

**CIRCLE HEALTH SERVICES AND THE CENTERS FOR FAMILIES AND CHILDREN
d/b/a THE CENTERS
CONSOLIDATED PROVIDER SERVICE PLAN
CY 2025**

MISSION

The Centers fights for equity by healing, teaching, and inspiring individuals and families to reach their full potential.

VISION

Communities are equitable, healthier, and prosperous.

10-YEAR STRATEGIC VISION

We are the solution for people experiencing barriers to access holistic services that improve their quality of life. We are in neighborhoods where people can access the care and services they need in welcoming, state-of-the-art and comfortable facilities. We are an organization with a sustainable business model that supports superior service, enhanced staffing capacity, and competitive growth. We are an inclusive, anti-racist, multicultural oriented team representative of the communities we serve and provide culturally specific services. We are a national model and innovative leader that shapes and establishes best practices in data-driven care and services for those in need. We are a vibrant workplace where our team members have high quality experiences and opportunities for career growth, with a strong and adaptive organizational culture.

THREE YEAR STRATEGIC PLAN GOALS

- **Core:** To successfully integrate and increase access to our core services that significantly improves outcomes and addresses inequities for the people and communities we serve.
- **Culture:** To create an equitable, anti-racist, and service-oriented organization that pioneers and co-creates solutions while fostering a community where team members thrive.
- **Capacity:** To build the operational infrastructure to support growth, integrated services, and a high-performing team.

ORGANIZATION HISTORY & OVERVIEW

The Centers has been serving the Greater Cleveland community for 55 years. In 2017, two organizations with a shared purpose of supporting Clevelanders experiencing health, educational, and employment inequities affiliated to better serve the community. The Centers for Families and Children and Circle Health Services became *The Centers* – a \$100 million human services network that fights for equity by healing, teaching, and inspiring individuals and families to reach their full potential. Further, in 2022, The Centers brought Cleveland Christian Home (CCH) into its structure to expand access to behavioral health services for children and adolescents who are in the Division of Children and Family Services' custody. Through traditional Open Residential Treatment, Short-Term Emergency Placement, and Secured Intensive Residential Treatment programs at CCH, The Centers provides housing, tailored health and wellness care, and other interventions, and has begun a capital project to transform

CCH into The Centers' H.O.P.E. Campus (Healing, Opportunities, Partnership, and Empowerment).

The affiliation agreement between The Centers, Circle Health Services, and CCH allows the organizations to not only share a common purpose, but a leadership structure, administrative functions, and client services, creating operational efficiencies. This allows for the delivery of comprehensive, integrated care and a stronger focus on the social determinants that impact a person's health and wellbeing; these include factors such as income, insurance status, educational opportunities, employment status, access to transportation, gender inequity, racial segregation, food insecurity, access to housing, crime rates and exposure to violent behavior, neighborhood conditions, childcare, and social support. The organization's enabling services address individual barriers to health care including case management, benefit enrollment, emergency food services, care coordination, transportation, and utility assistance. In this way, The Centers is able to provide integrated care, warm hand-offs, and referrals to trusted partners.

The Centers is a recognized Federally Qualified Health Center (FQHC) by the U.S. Department of Health and Human Services, and across our programs, our 650+ passionate employees serve more than 20,000 people annually at 11 locations across Cuyahoga County. As a crucial piece of the social services safety net in Cleveland, the organization supports and inspires families and individuals through the provision of Integrated Health services, Early Learning and Family Support, Workforce Development, and Residential Youth Programs.

HEALTH & WELLNESS SERVICES

The Centers, through our affiliates, offers a variety of health care services—including behavioral health—to adults, adolescents and children. Our service philosophy is to engage clients in the recovery process and help them manage the symptoms of their illness. Our integrated health services offer mental health treatment and substance use treatment to those adults diagnosed with severe and persistent mental illness, co-occurring diagnosis of mental health and substance use, with a majority of our clients having one or more mental health diagnoses. The youth and adolescent programs provide services in the community school, home, and office to treat a variety of diagnostic needs including but not limited to adjustment disorders, impulse control problems, inattention, mood disorders, anxiety disorders, trauma, attachment disorders, and behavior management.

Through the affiliation with Circle Health Services, The Centers has been able to expand healthcare services to our clients by providing primary care services at our larger sites. Combined with our in-house pharmacies at all of our locations, clients can receive integrated healthcare under one roof.

SERVICE LOCATION AND CONTACT INFORMATION

The Centers is certified to provide Health and Wellness Services at six locations throughout Cuyahoga County.

Site Name	Street Address & Hours	Telephone Number	Contact Person
Midtown Health & Wellness Center	4400 Euclid Avenue Cleveland, OH 44103 8:30am-5pm	216-538-8460 216-431-5800 216-325-9549	Keri Kerline – Site Director Marisa Reynolds – Care Management Supervisor (Case Management Services) Timothy Collins – Counseling Supervisor Nathan Rhea, Director, Specialized Services (ACT, STARS/FIRST and IPS/Supported Employment)
West Health & Wellness Center	3929 Rocky River Drive Cleveland, OH 44111 8:30am – 5:00pm M, T, F 8:30am – 7:00pm W, Th	216-278-7373 440-271-6007 216-431-5800	Thomas Shupe – Site Director Artenise Bilali – Care Management Supervisor (Case Management Services) Patrice Treadwell – Counseling Supervisor
Southwest Health & Wellness Center	5955 Ridge Road Parma, OH 44129 8:30am – 5:00pm M, W, F 8:30am – 6:00pm T, Th	216-325-9106 216-856-2704 440-880-0300	Skyla McGee – Site Director Erin Martens – Care Management Supervision (Case Management Services) Kaitlyn Tammaro – Counseling Supervisors
Gordon Square Health & Wellness Center	5209 Detroit Avenue Cleveland, OH 44102 8:30am – 5:00pm M, T, W, F 8:30 – 7:30pm W	440-332-4603 216-651-2037 216-413-3205	Kristie Persson – Site Director Brooke Friedman – Care Management Supervisor (Case Management Services) Randall Lindemann – Counseling Supervisor Judi Amicone – Manager of Substance Use Disorder Services

		216-302-3309	Keelin Spear – Manager of Behavior Health Urgent Care and Rapid Access Teams
Uptown Health & Wellness Center	12201 Euclid Avenue, Cleveland, OH 44106 8:30am - 5:00pm M, T, Th, F 8:30am – 7:30pm W	216-325-9613 216-721-4010 216-413-3205	Alan Hedjuk – Site Director Tashonna Perry – Care Management Supervisors (Case Management Services) Tamika Lampkin – Counseling Supervisors Judi Amicone – Manager of Substance Use Disorder Services
Circle Health – Cleveland Christian Home Health & Wellness Center	11401 Lorain Avenue, Cleveland, OH 44111 8:30am – 5:00pm M-F	216-651-2037 216-431-5800 216-325-9528	Vivian Hopson, Advanced Practice Nurse, Psychiatry Dr. Elena Yanchar, Chief of Psychiatry Dr. Vincent Caringi, Chief Medical Officer

SERVICE DESCRIPTIONS

Behavioral Health Urgent Care Centers

The Centers has two Behavioral Health Urgent Care Centers: one in University Circle (east side) and one in Gordon Square (west side). Both centers are open Monday through Friday from 8:30am to 4:00pm. The Behavioral Health Urgent Care Centers address non-crisis urgent needs related to symptoms of mental illness or substance use disorders, by providing rapid/initial assessment; psych evaluation and assessment; linkage to community resources; brief interventions; on-site care coordination; and referrals for follow-up services.

Target population includes all ages, both children and adults experiencing a non-crisis but urgent behavioral health need. Clients under 18 years of age must have parent consent.

Jail Re-Entry Program

The Center's Jail Re-Entry Program works specifically with individuals in the criminal justice system who qualify for Mental Health and/or Drug Court dockets. The Forensic Liaison Specialist is embedded within the criminal justice system, providing re-entry services to individuals being released from jail who have a mental health and or substance use disorders to individuals who have struggled with engagement in services. Our Forensic Liaison assesses the needs of each individual, coordinates care with the Courts as individuals are reintegrated into the community following incarceration, coordinates with the criminal justice system and mental health probation, and links clients to community resources as well as the Centers' array of behavioral health, primary care, dental, and SUD services.

Assertive Community Treatment (ACT) Program

Assertive Community Treatment (ACT) is an evidence-based psychiatric rehabilitation practice which provides a comprehensive approach to service delivery to clients with serious mental illness (SMI). ACT uses a multidisciplinary team whose backgrounds and training include psychology, social work, case management, rehabilitation, counseling, nursing, psychiatry, and peer support. The entire team shares responsibility for each client; each member contributes expertise as appropriate. The team approach ensures continuity of care for clients and creates a supportive organizational environment for practitioners. A client receiving ACT services may also have coexisting substance use disorder, physical health diagnoses, and/or mild intellectual disability. The service is available twenty-four hours a day, seven days a week.

The purpose of ACT services is to provide the necessary services and supports which maximize recovery and promote success in employment, housing, and the community.

First Episode Psychosis (First)

First is an evidence-based approach used in the early identification and treatment of first episode psychosis. A component of The Centers' new Specialized Treatment, Advocacy & Recovery Services (STARS) program for schizophrenia, First focuses on empowering individuals to make meaning of their experiences, pursue their goals, and work towards recovery. Services include Case Management, Group Therapy, Individual and Family Education Groups, Individual Resiliency Training, Peer Support Specialists, Psychiatric Care, Psychoeducation for Support Systems, and Supported Employment/ Education.

Supported Employment

To address the population's employment needs, individuals will be offered Individual Placement and Support/Supported Employment (IPS/SE). IPS/SE is an evidence-based practice that is integrated and coordinated with mental health treatment and rehabilitation designed to provide individualized placement and support to assist individuals with severe and persistent mental illness or co-occurring mental illness and substance use disorder obtain, maintain, and advance within competitive community integrated employment positions. The purpose and intent of an employment service are to promote recovery through the implementation of evidence-based best practices which allow individuals to obtain and maintain integrated, competitive, and meaningful employment by providing training, ongoing individualized support, and skill development that honor client choice.

Assessment

Assessments are conducted to establish the level of care and services needed by determining the nature and extent of a mental health condition or the extent of misuse and or addiction to alcohol and/or other drugs. Assessment services consist of time-limited, face-to-face sessions that may include information from family members, significant supports, or legal guardians. All assessment findings and treatment recommendations are shared with the client at the end of an assessment process. The Centers provides mental health assessments to adults and youth and substance abuse assessments to adults. The Centers will refer clients for additional treatment for any services identified during the assessment that is out of the scope of services of The Centers.

Individual and Group Mental Health Therapy

Behavioral Health Counseling and Therapy consists of a series of time-limited, structured, sessions that work toward the attainment of mutually defined goals as identified in the individualized service plan. Services may be provided in the agency or the natural environment of the person served, and regardless of the location are provided in such a way as to ensure privacy. Services may also be provided via approved telehealth methods. For counseling and therapy services for children and adolescents, timely collateral contacts with family members, parents or guardians, and/or with other agencies or providers providing services to the child are incorporated as part of the service plan.

Group services include Dialectical Behavioral Therapy (DBT) offered at the Gordon Square office and the West office. DBT is based on a therapeutic methodology to treat persons with borderline personality disorder (BPD). DBT combines cognitive-behavioral techniques for emotion regulation and reality-testing with concepts of mindfulness, awareness, distress tolerance, and acceptance. Clients with a diagnosis of borderline personality disorder and those who have symptoms and behaviors associated with self-injury are eligible for participation.

Mental Health Case Management & Therapeutic Behavioral Services

Case management services provide assistance and support to individuals who meet medical necessity for needing assistance with accessing medical, social, educational, and other services essential to the client to meet functional needs. Case management services may include interactions with family members or other individuals or entities. Services are offered to a Spanish speaking population through the bilingual, bicultural staff. Group services may be offered, as needed. At minimum, case management services will include ongoing assessment, referral, monitoring, and follow-up. Additional case management and TBS services are provided in accordance with OAC 5122-29-17.

Therapeutic Behavioral Services (TBS) provide care coordination for healthcare, behavioral healthcare, and other non-healthcare services to meet the individualized needs of the client. Services are provided in accordance with OAC 5122-29-18.

Following regular office hours, clients in need of service are directed to the Mobile Crisis Team. Staff persons are contacted by the Mobile Crisis team staff as appropriate and communicate regularly with the Mobile Crisis Team staff regarding any services received by clients and the follow-up necessary to respond to service needs.

Individual and Group Substance Use Disorder (SUD) Counseling & Case Management Services

Individual Substance Use Disorder (SUD) Counseling sessions involve a face-to-face encounter between the client or the client and a family member and a counselor to explore SUD problems and addiction ramifications. Individual counseling includes an examination of attitudes and feelings, consideration of alternative solutions and decision making, and/or discussing other educational materials about alcohol and other drug-related problems.

Group SUD Counseling sessions include two or more individuals and explore alcohol and other drug problems and/or addiction, including an examination of attitudes and feelings,

consideration of alternative solutions and decision making, and/or discussing other educational materials concerning SUD problems.

Substance abuse case management services provide assistance and support to individuals who meet medical necessity for needing assistance with accessing medical, social, educational, and other services essential to the client to meet functional needs. SUD case management services may include interactions with family members or other individuals or entities. At minimum, case management services for SUD include ongoing assessment, referral, monitoring, and follow-up. Additional case management services for SUD are in accordance with OAC 5122-29-13.

Partial Hospitalization Program (PHP)

PHP clients receive structured individual and group SUD activities and services that are provided at an outpatient program for a minimum of 25 hours per week with services provided at least five days per week (Monday through Friday) during the hours of 9:00 AM – 2:00 PM. PHP services (ASAM level of care 2.5) are offered for a duration of 2 weeks with a step down to Intensive Outpatient services when completed.

Intensive Outpatient Program Services (IOP)

Intensive Outpatient Services (IOP) are provided to those individuals who have been assessed and have been determined to meet ASAM criteria level of care for intensive outpatient services. ASAM level of care for IOP is 2.1. IOP services include both individual and group therapy that is designed to address the level of severity and functioning of the client. Service provisions for the IOP level of care are limited to less than 9 hours of services. The client's assessed level of care determines how many of these groups will be required to attend per week as outlined in their care plan. Groups are available Monday - Friday from 12-3pm on site at our Gordon Square Office, on site at our Uptown office, or via Zoom. Groups are also available Monday - Thursday evenings from 6-9 via Zoom only.

Non-intensive Outpatient Treatment for SUD (NIOP)

Non-intensive outpatient treatment services (ASAM level of service 1.0) are provided to individuals whose diagnosis indicates a substance use disorder that is not of the level of severity to indicate the need for IOP. Additionally, this level of care is employed for individuals who are transitioning from IOP and continue to require a less intensive level of care. The client's assessed level of care determines how many of these groups will be required to attend per week as outlined in their care plan. Groups are available Monday - Friday from 12-3pm on site at our Gordon Square Office, on site at our Uptown office, or via Zoom. Groups are also available Monday - Thursday evenings from 6-9 via Zoom only. In addition to group sessions, individual counseling, case management, family counseling, and urinalysis services are provided.

Substance Use Disorder (SUD) Intervention

SUD interventions are face-to-face interactions with a client in response to a crisis or emergency. It begins with an evaluation of what happened during the crisis and the client's response to it. Information about the client's strengths, coping skills, and social support networks are also obtained.

Intensive Home-Based Treatment (IHBT)

Intensive home-based treatment (IHBT) is a comprehensive service provided to a youth and his or her family that integrates community psychiatric supportive treatment (CPST), mental health assessments, crisis response, behavioral health counseling and therapy, and social services with the goals of either preventing the out-of-home placement or facilitating a successful transition back to home. These intensive mental health services are provided in the home, school, and community settings, and aim to address and improve the mental health functioning of the youth in each of these domains.

The purpose of IHBT is to enable a client with serious emotional disturbance (SED) to live successfully in the least restrictive, most normative environment. IHBT services are culturally, ethnically, racially, and linguistically appropriate, and respect and build on the strengths of the child and family's race, culture, and ethnicity.

Medication Assisted Treatment (MAT)

Our MAT program incorporates medications with counseling and behavioral therapies to provide a "whole-person" approach to the treatment of substance use disorders. Suboxone, Subutex, and Vivitrol are utilized for opiate use and Vivitrol for alcohol dependency. The prescribed medications help normalize brain chemistry, block the euphoric effects of alcohol and opioids, relieve physiological cravings, and normalize body functions without the negative effects of the abused substance. We implemented walk-in MAT availability (WinMAT) at our Gordon Square health center and are aiming to open a WinMAT program at our Uptown health center this year.

Pharmacy Services

The Centers has in-house pharmacy services located at all five healthcare centers. The Centers pharmacies provide medication education to clients by assisting the clients in overcoming the stigmas related to mental health and substance abuse treatment thus increasing medication compliance. The pharmacists work collaboratively with other health care providers and are active members of the client's care team. Clinical pharmacy services provide support in chronic disease management such as diabetes and hypertension as well as services related to smoking cessation, medication compliance, pillboxes, immunizations, and nutrition.

Rapid Access Assessments

Partnering with hospitals in the Greater Cleveland Area, Rapid Access Assessments enroll, engage, and assess youth and adults who are currently hospitalized for psychiatric reasons. The Rapid Access Team works closely with the referring hospital's Social Workers to identify any social barriers that could interfere with ongoing care.

The referring hospital's Social Worker outreaches the Rapid Access Team by telephone or email to begin the process. The Rapid Access Team is provided the referred individual's demographic sheet to assist with registration at The Centers. The individual is then scheduled a Rapid Access Assessment, which consists of a mental health assessment, completion of appropriate screeners (PHQ9, GAD7, etc.), and referrals for ongoing services (SUD, Counseling, Case Management, Primary Care, Dental, ACT, FIRST/STARS, etc.). The Rapid Access Assessments are completed in-person with a licensed clinician (LSW, LISW, LPC, LPCC) on the day of discharge.

Upon completion of the Rapid Access Assessment, the Rapid Access Administrative Assistant will schedule a follow-up medication management appointment within 7 business days of discharge. These appointments are either scheduled with the Behavioral Health Urgent Care (Tuesday or Thursday mornings) or an available psychiatry provider within The Centers (Monday through Friday). This appointment is forwarded to the hospital Social Worker to be shared with the individual and to be placed in the individual's discharge paperwork.

Early Childhood Mental Health

Early Childhood Mental Health (ECMH) Services provide interventions that promote the social, emotional, and behavioral well-being of children from birth through six years old and their families. Through family-centered prevention, treatment, and consultation, early intervention services are implemented to prevent children from developing more serious mental health needs.

School-Based Behavioral Health Therapy

The Centers School-Based Therapists provide individual counseling to children in charter and public schools throughout Cuyahoga County. These supportive services are brought directly to children at school and are incorporated into their academic day. Services are available year-round and provided in the community, at home, or via telehealth when schools are not in session.

Adolescent IOP

We provide an Adolescent Treatment Program for non-intensive outpatient treatment (NIOP) and outpatient treatment (IOP), which provides youth, ages 13-17, support with issues that lead to the relapse of both mental health and substance use. Through a combination of a three-phase group and individual counseling program, youth will learn how to develop skills to live a more constructive, optimistic and stressed-reduced life that incorporates coping skills to remain abstinent from substances.

Urinalysis

The Centers provides testing of an individual's urine specimen to detect the presence of alcohol and other drugs. Urinalysis includes laboratory testing and/or urine dip screen. Urine specimens for urinalysis/lab analysis can be collected at the offices of The Centers, or a laboratory.

ADDITIONAL SERVICES:

Primary Health Care

All individuals involved in The Centers behavioral health programs have access to primary health care services and other specialty services.

HIV and Harm Reduction Services

HIV Services encompass community outreach education, prevention programming, testing, and treatment. The Centers provides both confidential and anonymous testing for HIV and other communicable diseases.

The Centers Syringe Exchange Program (SEP) has been serving Greater Cleveland since 1995 and remains one of the most effective approaches for harm reduction for people who use drugs (PWUD). The primary goals of The Centers SEP are to slow the spread of HIV infection and other blood-borne pathogens among the high-risk population of injection drug users, link clients to healthcare and related social services, and reduce overdoses. Our SEP currently operates out of two clinics and two mobile van sites, where clients can safely exchange syringes and receive harm reduction supplies, education, and referrals for drug treatment and other health care services at The Centers or our community partners. The Centers also offers four harm reduction vending machines to increase free client access to these supplies.

Residential Youth Programs

In 2022, The Centers entered the child welfare system when it brought Cleveland Christian Home (CCH) into its service structure. Through this affiliation, The Centers now provides expanded access to behavioral health services and emergency housing for children and adolescents through residential programs (through both traditional/open and secured intensive residential treatment). With the renovation and expansion of our existing residential facility into The Centers' H.O.P.E. Campus (Healing, Opportunities, Partnership, and Empowerment) in 2025, system-involved youth will receive wraparound, trauma-informed care grounded in a commitment to reunification of families whenever possible. With up to 50 specialized beds in a comfortable, trauma-informed environment, youth will have seamless step-down and step-up options as they receive treatment close to home and work toward a path back to their families.

Transportation

The Centers coordinates transportation for clients in need of rides to their healthcare appointments through Uber Health.

Access to Wellness (A2W) Program

The Centers, through the support of the ADAMHS Board and the Ohio Department of Mental Health and Addiction Services, provides essential resources for those individuals with serious mental illness who meet program criteria. The A2W program provides assistance for essential items such as housing costs, utilities, food, clothing, transportation, and childcare as needed for recovery. The A2W program is available to eligible clients of The Centers, as well as individuals linked to other behavioral health organizations.

Services for Permanent Supportive Housing Residents

In partnership with Eden Housing, Inc, The Centers provides supportive services in five Permanent Supportive Housing (PSH) buildings in Cleveland. PSH is an evidence-based practice for people with mental illnesses. PSH is long-term, community-based housing, which includes supportive services for homeless people with disabilities. Supportive services provided by the Centers enable the population to live as independently as possible in a permanent setting. The Centers' supportive services are designed to help tenants achieve and sustain housing stability and provide access to a comprehensive array of behavioral health and primary care services.

As services are added or modified, this plan will be updated to reflect the most current service offering of The Centers. A copy of this plan will be posted on The Centers website at

www.thecentersohio.org and made available upon request.