

## Executive Summary 2021

OneEighty continued to “Help People Change Direction” through FY 2021 despite numerous challenges that required flexibility and creativity. The advent of the COVID-19 pandemic which persisted through FY21, along with related consequences forced OneEighty to adapt services to the new environment and to create approaches and services that met the changing needs of our community. OneEighty adopted the belief that our services were essential healthcare services and continued to accept admissions to residential treatment and shelter programs. Outpatient treatment also continued with a hybrid of telehealth and in person services. Homeless individuals were still housed. Prevention programming took a pause but then came back with new delivery techniques and an increased commitment to our mission. Increased safety practices were implemented to keep our staff and clients safe. We honestly believe that our approach to balancing client needs with pandemic precautions saved lives.

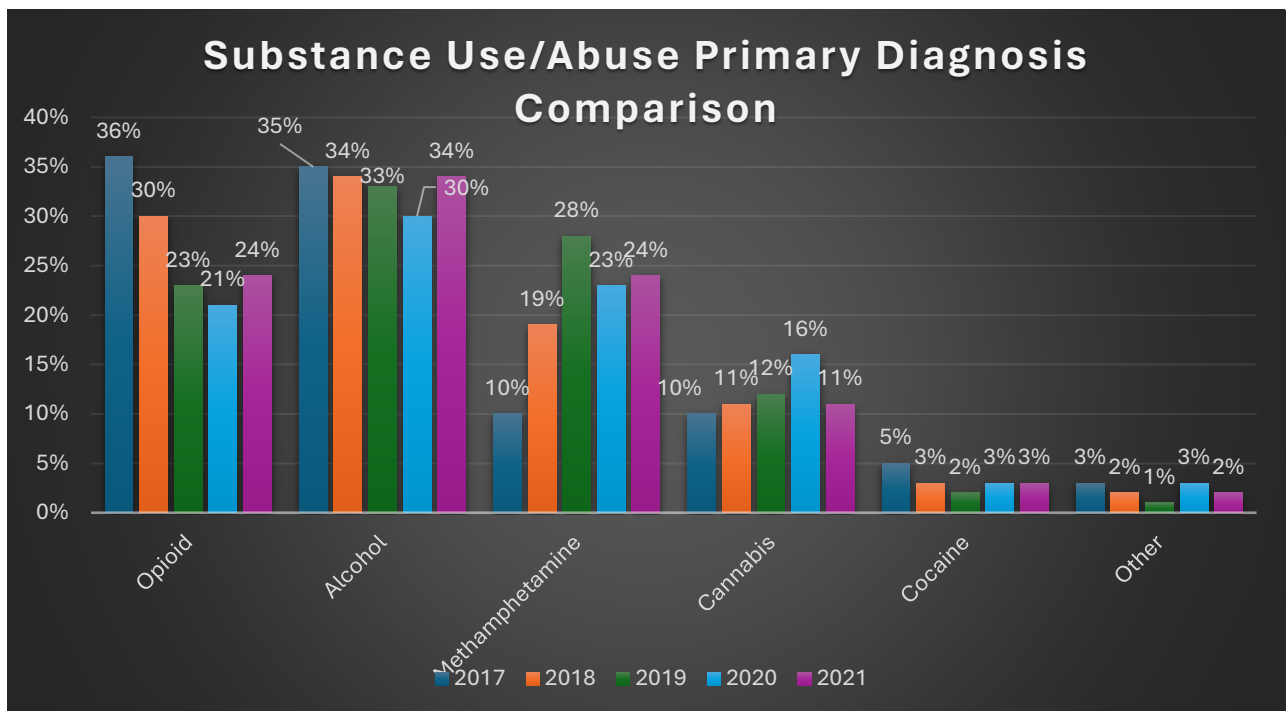
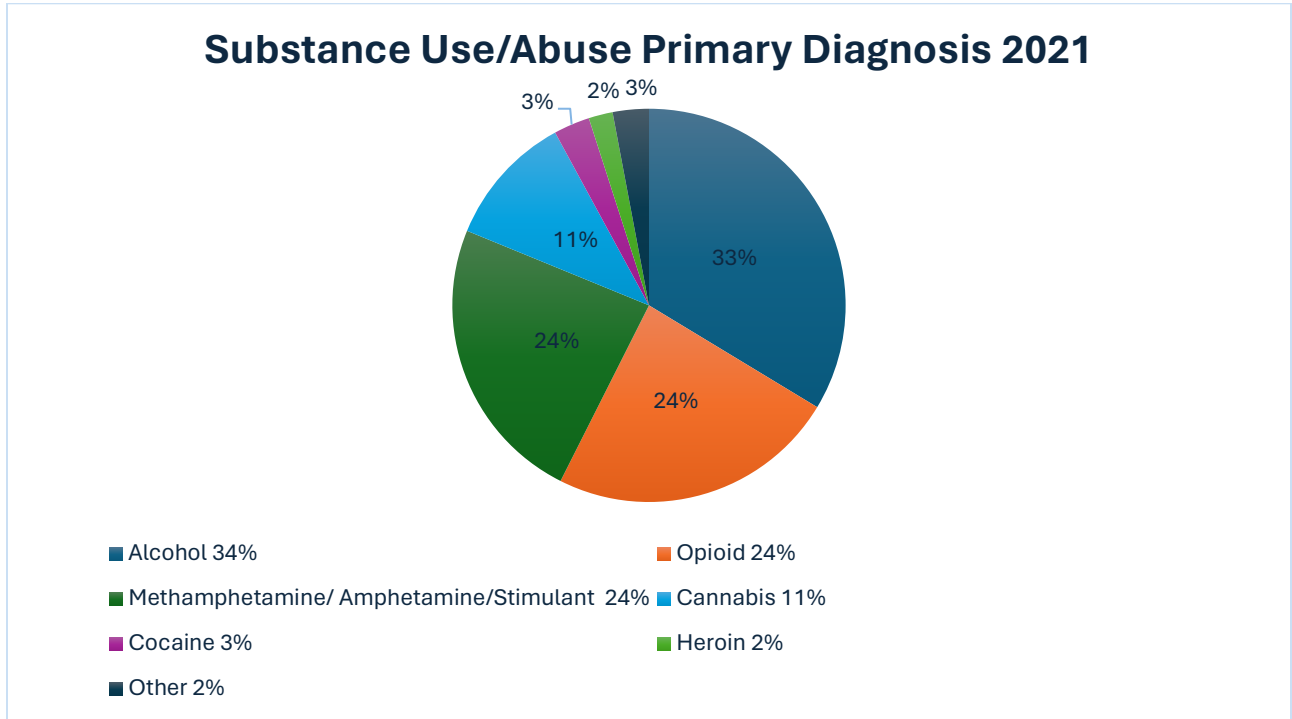
During FY 2021, OneEighty provided clinical services to 1626 individuals which was a 5% decrease from FY 2020. However, although the number of people served decreased (due to COVID challenges), the number of services increased significantly from 69,087 to 82,276 (19% increase). This is attributed to a need for increased intensity of services due to COVID related behavioral health and other issues being experienced by people in our community.

Services were provided in the following areas: substance abuse, victim services, mental health, supportive services, and community relations and prevention programming. Numerous evidence-based treatment approaches are utilized such as the Matrix Model, Dialectical Behavior Therapy (DBT), Cognitive Behavioral Therapy (CBT), Trauma Informed Care (TIC), Motivational Interviewing and Equine Therapy. Evidenced based prevention programs include community coalitions and youth mentoring among others.

Substance Abuse Services: The following substance abuse treatment services were provided by OneEighty staff – outpatient counseling, intensive outpatient, jail-based programs, medical services, residential programs, and recovery supports. In addition, OneEighty provided psychosocial assessments, peer support, and discharge planning to patients in the Wooster Community Hospital RAMP program. RAMP is a medical stabilization program for people needing detoxified from alcohol and opiates.

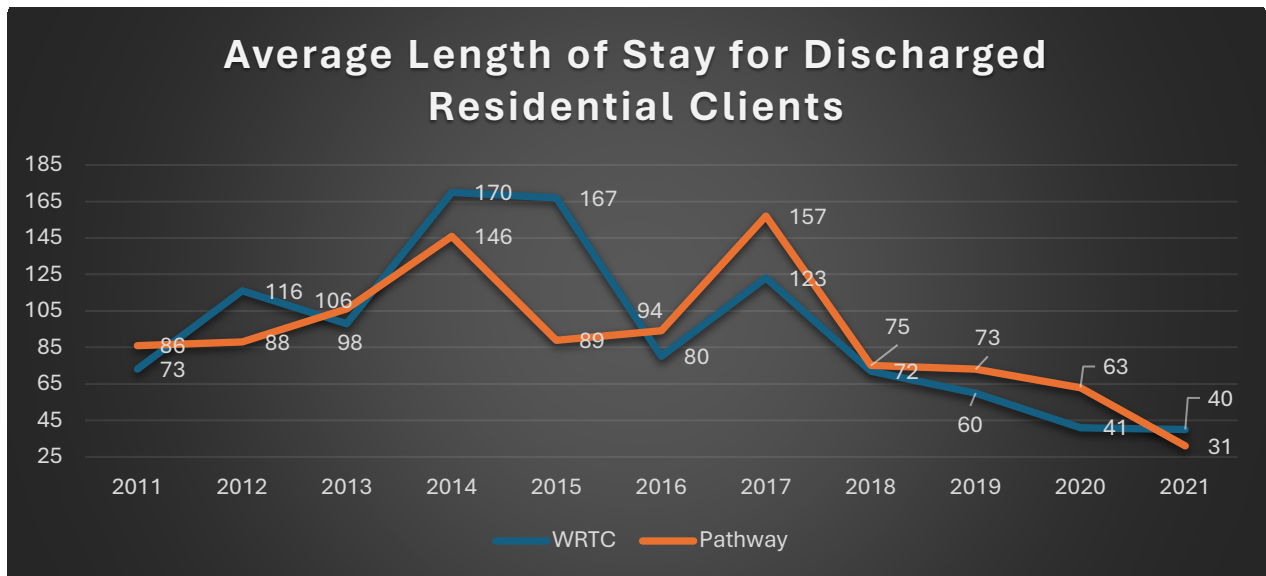
The most common Diagnosis for Substance Use in FY 2020 was for Alcohol Dependence (34%), followed by Methamphetamine/Amphetamine/Stimulant at 24% and Opioids at 24%. Diagnosis for Alcohol Dependence has remained consistent over the past three years; however Opioid Use has seen a significant decline as Methamphetamine/Amphetamine has risen. It is important to note that 61% of clients have more than 1 diagnosis and 29% have 3 or more diagnoses, only the primary diagnosis is

used for Primary Diagnosis data. Additionally, 70% of clients assessed this year had a Substance Use Disorder primary diagnosis and 30% had a Mental Health primary diagnosis. Same day walk-ins are now available which may also explain the increase in service delivery and admissions.



\*The Methamphetamine category also includes Amphetamine and Stimulant.

Residential treatment programs have experienced a significant decrease in length of stay for clients due to changes in Medicaid. The average length of stay has decreased from 123 days in FY 2017 to 33 days in FY 2021. As a result of this shortened stay, we are developing additional transitional and support services to help clients maintain their sobriety after being discharged from residential treatment. These include recovery housing, OASIS recovery club, recovery coaching, and a partial hospitalization program.



OneEighty collects significant outcome data which is outlined further in the full annual report. We also take part in a national benchmarking service which permits us to compare our data to other similar programs around the country. This information is reviewed quarterly by our Board Quality Improvement/Service Delivery Committee as well as our internal committee.

Outcome data examples:

#### Outpatient Counseling

- \* 76% of outpatients had a positive discharge.
- \* 90% had no new arrests

#### Intensive Outpatient Treatment

- \* 65% of participants reported sobriety 90 days post discharge.
- \* 95% had no new arrests

#### Jail Based Addiction Treatment

- \* 59% of participants were not arrested within 2 years of program participation.
- \* 253 individuals were provided 3136 days of intensive outpatient treatment

#### Medical Services

- \* 402 individuals received medication assisted treatment with no medical complications

- \* 167 clients were provided Vivitrol injections
- \* 7 pregnant women delivered healthy babies

#### Residential Treatment

- \* 198 people received 6303 days of residential treatment
- \* 64% received positive discharges and 51% reported continuous sobriety 90 days post discharge

#### Peer Support

- \* 203 individuals were provided peer support services
- \* 83% of those provided peer recovery services reported continued sobriety 30 days after discharge
- \* 45 individuals lived in recovery housing and 75% reported sobriety 30 days post discharge

#### RAMP Program

- \* 401 patients were served by the RAMP program
- \* 50% of the patients followed up with OneEighty for ongoing treatment services

The OneEighty staff also partner with the Wayne County Sheriff's office to follow up with individuals who have presented at Wooster Community Hospital with an overdose. This is called the Quick Response Team (QRT). The team attempted to contact 86 individuals in FY'21 and 25% of those followed up with OneEighty for treatment.

The Treatment Navigator program is staffed by OneEighty counselors 24 hours per day, 365 days per year. Individuals in need of treatment can contact the Treatment Navigator to arrange for treatment services as needed. This line is also used by clients and first responders, family members and others who are trying to help someone in distress. There were 347 calls in FY21 compared to 155 calls in FY20. Seventy-five per cent (75%) of all calls were received from Wooster Community Hospital (29%) or the person needing services (46%). The most common reason for the call was request for access to detoxification services (81%).

There are two drug courts in Wayne County – one through Common Pleas Court and one through the Juvenile Court (aimed at parents trying to keep their children). OneEighty partners with both courts to provide treatment services and peer support. This year there 36 individuals served by the Drug Court programs.

Victim Services: OneEighty provides the following victim services: 24-hour hotline, crisis shelter, victim advocacy, outpatient counseling for victims and children, and outreach services. During the past year, the shelter provided 9784 days of shelter for 173 victims and their children. The average length of stay was 65 days, a 26% decrease which is attributable to COVID 19 and the need to shelter less people in order to create more "social distancing".

Mental Health Services: OneEighty provides outpatient mental health services and mental health services at the jail. The primary mental health diagnoses for clients were depression and anxiety.

Supportive services: The Supportive Services department assists clients with accessing services to aid in their recovery from addiction, domestic violence, or homelessness. Primarily the department connects clients with housing through rental/utility assistance and case management. There were 151 households served in FY21. Clients are also linked with transportation and other supports. Homelessness is an issue that continued to receive significant community concern through FY21. OneEighty staff lead the Housing Coalition and the Point in Time Count (an outreach effort that occurs in January each year to identify the number of homeless people in the community). This outreach effort was also duplicated during the summer with the thought that the team would be able to identify more homeless individuals in the warm weather than in the cold weather where they will most likely locate to warmer locations. The Point in Time count identified 104 homeless individuals in the winter count and 121 in the summer count. The individuals counted do not include those who “couch surf” which is seen more commonly in rural communities such as Wayne County.

During the past year, a cold weather shelter was created through collaborative efforts. Individuals are able to stay in the cold weather shelter when the temperature feels 20 degrees or lower. The “Living Room” was also opened which provides a place for homeless individuals to go during the day to shower, charge their phones, eat, and access services. Both of these programs represent significant community collaboration. Efforts are progressing to create a supportive housing facility for homeless individuals with significant mental illness and/or substance use disorders. This is being led by Metro Housing, with funding assistance from the MHRB, and collaborative efforts with OneEighty.

Community Relations and Prevention: The Community Relations and Prevention Department is comprised of the following programs – Community Coalitions, School Based Program (Violence Prevention and Substance Abuse Prevention), Coordinated Community Response to Domestic Violence, Youth Mentoring, Youth Led Prevention, Drug Free Workplace, Outreach, and Volunteer Management.

Community Coalitions are active in Wooster (CIRCLE), Orrville Area (Turning Point), Rittman (SALT), Creston and Doylestown (Community Cares). Coalitions are focused on environmental change that supports youth remaining free from alcohol, tobacco, and other drugs. The staff have continued to identify funding streams for prevention programming. The Strategic Planning Framework project came to culmination creating a viable prevention plan for Wayne County over the next 2-3 years. The OneEighty Prevention Department provides staff for the coalitions. In addition, the staff serve as facilitators of the Prevention Committee of the Partnership for a Drug Free Wayne County and community.

Violence prevention and substance abuse prevention programs were provided in all Wayne and Holmes County Schools. OneEighty has partnered with OHuddle to deliver youth mentoring programs in area schools.

The Coordinated Community Response Coordinator works to assure that the “system” works well for victims of domestic violence and sexual assault. She provides leadership to the Domestic Violence/Sexual Assault Coalition which has led the implementation of the Violence Assessment. This tool is used by law enforcement to assess lethality in domestic violence situations.

#### Financial and Human Resources:

OneEighty, Inc. ended the fiscal year with net operating gain of \$78,782. There were additional COVID related funds as well.

Our revenue diversification for the year can be summarized as follows: 3% philanthropic, 35% earned income, 62% grants/contracts

We are fortunate for all the community support that we receive. Please note that we did not engage in our normal fundraising efforts this year due to COVID. Our donations and fundraising for FY21 are as follows:

- o Friends of Wayne Eighty (formerly Wayne Cty Friends & Neighbors and Risers) = \$43,949
- o Holmes County Friends and Neighbors - \$23,852
- o Donations - \$186,361
- o Donations – Capital Campaign - \$930

Our expenses are allocated as follows:

- o wages and fringe – 76%
- o other – 8%
- o leased building – 7%
- o client assistance – 4%
- o technology – 2%
- o human resources – 3%

#### Significant Issues and Future Plans

Workforce issues continue to be the number one challenge to OneEighty. It is harder and harder to recruit new professional and paraprofessional staff. This is particularly challenging in the low unemployment environment that has historically been present in Wayne/Holmes Counties. We are actively identifying and implementing diverse and creative strategies to address this shortfall. Some examples include:

\* OneEighty participated for the second time in the Occumetrics employee satisfaction survey provided by Mental Health America - Ohio. Overall, the results were very positive, but several issues were identified for improvement. We have established a plan to address these issues.

\* We have a Recruitment and Retention Committee that has identified and implemented numerous strategies such as “stay” interviews, employee suggestion “boxes”, employee appreciation awards, etc.

\* Worked with the College of Wooster’s AMRE program to identify strategies for assuring a diverse and inclusive workforce.

\* Several staff have been able to obtain significant student loan forgiveness through HRSA.

\* Retention bonuses have been provided as funds permitted.

\* Numerous “morale building” activities have been implemented.

\* Purchased a new electronic health record which will hopefully make documentation easier.

The addition of COVID challenges and people working remotely make it even more difficult to implement strategies aimed at employee recruitment and retention.

The State Opiate Response (SOR) dollars have greatly expanded and improved services related to substance abuse disorders. We have appreciated the MHRB’s collaborative approach to obtaining these dollars as well as additional funding for needed services. The challenge will be the continuation of these programs as SOR funding is reduced or eliminated.

Transportation has been a long-term issue that has limited access for individuals in Wayne/Holmes counties to receive behavioral healthcare services. OneEighty, with the assistance of the MHRB, was able to purchase van and hire a driver who provides transportation to OneEighty and Anazao treatment services. This program served 403 individuals in FY21.

The popularity of methamphetamine (often laced with Fentanyl) as a drug of choice has created new challenges as well. Individuals who are using methamphetamine often develop psychosis and serious mental health issues as a result (sometimes temporary and sometimes permanent). Their behavior is often volatile and may become violent. Managing this behavior in an outpatient setting or in our shelter/residential treatment programs has been particularly difficult. The staff has been researching best practices and attempting to implement these practices to create a safer environment with less conflict.

Issues associated with COVID-19 continue to contribute to workforce issues and our ability to best serve our clients and community. Quarantines, social distancing, mask wearing, differences in opinion about the virus and vaccination and the potential mask mandate have added to conflict, workforce shortages and difficulty in meeting client needs.

Future plans include the construction of transitional living facilities for men and women leaving residential treatment programs. OneEighty also plans to continue to add additional recovery housing to assure individuals have a safe and supportive place to live in early recovery. A Partial Hospitalization program was implemented in August 2022.

Many thanks to the Mental Health and Recovery board and other community organizations for their partnership and efforts to best serve the Wayne and Holmes County communities! In particular, the MHRB worked with OneEighty to obtain State Opiate Response (SOR) and Capital funds. The SOR funds permitted significant service expansion which helped to meet community needs.