

WINTER 2010/11



## Making a Difference in the Lives of Children and Families

As we enter this holiday season I want to thank the entire Central Clinic staff, the Board of Trustees, the thousands of individuals and their families who receive services at Central Clinic, our funding organizations, and the many friends of Central Clinic who give financial donations. All these organizations, groups, and individuals collectively make it possible to provide early childhood, mental health, prevention, and substance abuse services.

All of the programs at Central Clinic are significant, but one of the most important areas is our work with children. Due to community needs being identified, providing services to children and their families is the fastest growing segment of the Central Clinic system.

Consider the work we do with children under two years of age who are having problems attaching to their moms. Consider the work we do in both Butler County and Hamilton County with foster children in our efforts to help with reunification with their families. Reuniting and retaining children with their biological parents helps parents learn how to nurture their children and helps the children feel safe, which enables parents to improve their skills and thus retain custody of their children.

Consider our work in some of the inner city schools like Ethel Taylor Academy, Roberts Academy, and

Pleasant Hill Academy. We were a part of the widespread community effort that helped Ethel Taylor Academy with 400 students, kindergarten through eighth grade, jump two levels on the Ohio Proficiency Test, from Academic Emergency to Continuous

Improvement. Just think of the life impact that change can have on those students!

Finally, consider the work at the Court Clinic where women with or without children, who have committed non-violent crimes, can attend a

six-hour-a-day, five-days-a-week day program, instead of going to jail. The women in this program are diagnosed with co-occurring disorders of mental health and substance use. Putting these mothers in jail often means the children go to foster homes. Instead of being incarcerated and potentially losing custody of their children, they are given the opportunity to address their substance use/abuse issues, to improve their physical well being, and to stabilize their mental health so that they can be the best possible parents for their children.

All of the programs listed above are evidence based. All have measurable outcomes that are continuously tracked to ensure that clients are receiving the best possible services and to ensure the money that supports these programs is being used in the most effective way. These are just a few of the proven ways Central Clinic is making a difference in the lives of children and families in our two-county area.

If you would like more information about Central Clinic programs or services, or would like to contact us about receiving services, you can visit our website at [www.centralclinic.org](http://www.centralclinic.org).

Please consider including Central Clinic in your holiday giving. We wish you all a very happy holiday season!

WE WISH YOU ALL  
A VERY HAPPY  
HOLIDAY SEASON!



# Central Clinic 2010 Annual Client Satisfaction

by Barbara Bergan, PC, Director of Outcomes

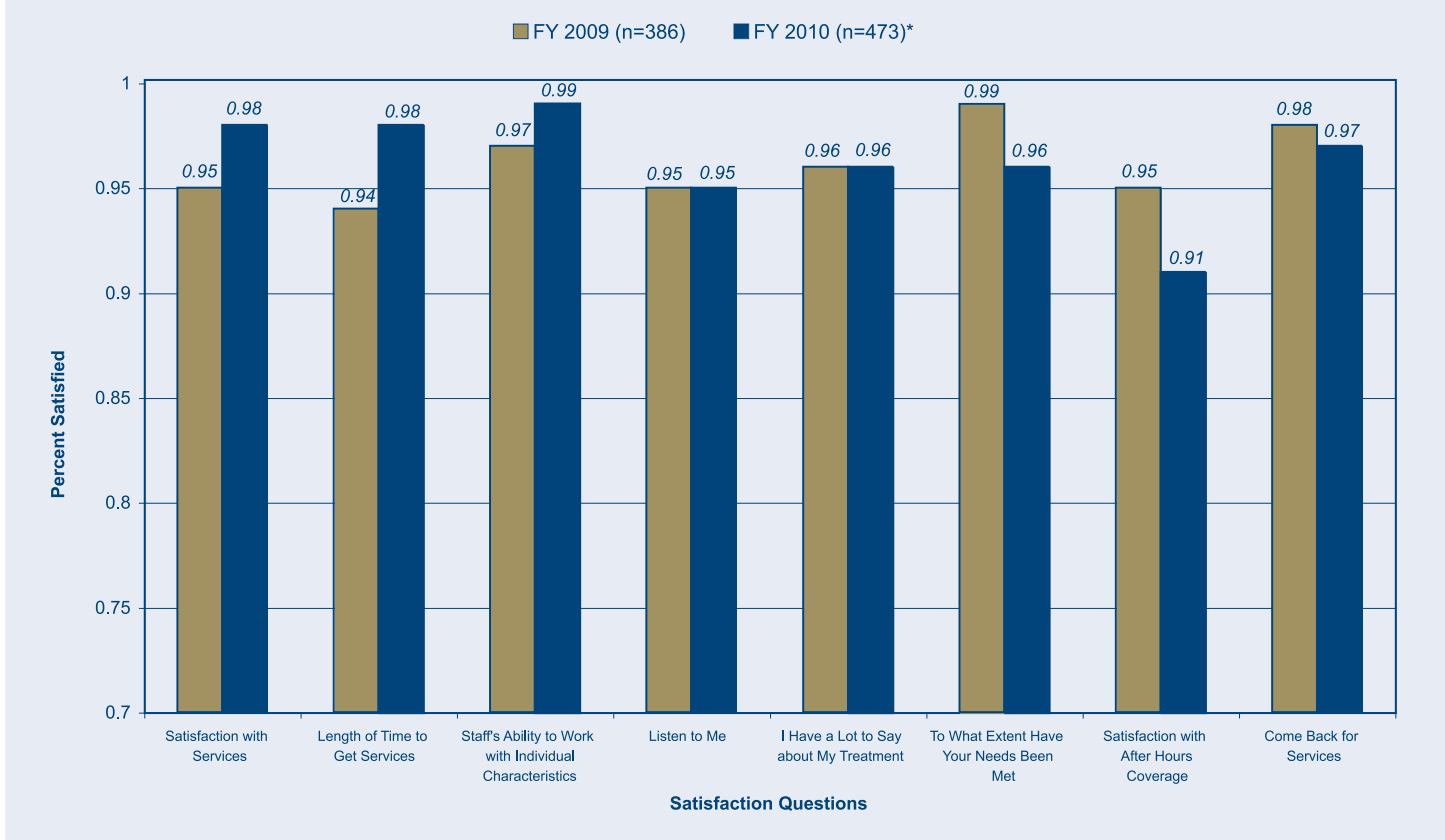
As part of Central Clinic’s ongoing commitment to quality improvement in the behavioral health services it provides, a yearly inquiry is made of clients regarding their satisfaction with these services. Efforts are made to obtain a wide sample of service recipients from each of the Clinic’s clinical programs. In addition to performance for the Clinic overall, responses for each clinical division are examined separately in order to make best use of the data for service planning and improvement. Because of the distinct nature of the tasks performed by Mental Health Access Point (MHAP), a separate client satisfaction report is conducted for that program.

All clients receiving services at Central Clinic between April 1st and May 29th were given a satisfaction survey to complete before the end of their visit. Procedures to maintain confidentiality were followed and participation was voluntary. A total of 473 clients completed the satisfaction survey which is just below 10% of the clients served by the agency annually. This number exceeds the number of surveys collected in the previous year by almost one hundred surveys. Findings from our survey indicate a very high level of satisfaction expressed by clients, as shown by the bar graph below.

**CLIENTS COMPLETING THE SURVEY REPORT:**

- 98% are satisfied with Central Clinic services.
- 99% are satisfied with staff’s ability to work with individual characteristics
- 95% report that staff listen to me and know what I want.
- 97% would come back for services, if needed.

**CENTRAL CLINIC CLIENT SATISFACTION SURVEY – ALL DIVISIONS**  
**Comparison of Client Satisfaction from FY 2009 to FY 2010**



*Thank you to all clients who completed the survey. We appreciate your time and effort in completing these surveys. Your feedback is very important to us.*

## I Don't Just Want a Job: I Want to Make a Difference

by Wanda Mannix



**“... THE GOAL IS TO DO WHAT IS BEST FOR CLIENTS AND STAFF WHILE STILL MAINTAINING EFFICIENT PRACTICES, STREAMLINED OPERATIONS, AND LOW ADMINISTRATIVE COSTS FOR CENTRAL CLINIC.”**

- Wanda Mannix

*Wanda Mannix has been Administrative Assistant to the Administration Division of Central Clinic for almost 10 years. She is writing this article to show the importance and function of the Administration Division and the value of Central Clinic support staff.*

Ten years ago, when I personally experienced some life-changing events, I had to find a place of employment that would hire someone almost 60 years old. I remember telling Dr. Smitson during my job interview, “I don’t just want a job; I wanted to ‘make a difference.’” Central Clinic is an EOE (equal opportunity employer) and true to that concept they took a chance and hired me as Administrative Assistant to the Administrative Services Organization (ASO). The best description of my job is “putty” ... filling in the cracks! My position falls into three categories: administration, residents, and clients.

Administration is the hub of Central Clinic and provides centralized administrative functions for every division within the Clinic. Although I am available to all of the division directors, I work mainly with the CEO, the HR Director/Corporate Compliance Officer, the Compliance Officer/Client Rights Officer, the IT Director, the CFO, and the Benefits Officer. This position necessitates being a “friend of the computer,” because it requires word processing, including formatting the

Policy & Procedure Manual and Staff Policy and Benefit Handbook; creating both paper and electronic charts, documents, templates, and forms for use by clinicians and staff in all divisions; internet research; making time sheets and maintaining PTO balances; maintaining after-hour coverage data bases, Clinic phone directories, and conference room schedules; and compiling, writing/editing the newsletter, among various other jobs. I also assist Performance Improvement/Outcomes by compiling and printing satisfaction survey forms and entering the results in a data base, as well as other tasks as needed. Sound busy? That’s the pattern of Administration! It is impressive to see how much work gets done by staff in this division. Because of my behind-the-scenes work for Administration, I have great respect for the decisions that are made here. I know the goal is to do what is best for clients and staff while still maintaining efficient practices, streamlined operations, and low administrative costs for Central Clinic.

I also work closely with the psychiatric residents in the Adult Services division who have offices on the third floor. Support staff is an integral part of the outpatient psychiatry rotation at Central Clinic. There are two key elements in successfully working with the residents. As the former Director of Resident Education told me, “You are not just being a

secretary to the residents; you are taking an active part in their training.” I have never forgotten that! I also learned that they are already doctors, usually in their third year of residency, when they come here; they are not students, contrary to what many believe. They already have the “book-learning.” Now they are concentrating on their specialty and are getting the opportunity to perfect “people skills” and mature in their trade. This specialized training is facilitated by the residents’ secretaries. It is important to be a “mother-figure” at times, because a resident may need someone to vent to or get encouragement from. Training involves helping with organizational skills. It means guiding doctors so that paper work is done correctly and on time, that appointments are scheduled and kept in a timely manner, that they develop a good working relationship with support staff, and innumerable other details that teach them to run a medical practice smoothly. The most rewarding part of working with residents is watching them grow through the year. They have already chosen to be psychiatrists, but they are just like new “rose buds.” The third year of residency is the time when they begin to “blossom.” By the end of the year most of them know what type of psychiatry they want to specialize in: teaching, research, therapy, or medication management; adults, children, or families; inpatient or outpatient; public health, hospitals, and/or private

practice. As support staff, we play a big part in helping them in this discovery. A conscientious and caring support person can “make a difference” in the training of a psychiatric resident.

The goal of Central Clinic is to provide quality behavioral health services for clients and their families. Because there are residents and staff clinicians on my floor, I have the opportunity to serve many of the clients of the Adult Division. Support staff are the first people the clients see or talk to on the phone. It is important that this experience be as positive as possible for them. This is not always an easy task! We must never forget that clients come here because they have problems. Some never hear an encouraging word from anyone. We encourage! Some come in feeling ashamed because they need mental health treatment. We make them feel at ease! Others are very much alone and feel that no one cares. We care! Some have never had boundaries. We set boundaries in their dealings with the Clinic! We smile! We make them feel that they are important to us (and they are)! Some clients come in so ill, so angry, or so confused that they may scream, curse, demand, and generally make a scene. That is a tough situation to handle and, at times, a very scary experience for staff. But, we must never lose sight that this is often the nature of their illness. As support staff, we have been trained to appropriately deal with these situations. We know how to handle them with grace and compassion. I have learned a lot from these clients; hopefully I have been able to influence them positively. One of the greatest benefits that those of us on the “front lines” receive is the opportunity to “make a difference.”

My three-fold job here is not always easy, but it is never boring. I have learned much more and have experienced much more than I have given. If I had it to do over again, would I work in public behavioral health? Very definitely, “Yes!”

## Taylor Academy Students on Television

On June 7, 2010 Local 12 News reporter, Rich Jaffe, did a story on an unique program that took place at one of Central Clinic's After School sites. The Build Your Future program came to Ethel Taylor Academy to teach the children about jobs they can get without going to college. The school parking lot became the classroom as they learned about the construction business.

According to Jaffe's story, "The concept behind the project is a pretty simple one. Catch potentially at-risk kids, before the education system loses them, and show them you don't necessarily have to go to college to get a good job." Children who do not intend to go to college begin to lose interest in school around the seventh grade. This program is funded by a variety of sources, including the Southwest Ohio Region Workforce Investment Board (SWORWIB) and the Spirit of Construction Foundation, and targets kids at schools across Hamilton County. It shows kids that there are good paying jobs for them as long as they are willing to work.

Anne Mitchell, Construction Industry Advocate for SWORWIB, said that while this program has

only been operating a little over a year, the plan for the future is to expand the program to incorporate other industries as well. According to Mitchell, "...the goal's a simple

one... get kids into the workforce instead of into trouble." For students, this hands on life lesson is also a lot of fun.



***Construction Clubs are off to a great start! This new SWORWIB/Spirit of Construction initiative started this fall in two Cincinnati Public Schools: Ethel Taylor Academy and Quebec Heights. Volunteers from Associated Builders and Contractors are leading the middle-schoolers through all the phases of construction over an 8-week school quarter. Pictured is Diamond Crawford, a sixth-grader at Ethel Taylor, with her electrical project. Construction Club members installed the junction boxes, wiring, plugs, switches, and lights to make a fully operational display.***

## A Beautiful Success Story

by Helen Ziegler



***Denise Allen***

Twenty-six years ago a young lady came to work at Central Clinic as Telephone Operator/Receptionist. She loved her work, performed diligently, and received promotions within the Clinic over the years. However, she was also thinking of the future and other paths she could pursue. She continued to work full-time at Central Clinic and began taking evening classes at the University of Cincinnati, receiving her Associate of Arts in 2001 and her Bachelor of Science in 2006. In June of 2011 this

lady will receive her Masters in Social Work! She left Central Clinic on August 20th to accept a promotion to Research Associate in the Department of Psychiatry at UC.

This success story is the story of Denise Allen. Denise exemplifies what can be accomplished through hard work, determination, and perseverance. Congratulations to Denise on a job well done and every wish for success in the future.

## Central Clinic Training Committee

by Barb Phillips

Central Clinic staff developed and implemented an internal Training Committee in 2008 to better assure that training and educational expectations from the Ohio Department of Mental Health (ODMH), the Ohio Department of Alcohol and Drug Addiction Services (ODADAS) and the Commission on the Accreditation of Rehabilitation Facilities (CARF) was being met by the agency. This was also seen as an opportunity to provide low cost continuing education units to clinical staff, to help retain staff, and most importantly, to improve the quality of care provided to the persons served at Central Clinic.

The Training Committee has representatives across the agency by division and by professional area, including social work, counseling, nursing, psychology, chemical dependency, and marriage and family therapy as well as administration.

Current membership includes Emily Druhot, LISW from Court Clinic; Rick Kerst, PCC-S from Adult Division; Joann Clifton, Psychologist

from Child Division; Stuart Rayner, LSW, IMFT from MHAP (former chair); Sherry Grooms, PCC, LCDC III from FAIR; Barb Phillips, LISW-S and Compliance Officer from Administration; Helen Ziegler, HR Director from Administration; Elaine Ramer, RN from MHAP and Safety Chair for the agency; and Mary Ann O'Malley, PCC-S, LICDC from MHAP (and current committee chair).

The Committee solicits input from staff, clients, and stakeholders on topics of need and of interest. Committee members also send out notices to staff via e-mail on a variety of training opportunities from the community. The Committee utilizes Central Clinic staff whenever possible to provide expert training on pertinent topics. When available for a reasonable price, external speakers are brought in as well. A sampling of recent and upcoming training topics include: Substance Abuse — Overview to Marijuana, Alcohol, and Stimulants; Cultural Diversity — Understanding Poverty; First Aid/

CPR; De-escalation; Introduction to Bedbugs; Trauma; Working with the Gay and Lesbian Client; Criminal Justice/Mental Health Collaboration; Suicide Assessment and Intervention.

Staff has been appreciative of the Clinic's efforts to provide low cost training with CEUs attached, and that enhances their skill set. Comments from recent training feedback forms include positive reaction to the availability of CEUs at a low cost, the convenience of internal training opportunities, the expertise of the speakers and the topics that feel pertinent to staff.

Training opportunities are offered on different days of the week, in various locations of the agency, and are marketed to staff via flyers and e-mail. The Training Committee is happy to explore additional training opportunities and/or speakers. Feel free to contact Mary Ann O'Malley with your ideas at MHAP47@ucmail.uc.edu or at (513) 558-7703.

## Congratulations!

### *Congratulations to the Child/ Family Treatment Center*

The Child Division's Ready to Learn program at Ethel Taylor Academy has received an Effective Practice Registry Award by the Ohio Department of Mental Health, Miami University, and the Ohio Mental Health Network for School

Success. We are very excited about this award, which reflects many hours of hard work on the staff's part. Good job!

### **Maria Piombo Receives Award**

Maria Piombo, PCC-S, who works as a counselor in our Child and Family Division, was accepted into the Community Leaders Institute by the Clinical & Translational Science Awards (CTSA).  
Congratulations Maria!

## EMAIL ADDRESSES NEEDED!

We would like to give you the opportunity to receive Central Clinic *Connections* by email. We are in the process of making that a possibility. If you would like to add your email address to our database, please send it to Wanda Mannix at cc13@ucmail.uc.edu. (Your email address will remain confidential and will not be given to other organizations.)

# Central Clinic: Vision, Mission and Values

## OUR VISION

To be a leader in providing and advocating for accessibility, best practices and outcome-driven behavioral health services for consumers and their families.

## OUR MISSION

To provide culturally sensitive and outcome-driven Mental Health, Substance Abuse, Forensic, and Prevention Services to children, adults, and families. Central Clinic accomplishes this by making services accessible, individualized, effective, consumer oriented, and recovery/resiliency based.

## OUR VALUES

- We value our staff and the individual contributions it makes.
- We honor and respect the breadth of cultural diversity, values and ideas of our staff, clients and community partners.
- We treat our staff and clients with dignity and respect.
- We believe that recovery is possible.
- We value giving clients reasons to hope for recovery.
- We value making resources available to clients to assist in their recovery.
- We understand and promote the active participation of clients in their plan for improving their lives.
- We value the dignity and rights of the clients and families we serve.
- We value the right of privacy of our clients.
- We value and actively seek community/systems collaboration to improve the quality of life in our community.
- We are committed to using outcome data to drive management decisions in our programs.