

Burdman Group Inc

Agency Service Plan

FY 06

BURDMAN GROUP INC.
AGENCY SERVICE PLAN
FISCAL YEAR 2006

Board approved 9-05

Burdman Group Inc.'s Service Plan shall guide the operation of its services and provide measures of the agency's performance. The purpose of the Burdman Group Inc.'s service plan is to describe the following:

1. The agency's purpose, goals and objectives in relation to the needs of the community it serves.
2. The services that the agency provides, the needs of the individual served that will be addressed by each service and the characteristics of the persons to be served.
3. The agency's contribution to the development and implementation of a Community Support Treatment system.
4. The organization and roles of professional staff to meet the needs of individuals served.
5. The hours of operation of the various services of the agency.
6. The services that are provided through affiliation with other community agencies and the responsibilities of such agencies.

Burdman Group Inc. is a private, non-profit agency that has been in existence since 1970. Burdman Group Inc. presently provides residential and vocational programming to persons with severe emotional disabilities in Trumbull and Mahoning counties. The agency also provides services to socio-economically disadvantaged individuals in Columbiana, Mahoning and Trumbull counties. Burdman Group Inc. also provides Community Psychiatric Support Treatment services, Behavioral Health Counseling and Therapy, and manages four independent housing units for the emotionally disabled. Burdman Group Inc. also operates a comprehensive shelter program to serve victims of domestic violence in Mahoning County. Services offered by Burdman Group Inc. shall be accessible, available, appropriate and acceptable to the persons served.

Mission

The mission of Burdman Group Inc. is to provide assistance to individuals, groups, and communities, which develop, enhance, or restore their capacity for social functioning. The core values of Burdman Group Inc. are:

1. The environment (social, physical, organizational) should provide the opportunity and resources for the maximum realization of the potential of all individuals.
2. Individuals should contribute as effectively as they can to their own well being.
3. Transactions between individuals in their environment should enhance the dignity, individuality and self-determination of everyone.

Each unincorporated division of Burdman Group Inc. has its own mission statement and core values.

Vocational/Employment Program Mission and Core Values

The mission of Northeast Industries in Mahoning and Columbiana Counties and Pine Industries in Trumbull County is to maximize employability skills and access community employment for individuals with mental behavioral disabilities and individuals with other socio-economic challenges. This is accomplished through a total commitment to its core values listed below:

1. See the person first, disability second.
2. Focus on the consumers' strengths and build upon them.
3. Services will be designed to be consumer-driven.
4. Increase opportunities to work and live in community-based environments.
5. Cultivate and collaborate with agencies on behalf of consumers.

Residential Program Mission and Core Values

The mission of Riverbend Center and Crossroad in Trumbull County and the Doris Burdman Home and Horizon House in Mahoning 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 its core values:

1. See person first and the disability 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.

Community Psychiatric Support Treatment Services Mission and Core Values

The mission of the Community Psychiatric Support Treatment services is to provide a titrated system of support and assistance to 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 core values:

1. Consumer choice.
 2. Strengths perspective
 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.
- Behavioral health Counseling and Therapy Service Mission and Core Values

The mission of the Behavioral Health Counseling and Therapy Service is to provide a therapeutic relationship with a licensed mental health professional within which a person can achieve insight and change in areas of their lives with which they are dissatisfied. This is accomplished through a commitment to the following core values:

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

Independent Housing Services Mission and Core Values

The mission 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.

Domestic Violence Program Mission and Core Values

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

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

AGENCY DESCRIPTION

Burdman Group Inc. is a contract agency of the Mahoning County Mental Health Board and Trumbull Lifelines (formerly the Trumbull County Board of Alcohol, Drug and Mental Health.) It participates in on-going county wide system meetings that address the needs of the community. The agency's vocational and residential programs, its Community Psychiatric Support Treatment services, Crisis Intervention Services and Independent Housing Services contribute to the network of services offered through the Community Mental Health System to help individuals with mental illness to grow, improve and move toward independence. Domestic violence services strive to provide abused women in Mahoning County with an opportunity to initiate solutions to the problems they are experiencing and make positive changes in their lives. To meet the individual needs of these populations, Burdman Group Inc.

programs offer 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 keeping with people's needs and current standards of good practice in the field.

AGENCY ADMINISTRATION AND MANAGEMENT

The agency plans, develops, implements, and coordinates its vocational and residential services to meet the needs of the community as identified in the Community Mental Health Boards' Community Plans by focusing on: a) mental health treatment, b) crisis response services, c) peer support, d) family and Community Psychiatric Support Treatment services, e) rehabilitation services, and f) protection and advocacy. The agency also provides vocational services to agencies such as the Bureau of Vocational Rehabilitation, Mahoning, Columbiana and Trumbull Counties' Department of Job and Family Services as well as to the area Workforce Investment Act (WIA) designated agencies. Domestic violence services are developed in accordance with the Ohio Domestic Violence Network standards. The program was initiated at the request of the Mahoning County Board of Commissioners, United Way, Mahoning County Mental Health Board and the Mahoning County Department of Jobs and Family Services.

Burdman Group Inc.'s 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, participating in short and long range planning, and establishing goals and objectives.

Burdman Group Inc.'s administrative offices, located at 284 Broadway, Youngstown, Ohio 44504, (330) 743-9275 (Phone and TDD), are open from 8 a.m. to 4 p.m., Monday through Friday. Qualified supervision of all agency program directors is under the direction of Joseph F. Caruso, Executive Director. A Table of Organization is available from the Human Resources Manager.

Burdman Group, Inc. is certified by the Ohio Department of Mental Health and has received CARF accreditation in the area of vocational/ employment services. Burdman Group, Inc. has an evaluation system in place to provide its board of directors, Administrative Staff, Quality Assurance Committee, staff, consumers, sponsors, purchasers and the public with continuous information regarding the accessibility, efficiency, effectiveness, and satisfaction of the services provided. The 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-based planning process. Information provided to the public helps to strengthen and maintain community and organizational relationships.

DESCRIPTION OF SERVICES

Northeast Industries and Pine Industries offer supported employment, pre-vocational, vocational and employment services in Columbiana, Mahoning and Trumbull counties. The Commission on Accreditation of Rehabilitation Facilities (CARF) accredits both divisions. The Ohio Department of Mental Health (ODMH) also certifies both divisions.

SUPPORTED EMPLOYMENT

Goals and Objectives

The goal of supported employment services is to help consumers with severe and persistent disabilities find and keep competitive jobs in their communities. Northeast Industries and Pine Industries offer a consumer-driven model of supported employment that places value on the right of all consumers to be presented with a variety of experiences, options and supports to achieve career goals of their choice at their own pace.

Service Provided

Supported Employment Service provides the basic components of supported employment including the development of an individual employment profile, job placement services, job coaching services and time-unlimited follow-along services. Consumers are encouraged to choose from a menu of vocational and employment services described below that best fits their needs and wishes in their quest for community employment.

SUPPORTED EMPLOYMENT OUTREACH SERVICES

Goals and Objectives

Supported Employment Outreach Services are available to all individuals with severe mental health disabilities. The goal is to provide consumers who may be apprehensive about working with the opportunity to experience vocational planning from a vocational consultant without having the stress of committing to employment as a goal at the onset. These services are offered at the individual's own pace. Consumers choose between a rapid approach with immediate involvement in community job placement services to a more gradual approach with more long-range employment goals.

Services Provided

This service offers individuals an avenue to discuss the impact employment may have on their lives. Typical issues discussed include: fears of returning to work, the influence of employment on social security benefits, positive and negative past work experiences, transferable work skills and career interests. Consumers have the opportunity to plan for vocational or employment services of their choice.

EMPLOYMENT PLANNING SERVICES

Goals and Objectives

The goal of vocational services is to provide services to individuals who are in need of specialized vocational planning due to their disabilities and/or other special needs and the skills necessary to obtain and maintain a job in the community. Individuals may utilize Burdman Group, Inc.'s vocational services to build a personal profile of their strengths and weaknesses, likes and dislikes prior to moving on to employment services.

Services Provided

1. Situational Assessment/Work Adjustment Services at Burdman Group, Inc., In Contracted Work Sites

A situational assessment is a short-term job try-out at one or more of Burdman Group, Inc.'s contracted work sites. A situational assessment can add to a person's personal profile of job interests and abilities. Individuals who have not worked for many years or who have had difficulty in maintaining employment may prefer a situational assessment as their introduction to the work world. This type of job try-out may give the individual a chance to build stamina, confidence and a work/life balance in an actual job setting prior to seeking permanent employment.

There are several occupations and work locations an individual can choose in this service category while earning minimum wage. The average length of time a consumer participates in an assessment is 2-4 weeks. A typical work schedule consists of four hours per day and five days per week, however length of time and scheduling can be tailored to meet the individual needs of the consumer. Some individuals who feel they need more time may choose to stay working for an additional period called work adjustment. The average length of time a consumer participates in work adjustment is 4-12 weeks. A vocational rehabilitation specialist provides support and an on-site Burdman Group, Inc. work supervisors provide direction during this transition period. A twelve-passenger van is used to transport consumers to Burdman Group Inc. work sites.

Pine Industries in Trumbull County offers industrial (material handling, assembly packaging) and clerical assessments. Pine Industries subcontracts with companies such as General Electric, Ohio Lamp, Visiting Nurses Association, Mahoning Glass and Boardman Molded Plastics.

Northeast Industries in Mahoning County offers fully integrated janitorial, clerical, and building maintenance assessments. Northeast Industries has several OIH janitorial contracts with state agencies such as Youngstown State University, OBES, and ODOT.

2. Customized Community Employment Assessment/Work Adjustment

These services are **not** conducted at one of our work sites. These services are conducted at private community businesses that are developed by our job developers on an individual basis. Consumers who want to determine his/her ability to handle the demands of a specific work environment or occupational area are potential candidates for this service. Identified potential vocational goals and job site considerations provided by the consumer and the referral agent are used as guidelines when pursuing this type of position. Strong consideration is given to employment sites where there is a potential for the consumer to be hired if the employer and the consumer feel it is a good match.

The employer at the site provides supervision; however, a Burdman Group Inc. job trainer performs the evaluation and/or guidance. The job trainer would spend only as much time as necessary at the site to provide the needed assistance to the consumer and/or the employer. Depending on the situation, the consumer's wages are paid either by the employer or through an OJE/OJT sponsored by the referral agent.

3. Job Shadowing

On-site employment observations can be arranged based on the consumer's interest area. Consumers have the opportunity to observe the work environment, interact with workers and in some cases, try out the job tasks. This information can lead to vocational goal selection.

4. Vocational Assessment/Consultation

This service is designed to assist and direct the consumer toward finding/clarifying an appropriate career path. It is designed to be flexible based on consumer need and may include one or more of the following: individual consultation, interest appraisal/testing with interpretive report, transferable skills analysis, job accommodation, labor market survey, and/or informational interviews.

5. Benefits Management Consultation

This service is designed to provide the individual and their referral source with a current and accurate analysis of their public benefits, as well as a determination of the effect that earned income will have on them. Data of all current income, subsidies, and expenses will be gathered. A monthly budget will be developed to itemize income and expenses at various levels of work activity. This will be based on the individual's preferences toward making certain wages, part-time or full-time work, and their medical coverage needs. Further information will be provided on Social Security Work Incentives as a way to exploring how they might maximize such benefits.

EMPLOYMENT DEVELOPMENT AND TRAINING SERVICES

Goals and Objectives

The goal of employment development and training services is to provide services to individuals who are in need of specialized employment and training services due to their disabilities and/or other special needs. These services assist the consumer in identifying, obtaining, or maintaining employment based upon their individual choices and abilities.

Services Provided

1. Job Search Assistance

This service provides individual job search assistance to mid-level career job seekers, students in their final year of school/training, recent graduates, or those seeking employment in other geographic areas. Participants who need guidance but not traditional job development services can benefit.

2. Job Placement Services

The overall goal of Burdman Group Inc. employment services is to obtain permanent community-based employment tailored to the consumer's needs and marketplace opportunities.

Consumers have an opportunity to meet with specially trained employment services staff in order to explore their vocational options and needs. As a result an Individual Placement Plan is developed with the consumer, that includes specific consumer and employment services specialist responsibilities, the consumer's vocational goal, work environment considerations, job accommodations, wage requirements, hours available for work, transportation sources, skills, strengths and limitations.

Consumers also work one-on-one with an assigned job developer to plan their weekly job development activities. The developer target markets consumers to potential employers in the local labor market, along with scheduling and attending job interviews. The developer aids consumers in completing job applications, with pre-employment testing, making transportation arrangements, recommends worksite accommodations to employers when necessary and assures that schedules, worksite location, wages, etc. match consumer's identified needs. A resume and cover letter is developed with consumers. Participants are involved, until employment is obtained, in individual sessions and/or weekly group sessions.

Once a consumer obtains employment follow-ups are provided on a 7, 30, 45, 60, 75, and 90-day basis to ensure a mutually satisfactory employment arrangement. For supported employment time-unlimited follow-up is provided.

3. Personal/Social Adjustment

This service is intended to provide support and guidance in areas of activities of daily living, personal independence, transportation, lifestyle changes, and suggestions and follow through with ancillary services that will address psychosocial needs and enhance success in community employment endeavors. Examples of assistance may be in the areas of personal hygiene, grooming, hair styling and selecting appropriate interview/work clothing.

4. Job Coaching

Job Coaching is available at the job site or off the job site, depending on the

preferences of the individual. Job Trainers can assist in helping the consumer to establish a working relationship with employers and coworkers. Job trainers can also provide skill training. The provision of a job coach gives critical assistance to the individual to maintain or enhance performance levels, resolve presenting problems, and ensure a mutually satisfactory employment arrangement with the employer. Job Coaching can be provided on a time-limited basis or as a component of a supported employment plan.

Training time varies per workday for each consumer based on his or her individual needs. Some consumers may require intensive daily coaching while others may only require minimal assistance. The Job Coach will begin to fade as soon as the consumer meets the job requirements.

5. Time-Unlimited Follow Along Services

This service is a component of supported employment. Follow-up contacts are provided to the consumer and, when appropriate, contacts are made to the employer to ensure that a continued assessment of the working relationship is being conducted. The frequency of the contacts is determined by the need. Follow-up contacts continue for the lifetime of the job or until the consumer feels they are no longer needed.

The afore mentioned services meet the following criteria:

Needs and Characteristics of the Persons Served

Persons with disabilities and/or other specialized needs who are in need of specialized vocational planning benefit from vocational services. The various services place an emphasis on:

1. Defining vocational goals
2. Identifying transferable work experiences
3. Maximizing employability skills
4. Accessing particular companies and industries with hiring potential

The services are designed to assist individuals who have been unsuccessful in obtaining competitive employment or who have an employment history that has been intermittent or interrupted due to their disabling condition.

Program Staff

Staff is qualified according to ODMH Certification Standards 5122-29-11 of the ODMH Certification Standards provides vocational services. At each division, supervision is provided by an administrator with a Masters Degree in Rehabilitation Counseling and who is a Certified Rehabilitation Counselor and a Licensed Professional Counselor. Staff is degreed and non-degreed and has completed training.

Hours of Operation

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

Facility Location

Northeast Industries offers its employment services in Mahoning County at 1350 Fifth Avenue, Youngstown, Ohio 44504, (330) 480-4384 (Phone or TDD). The program is under the direction of Diane DeJulio, M.Ed, LPC, and CRC.

Pine Industries is located in Trumbull County at 820 Pine Avenue, Warren, Ohio 44483, (330) 393-0598 (Phone or TDD). All program services are under the direction of Joyce Loychik, M.Ed., LPC, and CRC.

Admission/Discharge Criteria

Relevant medical, psychological, and social information as well as information on previous services and supports is used in determining eligibility for services. This information is gathered and reviewed during the prescreening interview with consumer, and/or family members, present at the consumer's request.

Admission to services will be considered upon review of the following:

1. Individuals are in need of specialized vocational planning due to their disabilities and/or other special needs.
2. A physician must document physical limitations, which restrict an individual's functioning on a job.*
3. Persons with psychiatric disabilities need a documented diagnosis from a qualified mental health professional.*
4. Individuals must have the ability to manage basic self-care needs.
5. Individuals must display conduct not significantly dangerous presently to self, others, or property.
6. Appropriate Social Security and Immigration and Naturalization Service documents must be available.
7. Individuals must have ability to make provisions for transportation.
8. Individuals must demonstrate a willingness to modify specific work behaviors and address barriers to employment.
9. Individuals must be willing to explore mental health counseling and/or other supportive services related to individual needs to maximize employment.

*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.

Termination from services is considered and/or mandatory for the following reasons: completion of program goals, obtaining and/or retaining competitive employment, consumer choice, failure to cooperate/participate, failure to follow rules of the program and/or violating rules, voluntary dismissal, medical reasons, or in need of other ancillary services prior to employment.

OHIO WORKS FIRST SERVICES, Mahoning County

Northeast Industries entered into a contract with Mahoning County Jobs and Family Services to provide specialized services to those individuals referred who are receiving TANF benefits.

Goals and Objectives

The goal of Ohio Works First Services is to identify the needs of individuals that are keeping them from becoming self-sufficient and to obtain or provide services that will help them to obtain employment and become self-sufficient.

Services Provided

Services include Mental Health Assessment, intensive case management and vocational rehabilitation services:

1. Mental Health Assessment

This service includes a Mental Health Assessment of the needs of each individual. Outside referrals for medical, psychological and/or substance abuse assessment/treatment will be made based on the individual needs of the client. An in-depth evaluation of the client's vocational strengths and needs will be completed at an area facility. Vocational goal planning begins at this stage.

2. Intensive Case Management

This service includes the provision of intensive, customized case management services designed to meet the family/support needs of the client. The case manager will assess the home conditions and determine if the client and/or the family are in need of services that would positively impact on the client employment outcome. An employment plan is developed jointly with input from the client, the case manager and other rehabilitation team members.

3. Vocational Rehabilitation Services

Case management services continue with an emphasis on helping to ensure that the vocational goal is appropriate, that needed training is received, and that all known barriers are addressed. The client is referred out for vocational services as needed. On and/or off-site follow-up is provided for up to eighteen months after employment is secured.

Needs and Characteristics of the Persons Served

Persons with disabilities who are in need of specialized employment and training planning benefit from employment services. The various services place an emphasis on:

1. Defining vocational goals
2. Identifying transferable work experiences
3. Maximizing employability skills
4. Accessing particular companies and industries with hiring potential

The services are designed to assist individuals who have been unsuccessful in obtaining competitive employment or who have an employment history that has been intermittent or interrupted due to their disabling condition.

Program Staff

Staff qualified according to ODMH Certification Standards 5122-29-11 of the ODMH Certification Standards provides employment services. At each division, supervision is provided by an administrator with a Masters Degree in Rehabilitation Counseling and who is a Certified Rehabilitation Counselor and a Licensed Professional Counselor. Staff is degreed and non-degreed and has completed training.

Admission/Discharge

Admission criteria for the Ohio Works First Services includes individuals who receive TANF benefits and have been determined by MCDJFS as having specialized needs which have impeded their ability to obtain employment. Discharge criteria includes: successfully maintaining employment or obtaining Supplemental Security Income benefits or having the case closed due to non-compliance.

Hours of Operation

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

Facility Location

Northeast Industries offers its employment services in Mahoning County at 1350 Fifth Avenue, Youngstown, Ohio 44504, (330) 480-4384 (Phone or TDD). The program is under the direction of Diane DeJulio, M.Ed, LPC, and CRC.

OHIO WORKS FIRST SERVICES, Trumbull County

Pine Industries entered into a contract with Trumbull County Jobs and Family Services to provide specialized services to those individuals referred who are receiving TANF benefits.

Goals and Objectives

The goal of Ohio Works First Services is to identify the needs of individuals that are keeping them from becoming self-sufficient and to obtain or provide services that will help them to obtain employment and become self-sufficient.

Services Provided

Services provided include Supported Employment, Supported Employment Outreach Services, Employment Planning Services, Employment Development and Training Services and Behavior Modification Measures. A number of these services are already described in detail in this plan. There are some services, however, that are specific only to Ohio Works First Services and they are as follows:

1. Additional Employment Planning Services:
 - a. Group Orientation- Once a week the vocational rehabilitation specialist conducts a group orientation at Pine Industries, per referral from the Department of Jobs and Family Services (DJFS) caseworker. Questions and discussion about program requirements, service delivery, and outcomes will take place. Interest inventories and other program documents will be presented in order to diminish the amount of time necessary to complete the prescreening/intake process and to expedite the start of services. Consumers will be presented with a variety of experiences and options, in order to solidify their career goals and to development their individual employment profiles
 - b. Situational Assessment/Work Adjustment Service at Burdman Group Inc.'s Contracted Work Sites- A situational assessment is a short-term job try-out at one or more of Burdman Group's contracted work sites. A situational assessment can add to a person's personal profile of job interests and abilities. Individuals who have not worked for many years or who have had difficulty in maintaining employment may prefer a situational assessment as their introduction to the work world. This type of job try-out may give the individual a chance to build stamina, confidence and a work/life balance in an actual job setting prior to seeking permanent employment.
During the assessment phase, consumers' strengths in various life domains, such as social/emotional, educational, vocational, and basic living skills are identified. Within the same life domains, unmet needs and barriers that are viewed as road blocks or areas where the consumer has limited knowledge and/or exposure are written into their individual service plan (ISP) during the work adjustment phase. Certain strategies and interventions are provided, such as role-playing, prompting, and token economy measures in an effort to assist the consumer in reaching the desired outcome that will result in obtaining and maintaining competitive

employment. The vocational rehabilitation specialist facilitates individual counseling sessions and group team meetings, where consumers' vocational planning occurs. Examples of specific needs that are discussed are attendance requirements; how to conduct self, conflict resolution at the work place; standard work rules such as probationary period and reporting off procedures; good time management measures; emergency procedures, and budgeting.

Trumbull County Department of Job and Family Service participants will be paid a stipend at a daily rate of \$10.00 for each day the participant attends the program beginning with the situational assessment/work adjustment. The stipend will be paid weekly for those days in attendance.

The \$10.00/day stipend is a supplemental for lunches and does not duplicate benefits. The stipend is therefore, exempt income. (Ref. 5101:4-14-13, 4226.3)

The average length of time a consumer participates in an assessment is 2-4 weeks. A typical work schedule consists of four hours per day and five days per week. However, OWF participants, whose WEP assignment is Pine Industries, work eight hours per day. The average length of time a consumer participates in work adjustment is 4-8 weeks. A vocational rehabilitation specialist provides support and on-site Burdman Group work supervisors provide direction and task instruction during this transition period. A twelve-passenger van is available, at a fee, to transport consumers to Burdman Group, Inc. work sites, provided the pick-up location is on the existing route.

- c. Personal/Social Adjustment Services - This service is intended to provide support and guidance in areas of activities of daily living, personal independence, transportation, lifestyle changes, and suggestions and follow through with ancillary services that will address psychosocial needs and enhance success in community employment endeavors. Examples of assistance may be in the areas of personal hygiene, grooming, hair styling, selecting appropriate interview/work clothing, budgeting, planning methods of transportation to and from appointments and work, time management, work rules about conduct, attendance and punctuality criteria, time clock practices, emergency procedures, and conflict resolution.

2. Behavior Modification Measures

- a. Tokens for reinforcement, otherwise known as a "token economy" system will be implemented to motivate consumers to increase positive behaviors. The consumer will have more immediate and tangible reinforcers for targeted behaviors that demonstrated. Increasing appropriate behaviors, while decreasing/eliminating less desirable behaviors is expected of consumers. The intent of behavior modification is that the positive

behaviors become habitual and that the consumer develops intrinsic motivation toward working. That is, he/she will begin to associate working with becoming a wage earner, which eventually will help consumers develop self-worth and self-esteem.

- b. A list of targeted behaviors, incentives, and dollar values are determined. Tokens will be given at specified milestones in the form of gift certificates at a certain dollar value, ranging from department store certificates, grocery store certificates, gas cards, and phone cards. The daily stipend of \$10.00, received after attending five days of work is also a form of reinforcement.

Needs and Characteristics of the Persons Served

Persons with disabilities who are in need of specialized employment and training planning benefit from employment services. The various services place an emphasis on:

1. Defining vocational goals
2. Identifying transferable work experiences
3. Maximizing employability skills
4. Accessing particular companies and industries with hiring potential

The services are designed to assist individuals who have been unsuccessful in obtaining competitive employment or who have an employment history that has been intermittent or interrupted due to their disabling condition.

Program Staff

Staff qualified according to ODMH Certification Standards 5122-29-11 of the ODMH Certification Standards provides employment services. At each division, supervision is provided by an administrator with a Masters Degree in Rehabilitation Counseling and who is a Certified Rehabilitation Counselor and a Licensed Professional Counselor. Staff is degreed and non-degreed and has completed training.

Admission/Discharge

Admission criteria for the Ohio Works First Services includes individuals who receive TANF benefits and have been determined by MCDJFS as having specialized needs which have impeded their ability to obtain employment. Discharge criteria includes: successfully maintaining employment or obtaining Supplemental Security Income benefits or having the case closed due to non-compliance.

Hours of Operation

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

Facility Location

Pine Industries is located in Trumbull County at 820 Pine Avenue, Warren, Ohio 44483, (330) 393-0598 (Phone or TDD). All program services are under the direction of Joyce Loychik, M.Ed., LPC, and CRC.

WORKFORCE INVESTMENT ACT YOUTH SERVICES, Passages, Trumbull County

Passages is a contract made possible through the Trumbull County Department of Job and Family Services. In partnership with the Trumbull County Schools, Pine Industries provides year around work readiness, occupational skill development and/or basic skill assistance to WIA-eligible youth with disabilities and/or who are considered low income.

Goals and Objectives

The goal of Passages is to identify youth who are economically disadvantaged and/or have disabilities and assist them with the transition from school to work by way of identifying, providing and/or linking them with the necessary vocational, educational, and/or community service needs along with providing specialized vocational rehabilitation services. In so doing, we will meet the youth performance standards of assisting them in acquiring and attaining work readiness skills, basic academic skills, and occupational skill development.

Services Provided

The essential components of this project are case management/coordination and vocational/employment. Case management involves the following:

1. Referral Outreach

The Youth Coordinator and the Work-study coordinators and teachers from the various schools will conduct referral outreach. Burdman Group Inc. and the school personnel will be actively involved in informing and educating the students and families about the service.

2. Objective assessment

The Youth Coordinator will assist the intake worker during WIA eligibility to complete an objective assessment that will define the student's career choices and goals related to the ten WIA elements. In addition, the youth coordinator will conduct other face-to-face interviews with the youth, family, and the school personnel as well as the gathering of pertinent assessments from the students' records in order to complete an agency diagnostic assessment.

3. Occupational skills training

The Youth Coordinator, in collaboration with Pine Industries' employment and vocational staff, will provide career exploration services to all youth at various

phases throughout the program. This may include such services as situational assessment, work adjustment, community work assessments, job placement and/or job coaching.

4. Guidance & counseling-

Youth who have needs identified during the objective assessment will be presented with information on available community services. Agencies with whom there is a partnership who can provide clinical evaluations, therapy, basic skills evaluations, and the like will be consulted when students' needs warrant such services.

5. Paid Work Experiences

Work experiences will be developed with area employers for each participant by a Pine Industries employment specialist, based on information gathered in an individual placement plan. Youth participating in vocational rehabilitation services and community-based assessments receive work-study credits. Youth who have met their graduation requirements or are to meet their graduation requirements by the end of the school year will be offered job development services. Youth who desire permanent employment will be referred to the Bureau of Vocational Rehabilitation Services for both Job Development and Job Coaching services.

6. Leadership Development opportunities and Adult Mentoring

These services are provided to the students in all phases of this program, but especially when the youth participates in community work readiness and employment. Youth participate on a Youth Action Council, and represent the council by attending the Workforce Policy Board of Trumbull County Youth Council. The Youth Coordinator conducts leadership/life skills group sessions at a school location with selected students as a method to providing work readiness and assisting students in acquiring work.

7. Supportive Services

Youth who require more intensive services on the job will be provided with job coaching to help them meet the expectations of the employment site.

8. Follow-up Services – Follow-up services will be provided to all youth served by this grant. Youth will be followed for twelve months after completion of their goals to ascertain whether they have maintained their position or have achieved an increase in wage and/or are in need of other supportive services to maintain employment.

Needs and Characteristics of the Persons Served

The goal of Passages is to serve economically disadvantaged youth between the ages of 16 and 24 who require additional assistance to: complete an educational program, or secure

and keep a job.

Program Staff

Staff that is qualified according to ODMH Certification Standards 5122-29-11 of the ODMH Certification Standards provides vocational services. The staff includes a Master's level Certified Rehabilitation Counselor and individuals that are degreed and non-degreed and have completed training.

Hours of Operation

Services are provided at Pine Industries and at various school sites from 8 am to 4 pm. Visits are also made to the students' homes.

Facility Location

Pine Industries operates its vocational program in Trumbull County at 820 PineAve., Warren, OH 44413, (330) 393-0598. The program is under the direction of Joyce Loychik, M.Ed, LPC, CRC.

WORKFORCE INVESTMENT ACT YOUTH SERVICES, Project Paycheck, Mahoning County

Project Paycheck is a contract made possible through the Mahoning Columbiana Training Association. In partnership with the Mahoning Columbiana Training Association, the Mahoning County Schools and Youngstown City Schools, Northeast Industries provides year around career development and job placement services to WIA eligible youth.

Goals and Objectives

The goal of Project Paycheck is to identify economically disadvantaged youth and assist them with the transition from school to work by way of identifying, providing and/or linking them with the necessary vocational or ancillary services along with providing specialized vocational rehabilitation services. In so doing, we will meet the youth performance standards of assisting them in attaining: basic work readiness skills, job placement, and job maintenance.

Services Provided

1. Referral Outreach - The Vocational Youth Coordinator and the Mahoning County Career and Technical School will conduct referral outreach. Burdman Group Inc. and the school personnel will be actively involved in informing and educating the students and family about the service.
2. Objective assessment – The Vocational Youth Coordinator will conduct an objective assessment. This will include face-to-face interviews with the youth, family, and the school personnel as well as the gathering of pertinent assessments from the students' record.

3. Guidance and Counseling - The Vocational Youth Coordinator, the Job Developer and the Job Coach will provide career exploration services to all youth at various phases throughout the program. Youth who have needs identified during the objective assessment will be presented with information on community services available, referred directly for no cost services if the family chooses, or referred back to the MCTA Case Manager for other needed support services.
4. Paid Work Experiences will be developed with area employers for each participant by a Burdman Group, Inc. Inc. job developer and will be relevant to the career plan.
5. Leadership opportunities will be presented to the student in all phases of this program, but especially when the youth participates in community work readiness and employment.
6. Work Acquisition Skill Training – The Vocational Youth Coordinator, the Job Developer and the Job Coach will also provide skills in acquiring work throughout the program.
7. Job Development – Youth who have met their graduation requirements or are to meet their graduation requirements by the end of the school year will be offered job development services.
8. Job Coaching – Youth who require more intensive services on the job will be provided with job coaching to help them meet the expectations of the employment site. Job coaching for youths in paid work experiences will be provided for in the contract, however coaching services provided for youths in permanent employment will be referred to Bureau of Vocational Rehabilitation for sponsorship.
9. Follow-up – Follow-up services will be provided to all youths served by this grant. Youths will be followed for one year. They will be contacted once per month and their employer will be contacted as well to ascertain whether they have maintained their position or have achieved an increase in wage.

Needs and Characteristics of the Persons Served

The goal of Project Paycheck is to serve economically disadvantaged youth between the ages of 14 and 21 who require additional assistance to complete an educational program or secure and keep a job.

Program Staff

Staff that is qualified according to ODMH Certification Standards 5122-29-11 of the ODMH Certification Standards provides vocational services. The staff includes a Master's level Certified Rehabilitation Counselor and individuals that are degreed and non-degreed and have completed training.

Hours of Operation

Services are provided at Northeast Industries, Youngstown City Schools, and Mahoning

County Schools from 8 a.m. to 4 p.m. In addition, job coaching services are provided at the individual work site and according to the individual's work schedule.

Facility Location

Northeast Industries operates its vocational program in Mahoning County at 1359 Fifth Avenue, Suite 206, Youngstown, Ohio 44504, (330) 480-4384 (Phone or TDD). The program is under the direction of Diane DeJulio, M.Ed, LPC, CRC.

Admission/Discharge

Admission criteria for this contract is based upon the students meeting specific guidelines for WIA programs eligibility, i.e.: economically disadvantaged, in addition to having at least one barrier such as possessing one or more disabilities, basic literacy skills deficient, school dropout, homeless or runaway, foster child, pregnant/parenting, etc.

Discharge criteria include successfully achieving the short-term and long-term goals established in the student's ISS, such as attainment of work readiness skills, achieving IEP goals, and or obtaining and retaining competitive employment or post-secondary education/training. Conversely, a student could be discharged from this program for failure to cooperate/participate, failing to follow ODMH Certification Standards of the program and or violation of ODMH Certification Standards or voluntary dismissal.

STATE TRAINED NURSE'S AIDE CAREER ADVANCEMENT AND SUPPORT SERVICES

Goals and Objectives

This STNA Career Advancement and Support Services were developed to help reduce the high turnover rate of the STNA job position. The high turnover rates of these positions results in frustration on behalf of the employee as well as high costs and service delivery problems for the employer. The specific goals of the service are to identify the individualized needs of the STNA and possible barriers to maintaining employment. After identifying their needs, the program is designed to assist the STNA in achieving their personal, professional and educational aspirations.

Services Provided

Employee services:

Individual confidential consultation designed to address work and home life issues that negatively impact job retention are held with each participant. Work and home life issues often discussed in these meetings include supervisor/co-worker conflicts, daycare, transportation, housing, family issues, legal questions, counseling, education and budgeting. Emphasis is placed on the development of employee planning, organization and problem solving skills. Referrals to community resources are recommended and many times initiated by the consultant.

Mentoring services provide one-on-one support to all new employees in the least obtrusive manner. The job mentor works in conjunction with the employee's supervisor.

Workshops are also provided on a monthly basis to all STNA's. Topics are chosen based on needs identified by the STNA's

Employer Services:

Regular monthly meetings are held with Burdman Group staff, nursing home staff, DJFS staff and members of the NEO HealthForce to evaluate statistical data, employee feedback and to plan for improvement of services.

The Burdman Group consultant is available at the unit to meet with supervisors to discuss job performance of new hires.

Individual meetings are held between the Burdman Group consultant, the Director of Nursing and HR personnel from time to time to discuss individual mandatory referrals and feedback from employees.

Needs and Characteristics of the Persons Served

The goal of the STNA Career Advancement and Support Services is to identify the individualized needs of the STNA and possible barriers to maintaining employment. After identifying their needs, the program is designed to assist the STNA in achieving their personal, professional and educational aspirations.

Program Staff

Staff that is qualified according to ODMH Certification Standards 5122-29-11 of the ODMH Certification Standards provides vocational services. The staff includes a Master's level Certified Rehabilitation Counselor and individuals that are degreed and non-degreed and have completed training.

Hours of Operation

Services are provided at Long Term Care Facilities. Services will be offered on all three shifts, with an option of contacting the individual consultant 24 hours a day. In addition, job coaching services are provided at the individual work site and according to the individual's work schedule.

Facility Location

Northeast Industries operates its vocational program in Mahoning County at 1350 Fifth Avenue, Suite 206, Youngstown, Ohio 44504, (330) 480-4384 (Phone or TDD). The program is under the direction of Diane DeJulio, M.Ed, LPC, CRC.

Admission/Discharge

Admission criteria is primarily based upon an STNA being employed by the designated Long Term Care Facilities, and are provided based upon funding availability through Department of Job & Family Services contracts.

This program is voluntary and on-going. An individual may be discharged from the program when they are separated from employment or when they feel services are no longer deemed necessary.

RESIDENTIAL TREATMENT SERVICES

Goals and Objectives

Residential treatment affords persons experiencing some type of chronic or acute mental health problem the opportunity to live in a therapeutic environment staffed with mental health professions who provide them with the services necessary to expedite a return to community living.

Services Provided

In addition to the three certified services described later (i.e., Mental Health Assessment, Behavioral Health Counseling and Therapy Service and Pharmacologic Management), the following services are provided:

1. Medication prompting and monitoring
2. Prompting and/or instruction in the activities of daily living
3. Socialization and recreation
4. 24/7/365 monitoring of functioning and access to clinical on-call if needed.

Needs and Characteristics of Persons Served

Because of a compromised mental state persons in residential treatment need a level of care that is less restrictive than an inpatient setting but more restrictive than an outpatient setting. They are usually experiencing a level of acuity or residual compromised functioning that requires that they are closely supervised and evaluated on a daily basis. They may continue to present some level of risk to themselves or others; or may not be able to function adequately in an ordinary community living environment.

Staffing

- Program Director with an LPCC license
- Operations Manager
- House Manager
- Licensed mental health clinicians. One clinician is on-call 24/7
- Registered and Licensed Practical nurses

- Non-clinical support staff: residential monitors and living skill aides.
- Consulting Psychiatrist-on site 6-8 hrs per week at Riverbend and 2-3 hours per month at Horizon House.

Hours of Operation

Individuals can access services at Riverbend 24 hours a day, seven days a week. at Horizon House, Monday through Friday, from 8 am to 4 pm.

Facility Location

In Trumbull County, residential treatment services are offered at Riverbend Center, 3120 West Market, Warren, Ohio 44485, (330) 898-6992 (Phone or TDD). In Mahoning County, residential treatment services are offered at Horizon House, 7690 South Avenue, Boardman, OH, 44512 (330) 758-0889. The programs are under the direction of Tom Arens, LPCC

Admission/Discharge Criteria

Valley Counseling Services serves as a gatekeeper for Riverbend Center and Turning Point serves the same function for Horizon House. Burdman Group, Inc. Inc. 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.

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

- Treatment goals have been met
- Person needs, or is ordered to a more restrictive setting
- Person chooses to leave, sometimes against clinical advice
- Person clearly demonstrates a lack of commitment to treatment goals
- Person is discharged for cause, i.e. for a serious violation of the ODMH Certification Standards or law

MENTAL HEALTH ASSESSMENT

Goals and Objectives

The goal of Mental Health Assessment Services is to offer a person served a comprehensive evaluation and assessment designed to increase his/her knowledge base and insight regarding his/her mental disorder and to facilitate the development of an effective service plan. The Ohio Department of Mental Health has certified Mental Health Assessment services at Riverbend Center, the Doris Burdman Home, Horizon House, Northeast Industries, Pine Industries and the Administrative Offices at 284 Broadway,

Youngstown, Ohio 44504.

Services Provided

1. Face-to-face interactions with persons served for the purposes of:
 - a. Gathering psycho-social history
 - b. Conducting a physical health assessment
 - c. Evaluating a person's current mental status
 - d. Identifying the strengths/resources consumers can employ during the course of treatment.
 - e. Assessing the needs and wishes as viewed by the person served.

2. Gathering of collateral data regarding the needs, strengths, deficits, etc. of person served
 - a. Contact with family/significant others
 - b. Consultation with previous providers of treatment

Needs and Characteristics of Persons Served

Characteristics	Needs
Person experiencing the chronically disabling effects of a serious mental disorder who believe that his/her current treatment package is inadequate	Person needs to identify his/her functional strengths and deficits in order to develop an ISP which will facilitate the achievement of desired outcome to meet his/her needs
Person experiencing the disabling effects of an acute psychological crisis	An expedited identification of psycho-social stressors, current mental status and desired environment responses, e.g. psychological, psychiatric milieu, etc.

Program Staff

Mental Health Assessment Services are provided at Riverbend Center, the Doris Burdman Home and Burdman Group, Inc. Administrative Offices by appropriately credentialed clinical staff in accordance with ODMH Certification Standards 5122-29-04 of the ODMH Certification Standards.

Hours of Operation

At Riverbend Center mental health assessments can be conducted from 8:00 a.m. to 8:00 p.m., 7 days a week. At the Mahoning County sites, this service is provided Monday

through Friday from 8:00 a.m. to 4:00 p.m.

Facility Location

Services are offered in Trumbull County, services at Riverbend Center, 3120 West Market, Warren, Ohio 44485, (330) 898-6992 (Phone or TDD) and Pine Industries, 820 Pine Ave., Warren, OH 44413, (330) 393-0598.

In Mahoning County services are offered at:

278 Broadway, Youngstown, Ohio, 44504 at the Doris Burdman Home.
(330)743-9275.

284 Broadway, Youngstown, Ohio 44504 at the Burdman Group, Inc. Administrative Offices.
(330)743-9275

7690 South Avenue, Boardman, Ohio 44512 at Horizon House

1350 Fifth Ave, Youngstown, Ohio 44504 at Northeast Industries. (330) 480-4384 (Phone or TDD).

Admission/Discharge Criteria

An admission criterion involves a person's request and desire for a more extensive understanding of his/her relative strengths/deficits and the services necessary and available that might ameliorate his/her condition.

Discharge occurs when person served has successfully completed the assessment; person served chooses to terminate the mental health assessment prematurely; or provider terminates prior to completion due to a clear lack of commitment and cooperation to the process by person served.

PHARMACOLOGIC MANAGEMENT SERVICES

Goal and Objectives

Pharmacologic Management services are designed to ameliorate the symptoms of a mental disorder through optimally safe and effective medical treatment. The Ohio Department of Mental Health has certified Pharmacologic Management Services at Riverbend Center and Horizon House.

Services Provided

1. Face-to-face psychiatric evaluations by a board-certified psychiatrist.
2. Distribution and/or administration of psychotropic medication by a licensed registered nurse according to physician's orders.
3. On-going monitoring of consumer's response to medication through face-to-face contact with his/her psychiatrist and nurse.
4. Ordering and evaluation laboratory tests to monitor consumer's physiological response to medication.
5. Burdman Group Inc.'s psychiatrist will admit consumers to local general hospital when necessary.

Needs and Characteristics of Person Served

Characteristics	Needs
Consumer experiencing acute/residual symptomology of a mental disorder	Titration of optimal doses of the appropriate medication
Consumer experiencing untoward or dangerous side effects to his/her medication regimen	Side effect medication; medical evaluation; laboratory test with concomitant adjustment to treatment, if necessary

Program Staff

Burdman Group Inc. employs a board-certified psychiatrist on a consulting basis at Riverbend and registered or licensed practical nurses at both sites. Burdman Group Inc. is in compliance with ODMH Certification Standards 5122-29-05

Hours of Operation

Pharmacologic Management providers work according to the following schedule at Riverbend:

- Registered Nurses 8 hours per day
- Medical Doctor 6 hours per week
- A registered or licensed practical nurse is available at Horizon House four hours a day, five days a week.

Persons needing Pharmacologic Management services or consultation during times when a provider is not on duty can access the agency's on-call clinician 24-hour a day, seven days a week. The on-call clinician then has the discretion of accessing either the agency's psychiatrist or registered nurses.

Facility Location

Services are offered in Trumbull County at Riverbend Center, 3120 West Market, Warren, Ohio 44485, (330) 898-6992 (Phone or TDD).

Services in Mahoning County are offered at Horizon House, 7690 South Avenue, Boardman, Ohio 44512, (330)758-0889

Admission/Discharge Criteria

A person requesting services has an identifiable serious mental disorder which psychotropic medication is indicated. Discharge occurs when a person served no longer needs medication or chooses not to consent to it.

BEHAVIORAL HEALTH COUNSELING AND THERAPY SERVICES

Goals and Objectives

Behavioral Health Counseling and Therapy are designed to assist an individual to gain insight and or behavior change in areas where he/she is experiencing some dissatisfaction or distress. The Ohio Department of Mental Health has certified Behavioral Health Counseling and Therapy Services at Riverbend Center, the Doris Burdman Home, Horizon House, Northeast Industries, Pine Industries and the BGI Administrative Offices at 284 Broadway, Youngstown, Ohio, 44504.

Services Provided

The service provided is a one-to-one interaction between clinician and consumer. This interaction can be didactic, facilitative, or explorational in nature.

Needs and Characteristics of Persons Served

Characteristics	Needs
Consumer experiencing some type of affective disturbance	Counseling to aide with anxiety reduction, improved mood, or improved affective communication, etc.
Consumer experiencing some type of altered cognition or perception	Counseling to aid with perception/reality check; to discuss affective dimensions of psychosis, etc.
Consumer experiencing maladaptive personality traits	Counseling to modify aspects of personality that have become problem, etc.
Consumer experiencing the effects of some type of developmental deprivation or delay	Counseling to build self-esteem, improve communication skills; build a strong sense of identity, etc.

Program Staff

Clinical staff who is licensed according to ODMH Certification Standards 5122-29-03 provides Behavioral Health Counseling and Therapy.

Hours of Operation

Behavioral Health Counseling and Therapy can be provided in Trumbull County from 8:00 am to 8:00 pm 7 days per week. In Mahoning County the services are provided 8:00 am to 4:00 pm Mon-Fri.

Facility Location

Behavioral Health Counseling and Therapy services are provided in Trumbull County at Riverbend Center, 3120 West Market, Warren, Ohio 44485, (330) 898-6992 (Phone or TDD) and Pine Industries, 820 Pine Ave., Warren, OH 44413, (330) 393-0598.

In Mahoning County services are provided at The Doris Burdman Home, 278 Broadway, Youngstown, Ohio 44504. (330) 743-9275, Horizon House, 7690 South Avenue, Boardman, Ohio, 44512, (330) 758-0889, Northeast Industries, 1350 Fifth Avenue, Suite 206, Youngstown, Ohio 44504, (330) 480-4384 (Phone or TDD). and at the Burdman Group, Inc. Administrative Office, 284 Broadway, Youngstown, Ohio 44504. (330) 743-9275.

Admission/Discharge Criteria

A person wishing to gain insight and/or control in areas of his/her life which can be affected by one-to-one therapeutic interaction.

Discharge occurs if a person has achieved the goals he/she had hoped for in counseling and chooses to terminate services; the therapist believes that continued counseling is contra-indicated; a mutual decision is made by both parties for either of the above reasons.

CRISIS INTERVENTION MENTAL HEALTH SERVICES

Goals and Objectives

Crisis Intervention services are designed to offer an increased level of intervention to Riverbend Center residents. This service would target those persons who require interventions beyond what is typical and ordinary within the facility. The Ohio Department of Mental Health has certified Crisis Intervention Mental Health Services at Riverbend Center.

Services Provided

The service is a one-to-one interaction between a resident and the CI provider; The interaction is brief and present-oriented and focuses on assisting the person to regain control through such techniques as:

- Relaxation/anxiety-reduction exercises.
- Supportive/empathic listening
- Cognitive re-direction or re-framing.

Co-ordination with intra/extra-mural resources:

- CI staff have 24/7 access to BGI licensed clinicians. Access is face-to-face approximately 12 hrs each day. Remainder is via phone.

- 24/7 access to Comprehensive Psychiatry Specialist which provides psychiatric consultation.
- Valley Counseling Services provides hospital screening at either Riverbend or a hospital emergency room.

Needs and Characteristics of Persons Served

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

Program Staff

Licensed Clinical Staff, Residential Monitors, Living Skill Aides, and House Managers who are considered Trained Others. Note: These staff will be providing the service only when prescribed to do so by a licensed counselor or social worker. This program meets the staffing requirements described in ODMH Certification Standards 5122-29-10.

Hours of Operation

Crisis Intervention Services can be provided at anytime 24/7

Facility Location

Crisis Intervention Services are provided at Riverbend Center, 3120 W Market St, Warren, Ohio, 44485. (330) 898-6992 (Phone or TDD)

Note: Transportation is provided to persons served at no charge.

Admission/Discharge Criteria

The crisis intervention service will be provided to those persons needing immediate and time-limited interactions in order to resolve an acute crisis. A licensed clinician will prescribe when and to who the service will be provided: and will direct a trained other to provide the service. The service will end when there is a clear indication that the crisis has remitted or has been resolved in some way.

RESIDENTIAL SUPPORT SERVICES

Goals and Objectives

The goal of residential support is to provide a safe, supervised, supportive environment where individuals work toward achieving specific personal goals through intensive collaboration with community treatment providers. The Ohio Department of Mental Health has certified both the Doris Burdman Home and Crossroads as Other Mental Health

Services: Residential Support.

Services Provided

1. Medication monitoring
2. ADL assessment and evaluation
3. Some personal care
4. Non-clinical supervision and documentation of residents daily functioning
5. Room and board

Needs and Characteristics of Persons Served

Characteristics	Needs
Persons served will be experiencing a serious mental disorder that impedes their ability to function in a supervised community residence	Ongoing mental status assessment to evaluate the efficacy of medication or other treatment modalities Living skills assessment and/or education. Vocational assessment and referral
Persons making the transition from the children's' mental health system to the adult system who have little or no ability to function independently in the community. Typical traits: immature, developmentally deprived, enmeshed family system, inadequate ADLs, knowledge deficits regarding illness management, etc.	An opportunity to live in an environment that offers both supervision and the means to learn basic life skills. Resident and family need support and guidance to achieve a healthy disengagement.

Staffing

Facilities will be staffed with one to two persons awake and on duty 24 hours a day, seven days a week. Facilities will be managed and staff supervised by a Burdman Group Inc. operations manager. There will be a full-time house manager scheduled during daytime hours. All other on-site staff will be paraprofessional residential monitors. The residential program director and after-hours on-call clinicians will provide clinical oversight. In Trumbull County, clinical emergencies will be handled 24 hours a day, seven days a week by Riverbend Center on-call clinicians, and, if necessary, Valley Counseling Services pre-screening services. In Mahoning County, clinical emergencies will be handled 24 hours a day, seven days a week by the Doris Burdman Home on-call clinicians, and, if necessary, by Turning Point Counseling Services (formerly called Parkview Counseling Services). This

program meets the staffing requirements described in ODMH Certification Standards 5122-29-27.

Hours of Operation

Residential support 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 sometimes BGI staff.

Facility Location

Residential support services are provided in Mahoning County at the Doris Burdman Home, 278 Broadway, Youngstown, Ohio 44504, (330) 743-9275 (Phone or TDD) and in Trumbull County at Crossroads, located at 1296 Youngstown Road, S.E., Warren, Ohio 44484, (330) 369-8708 (Phone or TDD).

Admission/Discharge Criteria

Crossroads and the Doris Burdman Home serve persons from Trumbull County and Mahoning County, respectively, who require an intermediate length of stay in a supervised but non-clinical 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.

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.

COMMUNITY PSYCHIATRIC SUPPORTIVE TREATMENT

Burdman Group Inc. provides Community Psychiatric Support Treatment services (formerly Community Support Program) to consumers living in Mahoning County and Trumbull County. The Ohio Department of Mental Health has certified Community Psychiatric Support Treatment at the Burdman Group Inc. Administrative Offices, Pine Industries and Northeast Industries.

Goals and Objectives

Community Psychiatric Support Treatment services are designed to assist an individual to gain access to needed medical, social, educational, vocational, and other essential services. It is designed also to support and assist an individual in the residential environment of his/her choosing.

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. Titration 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 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 Community Psychiatric Support Treatment services will develop an Individual Service Plan (ISP) with his/her Community Psychiatric Support Treatment staff person. The ISP will identify all of the community and/or intra-agency resources with which the consumer must interact to meet his/her needs. The Community Psychiatric Support Treatment 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 Community Psychiatric Support Treatment 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 have difficulty performing a variety of essential daily living tasks. Some characteristics of the consumers served and concomitant needs are listed below:

Consumer Characteristics	Consumer Needs
Lack of social skills/low self esteem	Advocacy; coaching/prompting in areas such as assertiveness
Lack of awareness/insight	Monitoring for acute exacerbation; illness management training
Altered cognition/perception	Medication monitoring; perception checking
Altered mood	Medication monitoring; prompting/coaching in adult daily living skills
Lack of experience/knowledge in independent living in	Teaching/coaching in adult daily living skills
Vocational deficits	Training, vocational rehabilitation, etc.

Program Staff

Staff qualified according to 5122-29-17 of the ODMH Certification Standards provides Community Psychiatric Support Treatment services. Supervision of Community Psychiatric Support Treatment staff persons is also provided in accordance with same code.

Hours of Operation

Community Psychiatric Support Treatment services can be accessed 24 hours a day, seven days a week. After hours, this access can be accomplished through use of the agency on-call clinician.

Facility Location

In Mahoning County, Burdman Group Inc.'s Community Psychiatric Support Treatment services offices are located at Burdman Group Inc.'s Administrative Offices, 284 Broadway, Youngstown, Ohio 44504, (330) 743-9275 (Phone and TDD) and Northeast Industries, 1350 Fifth Avenue, Suite 206, Youngstown, Ohio 44504, (330) 480-4384 (Phone or TDD). Trumbull County, Community Psychiatric Support Treatment services are located at 820 Pine Ave., Warren, Ohio 44483. (330) 393-0598.

Tom Arens, LTPCS, oversees the program. Community Psychiatric Support Treatment services can be provided in the consumer's environment.

Admission/Discharge Criteria

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

A person may be discharged from Community Psychiatric Support Treatment 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 Burdman Group Inc. will maintain services until a satisfactory transfer can be expedited).

Caseload Size

Each consumer's level of need is considered in building caseloads. An acuity rating is given to each consumer based upon the Community Psychiatric Support Treatment staff's assessment of the amount of services a consumer has used in the past and/or may be expected to use in the future. Monitoring the distribution of consumers with high acuity levels is crucial in building and maintaining caseloads. In general, the ratio of consumer to staff is 35 to 1; however, this could increase or decrease depending on the relative acuity levels of a particular caseload.

This rating system insures that the neediest individuals are identified and through ongoing monitoring by the Community Psychiatric Support Treatment supervisor, they are given priority access to services.

INDEPENDENT HOUSING SERVICES

Burdman Group Inc. operates independent housing at four different sites: Gardenview Apartments, Maplewood Manor, Veritas House, and Campbell Apartments. With Maplewood Manor being the exception, The Ohio Department of Mental Health has certified these independent housing sites as Other Mental Health Services: Independent Housing.

Goals and Objectives

The goal of the independent housing service is designed to provide safe, affordable, and acceptable housing to individuals experiencing the disabling effects of a serious mental or psychological problem.

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 Burdman Group Inc. employees.
4. A resource person is provided at each site (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 Burdman Group Inc.'s independent housing need some minimal degree of supervision. Some specific characteristics and concomitant needs of some persons served in independent housing are listed below:

Characteristics

Needs

Lack of assertiveness/awareness;
Vulnerability to exploitation

Someone to help tenant defend against exploitation; coach/prompt assertiveness or, if needed, handle problems for tenant

Asocial; tendency to withdraw or isolate themselves

Opportunity to interact with others (especially at Veritas House, Campbell Apartments and Gardenview Apartments)

Lack of insight into illness; inability to recognize signs of relapse; history of non-compliance with medication as needed.

Someone familiar with the tenant's baseline optimum functioning and who will notice symptoms of relapse; staff available to monitor medication, as needed.

Staffing

Residents of Gardenview Apartments have easy access 24 hours a day, 7 days a week to a staff person working at the Doris Burdman Home, located adjacent to the apartment complex. The Landlord for Gardenview Apartments is a Burdman Group Inc. CPST provider.

At Maplewood Manor, a tenant resource person resides at the site and can be accessed during evening hours.

At Veritas House a residential monitor, responsible for safety of security of the building and tenants, is available for assistance 24 hour per day, 7 days a week.

At Campbell Apartments, a residential monitor is available for assistance 16 hours per day, (during evening and midnight shifts) 5 days a week. A monitor is available for assistance 16 hours a day during the weekend.

Administrative staff at Burdman Group Inc. ensures operational, clinical, administrative compliance with HUD regulations. Maplewood Manor, Campbell Apartments and Veritas House are HUD sites.

Hours of Operation

Burdman Group Inc. independent housing services do not offer programming. However, anyone needing information in Mahoning County can contact Robert Bryant at (330) 743-9275 (phone or TDD), Dave Trimble at (330) 480-4384 (phone or TDD) or Mike Tobey at (330) 393-0598 phone or TDD) from 8:00 a.m. to 5:00 p.m., Monday through Friday. In Trumbull County, anyone needing information can contact Bendetta Quick-Lee or Bonnie Johnson at (330) 898-6992 (phone or TDD) from 8:00 a.m. to 4:30 p.m., Monday through Friday.

Facility Location

- Gardenview Apartments, a 15-unit dormitory-style apartment complex, is located on the north side of the Youngstown at 286 Broadway, Youngstown, Ohio 44504.
- Veritas House, also a 15-unit, dormitory-style apartment complex, is located on Youngstown's south side at 69 East Lucius Avenue, Youngstown, Ohio 44507.
- Maplewood Manor offers 20 efficiency apartments and is located on Youngstown's east side at 1129, 1131, and 1133 Verona Avenue, Youngstown, Ohio 44506.
- Campbell Apartments offer 18 one-bedroom apartments and is located on Warren's west side at 3070 W. Market Street, Warren, Ohio 44485.

Admission/Discharge Criteria

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

For specific site - All of the above mentioned criteria applies plus:

For Gardenview Apartments

- a. Applicant must have adequate income to pay the fixed rent.
- b. 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

- a. Must meet all of HUD's requirements for tenancy
- b. 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

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

Termination of tenancy, unless the tenant initiates it, must conform to the law. In other words, Burdman Group Inc.'s relationship with its tenants is as a landlord and as such, BGI must comply with all the statutory standards that apply to eviction.

PEER SUPPORT SERVICES

The Ohio Department of Mental Health has certified Self Help/Peer Support Services at Sojourner House.

Goals and Objectives

The goal of Sojourner House is to provide protective services to adults and children who are victims of domestic violence. In doing so, Sojourner will provide the adult victims with (a) a safe and confidential place to stay while they are trying to escape an abusive environment; (b) counseling, advocacy and support, (c) an opportunity to initiate solutions to the problems they are experiencing to help them make positive changes in their lives. This goal is achieved through the following objectives:

1. Maintain a shelter facility and provide safe, temporary housing for battered persons and their children in a home-like atmosphere.
2. Provide support groups.
3. Provide 24-hour telephone crisis, information and referral line.
4. Provide community education through public speaking, in-service training, and a community-based support group.

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

A second goal of Sojourner House is to provide assistance and support to the children residing with their parent at the shelter and provide activities that meet their social, developmental and material needs. This is accomplished by the following objectives:

1. Provide access to counseling through an affiliation agreement with a local agency and/or referrals to other community resources.
2. Act as a liaison with the school system.
3. Provide parenting assistance to victims of domestic violence.
4. Provide recreational activities for children in residence.

Services Provided

Sojourner House provides a comprehensive shelter program which includes a 24-hour crisis telephone line, emergency shelter and meals, case management service and advocacy, group counseling, children's program, community support groups, outreach, and prevention, education and awareness of domestic violence issues. The following is a description of each service:

1. A 24-hour crisis telephone line is available to receive calls from persons affected by incidents of domestic violence. This results in some admissions to the shelter or in the provision of empathetic listening, education and/or referral to other social services agencies.
2. Emergency shelter and meals are provided to women and children admitted to Sojourner House. The shelter can accommodate up to 25 persons. More than half of the women who come to Sojourner House bring their children with them.
3. Trained staff provides case management and advocacy for victims who enter the shelter. A case plan is developed immediately after admission with development of a safety plan, linkages to legal protection (Temporary Protection Orders), and social services agencies to help them meet their housing, economic, vocational, educational and medical needs.
4. Domestic Violence Education and group counseling is provided by trained professionals to meet the emotional needs of the victims.
5. A children's program provides referrals to counselors for the special needs of the children who accompany their mothers to the shelter. The children's specialist works with the children in a special activity room, called the Bear's Den, and observes them

at play. Information gathered from her observations is helpful in working with the mothers on their parenting skills and to help counselors address the emotional needs of the child. Tutoring is available for school-age children. Whenever feasible and safe, children are transported to school.

6. Community support groups (one is bilingual) are offered at several locations in the Youngstown area for women who have been residents of Sojourner House as well as for women who do not desire shelter, but are in need of support.
7. Community outreach services are provided to heighten awareness of domestic violence and increase accessibility of domestic violence services. The program targets minority communities.
8. Aftercare Services are provided to Sojourner House residents once they are discharged. Shelter staff provides ongoing services to victims and their families as they make the adjustment to living a violence-free life. Supportive services include home visits and continual linkage to community services.
9. Prevention, education, and awareness of domestic violence issues are an important part of the program. Program staff from Sojourner House and members of the Shelter Advisory Committee gives educational presentations to schools, civic clubs, social service agencies, churches, police academies, etc.
10. Collaboration with other social agencies provides ancillary services and training for women who are residents of the shelter. Health care services, legal advice, drug and alcohol counseling, and other forms of constructive assistance are made available through Sojourner House.

Needs and Characteristics of Persons Served

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

Program Staff

Program development, direct service leadership through case supervision and supervisory responsibility of staff is provided by the Program Director, a Licensed Social Worker. Other Sojourner House staff members include one full-time Case Worker, one full-time House Manager/Volunteer Coordinator, one part-time children's specialist, one full-time Judicial

Advocate, one full-time Operations Manager who is responsible for the supervision of the Monitors, one full-time Monitor and a number of part-time shelter Monitors. Four staff members rotate weekly as on-call counselors. The shelter program utilizes student interns from Youngstown State University and trained volunteers to assist in a variety of roles, including support group facilitation, sorting donations, answering the crisis line, performing clerical duties, and assisting with children's activities. Services are qualified per 5122-29-15 of the ODMH Certification Standards.

Hours of Operation

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

Facility Location

The shelter location is kept confidential to ensure the safety of residents and staff. Calls can be received at (330) 747-4040. Inquires can be addressed to P. O. Box 5694, Youngstown, OH 44504 or to Burdman Group Inc. Administrative Offices, 284 Broadway, Youngstown, OH 44504, (330) 743-9275 (Phone or TDD).
Satellite Office: 105 East Ohio Avenue, Sebring, OH 44672, (330) 938-2253.

Admission/Discharge Criteria

Sojourner House has specific criteria to consider when someone calls the crisis telephone line or is referred for admission to the shelter. Reasons that are appropriate for admission include actual evidence of physical or emotional abuse; actual, serious threat to the woman; reasonable fear that someone will harm the woman in an abusive relationship with that woman.

Discharge occurs when residents are no longer in need of protective shelter. Residents are discharged for the following reasons:

1. Safety concerns have been met
2. Case plan goals have been completed.
3. Violation of program ODMH Certification Standards that include, but are not limited to:
 - a. Violation of confidentiality agreement
 - b. Physical violence, threats, or verbal abuse of anyone in the shelter including staff, volunteers, residents and/or children
 - c. Theft or destruction of shelter property

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

AFFILIATION AGREEMENTS

Burdman Group Inc. maintains formal affiliation agreements with the following community agencies:

Turning Point Counseling Services (TPCS)

Burdman Group Inc. (specifically the Doris Burdman Home and BGI's Community Psychiatric Support Treatment) and Turning Point Counseling Services (TPCS) (formerly Parkview Counseling Center) have established an affiliation in an effort to provide a broad spectrum of high quality mental health services to persons suffering from serious mental or psychological problems. Towards this end, both organizations commit to the following:

- a. TPCS will screen and approve referrals to the Doris Burdman Home (DBH). DBH will accept referrals provided staff believes that the referred person can be managed safely.
- b. DBH will provide a safe, supervised and supportive environment within which TPCS consumer, with DBH's staff assistance, can work toward accomplishing his/her individualized treatment goals.
- c. DBH and TPCS will maintain regular contact with each other regarding a resident's/consumer's progress and ongoing problems/needs.
- d. TPCS agrees to provide crisis intervention at the Doris Burdman Home, when deemed necessary.
- e. TPCS will pre-screen a DBH resident whose condition warrants either inpatient or crisis residential services.
- f. TPCS will provide Community Psychiatric Support Treatment services to selected residents to expedite progress toward their goals and a timely discharge.
- g. TPCS will provide partial hospitalization, counseling, and Pharmacologic Management services to selected residents.
- h. TPCS will provide Pharmacologic Management and counseling services to selected BGI Community Psychiatric Support Treatment consumers.
- i. Both organizations, in the interest of timely continuity of care, may orally exchange confidential information without a signed release of information. The sharing of written information will require a signed release.
- j. Neither organization shall be responsible for reimbursing the other organization for services provided to shared consumers.
- k. Neither organization is responsible for treatment or actions taken by the other

organization

- I. Both parties to this agreement stipulate that they will not discriminate in policies of placement or treatment of participants on the basis of sex, sexual orientation, religion, race, creed, color, handicap, national origin or ancestry.
- m. DBH agrees to adhere to all state and local regulations that govern the operation of residential facilities.

Valley Counseling Services (VCS)

Burdman Group Inc. (specifically Riverbend Center and Crossroads) and Valley Counseling Services, Inc. (VCS) have established an affiliation in an effort to provide a broad spectrum of high quality mental health services to persons suffering from serious mental or psychological problems. Towards this end, both organizations commit to the following:

- a. VCS will screen and approve referrals to Riverbend Center (RBTC) and to Crossroads (CRS). RBTC/CRS will accept referrals provided staff believes that the referred person can be managed safely.
- b. RBTC/CRS will provide a safe, supervised and supportive environment within which VCS consumer, with RBTC/CRS staff assistance, can work toward accomplishing his/her individualized treatment goals.
- c. RBTC/CRS and VCS will maintain regular contact with each other regarding a resident's/consumer's progress and ongoing problems/needs.
- d. VCS agrees to provide crisis intervention at Riverbend Center and Crossroads, when deemed necessary.
- e. VCS will pre-screen a RBTC/CRS resident whose condition warrants either inpatient or crisis residential services.
- f. VCS will provide Community Psychiatric Support Treatment services to selected residents to expedite progress toward their goals and a timely discharge.
- g. VCS will provide partial hospitalization, counseling, and Pharmacologic Management services to selected residents.
- h. VCS will provide Pharmacologic Management and counseling services to selected RBTC/CRS Community Psychiatric Support Treatment consumers.
- i. Both organizations, in the interest of timely continuity of care, may orally exchange confidential information without a signed release of information. The sharing of written information will require a signed release.

- j. Neither organization shall be responsible for reimbursing the other organization for services provided to shared consumers.
- k. Neither organization is responsible for treatment or actions taken by the other organization.
- l. Both parties to this agreement stipulate that they will not discriminate in policies of placement or treatment of participants on the basis of sex, sexual orientation, religion, race, creed, color, handicap, national origin or ancestry.
- m. Burdman Group Inc. agrees to operate according to state and local ordinances that govern the operation of group residential facilities.

Foreign Language Speaking Consumer

In the event a foreign language-speaking consumer should seek services offered by Burdman Group Inc., the agency would contact Youngstown University Foreign Languages and Literatures Department that offers a translation referral service.

ANNUAL REVIEW OF PLAN

Burdman Group Inc.'s Service Plan is available for review by persons served, their family, significant others and the public. The plan is updated annually and approved by its Board of Directors. Amendments to the Service Plan are based on the results of Service Evaluation and Quality Assurance Reports, Community Plan, Consumer Characteristic/Diagnosis, MIS reports, or other internal evaluation programs. These amendments require review by the Program Committee of the Board of Directors and the approval by the full Board of Directors.