



Agency Service Plan

COMPASS Administration
Mahoning Valley Campus of Care
1960 East County Line Road, Building # 5
Mineral Ridge, Ohio 44440

(330) 531-7509

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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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 Mahoning 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 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 Program.
 - ii. Rape Crisis and Counseling Center.
 - iii. Guardianship for Seniors

- 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 The Mahoning Valley Campus of Care, Building #5, 1960 East County Line Road, Mineral Ridge, Ohio 44440, and can be reached at (330)531-7509. 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, , and the Ohio Attorney General's Office. 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 June 2022, and has a Three-Year CARF accreditation through 2023 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.

PROGRAM SUPERVISOR CONTACT INFORMATION

Assertive Community Treatment (ACT)

Program Manager: Daniela Ghizzoni, LPCC-S
Email: dghizzoni@compassfamily.org
Phone: 330-394-9090

Broadway Center

Program Manager: Patricia Latimer
E-mail: platimer@compassfamily.org
Phone: 330-743-5309

CAPE (High Street and Marmion Locations)

Program Coordinator - Tracy Snider, LPCC
Email: tsnider@compassfamily.org
Phone (Marmion): 330-782-5664
Phone (High Street): 330-394-9090

Case Management Services

Program Manager: Heather Trimble, MSW, LSW
E-mail: htrimble@compassfamily.org
Phone: 330-782-5664

Doris Burdman Home

Program Manager: Josette Landis, LISW-S
E-mail: jlandis@compassfamily.org
Phone: 330-743-9275

Guardianship

Director: Sande Miller, LISW-S
Email: smiller@compassfamily.org
Phone: 330-531-7465

High Street Outpatient Behavioral Health (Warren)

Director: Jack Breegle, LPCC-S
Email: jbreegle@compassfamily.org
Phone: 330-394-9090

Horizon House

Program Manager: Larry Tepe, LISW-S
Email: ltepe@compassfamily.org
Phone: 330-758-0889

Marmion Outpatient Behavioral Health (Youngstown)

Operations Director: Jack Breegle, LPCC-S
Email: jbreegle@compassfamily.org
Phone: 330-782-5664

Medical Director

Dr. Erin Klekot
eklekot@compassfamily.org
Phone: 330-394-9090

Permanent Supportive Housing

Gardenview, Veritas House, Maplewood Manor & Campbell Apartments

HUD Compliance Manager: Machele Barrett

Email: mbarrett@compassfamily.org

Phone: (330) 531-7511

Apartment Manager: Lisa Miller

Email: lmiller@compassfamily.org

Phone: (330) 531-7507

Prevention Integrated Adults and Children/Adolescents

Program Manager: Cathy Loomis, LPC

Email: cloomis@compassfamily.org

Phone: 330-393-0598

Rape Crisis and Counseling Center

Program Coordinator: Jacqueline Hughley, RA, QMHS

E-mail: jhughley@compassfamily.org

Phone: 330-782-5664

24 Hour Crisis Phone 330-782-3936

RapeCrisisAnswers.org

Riverbend Center

Program Manager: Patricia Latimer, LPC, LSW, LCDCII

E-mail: platimer@compassfamily.org

Phone: 330-898-6992.

Sojourner House

Operations Manager: Audrey Walker, RA

E-mail: awalker@compassfamily.org

Phone: 330-747-4040

SojournerHouse.com

Workforce Development

Director: Theresa Berkenyi, BA, CWIP, QMHS

E-mail: tberkenyi@compassfamily.org

Phone (Youngstown): 330-782-5664

Phone (Warren): (330) 394-9090



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 or misuse of 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

Handicap Accessible

Hours of Operation

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

Services Provided

- Diagnostic and psychological assessments, including SUD assessments
- Individual counseling
- Family counseling
- Group counseling
- Community Psychiatric Supportive Treatment (CPST) / Case management
- Psychiatric and pharmacological management services
- Nursing services
- Criminal justice services at 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 age 18 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 18

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
- Master's level counseling interns supervised by a Licensed Professional Clinical Counselor with Supervisor designation
- Psychiatric services provided by board-certified psychiatrists and Advanced Practice Nurses/Certified Nurse Practitioners
- Registered Nurses, Licensed Practical Nurses, and Medical Assistants
- Community Support services provided by staff licensed or trained in accordance with OhioMHAS standards to provide Community Psychiatric Supportive Treatment

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.
- Individuals under 18 years of age can be referred to outpatient behavioral health services when referred by another COMPASS program and when COMPASS is the best provider for the youth at the time of referral.

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 and recovery 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 Client Intake Specialist.

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
 Youngstown, OH 44502
 330-782-5665
 By Appointment
 Handicap Accessible

320 High St. NE
 Warren, OH 44481
 330-394-9090
 By Appointment
 Handicap Accessible

Hours of Operation

Youngstown & Warren

Mondays & Wednesdays	8:00 a.m. – 5:00 p.m.
Tuesdays & Thursdays	8:00 a.m. – 6:00 p.m.
Fridays	8:00 a.m. – 4:30 p.m.

*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, 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, 3-5 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
Handicap Accessible

Hours of Operation

- Monday through Friday, 8:00am – 5:00pm 8am – 5:00pm.

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 Case Manager Supervisor 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 as well as 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 and recovery 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 Client Intake Specialist.

Referral Sources

- COMPASS Programs/Departments
- Community Service Providers

Frequency of Services

- As authorized by a person's treatment 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
Handicap accessible

Hours of Operation

- 8:00 am - 5:00 pm, Monday & Wednesday
- 8:00 am – 7:00 pm Tuesday & Thursday
- 8:00 am – 4:30 pm Friday

OUTPATIENT BEHAVIORAL HEALTH SERVICES - INTEGRATED ADULTS

Services Provided:

- Screening, diagnostic assessment, group counseling, individual counseling; case management, peer support, 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.

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

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.
- Individuals under 18 years of age can be referred to outpatient behavioral health services when referred by another COMPASS program and when COMPASS is the best provider for the youth at the time of referral.

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 and recovery board for indigent persons
- Third Party Insurance
- Grant funding for specific populations
- 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 Client Intake Specialist

Referral Sources:

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

PEER SUPPORT SERVICES

COMPASS Family and Community Services offers Peer Support Services to clients in Trumbull County who are experiencing challenges related to their substance use disorder. Peer Recovery Supporters at COMPASS are credentialed with OHMHAS, participate in required continuing education, and are supervised by appropriately licensed and credentialed clinical staff.

Peer Recovery Supporters are available:

Monday/Wednesday 8:00 am to 5:00 pm

Tuesday/Thursday 8:00 am to 7:00 pm

Friday 8:00 am 4:30 pm

Services include engagement of peers in the office or community-based settings. Peer Recovery Supporters assist individuals in the obtainment of increased stability of their condition through assistance with outreach, self-advocacy, connecting to recovery resources, encouraging hope, supporting the development of life skills, modeling responsibility, aiding their navigation of the healthcare system, coordinating and linking with providers, and assisting with crisis stabilization as needed.

ASSERTIVE COMMUNITY TREATMENT (ACT)

Facility Location

320 High St. NE

Warren, Ohio 44481

330-394-9090

By Appointment

Handicap Accessible

Hours of Operation

- Individuals can access services 8:00 am to 5:00 pm, Monday through Thursday, and 8:00 am to 4:30 pm on Fridays.
- On call coverage and crisis response services are provided 24 hours per day/7 days per week.
- After hours/on-call access 330-301-4417.

The focus of the ACT Team is to provide intensive community treatment, in accordance with the Center for Evidence-Based Practices at Case Western Reserve University, by providing community support and other indicated services to Trumbull and Mahoning 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 Dartmouth Assertive Community Treatment Scale (DACTS) which addresses 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 – LPCC
2. Psychiatric Advanced Nurse/Certified Nurse Practitioner
3. RNs
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 and local courts
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. Pharmacological 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 or Mahoning County who meet criteria for Severe Mental Disability as defined by OhioMHAS Certification Standards. Consumers with a primary diagnosis of Schizophrenia, 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 use disorder
3. Have had two (2) or more acute psychiatric hospitalizations or at least one acute psychiatric hospitalization and several diversion admissions to Riverbend Center/Broadway Crisis Unit within the last year, and 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 use disorder or significant Personality Disorder
- No clear indication of need for community based CPST or Pharmacological Management services based upon referral information
- Does not meet requirement of two or more psychiatric hospitalizations in the previous 12 months
- Not eligible for Medicaid

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
- Local Mental Health & Recovery Boards

Fees

- Medicaid for eligible person
- If not already on Medicaid, the Agency will request funding from the Trumbull/Mahoning County Mental Health and Recovery Boards on a fee for service basis while attempting to get Medicaid approved

Referral Sources

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

PREVENTION INTEGRATED ADULTS

Facility Location/Accessibility

820 Pine Avenue
Warren, Ohio 44483
330-393-0598
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 use 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 – program available to community upon request
- 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 use, 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 OMHAS 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 are 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

- Fee for service as determined by agency

Referral Sources

- Community groups, organizations, agencies, and school districts

PREVENTION INTEGRATED CHILDREN/ADOLESCENTS

Facility Location/Accessibility

820 Pine Avenue
Warren, Ohio 44483
330-393-0598
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 use, mental illness, suicide, and problem gambling), with the primary emphasis on substance use 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:

- COMPASS 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 5

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 use
- 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 OMHAS 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 are 8:30 am – 5:00 pm. Early morning and evening hours or weekend hours available upon request for services.

Payor Sources:

- Trumbull County Mental Health & Recovery Board

Fees:

- Supported by Grants
- Fee for service

Referral Sources:

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

PHARMACOLOGICAL MANAGEMENT – ACROSS AGENCY

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

- Psychiatric Mental Health Nurse Practitioners are 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
- Psychiatric Mental Health Nurse Practitioners
- 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/medical assistant 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 often referred by other COMPASS programs.
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 use that places self or others at risk.

Frequency of Services

- Contingent upon current level of acuity

Payor Sources

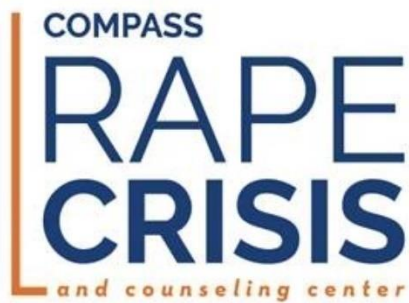
- Medicaid
- Medicare (Physician Only)
- Local Mental Health and Recovery Boards

Fees

- Medicaid for eligible person;
- Private insurance deductible/copay
- Trumbull and Mahoning County Mental Health and Recovery Boards
- 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 Client Intake Specialist.

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



RAPE CRISIS & COUNSELING CENTER

Facility Location/Accessibility

535 Marmion Avenue
Youngstown, OH 44502
330-782-5664

www.RapeCrisisAnswers.org
24 Hour Crisis Phone 330-782-3936
24/7 Webchat Service at COMPASSfamily.org/

Handicap Accessible

Telehealth available

Satellite offices at Youngstown State University, Kilcawley Center and Akron Children's Hospital, Child Advocacy Center

Member of the Ohio Alliance to End Sexual Violence, the Mahoning Valley Human Trafficking Task Force, and the Mahoning Valley Sexual Assault Response Team

Staffing

- Program development and direct service leadership is provided by COMPASS' Social Services and Development Officer. This professional has 20+ years in the field, and is a master's level, Nationally Certified Advocate with Senior Standing.
- Other Rape Crisis staff members include one full-time Coordinator, one full-time Family Advocate, a part-time university-based victim advocate, and several specially trained staff members that rotate weekly for on-call support to area facilities. Staff are registered advocates through the State of Ohio. Services are in accordance with Best-Practice Standards defined by the Ohio Alliance to End Sexual Violence (OAESV).

Service and Eligibility

- Crisis intervention program for victims of sexual assault and other violent crimes (i.e.: human trafficking) and their significant others. Crisis support can be provided at hospital emergency rooms and law enforcement agencies 24/7/365. Services include short-term counseling, group support, 24-hour telephone crisis line and webchat, criminal justice support and advocacy, and community education.
- Families are also supported by the Family Advocate at Akron Children's Hospital Child Advocacy Center. Services at this facility are Monday – Friday, by appointment.
- Victims of human trafficking are served in partnership with Youngstown's GRACE Court and the Mahoning Valley Human Trafficking Task Force.
- PREA (Prison Rape Elimination Act) services are provided to survivors in local and regional correctional facilities as guided by MOUs with each institution.

Payor Sources

- United Way
- Ohio Attorney General's Office (Victims of Crime Act and Rape Crisis Fund)
- Mahoning County Mental Health and Recovery Board
- Bequests, Foundations, and Private Donations
-

Fees

- No fee charged to survivors.

Frequency of Services

- Available 365 days, 24 hours a day for crisis response and/or phone/chat support. In-person appointments are individually scheduled.
- Support and discussion groups occur in the community and virtually and are scheduled monthly.

Referral

Self, hospital, police, correctional institutions, and other service providers



**YOUNGSTOWN
STATE UNIVERSITY**

COMPASS SERVICES AT YOUNGSTOWN STATE UNIVERSITY

Facility Location/Accessibility

Youngstown State University
1 University Plaza
Cushwa Hall, Suite 3326
Youngstown, OH 44555

330-782-5664 (Administrative line to COMPASS)

Handicap Accessible

Telehealth available

24/7 Webchat www.COMPASSFamily.org/Chat

Staffing

- Program development and direct service leadership is provided by COMPASS' Social Services and Development Officer. This professional has 20+ years in the field, and is a master's level, Nationally Certified Advocate with Senior Standing.
- Other staff members include one full-time Family Advocate with the Rape Crisis and Counseling Center and a part-time university-based Victim Advocate. Staff are registered advocates through the State of Ohio. Services are in accordance with Best-Practice Standards defined by the Ohio Alliance to End Sexual Violence (OAESV) and the Ohio Domestic Violence Network (ODVN).

Service and Eligibility

- Crisis intervention program for victims of interpersonal violence and other violent crimes (i.e.: human trafficking) and their significant others. Crisis referrals also received for those experiencing mental health challenges and instability who are in need of referrals to COMPASS or other Network of Care providers.
- Youngstown State serves a large geographical region with 11,786 students enrolled and another 3000 faculty/staff. Because students spend 25-30 hours a week on campus, more if residential, YSU becomes a prime place to offer supportive services. Students that reside out-of-state are supported in the short-term and then referred to state/county-funded services in the home jurisdiction.
- Eligible individuals are YSU students and staff.

Payor Sources

- United Way
- Ohio Attorney General's Office (Victims of Crime Act and Rape Crisis Fund)
- Mahoning County Mental Health and Recovery Board
- Bequests, Foundations, and Private Donations

Fees

- No fee charged to survivors.

Frequency of Services

- Available 365 days, 24 hours a day for crisis response and/or phone/chat support. In-person appointments are individually scheduled.
- Campus office staffed Mon – Fri, 8am – 3pm daily

Referral

- Self, police, Dean of Students, YSU Counseling Department, YSU Staff, and other service providers



COMPASS Services at Eastern Gateway Community College

Facility Location/Accessibility

Eastern Gateway Community College
101 E Federal Street
Youngstown, OH 44503

330-782-5664 (Administrative line to COMPASS)

EGCC email links to COMPASS staff
Handicap Accessible
Telehealth available
24/7 Webchat www.COMPASSFamily.org/Chat

Staffing

- Program development and direct service leadership is provided by COMPASS' Social Services and Development Officer. This professional has 20+ years in the field, and is a master's level, Nationally Certified Advocate with Senior Standing.
- Other staff members include one full-time Resource Navigator and a part-time Resource Specialist. Staff are trained to screen for both mental health concerns and victimization/trauma.

Service and Eligibility

- Crisis intervention program for those experiencing mental health challenges and instability who are in need of brief interventions, crisis counseling, and/or referrals to COMPASS or other Network of Care providers. The program also supports victims of interpersonal violence and other violent crimes, along with their significant others.
- EGCC in Youngstown serves 3 counties: Mahoning, Trumbull, and Columbiana. However, 40,000+ students are enrolled at EGCC nationally, with 88-95% utilizing online classes and supports. COMPASS serves the entire enrollment as needed. Out-of-state services are referred to state/county-funded services in the home jurisdiction.
- Eligible individuals are EGCC students and staff.

Payor Sources

Contract service of Eastern Gateway Community College

Fees

- No fee charged to student/staff.

Frequency of Services

- Youngstown Campus office staffed Mon – Fri, 8am – 430 pm daily
- Online supports offered as needed.

Referral

- Self, EGCC Staff, and other service providers



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
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. Educational Groups including 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 and recovery 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 a 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 provides access to long term supportive residential placement (approximately 6 months – 18 months) for hard to place clients. Clients are admitted through selection and referral of the Mahoning and Trumbull Mental Health and Recovery Boards, as well as other local Mental Health 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 and recovery 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
330-758-0889
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. Clinically Licensed Program Manager
2. Operations Manager.
3. clinician on-call 24/7.
4. Nurse (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 and Trumbull, 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, ITP 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 CENTER (REGIONAL) in MAHONING COUNTY

Broadway Center 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 Center
284 Broadway Ave.
Youngstown, Ohio 44504
Phone: 330-743-5309

Hours of Operation

- Individuals can be admitted 24/7.

Staffing

1. Clinically Licensed Program Manager
 2. Operations Manager.
 3. Licensed behavioral health clinicians. One clinician is on-call 24/7.
 4. Registered and/or Nurse Practitioner, Licensed Practical Nurses
 5. Non-clinical support staff: therapeutic program workers
 6. 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

- Broadway Center accepts referrals for clients who have a demonstrated, acute, mental health crisis and require structured and safe placement in order to resolve the current crisis and return to a less restrictive environment. This may include discharge from

local and state psychiatric hospitals and diversions for local emergency departments. 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 and recovery 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.
 Handicapped Accessible

Hours of Operation

- Individuals can be admitted 24/7.

Staffing

1. Clinically Licensed Program Manager
 2. Operations Manager
 3. Licensed behavioral health clinicians. One clinician is on-call 24/7.
 4. Registered and/or Nurse Practitioner, Licensed Practical Nurses
 5. Non-clinical support staff: therapeutic program workers
 6. 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

- Riverbend Center accepts referrals for clients who have a demonstrated, acute, mental health crisis and require structured and safe placement in order to resolve the current crisis and return to a less restrictive environment. This may include discharge from local and state psychiatric hospitals and diversions for local emergency departments. 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



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

24/7 Webchat Service at COMPASSfamily.org/Chat

Handicap Accessible

www.SojournerHouse.com

Safe Zone

Telehealth available

Satellite office on Youngstown State University campus, Kilcawley Center

Member of the Ohio Domestic Violence Network

Hours of Operation

- 24-hours a day, seven days a week

DOMESTIC VIOLENCE SERVICE

The focus of Sojourner House Domestic Violence Service is to provide a comprehensive program of crisis intervention and support, advocacy, case management, information and referrals, 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 abused persons and address issues in culturally relevant and sensitive ways.
 3. Recognize interpersonal violence as an issue of power and control.
 4. Recognize the many facets of interpersonal violence.
 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 Staffing
- Program development and direct service leadership is provided by COMPASS' Social Services and Development Officer. This professional has 20+ years in the field, and is a master's level, Nationally Certified Advocate with Senior Standing.
 - Other Sojourner House staff members include one full-time Victim Advocate/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. The Domestic Violence Specialists staff the facility, provide crisis intervention services, and maintain the crisis line and webchat. Veteran Staff members rotate weekly for on-call support. The shelter program utilizes student interns from Youngstown State University and trained volunteers to assist in a variety of roles, including sorting donations, performing clerical duties, and assisting with shelter activities. Services are certified by OhioMHAS and are in accordance with Best-Practice Standards defined by the Ohio Domestic Violence Network (ODVN).

Goals and Objectives

- A goal of Sojourner House is to provide comprehensive services to adults and children who are victims of domestic violence, including emergency shelter. In doing so, Sojourner will provide victims with a safe and confidential place to stay; crisis counseling, advocacy and support; and an opportunity to initiate solutions to the victimization they are experiencing. This goal is achieved through the following objectives:
 1. Maintain a shelter facility and provide safe, temporary housing for victims and their children in a home-like atmosphere.
 2. Provide 24-hour crisis and referral information by phone and webchat.
 3. Provide access to counseling
 4. Provide community education through public speaking and in-service training.
 - 5.

Provide advocacy and information for legal, financial, medical, vocational, and housing needs for survivors.

- 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 and webchat service, emergency shelter and meals, case management service and advocacy, outreach, and prevention, education and awareness of interpersonal 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 interpersonal 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. A webchat service is also available, however, direct admissions to shelter do not happen via chat. Shelter needs must be screened on the phone.

2. Emergency shelter is 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 which includes linkages to legal supports and social services agencies to help them meet their housing, economic, vocational, educational and medical needs. A safety plan is developed for each resident which includes a lethality assessment.
4. The special needs of children who accompany their parents to the shelter are supported through activities in shelter and referrals to community partners. Tutoring is available for school-age children through their home district. Whenever feasible and safe, children are transported to school.
5. Community outreach services are provided to heighten awareness of interpersonal violence and increase accessibility of domestic violence services.
6. Prevention, education, and awareness of interpersonal 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 assistance are made available through Sojourner House.
8. Support groups for shelter residents are held in-house. Non-shelter residents are served in the community. All groups are held in cooperation with the Rape Crisis and Counseling Center.

Needs and Characteristics of Persons Served

Sojourner House provides comprehensive services to survivors of interpersonal violence, including emergency shelter for those who cannot safely remain in their own home. Many victims are displaced without money, clothing, or food and are in need of this emergency shelter. The short-term refuge available at Sojourner House provides interpersonal violence survivors with a chance to stabilize and plan without pressure, fear, or risk to their safety. During their stay, they receive assistance to help them meet emotional, legal, medical, financial, housing, educational, and vocational needs.

Admission/Discharge Criteria

- Sojourner House is an emergency shelter for victims that are in imminent risk of harm by an identified abuser. All calls for shelter are screened by trained staff and approved by a second trained staff person to ensure objectivity.
- Shelter services are also extended to survivors of sexual assault and human trafficking when it is identified that the survivor is at imminent risk of harm.
- Planned Discharge occurs when residents are no longer in need of protective shelter. Planned discharges occur when:
 1. Safety concerns have been met.
 2. Case plan goals have been completed (or in progress).
 3. Resident's request for termination of services.

An unplanned discharge can occur when there is a violation of the program that includes, but is 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. Possession of alcohol and/or drugs on shelter property. *
- e. Possession of a weapon.

Exclusions

- Consumers who do not meet the admission criteria.
- Consumers that are only homeless and not in imminent risk due to interpersonal violence.
- Unaccompanied minors.
- Consumers that are not medically stable, cannot independently care for their needs, and/or perform activities of daily living while in shelter.

NOTE: On occasion a survivor may be referred to the hospital or the crisis stabilization unit prior to admission to shelter if stabilization services are needed AND can be safely provided for the survivor in this setting.

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, State Victims Assistance Act, OAG Baseline)
- Mahoning County Mental Health and Recovery Board
- City of Youngstown – Community Development Agency
- Divorce and Dissolution Fees from the Mahoning County Commissioners
- Bequests, Foundations, and Private Donations

Fees

- There are no fees for services

Referral Sources

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

Frequency of Services

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



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 and house rules.

COMPASS operates permanent supportive housing at four different sites:

- Gardenview Apartments
- Maplewood Manor – HUD subsidized
- Veritas House – HUD subsidized
- Campbell Apartments – HUD subsidized
- Swanston Commons

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.

Swanston Commons

4 efficiency apartments
246 Broadway Ave
Youngstown, Ohio 44504

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:

Staffing

Gardenview Apartments

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

Maplewood Manor

No staffing

Veritas House

Residential Monitor
24/7

Campbell Apartments

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

Swanston Commons

Staff available 8 hours a day
Seven days a week
Transitional housing

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.
- Swanston Commons – young adults transitioning from the child welfare system, children service boards, ages 18 – 21 under the Bridges Program.

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), must not have a serious prior history

of violence to others or of seriously interfering with the rights of others, and cannot be subject to a lifetime sexual offender registry.

- Swanston Commons – must be an active, in good standing participant in the Bridges Program
- 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 – 20% of gross income, minimum \$160 a month. This is 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.
- Swanston Commons – Bridges, \$900 a month

Referral Sources

- Self-referrals
- Community mental health agencies
- Families
- Others
- Children Services Board's

Frequency of Services

- Not applicable – independent housing



GUARDIANSHIP

Facility Location/Accessibility

420 Youngstown-Poland Rd.

Struthers, OH 44471

Phone: 330-531-7465

By Appointment

Handicap Accessible

Service and Eligibility

- The Guardianship Program became a service component of the community in 1998. Only the Probate Court of the County where the person resides can appoint a Guardian. Every County in Ohio has its own probate court or family court which handles the Guardianship Proceedings. The Probate Court remains the Superior Guardian in a Guardianship Appointment. The Probate Court appoints COMPASS to be a Legal Guardian to manage the care and affairs of a person who is deemed incompetent by a Probate Court Judge. The Guardian becomes the “eye and ears” of the court to protect valuable seniors and or incapacitated adults from abuse, neglect, and exploitation. The COMPASS Guardianship Program serves those Mahoning County residents 55 years of age or older. In addition to accomplishing our mission of protecting seniors from abuse, neglect, and exploitation the Guardianship caseworkers secure safe and appropriate level of care, housing, address daily living issues, secure various benefits and entitlements, manage the wards finances, and assist in making medical and end-of-life decisions.

Staffing

- Bachelor level or higher trained staff or equivalent experience. All Guardians are required to take the Guardianship Training Course offered by the Ohio Supreme Court.

Payor Sources

- Mahoning County Department of Job and Family Services
- Mahoning County Mental Health and Recovery Board
- Direction Home
- Western Reserve Health Foundation
- Community Foundation of Mahoning Valley General Grant
- Mercy Health Foundation
- Donations
- Bequests

Fees

- No fee's for Guardian of Person of indigent clients
- Fees for Guardian of Estate are set by the Ohio Laws and Regulations Governing Guardianship in Ohio. The Guardian of Estate fees are determined by the assets and activities of the Estate. All Guardianship of Estate Compensation fees are approved by the Probate Court.

Referrals Sources

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

Frequency of Services

- All wards are visited face to face at least monthly if living in a secured facility or twice a month if living independently in the Community. Service is provided more often as needed.



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, 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.

Facility Locations and Accessibility

COMPASS operates workforce development services at two locations:

Mahoning Office

535 Marmion Avenue

Youngstown, OH 44502

330-782-5664

Trumbull Office

820 Pine Avenue

Warren, OH 44483

(330) 393-0598

Both facilities are Handicapped Accessible

Hours of Operation

Workforce Development Services:

- Provided at each vocational division from 8:00 a.m. to 4:30 p.m. but can be flexible to meet individual needs.
- In addition, job training services are provided at individual worksites 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
- Can also self-refer and/or attend a walk-in orientation to learn more information

Employment Planning

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.

Services Available:

1. Community Based Work Assessment
2. Job Shadowing
3. Career Exploration
4. Work Incentive Planning
5. Start-up Services

Employment Development

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

Services Available:

1. Job Seeking Skills Training
2. Job Development Services to include Supported Employment
3. Disability Awareness Education for Employers

Employment Training and Retention

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

Services Available:

1. Tutoring/Supported Education
2. Travel Training

3. Community Based Work Adjustment
4. On-the-job supports (to include Job Coaching and Retention)
5. Time-Unlimited Follow-Along Services for those in supported employment

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 Job Development Plan
3. Provision of training that meets specific job or industry requirements
4. Job Development and On-the-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 Intake 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 individual decides they have reached maximum benefit from services.

Exclusions

- Individuals 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 and Recovery Board (MCMHRB), Trumbull County Mental Health and Recovery Board (TCMHRB) and COMPASS.

Mahoning Columbiana Training Association Summer Youth services and CCMEP Program

Eligible youth are referred to COMPASS by MCTA for services which help the individual to achieve employment and self-sufficiency. CCMEP 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. Summer youth services are provided to both in-school and out of school youth to include a summer of job readiness training, followed by the next summer of completing a work experience. Both services are provided to individuals who are residents of Mahoning County. Mentoring is also a service that can be provided to the youth.

FIRST Program

Provides Supportive Employment services, consultation, collateral materials, and ongoing assistance to the specialty first-episode psychosis treatment program of Alta Care Group, Inc.

BOOST – Mahoning Valley Business Network

Provides a Success Coach that works directly with all members of the Mahoning Valley Business Network. Members of the network consist of 7 development disability agencies whose purpose of participating in this grant is to help reduce employee turnover and offer resources and general success coaching services to their employees.