County Family Court
- OhioMHAS
- Drug Free Action Alliance

Fees:

- Supported by Grants
- Fees for service

Referral Sources:

- Trumbull County Schools including Warren City Schools
- Community organization/agencies
- Trumbull County Family Court/JJC  
Community groups/general public

**ADULT DIVERSION**

Facility Location/Accessibility

320 High St

Warren, Ohio 44481

330-394-9090

Director: Amanda Kantaras, PCC-S and LICDC-S

By Appointment:

Email: [akantaras@compassfamily.org](mailto:akantaras@compassfamily.org)

Handicap Accessible

Services Provided:

- Violence Intervention Services

Needs and Characteristics of Persons Served:

- Male and Female referrals from Children Services Board and Municipal Courts experiencing moderate to significant physical and emotional conflict in the home. Some participants are involved in the Domestic Violence Special Dockets Court.

Exclusions:

- Those in need of psychiatric hospitalization.

Goals and Objectives:

- To reduce the incidence of physical and emotional violence in the adult population in Trumbull County.

Staffing:

- Three staff trained in programs offered by the National Anger management Association and pending Certification

Admission/Transition/Discharge Criteria:

- Screened and assessed for appropriateness.
- During the provision of services, persons served will be assessed in terms of their need for additional or different services or service intensity
- Discharged when one successfully completes the program, per court guidelines.

Frequency of Services:

- Weekly Programming Monday, Tuesday and Thursday

Payor Sources:

- Self-Pay

Fees:

- Self-Pay

Referral Sources:

- Warren Municipal Court
- Children Services Board
- Trumbull County Family Court

**JUVENILE DIVERSION**

Facility Location/Accessibility

320 High St

Warren, Ohio 44481

330-394-9090

Program Manager: Cathy Loomis

By Appointment:

Email: [cloomis@compassfamily.org](mailto:cloomis@compassfamily.org)

Handicap Accessible

The focus of COMPASS' diversion programs is to provide opportunities for youth to develop skills that prevent them from re-offending and to provide parents with an opportunity to gain information and knowledge about substance use and abuse. The program works most

effectively when family members are involved.

Services Provided:

- Youth Intervention Program – YIP is a three session educational program for those youth who have been identified as low risk users. They may be in Diversion or on Probation and have at least one charge involving underage use or have tested positive for drugs. The sessions educate the teens and their parents about the negative impact of drugs and alcohol. The teens are required to pass a drug screen at the end of the program. All results are forwarded to the court.

Needs and Characteristics of Persons Served:

- Juvenile Court offenders identified at risk for substance abuse along with Parents or Guardian.
- Adolescents referred by schools who have been identified at risk for substance abuse and their parents or guardians.

Exclusions:

- Those screened and referred to a Treatment Program

Goals and Objectives:

- Provide Substance education and, improved social/ emotional competency through Psycho educational classes.

Staffing:

Staff qualified according to OhioMHAS Certification Standards to provide Prevention services. Supervision of Prevention staff persons is provided in accordance with the same standards.

Admission/Transition/Discharge Criteria:

- N/A

Frequency of Services:

- 6 series offered throughout year. Each session consist of three 2-hour sessions.

Payor Sources:

- Trumbull County Juvenile Court

Fees:

- Federal/State/County Funding

Referral Sources:

- Juvenile Court
- School districts

**PHARMACOLOGICAL MANAGEMENT – ACROSS AGENCY**

COMPASS strives to ensure that the person it serves, either by referral or direct provision will receive pharmacotherapy services when needed. In order to ensure continuity of

pharmacotherapy services, persons receiving services from COMPASS may elect to see their own psychiatrist. Should that occur, COMPASS' staff will make every effort to communicate with the provider as often as necessary regarding the person's functioning and response to treatment, based on the client's signed consent to release information form.

### Hours of Operation

- Advanced Practice Nursing Staff is available to see clients Monday thru Friday with after-hours/weekend consultation with staff as needed. Board Certified Psychiatrists are available as collaborating physicians and to see clients as needed.

### Staff

- Board Certified Psychiatrists
- Advance Practice Nurses
- Psychiatric Nurses

### Goals and Objectives

- PM services provide persons with mental health and co-occurring disorders the opportunity to stabilize their condition, through access to a psychiatrist, psychiatric nurse practitioner and nurse who will evaluate the needs, risks and benefits of appropriate medications. Providers will ensure proper education and informed consent of all clients regarding their medication(s).

### Services

- Psychiatric evaluation and prescribing of psychotropic medication.
- Medication education and evaluation of side effects and efficacy, medication monitoring for compliance.

### Needs and Characteristics

- Persons receiving PM services present with acute symptoms of a psychiatric disorder that may likely ameliorate with medications, history of non-compliance to medications. Consumers will receive PM services to address the acuity and eventual maintenance of psychiatric stability.

### Admission/Discharge Criteria

1. PM services are the critical component of ACT services for intensive case management and nursing.
2. PM clients must be willing to self-administer medications according to the physician's orders and must demonstrate the safe/responsible handling/management of same.
3. Must present with symptoms that are likely to ameliorate with medications.
4. A person will be terminated from PM services if he/she shows evidence of either not responding to medication or engaging in substance abuse that places self or others at risk.

### Frequency of Services

- Contingent upon current level of acuity

### Payor Sources

- Medicaid
- Medicare (Physician Only)
- Local Mental Health and Recovery Boards



## Fees

- Medicaid for eligible person;
- Ineligible Medicaid person with an income, the Agency will utilize a sliding fee scale based on the Poverty Level Guidelines as published in the Federal Register;
- For the most recent fee schedule, please contact the Program Director.

## Referral Sources

- Local and State psychiatric units
- Private psychiatrists
- Other community providers
- Family members
- Local court systems
- PM services can be a stand-alone service or bundled with CPST/Behavioral Health Counseling and Therapy.



## **RESIDENTIAL SERVICES**

The focus of the Doris Burdman Home, Broadway Crisis Stabilization Unit and Horizon House in Mahoning County and Riverbend Center in Trumbull County is to provide a therapeutic residential environment within which individuals with emotional and mental disorders can achieve their highest level of independence, stability, and life satisfaction. This is accomplished through a total commitment to:

1. See person first and the disability barrier second.
2. Focus on the consumer's strengths and build upon them.
3. Services will be consumer-driven.
4. Provide therapeutic environment that is both realistic and supportive.
5. Consumers are held personally responsible for their lives and allowed to experience the natural consequences of their actions and choices, as much as possible.

## **DORIS BURDMAN HOME - MAHONING COUNTY**

### Facility Location/Accessibility

The Doris Burdman Home

278 Broadway

Youngstown, OH 44504

(330) 743-9275

Program Manager: Susan Burnett, MSW LSW

Email: [sburnett@compassfamily.org](mailto:sburnett@compassfamily.org)

Residential Services Director: Eric Ritz, PCC-S  
Email: [eritz@compassfamily.org](mailto:eritz@compassfamily.org)  
Doris Burdman Home is Handicapped Accessible

### Hours of Operation

- Residential services are available 24 hours a day, seven days a week.
- Persons may enter the facility only after a formal intake is conducted.
- This intake will usually occur during daytime hours and will include a representative(s) from community-based treatment providers, the referred person, and COMPASS staff.

### Staffing

- Facility will be staffed with at least two persons awake and on duty 24 hours a day, seven days a week. Facilities will be managed, and staff supervised, by a COMPASS residential clinical program manager and residential operations manager, and residential services director. Staff include: 1. Non-clinical residential staff supervised by an operations manager, 2. Therapists, 3. Psychiatric Nurse. The facility is covered clinically by an after-hours on-call clinician. This program meets the staffing requirements described in OhioMHAS Certification Standards.

### Services Provided

1. Medication monitoring
2. Mental Health Diagnostic Assessment
3. Individual and Group Counseling
4. Non-clinical skill building and resource groups
5. Pharmacologic Management
6. Socialization and recreation
7. ADL assessment and evaluation
8. Some personal care
9. Non-clinical supervision and documentation of residents daily functioning
10. Room and board
11. Close collaboration and consultation with person's mental and physical health providers, as well as other essential community service providers
12. Referrals for needed services: employment, entitlements, alcohol and other drug addiction services, case management services, etc.
13. Regular team meetings with full participation (with resident's consent) of service providers, family members and other significant people in resident's life.

### Needs and Characteristics of Persons Served

- Adults served experience a serious and persistent mental disorder that impedes their ability to function in a less supervised community residence, but does not require inpatient treatment. Persons served need ongoing mental health assessment to ensure optimal remission of symptoms, plus the opportunity to fully recover in a way that is meaningful to them. Recovery may focus on work, alcohol and other drug addiction services, education, relationships, independent living, etc.

### Goals and Objectives

The goals and objectives of the Doris Burdman Home are to provide a safe, supervised, supportive, but realistic living environment where individuals can work toward achieving

specific personal goals; Symptom remission and personal recovery are paramount; To partner with other internal and external community service providers and stakeholders, including AOD service providers, to form the integrated continuum of services necessary for sustained recovery.

#### Admission/Transition and Discharge

- The Doris Burdman Home serves adults from Mahoning County who require an intermediate length of stay in a clinically supervised setting; and who need to accomplish specific goals in order to move to a less supervised environment. These persons must enter the facility voluntarily, must be medically stable; and must not present a significant risk to self/others. During the provision of services, (for example at team meetings, diagnostic assessment reviews, ISP reviews) persons served will be assessed in terms of their need for additional or different services or service intensity. Persons will be discharged once they have accomplished their goals or if for any reason, the facility can no longer serve them safely and/or therapeutically.

#### Exclusions

- Consumers who do not meet the admission criteria will be excluded from services. Exclusion criteria will be determined after careful review and consideration of the safety needs, medical needs, and recovery readiness needs of the person served.

#### Payor Sources

- Medicaid for clinical services
- State and local mental health board funding for operation

#### Fees

- Residents will pay a room and board fee commensurate with income. (For example: persons who get the maximum in SSI benefits pay \$225 per month.)
- Fee charged is income based and some residents may be charged less or nothing at all.

#### Referral Sources

- Local community mental health agencies
- Families
- Other Community providers: e.g. PATH, Help Hotline, Drug and Alcohol providers
- Self-referrals

#### Frequency of Services

- On an as needed basis

### **HORIZON HOUSE**

Horizon House is an 8 - 12 bed, 24 hour, residential facility that provides residential treatment and ongoing stabilization for persons experiencing or recovering from severe and persistent mental illness. Horizon House will provide additional access to long term supportive residential placements (approximately 6 months – 18 months) for hard to place clients. Clients are admitted through selection and referral of the Mahoning, Trumbull, and Carroll/Tuscarawas Mental Health and Recovery Boards. so that the person can be treated in a less restrictive setting through the following:

- Provision of diagnostic assessments, behavioral health individual counseling, group therapy, medication monitoring, residential/life skill services and structured therapeutic recreational activities.
- Medication evaluation sessions with psychiatric physician and nurses.
- Facilitation of case management services to assist clients in accessing medical, social, educational and vocational services.
- Provision of linkage to other community resources, agencies, and support services.
- Provision of coordination between mental health board, community provider agencies and behavioral health providers.
- Bringing security, stability, and consistency-the three keys to a meaningful life-to those in need. Horizon House facilitates the use of a positive reinforcement oriented level system, and 24/7 staff support to encourage the successful achievement of the above objectives.
- Promoting recovery and independence so individuals can live full and productive lives.
- Empowering individuals to become contributing members of the community again.

We believe that each person has the capacity to recover and change. An eclectic approach is based upon each client's needs and preferences.

#### Facility Location/Accessibility

Horizon House

7690 South Avenue

Boardman, OH 44412

330-758-0889

Program Manager: Larry Tepe, MSW LSW

Email: [ltepe@compassfamily.org](mailto:ltepe@compassfamily.org)

Residential Services Director: Eric Ritz PCC-S

Email: [eritz@compassfamily.org](mailto:eritz@compassfamily.org)

Horizon House is Handicapped Accessible

#### Hours of Operation

- Residential services are available 24 hours a day, seven days a week.
- Persons may enter the facility only after a formal intake is conducted.
- This intake will usually occur during daytime hours and will include a representative(s) from community-based treatment providers, the referred person, and COMPASS staff.

#### Staffing

1. Program Manager with an MSW, LSW
2. Operations Manager/House Manager.
3. Licensed behavioral health clinicians, clinician on-call 24/7.
4. Nurse (LPN or RN)
5. Non-clinical support staff: therapeutic program workers,
6. Consulting Psychiatrist or Advance Practice Nurse available on call.
7. Facility will be staffed with at least two persons awake and on duty 24 hours a day, seven days a week.

This program meets the staffing requirements described in OHIOMHAS Certification.

#### Services Provided

1. Medication prompting and monitoring
2. Diagnostic Assessment
3. Individual and Group Counseling and Therapy
4. Pharmacologic Management
5. Crisis Intervention
6. Activities of daily living assessment and evaluation; 24/7 staff supervision on a therapeutic milieu.
7. Prompting and/or instruction as well as documentation of the activities of daily living.
8. Close collaboration and consultation with person's physical health providers, as well as other essential community service providers
9. Vocational and employment services will be offered as appropriate
10. Referrals for needed services
11. Team meetings with participation (with resident's consent) of service providers, family members and other significant people in resident's life.
12. Socialization and recreation
13. Room and board
14. Some personal care
15. Positive reinforcement oriented, privilege-based, level system.

#### Needs and Characteristics of Persons Served

Persons served experience a severe and persistent behavioral health illness that impedes their ability to function in a less supervised community residence, but does not require inpatient treatment. Persons served need ongoing behavioral health assessment to ensure optimal remission of symptoms, plus the opportunity to fully recover in a way that is meaningful to them. The target population will also be those with a history of incarcerations and long term (state) hospitalizations that have traditionally been difficult to maintain in the community, those who have been removed Adult Care Facilities, and those who are unable to live on their own due to the pervasive behavioral health conditions that impede their ability to function independently in the community..

#### Goals and Objectives

The goals and objectives of Horizon House are to provide a safe, supervised, supportive, but realistic living environment where individuals can work toward achieving specific personal goals. Symptom remission and personal recovery are paramount.

#### Admission/Transition and Discharge

Horizon House serves persons from Mahoning, Trumbull, and Carroll/Tuscarawas Counties who require an intermediate to long term length of stay in a clinically supervised setting; and who need to accomplish specific goals in order to move to a less supervised environment.

COMPASS retains the right to accept or refuse an admission based upon the review and careful consideration of the following criteria.

#### Admission:

- Persons with a severe and persistent behavioral health illness
- Persons served must be medically stable and have the ability to remain so.
- They must not pose an unacceptable risk to self/others nor, to a significant degree, compromise the therapeutic nature of the residential environment.

- They must also voluntarily choose to participate in treatment (readiness)

Transition: Progress will be reviewed throughout the recovery process, (for example at team meetings, diagnostic assessment reviews, ISP reviews) to determine the need for additional services, and to determine readiness of the person served for discharge or change in level of care.

Discharge:

Individuals in residential treatment will be discharged for the following reasons:

1. Treatment and service goals have been met.
2. Person requires an increase in level of care.
3. Person chooses to leave, sometimes against clinical advice.
4. Person clearly demonstrates a lack of commitment to treatment and service goals.
5. Person is discharged for cause, i.e. for a serious violation of the rights of others or serious criminal behavior.

Persons will be discharged once they have accomplished their goals or if for any reason, the facility can no longer serve them safely and/or therapeutically.

#### Exclusions

- Consumers who do not meet the admission criteria will be excluded from services. Exclusion criteria will be determined after careful review and consideration of the safety needs, medical needs, and recovery- readiness needs of the person served.

#### Referral Sources

- Behavioral Health Boards
- Local community behavioral health agencies through their respective Boards

#### Frequency of Services

- On an as needed basis

#### Payor Sources

- The Agency bills Medicaid for clinical services and receives local mental health and recovery board funding for operations.

#### Fees

- Residents will pay a room and board fee commensurate with income. (For example: persons who get the maximum in SSI benefits pay \$225 per month.)
- Fee charged is income based and some residents may be charged less or nothing at all.

### **BROADWAY CRISIS STABILIZATION UNIT (REGIONAL) in MAHONING COUNTY**

Broadway CSU is a regional 15 bed, 24 hour, residential facility that provides crisis stabilization for persons experiencing or recovering from a mental health and/or substance use crisis and in need of an intermediate level of care. Clients are admitted when they are

stepping down from inpatient psychiatric units or diverted from inpatient psychiatric admission. Treatment interventions are focused on stabilizing the current crisis and mobilizing resources so that the person can be treated in a less restrictive setting thru the following:

- Provision of diagnostic assessments, behavioral health individual counseling, substance use counseling, group therapy, medication monitoring, residential/life skill services and structured therapeutic recreational activities.
- Medication evaluation sessions with psychiatric physician and nurses.
- Facilitation of case management services to assist clients in accessing medical, social, educational and vocational services.
- Provision of linkage to outpatient community resources, agencies, and support services.
- Provision of coordination between mental health and recovery boards, community provider agencies and behavioral health providers.
- Bringing security, stability, and consistency-the three keys to a meaningful life-to those in need.
- Promoting recovery and independence so individuals can live full and productive lives.
- Empowering individuals to become contributing members of the community again.

We believe that each person has the capacity to recover and change. An eclectic approach is based upon each client's needs and preferences.

#### Facility Location/Accessibility

Broadway CSU

284 Broadway Ave.

Youngstown, Ohio 44504

Phone: 330-743-5309

Note: Transportation is provided to persons served at no charge

Program Manager: Rachel Scachetti, RN

E-mail: [rscachetti@compassfamily.org](mailto:rscachetti@compassfamily.org)

Residential Services Director: Eric Ritz, PCC-S

Handicapped Accessible

#### Hours of Operation

- Individuals can be admitted 24/7.

#### Staffing

1. Director with an PCC-S
  2. Program Manager with RN license
  3. Operations Manager.
  4. House Manager.
  5. Licensed behavioral health clinicians. One clinician is on-call 24/7.
  6. Registered and/or Nurse Practitioner, Licensed Practical Nurses
  7. Non-clinical support staff: therapeutic program workers, residential monitors and living skill aides.
  8. Psychiatric services provided on site and on call.
- This program meets the staffing requirements described in OhioMHAS Certification Standards.

### Services Provided

1. Psychiatric services provided on site and on call
2. Behavioral Health Counseling and Therapy
3. Mental Health Assessment
4. Pharmacologic Management
5. Crisis Intervention - Crisis Intervention services are designed to offer an increased level of intervention to residents. This service would target those persons who require interventions beyond what is typical and ordinary within the facility
6. Medication prompting and monitoring
7. Prompting and/or instruction in the activities of daily living
8. Addiction services (not detox)
9. Socialization and recreation.

### Needs and Characteristics of Persons Served

- Person is experiencing some type of acute exacerbation of a mood, thought, or behavioral disorder, either such that he/she requires close, virtually constant, interaction until the crisis remits or there is another type of resolution—e.g., transfers to a more restrictive facility.

### Goals and Objectives

- To provide short-term residential intervention to stabilize acute psychiatric or behavioral symptoms and to develop plans to meet the post-discharge needs of persons served. When possible, Riverbend is used as a pre-emptive measure to avoid unnecessary hospitalization.

### Admission/Transition /Discharge Criteria

- COMPASS serves as a gatekeeper for diversions and serves as the gatekeeper for state and local hospital step-downs. Referrals for step-down services are accepted from hospital social workers. COMPASS retains the right to accept or refuse a referral based upon the following admission criteria:
- Persons served must be medically stable and have the ability to remain so. They must not pose an unacceptable risk to self/others nor, to a significant degree, compromise the therapeutic nature of the residential milieu. They must also voluntarily choose to participate in treatment.
- During the provision of services, persons served will be assessed in terms of their need for additional or different services or service intensity.
- Individuals in residential treatment will be discharged for the following reasons:
  1. Treatment goals have been met.
  2. Person needs, or is ordered to, a more restrictive setting.
  3. Person chooses to leave, sometimes against clinical advice.
  4. Person clearly demonstrates a lack of commitment to treatment goals.
  5. Person is discharged for cause, i.e. for a serious violation of the rights of others or criminal behavior.

### Exclusions



- Consumers who do not meet the admission criteria will be excluded from services.

### Payor Sources

- The Agency bills Medicaid for clinical services and receives local mental health and recovery board funding for operations.

### Fees

- There are no fees for service.

### Frequency of Services

- As needed, following admission

## **RIVERBEND CENTER - TRUMBULL COUNTY**

Riverbend Center is a 12 bed, 24 hour, residential facility that provides crisis stabilization for persons experiencing or recovering from a mental health and/or substance use crisis and in need of an intermediate level of care. Clients are admitted when they are stepping down from inpatient psychiatric units or diverted from inpatient psychiatric admission. Treatment interventions are focused on stabilizing the current crisis and mobilizing resources so that the person can be treated in a less restrictive setting thru the following:

- Provision of diagnostic assessments, behavioral health individual counseling, substance use counseling, group therapy, medication monitoring, residential/life skill services and structured therapeutic recreational activities.
- Medication evaluation sessions with psychiatric physician and nurses.
- Facilitation of case management services to assist clients in accessing medical, social, educational and vocational services.
- Provision of linkage to outpatient community resources, agencies, and support services.
- Provision of coordination between mental health board, community provider agencies and behavioral health providers.
- Bringing security, stability, and consistency-the three keys to a meaningful life-to those in need.
- Promoting recovery and independence so individuals can live full and productive lives.
- Empowering individuals to become contributing members of the community again.

We believe that each person has the capacity to recover and change. An eclectic approach is based upon each client's needs and preferences.

### Facility Location/Accessibility

Riverbend Center  
3120 West Market  
Warren, OH 44485  
(330) 898-6992.

Note: Transportation is provided to persons served at no charge

Program Manager: Rose Rotan RN

E-mail: [rotan@compassfamily.org](mailto:rotan@compassfamily.org)

Residential Services Director: Eric Ritz, PCC-S

Handicapped Accessible

### Hours of Operation

- Individuals can be admitted 24/7.

### Staffing

1. Director, PCC-S
  2. Program Manager with RN license
  3. Operations Manager
  4. House Manager
  5. Licensed behavioral health clinicians. One clinician is on-call 24/7.\
  6. Registered and/or Nurse Practitioner, Licensed Practical Nurses
  7. Non-clinical support staff: therapeutic program workers, residential monitors and living skill aides.
  8. Psychiatric services provided on site and on call.
- This program meets the staffing requirements described in OhioMHAS Certification Standards.

### Services Provided

1. Psychiatric services provided on site and on call
2. Behavioral Health Counseling and Therapy
3. Mental Health Assessment
4. Pharmacologic Management
5. Crisis Intervention - Crisis Intervention services are designed to offer an increased level of intervention to residents. This service would target those persons who require interventions beyond what is typical and ordinary within the facility
6. Medication prompting and monitoring
7. Prompting and/or instruction in the activities of daily living
8. Addiction services (not detox)
9. Socialization and recreation.

### Needs and Characteristics of Persons Served

- Person is experiencing some type of acute exacerbation of a mood, thought, or behavioral disorder, either such that he/she requires close, virtually constant, interaction until the crisis remits or there is another type of resolution—e.g., transfers to a more restrictive facility.

### Goals and Objectives

- To provide short-term residential intervention to stabilize acute psychiatric or behavioral symptoms and to develop plans to meet the post-discharge needs of persons served. When possible, Riverbend is used as a pre-emptive measure to avoid unnecessary hospitalization.

### Admission/Transition /Discharge Criteria

- Coleman Professional Services serves as a gatekeeper for diversions to Riverbend Center. Riverbend Center serves as the gatekeeper for state and local hospital step-downs. Referrals for step-down services are accepted from hospital social workers. COMPASS retains the right to accept or refuse a referral based upon the following admission criteria:

- Persons served must be medically stable and have the ability to remain so. They must not pose an unacceptable risk to self/others nor, to a significant degree, compromise the therapeutic nature of the residential milieu. They must also voluntarily choose to participate in treatment.
- During the provision of services, persons served will be assessed in terms of their need for additional or different services or service intensity.
- Individuals in residential treatment will be discharged for the following reasons:
  1. Treatment goals have been met.
  2. Person needs, or is ordered to, a more restrictive setting.
  3. Person chooses to leave, sometimes against clinical advice.
  4. Person clearly demonstrates a lack of commitment to treatment goals.
  5. Person is discharged for cause, i.e. for a serious violation of the rights of others or criminal behavior.

#### Exclusions

- Consumers who do not meet the admission criteria will be excluded from services.

#### Payor Sources

- The Agency bills Medicaid for clinical services and receives local mental health and recovery board funding for operations.

#### Fees

- There are no fees for service.

#### Frequency of Services

- As needed, following admission



#### **DAYBREAK**

##### Facility Location/Accessibility

2611 Homestead Avenue

Youngstown, OH 44502

330-782-2397

Open 24/7, 365 days a year

Program Manager: Katina Hetrick, LPC, LSW

Email: [khetrick@compassfamily.org](mailto:khetrick@compassfamily.org)

Jennifer Gray, Social Service and Development Officer

Handicap Accessible

### Staffing

- Casework provided by master level and bachelor level trained staff.
- Staffed 24 hours

### Service and Eligibility

- Youth crisis shelter and residential protective care for youth who are runaways, expelled from their homes, homeless, or unable to safely stay at home, male and female, ages 11-18.
- Comprehensive shelter services including basic necessities, food, assistance with education, individual and family counseling, advocacy, recreation and enrichment activities.
- Emphasis on trauma-informed services and Positive Youth Development principles.

### Payor Sources

- United States Department of Health and Human Services, Federal Youth Services Bureau, Runaway and Homeless Youth Program
- Ohio Attorney General's Office, Victims of Crime Act
- Swanston Fund
- Mahoning County Mental Health and Recovery Board
- City of Youngstown, Community Development Agency
- United Way
- Contracts – Area Children Service Boards and Mahoning County Juvenile Court
- Bequests and Donations

### Fees

- There are no fees for services.

### Referral Sources

- Self or family referrals
- Children protective agencies
- Juvenile justice system
- Other professionals and service providers

### Frequency of Services

- The shelter operates 24 hours a day, 365 days a year.



### Facility Location/Accessibility

The shelter location is kept confidential to ensure the safety of residents and staff.

Inquires can be addressed to:

P. O. Box 612

Youngstown, OH 44501

(330) 747-4040 or the toll free number 1-866-436-6269

Program Manager: Malinda Gavins, LSW

Email: [mgavins@compassfamily.org](mailto:mgavins@compassfamily.org)

Jennifer Gray, Social Service and Development Officer

Handicap Accessible

### Hours of Operation

- Trained staff is available 24-hours a day, seven days a week to receive calls from victims or referral agencies. Staff assesses the caller's needs and intervenes promptly.

### **DOMESTIC VIOLENCE SERVICE**

The focus of Sojourner House Domestic Violence Service is to provide a comprehensive program of crisis intervention, counseling, advocacy, and shelter for victims of domestic violence in Mahoning County. This is accomplished through a total commitment to:

1. Belief that all individuals have the right to safety and freedom from any form of violence.
2. Acknowledge and understand the diversity of battered persons and address issues in culturally relevant and sensitive ways.
3. Recognize battering as an issue of power and control.
4. Recognize the many facets of battering.
5. Work toward empowerment of individuals in gaining control over their lives.
6. Belief that the most effective work is based on peer support, empowerment and self-help models which instill the process of self-actualization and encourage individuals to exchange information, support and assistance while taking action and making decisions for themselves.

### Staffing

- Program development, direct service leadership through case supervision and supervisory responsibility of staff is provided by the Program Director, a Licensed Social Worker. Other Sojourner House staff members include one full-time Case Worker, one full-time transition to independence case manager, one full-time Judicial Advocate, and one full-time Operations Manager who is responsible for the supervision of the full time and part-time domestic violence specialists. Four staff members rotate weekly as on-call counselors. The shelter program utilizes student interns from Youngstown State University, and trained volunteers to assist in a variety of roles, including sorting donations, answering the crisis line, performing clerical duties, and assisting with children's activities. Services are certified by OhioMHAS.

### Goals and Objectives

- A goal of Sojourner House is to provide protective services to adults and children who are victims of domestic violence. In doing so, Sojourner will provide the adult victims

with; a safe and confidential place to stay while they are trying to escape an abusive environment; counseling, advocacy and support; an opportunity to initiate solutions to the problems they are experiencing to help them make positive changes in their lives. This goal is achieved through the following objectives:

1. Maintain a shelter facility and provide safe, temporary housing for battered persons and their children in a home-like atmosphere.
  2. Provide 24-hour telephone crisis, information and referral line.
  3. Provide community education through public speaking and in-service training
  4. Provide advocacy and information for legal, financial, medical, vocational, and housing needs.
- A second goal of Sojourner House is to provide assistance and support to the children residing with their parent at the shelter and provide activities that meet their social, developmental, and material needs. This is accomplished by the following objectives:
    1. Provide access to counseling.
    2. Act as a liaison with the school system.
    3. Provide parenting assistance to victims of domestic violence.
    4. Provide recreational activities for children in residence.

#### Services Provided

- Sojourner House provides a comprehensive shelter program which includes a 24-hour crisis telephone line, emergency shelter and meals, case management service and advocacy, children's program, c, outreach, and prevention, education and awareness of domestic violence issues. The following is a description of each service:
  1. A 24-hour crisis telephone line is available to receive calls from persons affected by incidents of domestic violence. This results in some admissions to the shelter or in the provision of empathetic listening, education and/or referral to other social services agencies. A toll free telephone number is also available.
  2. Emergency shelter and meals are provided to victims and children admitted to Sojourner House. More than half of the victims who come to Sojourner House bring their children with them.
  3. Trained staff provides case management and advocacy for victims who enter the shelter. A case plan is developed immediately after admission with development of a safety plan, linkages to legal protection (Temporary Protection Orders), and social services agencies to help them meet their housing, economic, vocational, educational and medical needs.
  4. A children's program provides referrals to counselors for the special needs of the children who accompany their mothers to the shelter. Tutoring is available for school-age children. Whenever feasible and safe, children are transported to school.

5. Community outreach services are provided to heighten awareness of domestic violence and increase accessibility of domestic violence services. The program targets minority communities.
6. Prevention, education, and awareness of domestic violence issues are an important part of the program. Program staff from Sojourner House give educational presentations to schools, civic clubs, social service agencies, churches, police academies, etc.
7. Collaboration with other social agencies provides ancillary services and training for residents of the shelter. Health care services, legal advice, drug and alcohol counseling, and other forms of constructive assistance are made available through Sojourner House.

### Needs and Characteristics of Persons Served

- Sojourner House provides domestic violence services and a facility that offers protective shelter to victims and children who are fleeing an abusive environment and who cannot safely remain in their current residence. Many of these victims are displaced without money, clothing, or food and are in need of emergency shelter. The short-term refuge available at Sojourner House provides domestic violence victims with a chance to think calmly and examine their options without pressure or fear. During their stay, they receive assistance to help them meet emotional, legal, medical, financial, housing, educational, and vocational needs. It gives them an opportunity to initiate solutions to the problems they are experiencing and make positive changes in their lives.

### Admission/Discharge Criteria

- Sojourner House has specific criteria to consider when someone calls the crisis telephone line or is referred for admission to the shelter. Reasons that are appropriate for admission include actual evidence of physical or emotional abuse; actual, serious threat to the victim ; reasonable fear that someone will harm them. in an abusive relationship.
- Discharge occurs when residents are no longer in need of protective shelter. Residents are discharged for the following reasons:
  1. Safety concerns have been met.
  2. Case plan goals have been completed.
  3. Violation of the program that include, but are not limited to:
    - a. Violation of confidentiality agreement.
    - b. Physical violence, threats, or verbal abuse of anyone in the shelter in including staff, volunteers, residents and/or children.
    - c. Theft or destruction of shelter property.

- d. Use of alcohol and/or drugs while in the shelter.
  - e. Possession of a weapon.
4. Resident's request for termination of services.

#### Exclusions

- Consumers who do not meet the admission criteria will be excluded from services.

#### Payor Sources

- United Way
- Office of Criminal Justice Services (Family Violence Prevention, Baseline)
- Violence Against Women Act (VAWA)
- Ohio Attorney General's Office (Victims of Crime Act and State Victims Assistance Act)
- Mahoning County Mental Health Board
- City of Youngstown – Community Development Agency
- Divorce and Dissolution Fees from the Mahoning County Commissioners

#### Fees

- There are no fees for services

#### Referral Sources

- Local social service agencies
- Hospitals
- Police departments
- Help Hotline
- Self-referrals
- National Domestic Violence Hotline

#### Frequency of Services

- The shelter operates 24 hours a day, 365 days of the year.



### **RAPE CRISIS & COUNSELING CENTER**

#### Facility Location/Accessibility

535 Marmion Avenue  
Youngstown, OH 44502



330-782-5664  
24 Hour Crisis Phone 330-782-3936  
Program Manager: Dawn Powell, LSW, MSW  
Email: [dpowell@compassfamily.org](mailto:dpowell@compassfamily.org)  
Jennifer Gray, Social Service and Development Officer  
By Appointment  
Handicap Accessible

### Staffing

- Licensed master's and bachelor levels trained staff

### Service and Eligibility

- Crisis intervention program for victims of sexual assault and other violent crimes and their significant others at hospital emergency rooms, short-term counseling, group support, 24-hour telephone crisis line, criminal justice support and advocacy, community education.

### Payor Sources

- Mahoning County Mental Health and Recovery Board
- Ohio State Victims of Crime Act
- Grants
- Bequests
- Donations

### Fees

- No fee charged to clients.

### Frequency of Services

- As needed.

### Referral

- Self, hospital, police and other service providers

## **PERMANENT SUPPORTIVE HOUSING**

The focus of the Agency's independent housing service is to provide affordable, high quality housing to individuals with serious psychological or mental disabilities and to keep each site in a clean, safe, and well-maintained condition. This is accomplished through its commitment to its core values:

1. Management will remain as unobtrusive as possible to provide tenant autonomy.
2. Site must be free of anything that compromises tenant's sense of safety and well-being.
3. Tenant assumes responsibility for adherence to the lease.

COMPASS operates permanent supportive housing at four different sites:

- Gardenview Apartments
- Maplewood Manor – HUD subsidized

- Veritas House – HUD subsidized
- Campbell Apartments – HUD subsidized

Facility Location/Accessibility

Gardenview Apartments

15 units  
 Dormitory style apartment complex  
 286 Broadway  
 Youngstown, OH 44504

Veritas House

15 units  
 Dormitory style apartment complex  
 69 East Lucius Avenue  
 Youngstown, OH 44507

Maplewood Manor

19 efficiency apartments  
 1129, 1131 & 1133 Verona Venue  
 Youngstown, OH 44506

Campbell Apartments

18 one-bedroom apartments  
 3070 W. Market Street  
 Warren, OH 44485

All four sites are handicap accessible.

Hours of Operation

COMPASS independent housing services do not have specific hours of operation. However, anyone needing information may contact the following individuals, Monday through Friday:

Gardenview:

- Jonetta Bonner
- 330-782-403
- Email: [jbonner@compassfamily.org](mailto:jbonner@compassfamily.org)

Veritas House and Maplewood Manor

- Jonetta Bonner
- 330-782-4030
- Email [jbonner@compassfamily.org](mailto:jbonner@compassfamily.org)

Campbell Apartments:

- Bendetta Quick-Lee
- (330) 898-6992
- Email: [bquicklee@compassfamily.org](mailto:bquicklee@compassfamily.org)

Staffing

Gardenview Apartments

Have access 24/7 to staff at  
 The Doris Burdman Home

Maplewood Manor

No staffing

Veritas House

Residential Monitor  
 24/7

Campbell Apartments

Staff avail. 28 hrs. a week  
 4 hours a day

Services Provided

The following services are provided:

1. Maintenance and upkeep of each site.

2. Periodic meetings attended by tenants and landlords.
3. Operational and clinical supervision performed by COMPASS' employees.
4. A resource person is provided at Campbell Apartments and Veritas House. (see Program Staff)

### Needs and Characteristics of Persons Served

- Persons served are individuals who wish to live independently, but who, because of a mental or psychological disability, are living within limited financial means. Although they have many competencies, tenants in COMPASS' independent housing need some minimal degree of supervision. Three of our sites provide some type of supervision. Some specific characteristics and concomitant needs of some persons served in independent housing include, but are not limited to:
  1. Persons served may lack assertiveness/awareness and are vulnerable to exploitation. They demonstrate a need for someone to help tenant defend against exploitation; coach/prompt assertiveness or if needed handle problems for tenant.
  2. Persons served may be asocial with a tendency to withdraw or isolate themselves. Independent Housing Services provides them an opportunity to interact with others.
  3. Persons served may demonstrate a lack of insight into their illness; are unable to recognize signs of relapse and/or have a history of non-compliance with medication. They need someone familiar with their baseline optimum functioning and who will notice symptoms of relapse as well as monitor their medication if so desired.

### Admission/Discharge Criteria

- For admission, applicant must have a disability such as a serious mental disorder; must be free of illegal drug use for a six-month period (not counting time spent in inpatient or residential rehab); must be capable of living independently (reasonable accommodations and support will be permitted) and must not have a serious prior history of violence to others or of seriously interfering with the rights of others.
- For specific site - All of the above-mentioned criteria applies plus:

### For Gardenview Apartments

1. Applicant must have adequate income to pay the fixed rent.
2. Since tenants must share living space, applicants must have a proven track record of being able to get along well with others.

### For Veritas House

1. Must meet all of HUD's requirements for tenancy
2. Since tenants must share living space, applicants must have a proven track record of being able to get along well with others.

### For Maplewood Manor and Campbell Apartments

1. Applicant must meet all of HUD's requirements for tenancy.

### Termination

- Termination of tenancy for all facilities, unless the tenant initiates it, must conform to the applicable laws and HUD regulations as appropriate.

### Exclusions

- Consumers who do not meet the admission criteria will be excluded from services.

### Payor Sources

- Gardenview Apartments – self
- Veritas, Campbell and Maplewood Apartments – self and HUD subsidy

### Fees

- Gardenview – approximately \$180 a month, subject to change
- HUD subsidized units – rent amount is subject to individual's income. Rent is based on approximately 30% of income after HUD allowable expenses.

### Referral Sources

- Self-referrals
- Community mental health agencies
- Families
- Others

### Frequency of Services

- Not applicable – independent housing



## **GUARDIANSHIP**

### Facility Location/Accessibility

535 Marmion Avenue

Youngstown, OH 44502

Phone: 330-782-5664

By Appointment

Director: Sande Miller, LISW-S

Email: [smiller@compassfamily.org](mailto:smiller@compassfamily.org)

Handicap Accessible

### Service and Eligibility

- Assessment and services for adults, 55 or older, considered being at risk for neglect, abuse or exploitation. Services may involve petitioning court to obtain guardianship and providing guardianship services.

### Staffing

- Bachelor level or higher trained staff.

### Payor Sources

- Grants
- United Way
- Mahoning County Department of Job and Family Services
- Mahoning County Mental Health and Recovery Board
- Area Agency on Aging
- Donations
- Bequests

### Fees

- No fee's for Guardian of Person of indigent clients
- Fees for Guardian of Estate are determined by the legal representation and activities of the Estate.

### Referrals Sources

- Department of Human Services Protective Service Unit
- Hospitals
- Nursing homes
- Other service providers
- Local court system
- Family members

### Frequency of Services

- As established by Guardianship guidelines.



### **WORKFORCE DEVELOPMENT**

Workforce Development services are designed to help individuals develop the work skills needed to obtain employment that matches their career goals, skills, preferences, and the workforce needs of local employers. Staff are also specially trained to provide employment services to individuals with mental health and substance use disorders and physical disabilities. This same expertise lends itself well to the successful provision of services to individuals with barriers related to socio-economic challenges. COMPASS employment specialists are trained to meet the needs of employer job recruitment, incumbent worker training/career advancement and job retention.

This is accomplished through a total commitment to our core values:

1. Work is key to a better life for individuals who want to work.
2. Focusing on each person's strengths and building upon them will maximize their potential for achieving the best possible job match and opportunity for career advancement.

3. The provision of evidence-based services, which are both individual and employer driven, will provide better employment outcomes for individuals seeking employment.
4. A coordinated approach with other providers and commitment to long term supportive services provide individuals with the opportunity to remain successful and prosper.

#### Facility Locations and Accessibility

COMPASS operates workforce development services at two locations:

Mahoning Office

535 Marmion Ave.

Youngstown, OH 44502

(330) 480-4384

Trumbull Office

320 High Street, NE

Warren, OH 44481

(330) 394-9090

Both facilities are Handicapped Accessible.

#### Program Direction

Programming in Mahoning, Trumbull and Columbiana Counties are under the direction of:

Director: Theresa Berkenyi

Email: [tberkenyi@compassfamily.org](mailto:tberkenyi@compassfamily.org)

Jennifer Gray, Social Service and Development Officer

#### Hours of Operation

Workforce Development Services:

- provided at each vocational division from 8 a.m. to 4 p.m.
- In addition, job training services are provided at individual worksite according to the individual's work schedule.

#### Staffing

- Staff is qualified according to CARF Standards for agencies that provide vocational services. Staff is degreed and non-degreed and has completed specialized training.

#### Referral Sources

- Local area community mental health service providers, both public and private
- Schools and churches
- Other workforce development agencies that identify job seekers with special needs.

### **EMPLOYMENT PLANNING**

#### Goals and Objectives

Individuals utilize employment planning services to build a personal profile of their strengths, likes and dislikes helping them to choose a successful job, career path, and job supports necessary to obtain their goal. Employment planning services will result in an individualized Job Development and/or a Career Plan with steps and timeframes.

Planning Services Available:

1. Pre-Employment Assessment
2. Community Based Work Assessment
3. Customized Community Employment
4. Job Shadowing
5. Vocational Testing/Career Exploration
6. Benefits Analysis/Management Consultation.

## **EMPLOYMENT DEVELOPMENT**

### Goals and Objectives

These services assist the individual in identifying, obtaining, or maintaining employment based upon their individual preferences and skills.

Services Available:

1. Job Seeking Skills.
2. Job Development Services.
3. Disability Awareness Education for Employers.

## **EMPLOYMENT TRAINING AND RETENTION**

### Goals and Objectives

These services provide training to assist the individual as they enter occupational skills training or employment. Individuals are also provided assistance with identifying and managing non-work environments or other critical life activities. Follow-up support services address continued job success.

Employment & Retention Services Available:

1. Tutoring/Supported Education.
2. Travel Training.
3. Community Based Work Adjustment.
4. Job Coaching.
5. Job Retention.
6. Time-Unlimited Follow-Along Services.

### Needs and Characteristics of the Persons Served

Persons with disabilities and/or individuals in need of specialized vocational planning. The various services place an emphasis on:

1. Defining employment/career goals.
2. Development of a Comprehensive Employment or Career Plan.
3. Provision of training that meets specific job or industry requirements.
4. Job Placement and Job Supports to ensure long term job success.

### Admission/Transition/Discharge Criteria

Relevant medical, psychological, and social information as well as information on previous services and supports is provided at intake. This information is gathered and reviewed during the Pre-Employment Assessment with the individual, and/or family members, present at the individual's request.

The following requirements to receive employment services at COMPASS include:

1. Individuals are in need of specialized vocational planning due to a disability and/or other needs.
2. A physician must document physical limitations, when a disability restricts an individual's functioning on a job.\*
3. Persons with a psychiatric disability will have a documented diagnosis from a qualified mental health professional.\*



4. Individuals must display conduct not significantly dangerous presently to self, others, or property.
  5. Appropriate Social Security and Immigration and Naturalization Service documents must be available.
- \*Basic Medical records and mental function capacity records need to be submitted with the referral for services. Staff will request, if needed, further information on physical and/or mental health functioning, upon receipt of signed release by consumer.
  - Service end is considered together with the individual when they have reached employment and are no longer in need of specialized retention services or when the consumer decides they have reached maximum benefit from services.

#### Exclusions

- Consumers who do not meet the admission criteria will be excluded from services.

#### Payor Sources

- Bureau of Vocational Rehabilitation
- Mahoning County Mental Health and Recovery Board and Trumbull County Mental Health and Recovery Board,
- Mahoning and Columbiana Training Association
- Other grants
- Self-pay

#### Fees

- Funding sources
- Fee schedule available upon request and subject to change
- Contact the program director for the most accurate fee schedule

#### Frequency of Services

- Services are provided either weekly or daily depending on whether the individual is working.

### **EMPLOYER/CONTRACT SERVICES**

The following COMPASS services are a result of individual contracts with various funders. Each contract is listed separately noting its own goals, objectives and services provided.

#### OOD Vocational Rehabilitation Contract – Mahoning Valley Project

The Opportunities for Ohioans with Disabilities (OOD) VR contract in Mahoning and Trumbull counties seeks to increase the capacity of the Bureau of Vocational Rehabilitation to provide the full menu of vocational rehabilitation (VR) services to individuals with mental health and/or substance use disorders. This project addresses the provision of VR services in a model, which replicates the VR service delivery system. The contract is a “team” that is comprised of the Mahoning County Mental Health Board (MCMHB), Trumbull County Mental Health and Recovery Board (TCMHRB) and COMPASS.

#### Mahoning Columbiana Training Association WIOA Youth services

WIOA eligible youth are referred to COMPASS by MCTA for services which help the individual to achieve employment and self-sufficiency. Services are provided to out-of-school youth who are economically disadvantaged to help to prepare them to enter training and/or

obtain/retain employment. Services are provided to individuals who are residents of Mahoning County.

### Mahoning Valley Manufacturers Coalition Contract

The goal of this contract is to replicate a successful sector-based, career pathways model which focuses on helping unemployed and low wage entry-level working adults increase their employment and earnings by finding quality jobs in the manufacturing industry. This contract is an integrated service, with partners that include the Mahoning Valley career and technical centers and Ohio Means Jobs offices. Individuals must meet 200% of federal poverty guidelines and achieve an acceptable score in math, reading, and language on TABE in order to enter into the Certified Production Technician training. Those who complete the training will achieve 7 national credentials and are guaranteed an interview with a local manufacturer. Core components of this program include:

- Pre-employment services
- Occupational skills training
- Job development and placement
- Post-employment services, and
- Financial/Supportive assistance