



NORTHEAST OHIO BEHAVIORAL HEALTH, LTD.

An Association of Mental Health Professionals

Annual Report – Fiscal Year 2008

Fiscal Year 2008 presented numerous challenges for NEOBH, as the incremental growth seen in the previous fiscal year was not sustained in FY 2008. Thus, NEOBH engaged in extensive review of each aspect of its service delivery, and directed additional analysis to its cost centers, and its areas of major expense. Indeed, in FY 2008, NEOBH recognized the impact of economic changes (such as increased gas prices) on its client population. NEOBH additionally adapted to the merger of the Stark County Mental Health Board and the Alcohol and Drug Board, and the formation of the Stark County Mental Health and Recovery Services Board. NEOBH encountered new mandates from this entity, and worked toward the satisfaction of many unique expectations that arose from this important funding source.

The Year in Review:

NEOBH served 2,169 clients in FY 2008. 1,461 clients new to NEOBH received services. NEOBH continued to experience limitations in unit production, and responded to an 8% decrease in FY 2008 revenue by a focus on the marketing of its niche specialty services, the enhancement of services related to recognized areas of expertise and the cessation of services that did not meet cost/benefit expectations.

Thus, NEOBH discontinued Group Counseling services, and focused on the further expansion of trauma treatment services. NEOBH also sought to expand services into school environments, and began to explore possible options. In order to reduce costs, NEOBH revised its lease of offices within the Children's Network, and retained one clinical office, which focused on assessment. It successfully marketed Trauma Assessment Services to the Stark County Department of Job and Family Services, and developed a specific assessment format for this unique evaluation process.

NEOBH further refined its feedback to the Stark County Family Court regarding the referral of youth affected by trauma, and saw an increase in referrals for this population. It additionally began the process of contracting for services to Mentally Retarded/Developmentally Disabled (MR/DD) clients referred via the Summit County MR/DD Board, and noted an increase in the request for services for children diagnosed with Reactive Attachment Disorder, as well as adults, adolescents and children with hearing impairments and autism-spectrum disorders.

FY 2008 -- Continuous Quality Improvement (CQI):

CQI at NEOBH was enhanced by the adoption of the SOQIC Child Diagnostic Assessment Form that was developed by the Ohio Department of Mental Health (ODMH). This format successfully integrated Outcome Data into the assessment process, and its introduction was accompanied by revisions in the Individual Service Plan (ISP) to include a specific Objective related to an item on the Ohio Youth Scales/ Adult Form A. The NEOBH CQI Officer worked closely with the NEOBH Business Manager regarding use of existing functions within the billing software that could be used to devise Outcomes Data projects, as the limitations of the ODMH Data Mart became fully realized.

NEOBH continued to achieve CQI compliance rates well over the expected 90% level, and accomplished an overall rate of 95.43% in FY 2008.

Despite financial challenges, NEOBH continued to rank high in Client Satisfaction. For both children and adult clients, satisfaction ranked above 84%. The format for the delivery and tabulation of the Surveys was altered, in order to improve efficiency.

FY 2008 -- The NEOBH Staff:

NEOBH responded to community demand for specialized treatment and assessment services by the addition of three new staff members in FY 2008:

- Susan Deibel, PCC, assumed the leadership of the Intensive Parent-Child Interaction (IPCI) program, and brought additional trauma-focused treatment skills to NEOBH.
- Michelle Legg, PC was added to the NEOBH staff in order to increase service delivery to adolescents.
- Angela Lancianese, LISW added expertise related to children with Autism Spectrum Disorders to the niche specialty offerings available at NEOBH, and provided an alternative therapeutic approach for this population.

FY 2008 Agency Accomplishments:

- NEOBH concluded a comprehensive data scanning project to prepare for an anticipated move to new office space in Stark County. By the conclusion of FY2008,

great strides had been made toward the re-organization of the Closed File Database, and the digitization of closed charts became a routine function.

- NEOBH continued to pursue options for new space for its Canton office location, and located space on Dressler Road. NEOBH worked with Spring Realty toward the execution of a lease that would commence in FY 2009, and additionally planned the allocation of space within this renovated facility.
- NEOBH further enhanced the utility of the NEOBH Website by the addition of Registration Forms that could be accessed by new clients and completed prior to their first appointment. In FY 2008, the NEOBH Website was expanded to include the NEOBH Operations Manual, via password access restricted to NEOBH staff.
- NEOBH assisted the Stark County Mental Health and Recovery Services Board toward the successful passage of its Levy. By the conclusion of FY 2008, NEOBH had surpassed its fundraising goal. NEOBH Advisory Member Bob Haag directed his expertise toward the Levy Campaign.
- NEOBH expanded services within the CARE Center at Akron Children's Hospital, and joined the new facility in June 2008. Carrie Schnirring, MA, was selected as primary NEOBH service provider to the CARE Center, and was assisted by Carrie Singer, PCC.
- NEOBH continued its involvement in the Stark County Traumatized Child Task Force, and the Director of NEOBH assisted with the submission of a grant directed toward funding needed for the hiring of a Community Coordinator for the Task Force. An additional grant related to services for the families of youth exiting the MultiCounty Juvenile Attention Center was written by the Director of NEOBH, in cooperation with Assistant Superintendent of Stark County Schools, Mel Lioi.
- The NEOBH Advisory Board began the process of revision of existing policies and procedures in light of "Quality Indicators" considered pertinent to successful agency operation/service delivery.

NEOBH Staff Accomplishments:

- Critical Incident Stress De-Briefing services were delivered to the Tobin Detention Facility in Columbiana County by Margaret DeLillo Storey, Psy. D., PCC, after an

incident that resulted in the death of a youth incarcerated in the facility. An article co-written by Dr. DeLillo-Storey and William Steele, Psy.D. regarding the utilization of trauma-focused services with juveniles in detention was also published in FY 2008.

- Gail Mager, PCC and Aimee Thomas Chuparkoff, Ph.D., PCC, were trained to provide clinical supervision for NEOBH counselors requiring such supervision. NEOBH subsequently accepted its first Counseling Intern, Ms. Valgean Martin.
- Jane Biehl, Ph.D. utilized her Hearing Dog, Sita, in order to facilitate community education regarding the needs of hearing impaired individuals.
- NEOBH Staff continued to conduct workshops within the community related to topics such secondary trauma, Sensory Integration Treatment for Children. Adolescents and Parents (SITCAP), Trauma and First Responders and Risk Management.
- NEOBH Business Manager Renee Pittman successfully negotiated the purchase of new technology needed to enhance operations as NEOBH proceeded with the relocation of its Canton office in FY 2009. NEOBH Support Staff increased efficiency via the adoption of new procedures related to billing and the posting of payments.

NEOBH is very fortunate to have Support and Clinical staff members who are invested in its Mission, and who identify with the Values and Practice Philosophy of the organization. The high quality of work demonstrated by NEOBH employees enhances our reputation. Members of the NEOBH Advisory Board play an integral toward providing community comment and represent important sources of expertise that NEOBH regularly relies upon. NEOBH is also indebted to the Stark County Mental Health Board and Recovery Services Board for its funding resources, and wishes to express appreciation to the citizens of Summit and Stark County for their continued support of our efforts to provide quality mental health services within the community.

NEOBH Executive Staff

Robin R. Tener, Ph.D., Executive Director
Renee Pittman, Business Manager

NEOBH Advisory Board

Ms. Joy Conway
Ms. Starr Reusser
Mr. Bob Haag
Mr. Quin Wychanko
Ms. Esther Thomas, J.D.

NEOBH Clinical Staff

Lori Brisbin-Shepler, Ph.D.
Patricia Seifert, Ph.D., CCDC-III-E
Penny Griffith, Ph.D.
Cindy Yamokoski, Ph.D.
Tiffany Anton, LISW
Gail Mager, M. Ed, PCC
Aimee Thomas-Chuparkoff, J.D., M.Ed.,
LPCC, CCDC-I
Sharon Lewis, LSW
Carrie Schnirring, MA
Debbie Pittak, PCC
Jane Biehl, Ph.D.
Michelle Legg, PC
Nicole Molnar, LPC
Angela Lancianese, LISW
Cynthia Keck-McNulty, Ph.D., PCC
Margaret DeLillo-Storey, PCC
Amy Schuster, LPC
Susan Deibel
Carrie Singer, PCC
Valgean Martin, CT (Intern)



NEOBH Special Project Teams

- Cultural Competency
- Autism Spectrum Disorders
- Trauma-Focused Treatment
- Specialized Evaluations
- Parenting Evaluations

Office Locations

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| Cuyahoga Falls: | 2795 Front Street, Suite A | 330-945-7100 |
| North Canton: | 4347 Portage St., NW, Suite 103 | 330-494-5155 |
| Canton: | 213 Market Ave. N., Suite 200 | 330-451-1701 |
| Akron: | CARE Center at Akron Children's Hospital | 330-945-7100 |