

Executive Summary 2022

OneEighty continued to “Help People Change Direction” through FY’22 despite numerous challenges that required flexibility and creativity. The need to continue adaptation to the COVID 19 pandemic persisted through FY’22. 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. Early on, OneEighty adopted the belief that our services were critical essential healthcare services and continued to accept admissions to residential treatment and shelter programs – adjusting as COVID and other illnesses broke out among residents or staff. Outpatient treatment also continued with a hybrid of telehealth and in person services. Homeless individuals were still housed. Prevention programming created 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.

The single largest challenge during FY’22 was the lack of workforce. In particular, there is a drastic need for licensed therapists, peer supporters and residential line staff. OneEighty leadership has implemented a variety of creative strategies to retain and recruit staff, but the struggle continues. There is a significant need to increase wages in order to be competitive, but, even if salaries increase, there is a lack of licensed therapists to recruit. The reduction in the number of people going into the behavioral health fields was declining prior to COVID but was certainly exacerbated during that time as individuals exited community behavioral health to obtain more flexible, lucrative, less administrative jobs in private practice and telehealth.

There is a need to increase wages AND to look at the current treatment model to determine new and innovative methods for treatment substance use and mental health disorders.

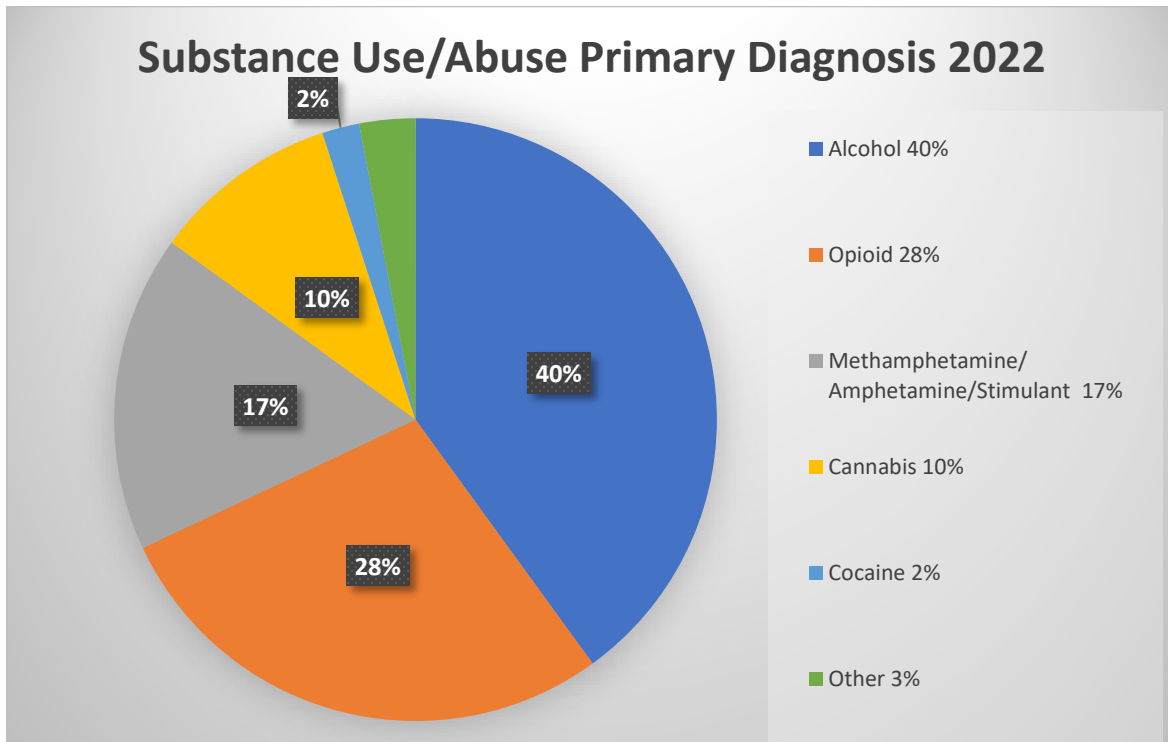
During FY’22, One Eighty provided clinical services to 1496 individuals which was a 3% decrease from FY’21. The number of services decreased as well from 82,276 to 73,809 (10% decrease). This is primarily due to the lack of workforce available to provide the services.

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), Eye Movement Desensitization and Reprocessing (EMDR), 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 – assessments, individual, group and family outpatient

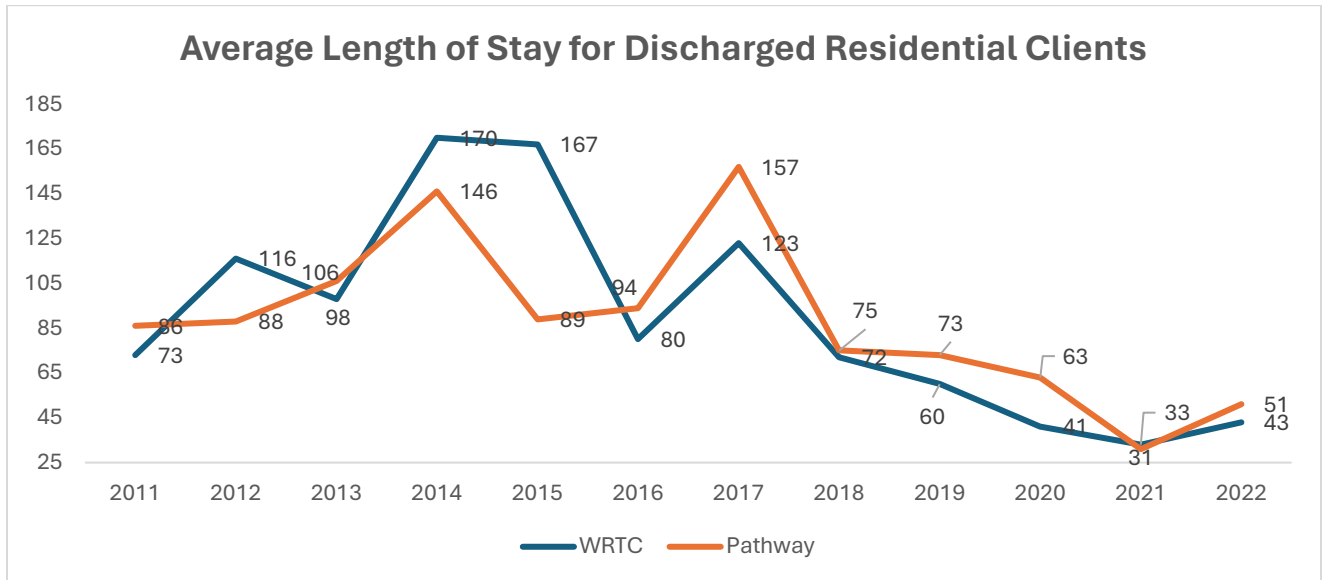
counseling, intensive outpatient, partial hospitalization, jail-based counseling programs, medical services, residential programs and recovery supports. In addition, OneEighty provided psychosocial assessments, peer support and discharge planning to patients in the Wooster Community Hospital RAMP program. This is a medical stabilization program for people needing detoxified from alcohol and opiates.

The most common Diagnosis for Substance Use in FY 2022 was for Alcohol Dependence (40% - increased from 34%), followed by Opiates (28% - increased from 24%) and Methamphetamine/Amphetamine/Stimulant (17% - decreased from 24%). This is a significant increase in the number of clients with a diagnosis for Alcohol Dependence which may be due to increased alcohol consumption during the pandemic. This may have been people who have never had a problem with alcohol previously or from people who have been addicted to other illegal drugs and may have thought alcohol a safer alternative during a stressful time. Many people in recovery were not able to attend support groups during the pandemic and we have, anecdotally heard stories about people thinking they could drink safely (without doing other drugs) and then finding they could not. It is important to note that 64% of clients have more than 1 diagnosis only the primary diagnosis is used for Primary Diagnosis data. Additionally, 72% of clients assessed this year had a substance use disorder primary diagnosis and 28% had a Mental Health primary diagnosis.



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'17 to 51 days in FY'22. 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 transitional and recovery housing, the OASIS recovery club, recovery coaching, and a partial hospitalization program.



* This includes residential and transitional days

OneEighty collects significant outcome data which is outlined further in the full annual report. We also have enrolled 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.
- * 79% had no new arrests

Intensive Outpatient Treatment

- * 61% of participants reported sobriety 90 days post discharge.
- * 95% had no new arrests

Jail Based Addiction Treatment

- * 41% of participants were not arrested within 2 years of program participation.
- * 245 individuals were provided 2223 days of intensive outpatient treatment
- * Clients are now offered the option of a Vivitrol shot prior to discharge from the jail with follow up at OneEighty

Medical Services

- * 227 individuals received medication assisted treatment with no medical complications
- * There were 277 Vivitrol injections and 96 Sublocade injections provided to clients.

- * 7 pregnant women delivered healthy babies
- * Treatment for uncomplicated Hepatitis C is now be provided to clients of

OneEighty.

Residential Treatment

- * 176 people received 6851 days of residential treatment
- * 74% received positive discharges and 64% reported continuous sobriety 90 days post discharge

Peer Support

- * 256 individuals were provided peer support services
- * 77% of those provided peer recovery services reported continued sobriety 30 days after discharge
- * 51 individuals lived in recovery housing and 87% did not have any further involvement with the criminal justice system.
- * There were 69 individuals served through the transitional housing program. This is a program where individuals can live for 30-90 days post residential treatment. This provides them the opportunity to find more permanent housing and a job. This was a new program in FY'22.

RAMP Program

- * 355 patients were served by the RAMP program
- * 40% 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 103 individuals in FY'22 and 18% 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 580 calls in FY'22 compared to 347 calls in FY'21.** The highest number of calls (251) were from individuals seeking treatment or other assistance with the second highest number of calls from Wooster Community Hospital (166). Family members initiated 105 calls.

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. Drug Courts offer a high intensity During FY'22, there were 43 individuals served by the Drug Court programs.

OneEighty initiated a **partial hospitalization program** this year for clients with substance use disorders. Clients participate in the program five days per week, four hours per day. Typically, the program is used as a "step down" from residential treatment coupled with

transitional housing. There were 55 clients admitted to the partial hospitalization program and 98% had no new arrests. Typically, clients were living in transitional housing while participating in the program. This is one strategy to provide clients with supportive services immediately after discharge from residential treatment. Outcome data resulting from pairing housing and intensive treatment are positive and encouraging.

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 8396 days shelter for 167 victims and their children. The average length of stay was 62 days.

Mental Health Services: OneEighty provides outpatient mental health services and mental health services at the jail. The most common mental health diagnosis was depression (47%) and adjustment disorder (25%).

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 137 households served in FY'22. Clients are also linked with transportation and other supports. Homelessness is an issue that continued to receive significant community concern through FY'22. 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 warmer locations. The Point in Time counts identified 89 homeless individuals in the winter count and 125 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.

The 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 exist 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 which has left Wayne County a viable prevention plan for 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 the Violence Assessment. This tool is used by law enforcement to assess lethality in domestic violence situations.

A Diversity Outreach Coordinator was hired this year. He was able to create a strategic plan which we are using a guide our outreach to underserved populations.

Financial and Human Resources:

OneEighty, Inc. ended the fiscal year with net gain of \$437,963. It is broken down as follows:

- We posted \$650,736 in additional Earned Retention Credit revenue from federal CARES and ARPA funds. We expect to receive a total of \$2,371,008 in Earned Retention Credits. \$1,720,272 was posted as revenue in FY21. As of 6/30/22, we have not received any of these funds and it is questionable that we will receive the funds.
- -\$337,695 investment loss from funds at the Wayne County Community Foundation.
- Without these 2 non-operating items, our net revenue is \$124,922.

Our revenue diversification for the year can be summarized as follows:

3% philanthropic
36% earned income
61% grants/contracts

We are fortunate for all the community support that we receive. Our donations and fundraising for FY22 are as follows:

- Friends of Wayne Eighty - \$62,986
- Holmes County Friends and Neighbors - \$23,954
- Donations - \$192,938
- Donations – Capital Campaign - \$1,000

Our expenses are allocated as follows:

wages and fringe – 72%
other – 18%
leased building – 5%
client assistance – 4%
technology – 1%
human resources – 1%

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:

- * In FY'21, 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 and are implementing a plan to address these issues.
- * 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.
- * Implemented a new electronic health record which will hopefully make documentation easier.
- * Increasing communication within the organization.

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 is SOR funding is reduced or eliminated.

The popularity of methamphetamine (often laced with Fentanyl) as a drug of choice has created continued 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.

Alcohol use increased significantly during the pandemic. Much of this increased use was among middle class individuals who are less likely to pursue treatment services due to perceived stigma. Alcohol Use Disorder (AUD) grant funds were obtained through the MHRB to develop an outreach program to faith organizations and healthcare professionals. Funds were used to pay rent on an outreach office and to hire an Outreach Coordinator who is working with the target populations.

Future plans include completing construction of transitional living facilities for men and women leaving residential treatment programs. OneEighty also plans to continue to add more recovery housing to assure individuals have a safe and supportive place to live in early recovery.

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.

