

THE GREENE ESC  
MENTAL HEALTH SERVICES

**PERFORMANCE SUMMARY 2015**

The Greene ESC Mental Health Services had a very productive and exciting year, marked by significant improvements as well challenges. The Greene ESC, under new Superintendent Terry Strieter, made huge strides forward in evolving the agency into a premier educational service center. Coming off celebrating our centennial, The Greene ESC launched a comprehensive strategic planning process that involved stakeholders from across the county, and resulted in major improvements to the overall operations of The Greene ESC. Some of the results of the Strategic Plan include updated and revised policies & procedures, building and technological enhancements, improved marketing and risk management plans, enhanced service delivery, better transparency in business practices, and the development of advisory committees in the areas of safety, business, technology, programs/services, and facilities. For the first time in 5 years, The Greene ESC staff were provided increases in salary, as well as improved performance evaluation processes, professional development opportunities, wellness program, and incentive offerings. Under new GCESC leadership there has been a renewed commitment to customer satisfaction, openness to stakeholder feedback, systematic analysis of data, and using data to improve outcomes. The Greene ESC, like all Educational Service Centers in Ohio, face ongoing threats of defunding from Governor Kasich and State legislators. Mrs. Strieter, along with Greene County Superintendents met with key legislators on multiple occasions to advocate for the role of ESC's in helping school meet the needs of their students.

For GCESC Mental Health Services, the past year was filled with many accomplishments and improvements. For 2015, we served more students than ever before at over 570 clients served, and have been able to expand services in high need districts. Over the past 3 years, we have significantly enhanced the referral and staff allocation processes so that we are able meet the needs of the most at-risk and vulnerable students. Annual stakeholder satisfaction surveys indicate that clients, parents/guardians, educators, and school administrators are extremely satisfied with our work. "Feedback Informed Treatment" outcome tool (F.I.T.), an evidenced-based outcome measure on the National Registry of Evidence-based Programs & Practices (NREPP) indicates that 89% of persons served met their treatment goals in 2015, and majority of clients served reported significant and reliable change in response to treatment interventions. Persons served report better the average responsiveness to interventions (86%) as indicated on individualized service plans and progress notes. Similarly, 91% of clients report experiencing progress in counseling sessions. A 2015 highlight for GCESC Mental Health Services was the awarding of the county Mental Health Worker of the Year to Jennifer Mills for her outstanding work in Beaver Creek Schools.

For 2015, GCESC Mental Health Services implemented a new electronic medical record, case management, billing and database system, "Penelope" by Athena Software. The new system is still being refined and form-fitted to our agency, but is already demonstrating significant advancements in helping the GCESC Mental Health Services to better gather, manage, and analyze client data, as well as improve billing efficiency and documentation accountability. The system allows therapists to more efficient, timely and accurate with documentation. Overall, The Greene ESC is experiencing significant leaps forward in technology, due primarily to the hiring of a new Technology Director, Thomas Davis. New laptops, I-pads, crisis cell phones, website enhancements, key fobs, and signature pads are just a few of the improvements ushered in by Mr. Davis.

For 2015, GCESC Mental Health Services developed a "Master Therapist Learning Community", which is designed to increase clinical excellence by providing a deeper more comprehensive supervisory experience. Based on the research of Scott D. Miller and his colleagues, the Learning

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Community is made up of GCESC Mental Health Services clinicians and supervisors who in addition to standard supervision and training are seeking more consultation and professional development in feedback informed client-centered practice. Even though the Learning Community is voluntary, we had nearly 100% attendance from Mental Health Services staff, and staff reported finding the experience useful for enhancing their clinical effectiveness.

Exciting new advancements in the GCESC Day Treatment Program, known as the Learning Center, were implemented in 2015. A Learning Center Improvement Committee, made of teachers, therapists and administrators was developed at the beginning of 2015, and explored possible therapeutic improvements to the Learning Center. When the 2015-16 school year started, the Learning Center implemented the “PAX Good Behavior Game”, an evidence-based classroom management tool (on NREPP registry for best-practices), “Zones of Regulation”, an evidence-based self-regulation program, and “Positive Behavior Interventions & Supports” (PBIS), a school-wide prevention framework that is the gold standard for proactively establishing the behavioral supports and school climate necessary for all students to achieve social, emotional, and academic success. Although early in the implementation cycle, we are already seeing benefits from these advancements, including less time out of class, fewer crises, less reliance on restriction, and better communication between teachers and students.

For 2015, we invested in a number of building/facility improvements and enhancements, including new roof, new carpets, new paint, new heating/cooling units with new ductwork, new locks, major repairs to modular units, newly constructed office space, parking lot repaving, and installation of new security cameras and intercom.

A SAMHSA “Safe Schools/Healthy Students” grant awarded in 2013 began to show its first dividends in 2015. We were able to implement PAX Good Behavior Game in seven school buildings in Greene County, across three districts, and trained 152 teachers in this evidence-based practice. Multiple workgroups and advisory committees were spawned from the SS/HS grant, including Early Childhood Workgroup, Guidance Counselor Advisory Committee, School-based Referral Workgroup, and the Community Management Team. The grant helped facilitate discussion of important county-wide initiatives across multiple Greene County agencies, including pre-school mental health services, improved parent & family engagement, increased school-based services, suicide prevention, and prevention approaches for substance abuse and school violence. In fall of 2015, we hired an Early Childhood Mental Health Consultant (ECMHC) to help build a system of consultative services for preschools and daycare centers. The ECMHC is critical to our vision of designing community services that prevent and reduce future mental health problems through early identification and preschool interventions.

For the 2014-15 school year, The Greene County Active School Shooter Protocol Committee implemented a county-wide protocol detailing the steps to be taken by law enforcement, fire departments, schools, and mental health providers in response to a school shooter situation. The Mental Health Sub-Committee was chaired by the Director of the GCESC Mental Health Services, and was made up of key figures in the county’s mental health system, including the heads of the Mental Health & Recovery Board, The Community Network, The GCESC Learning Center, as well forensic psychologists, prosecutor, and police. This complex process resulted in a detailed and practical plan that will assist schools in being as safe as possible. For 2015, all GCESC school safety plans have been updated, revised and expanded to meet new Homeland Security and Ohio Department of Education mandates.

The above-mentioned highlights were just a few of the performance improvements implemented by GCESC Mental Health Services. The following is a summary of PI activities as they related to GCESC Mental Health Services Strategic Plan goals & objectives:

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### *1. Actively Promote Health, Well-being and Dignity in our Community*

- Reduced stigma, advocated for rights of persons served, and increased awareness through regular and frequent trainings for staff, educators and others including annual Child Abuse Prevention for Educators, Preventing Youth Suicide, Clients Rights Training, Crisis Intervention Training (CIT) for police, Understanding the Maltreated Child, The Developing Brain, The Brain Paradigm, Serving the Mental Health Needs of Students, The Mysterious Teenage Brain, School Success & Executive Functioning, Feedback Informed Treatment, Understanding Youth Mental Health for School Nurses, PAX Good Behavior Game, Trauma Informed Care in Schools, and Traumatic Event Crisis Intervention Training (TECIP). Tim Callahan and Anya Senetra provide the trainings, and for 2015 the requests for presentations doubled from previous years, providing the GCESC Mental Health Services an opportunity to share our vision with other educators and providers across the state.
- GCESC Mental Health Services provided and sponsored several cultural competency trainings, including a workshop on Muslim communities. Annual GCESC Mental Health Services trainings cover cultural competency issues.
- GCESC Mental Health Services' school-based program was created to increase access to care and is a cornerstone of our mission. In addition to awareness trainings, has used the website to provide stakeholders information about our services, as well as helpful fact-sheets on a variety of presenting problems.
- Tim Callahan consulted with Beavercreek Schools on helping them to develop and implement a Stress Management Curriculum and Program for elementary age children.
- Implementation of PAX Good Behavior Game, PBIS, and Zones of Regulation in the Learning Center.

### *2. Enhance Clinical Effectiveness*

- The implementation of the client centered behavioral health outcome measure, "Feedback Informed Treatment" has had an significant impact on enhancing clinical effectiveness. This truly client-centered tool is completely in line with GCESC Mental Health Services core values.
- GCESC Mental Health Services staff members stay up on the most effective and up-to-date treatments through internal and external trainings, especially treatments designed to help kid's brains work better.
- GCESC Mental Health Services were all trained on the new DSM-5.
- GCESC Mental Health Services staff are trained in trauma-informed approaches.
- A clinical enhancement that has been refined over the past two years is the Transition Plan that allows the person served to begin the transition process at the onset of treatment. In combination with F.I.T., transition planning has furthered our effort to empower persons served to self-manage and self-regulate.
- Trainings mentioned in goal #1 also have had impact on reducing non-academic barriers to school performance.
- We look forward to doing more to involve families, including finding ways to provide trainings, therapies, and supports. Parent and family engagement is one of the elements of the Safe Students/Healthy Schools grant, and increasing parent engagement is one of most important goals.
- We have enhanced our stakeholder survey process so as to capture feedback essential to our performance improvement efforts.
- For 2015, we are refining the use Penelope and other database systems to gather data that is reliable, measureable and meaningful.

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- For 2015, we are developing and implementing a completely electronic medical record. Parents and clients will soon be able to review and sign their documents electronically, thereby reducing delays and improving timely participation in services.

### 3. *Develop & Maintain Sustainable Business Practices*

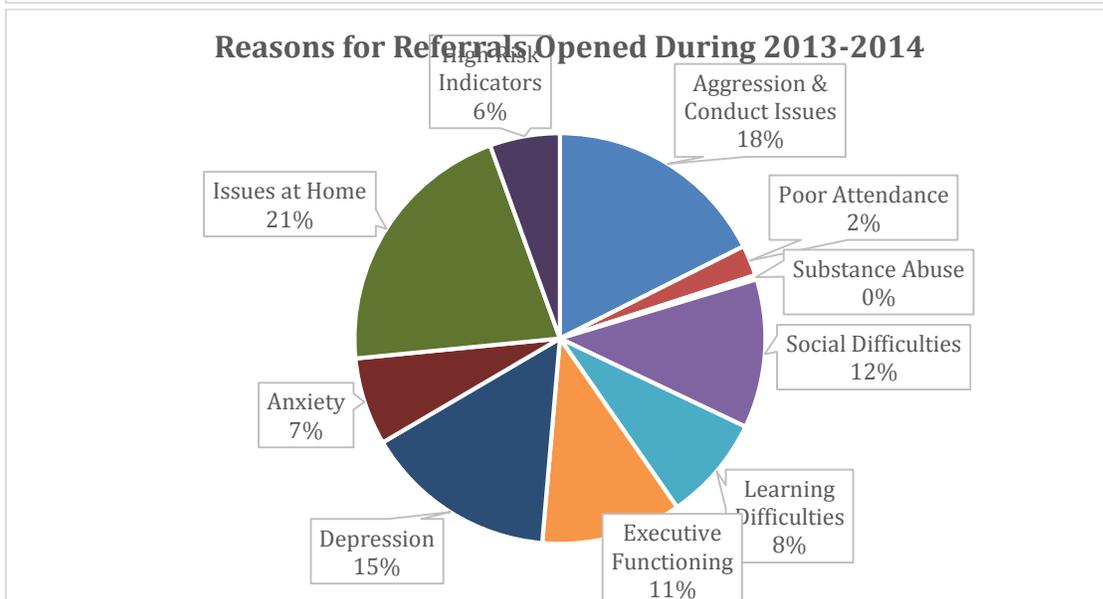
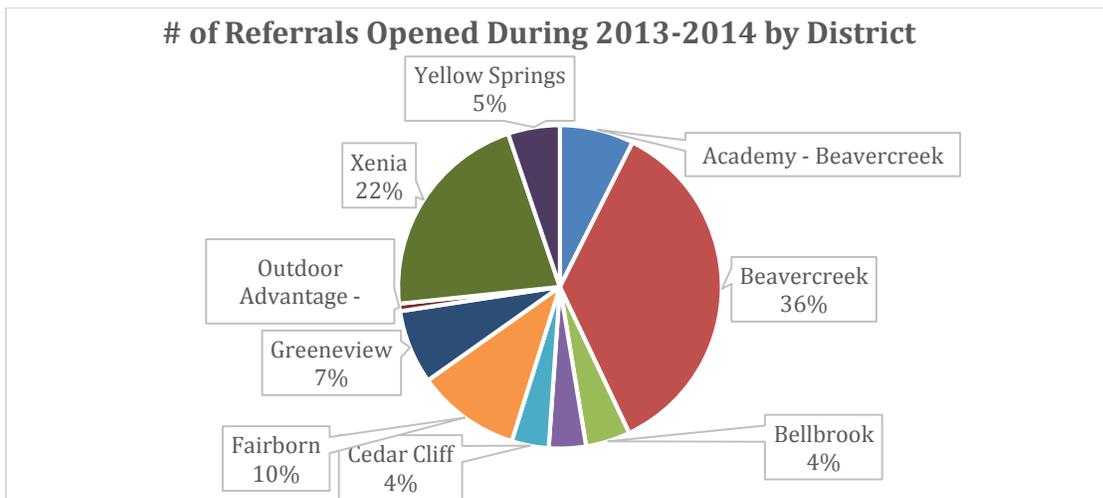
- We successfully navigated through a complicated Medicaid transformation process over the past few years, thanks to GCESC Mental Health Services Billing Manager Bethany Finkbeiner. The billing process has never been so efficient or timely, and the Medicaid interface is working well.
- Productivity has been a key financial indicator for GCESC Mental Health Services, and after several years of QA/PI effort, productivity is consistently on par.
- Late documentation, a spotty but nagging problem for GCESC Mental Health Services has been managed through a number of QA/PI and leadership strategies.
- \$2 million SAMHSA grant has helped our financial position by creating prevention and consultative services, adding services, and increasing access to our services.
- GCESC Mental Health Services through Anya Senetra provides detailed utilization data for The Greene ESC leadership to use in negotiations with school districts, so we can best match allocation with need. The new database will assist in improving how we gather and analyze utilization and allocation data.
- Xenia Community Schools added an additional GCESC Mental Health Services staff member to help address the growing need for mental health services in their school buildings.
- In 2015, the GCESC formed a workgroup to review potential refinements and modifications to the manner in which GCESC Mental Health Services bill for services.
- For 2015, GCESC Mental Health Services did not experience any significant losses and met the financial goals for the agency.

### #4. Ensure a Healthy & Safe Environment

- The GCESC developed a safety committee for developing and implementing safety related and risk management improvements for all GCESC programs.
- GCESC Mental Health Services, along with the Learning Center Safety Officer trains and provides unannounced tests of all emergency procedures.
- Significant building renovations occurred in 2015, including a new roof, new carpets, new paint, new heating/cooling units with new ductwork, major repairs to modular units, newly constructed office space, and parking lot repaving.
- Safety specific improvements include new locks, and installation of new security cameras and intercom.
- GCESC Mental Health Services developed the protocol for mental health services role in an active shooter situation as part of the Greene County Active School Shooter Protocol Committee. In 2015, met with local law enforcement to map out a plan in case of emergencies, such as school shooters or bomb threats, and included details for staging areas and plans for students, parents, volunteers and media.
- GCESC Mental Health Services enhanced the new staff member and client orientation processes to more emphasize our health & safety standards.
- For 2015, Homeland Security and Ohio Department of Education is requiring all schools to meet the new standards. GCESC Mental Health Services assisted the Learning Center and other schools in refining Safety Plans and evacuation procedures.
- GCESC Mental Health Services Clinical Records Officer Wendy Wooten also serves as person who completes thorough BCI and FBI background checks.

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- QA/PI committee and leadership review major unusual incidents at quarterly to identify trends. The most common incident reported has to do with reporting suspected child abuse/neglect.
- GCESC Mental Health Services staff members all are prohibited by policy from using seclusion, restraints or intrusive interventions. GCESC Mental Health Services is committed to helping educators to use positive approaches and non-violent practices to managing crisis by providing ongoing and frequent trainings, handouts, and consultations.
- The Greene ESC Technology Director has helped make major improvements to ensuring computer security and safety.



**SUBMITTED BY:**  
 Timothy J. Callahan, Psy.D.  
 Director of Mental Health Services  
 The Greene ESC  
 tcallahan@GreeneESC.org

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