



“A Friend in Deed”

Service Guide 2023



**Behavioral Health Access Line
216-283-4400 Option 5**

Our Mission

Partnering with you to achieve a better quality of life and a healthier community through engagement, teamwork and commitment.

www.MurtisTaylor.org

Facility Accessibility

Murtis Taylor—All Facilities –216-283-4400
Access Line: 216-283-4400 - Press 5

Main Campus - Mt. Pleasant
13422 Kinsman Road Cleveland, OH 44120



Family & Community Resource Center
13411 Union Avenue Cleveland, OH 44120



Kathryn R. Tyler Campus
900 East 105th Street Cleveland, OH 44108



Downtown Office
3010 Project Avenue Cleveland, OH 44115



Buckeye Therapeutic Community
Residential Campus Cleveland, OH 44104



Southeast Suburban Office
5522 Turney Road Garfield Heights, OH 44125



West Side Office - Detroit
9500 Detroit Avenue Cleveland, OH 44102



Northeast Suburban Office
1423 Hayden Ave. East Cleveland, OH 44112



Lakewood Community Services Center
14230 Madison Avenue Lakewood, OH 44107



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Language Accessibility

Interpretation Services

Available Through INDY Translations
Ask The Front Desk or Your Case Manager

Available in the following Languages:

◆ Spanish

Hablamos Español

Pregunta a la recepción o su Administrador de Casos

◆ Mandarin/Chinese

我們講普通話

詢問前台或您的個案經理

◆ Russian

Мы говорим на русском

Попросите стойка или ваш менеджер

Services Available in the Following Languages

◆ Spanish—Case Management, Therapy, Pharm Management

Español—Manejo de Casos, Terapia, Manejo Farmacológico

◆ Mandarin—Case Management

普通話—案例管理

◆ Russian—Adult Pharm Management

Русский—Взрослый Фармакологическая управления

Deaf and Hearing Impaired Interpretation Services

Available through Cleveland Hearing and Speech Center©

Ask the Front Desk or Your Case Manager

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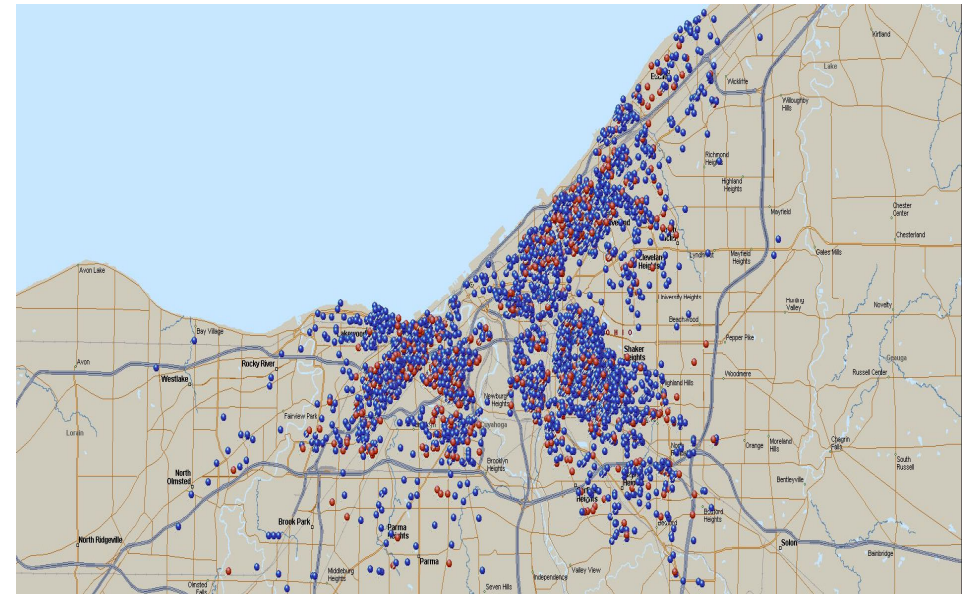
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Murtis Taylor Human Services System is a county-wide United Way charitable organization that provides *Behavioral Health, Addiction, Youth, Family and Senior* services. It serves children and adults annually at nine locations. Murtis Taylor Human Services System achieves its mission by having a significant bond to its neighborhoods and building upon the strengths of the community. It moves individuals and communities toward optimal health by diminishing the effects of illness, discrimination, bias and poverty through innovation, partnership and research. Murtis Taylor Human Services System is licensed by the Ohio Department of Job and Family Services as a Star-Rated Step Up to Quality childcare center, the Ohio Department of Mental Health & Addiction Services (OhioMHAS) and nationally accredited by The Commission on Accreditation of Rehabilitation Facilities (CARF). The mission is, *Partnering with you to achieve a better quality of life and a healthier community through engagement, teamwork and commitment.*

SERVING THE COMMUNITY SINCE 1948

Map of Adults & Children Served



Play, Learn and Grow... Together!

FREE PRESchool

FREE* Early Learning and Childcare For 4 year olds!!

*Eligibility criteria apply

Call NOW to see if you qualify!
216-283-4400 x2222

mi Murtis Taylor
Child Enrichment Centers
13422 Kinsman Road, Cleveland, OH 44120

We are a Pre-KLE and UPK 2.0 site



Murtis Taylor Human Services System

Lovell J. Custard
President & Chief Executive Officer
216-283-4400 Ext. 2296

David Brown
Executive VP & Chief Operating Officer
216-283-4400 Ext. 2459

Ivo Omega
Finance Director/Controller
216-283-4400 Ext. 2256

Beckie Kenney
VP of Clinical Services & Chief Quality Officer
216-283-4400 Ext. 2290

Heather Brissett
VP of Community Wellness & Chief Program Officer
216-283-4400 Ext. 2295

William Newsome, Director
Human Resource & Building Safety Services Director
216-283-4400 Ext. 2253

Omar Ather
Clinic Coordinator
216-283-4400 Ext. 2294

Early Childhood Education Center Toddler and Pre-School Childcare

Description:

The Before and After School childcare program is a Four (4)-Star Step Up To Quality designated Early Childhood Education Center. It concentrates on promoting the children's development in the areas of emotional and social growth, imaginative and creative enrichment, physical and cognitive development. It provides a nurturing and safe environment for children with activities that foster social, physical and academic growth and development. Nutritious meals are provided at breakfast, lunch and afternoon snack time.

The Center uses the "Creative" curriculum which is an evidence based nationally recognized early childhood education curriculum. This curriculum helps children become enthusiastic learners. The goal is to help children become independent, self-confident, inquisitive learners. Children learn at their own pace and in the ways that are best for them. Positive habits and attitudes are fostered. The program introduces children to literacy, supports beginning reading and math skills and gives children an understanding of their environment.

Goals/Outcomes:

- Introduce children to literacy
- Support beginning reading and mathematical skills
- Give children an understanding of their environment

| | |
|----------------------------------|--|
| Location(s): | 13422 Kinsman Road Cleveland, OH 44120 |
| Hours of Operation: | 6:00a.m. to 6:00p.m. M-F |
| Cost to Participant: | Vouchers Accepted, Sliding Fee Scale Scholarships Available |
| Eligibility Criteria: | Child Age 2.5 years to 5 years |
| Contact: | Heather Brissett (216) 971-3846 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> Yes, Please call for details |

Before and After School Tutoring & Childcare

Description:

This Four (4)-Star Step Up to Quality designated program expands the learning during the day with a program that focuses on K –5th Grade reading, literacy and language arts, mathematics, social and emotional intervention and supports and positive youth development. The program operates during the school day and times when school is not in session by providing a safe and nurturing environment. It also provides an opportunity to engage students in activities with nurturing adults to shape the adolescent's character, general competencies, and resistance skills. The program uses an evidence-based curriculum to build upon the regular school day providing academic enrichment with the goal of helping students reach state and local academic achievement standards in the core content areas of reading and math. The program also provides literacy and educational development opportunities to the parents and adult family members of the students participating in the program. Program activities include reading education, math education, science education, social and emotional supports, computer literacy, tutoring, homework assistance, physical activities, parent involvement, family support, and recreation.

Goals/Outcomes:

- Support social and emotional development through positive guidance and interactions
- Improve academic achievement
- Develop critical thinking skills

| | |
|----------------------------------|--|
| Location(s): | 13422 Kinsman Road, Cleveland, OH 44120 13411 Union Avenue, Cleveland, OH 44120 |
| Hours of Operation: | 6:00a.m. to 6:00p.m. M-F |
| Cost to Participant: | Vouchers Accepted, Sliding Fee Scale Scholarships Available |
| Eligibility Criteria: | Ages 5 to 12 years |
| Contact: | Heather Brissett (216) 971-3846 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> Yes Please call for details |

Early Childhood Treatment and Consultation Services

Description:

Early Childhood Treatment and Consultation Services provides home-based and community support to address child behavior needs. Childcare providers are supported in their mission to educate and develop children with special needs. The program strengthens childcare teachers' ability to work more effectively with children experiencing emotional, developmental, medical and physical difficulties as well as builds the capacity of the childcare provider to enroll and provide services for children with special needs.

Group training and individual consultation are provided to childcare teachers on behavioral interventions, child development and referral options. This strength-based program is tailored to meet the needs of the children in the care of the childcare provider.

There is no cost to the childcare provider or to the children in their care. All services are Step-up-to-Quality approved and Step-up-to-Quality credits are available for group training. Bilingual services are available.

Goals/Outcomes:

- Provide early childhood treatment services to children and families with social/emotional needs.
- Increase parent education and support and involvement of family members.
- Technical support and quality assurance to childcare providers

| | |
|----------------------------------|---|
| Location(s): | Training and consultation on-site at childcare center/home and/or training venue as scheduled |
| Hours of Operation: | 9:00am to 5:30pm Monday – Friday |
| Cost to Participant: | No Cost to Participants |
| Eligibility Criteria: | Ages 2 years to 5 years |
| Contact: | Tamika Schaffer (216) 394-6692 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Foster Care Recruitment

Description:

The Family-to-Family/program actively recruits families to become foster and adoptive parents and facilitates support systems for youth, siblings who struggle to maintain family connections and older youth at the point of transition to adulthood at age 18 years. Potential foster and adoptive families go through pre-service training, submit an application and are linked to resources and/or provided assistance in over-coming barriers to becoming licensed such as eliminating minor housing violations or scheduling and passing a fire inspection.

MTHSS supports foster and adoptive parent by sharing information, developing recreational activities and providing other assistance as needed and problem solving to resolve any barriers and issues. MTHSS staff also assists with developing support systems with the County Department of Children and Family Services on behalf of youth and their foster and adoptive families.

Foster care is intended to be temporary and when provided in the neighborhood, offers the best opportunity for families to have frequent, consistent contact with their children and to resolve issues of child safety and permanence.

Goals/Outcomes:

- Children at risk of abuse or neglect are protected and nurtured within a family and with the support of the community.
- Children are placed in their own neighborhoods in the most family-like setting which meets their needs.
- The number of children in institutional and group settings are reduced along with a shift of resources to family foster care and family-centered services.

| | |
|----------------------------------|---|
| Location(s): | 13422 Kinsman Rd, Cleveland, OH 44120 1423 Hayden Ave, East Cleve., OH 44112 5522 Turney Rd, Garfield Heights, OH 44125 |
| Hours of Operation: | 9:00am to 5:30pm Monday – Friday By appointment |
| Cost to Participant: | No Cost to Participants |
| Eligibility Criteria: | At least 21 years old, sufficient household income, absence of certain offenses, home free of hazardous conditions |
| Contact: | Keturah Thompson (216) 971-3904 Brandi Glenn (216) 972-5041 Linette Dyouss (216) 971-3925 |
| Geographical Area Served: | Mt. Pleasant, East Cleveland, Garfield Hts |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Wraparound Family Case Management

Description:

Wrap Around Family Case Management is a service within the Family-to-Family program. The Family-to-Family program operates in the Mt. Pleasant, East Cleveland and Garfield Heights Communities. It fosters coordinated planning and services between the County Department of Children and Family Services and the community to improve outcomes for children and families at risk of involvement or currently involved in the child welfare system, promote safety, permanency and child well-being.

Wrap Around Family Case Management uses the national Wrap-Around Initiative process known as the Vroon-Vandenberg model. This form of case management involves providing intensive support services which are “wrapped around” the child and family with help of Wraparound Specialists. It is a team effort, with family, professionals, community and neighborhood supports working together for youth with serious or complex needs. Steps are taken to help identify the needs of each child including mental health assessments, creating a wraparound plan to support and deliver services to both family and children.

Goals/Outcomes:

- Strengthen the Family
- Protect Children
- Child permanency and well-being

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|----------------------------------|--|
| Location(s): | 13422 Kinsman Rd, Cleveland, OH 44120 1423 Hayden Ave. East Cleveland, OH 44112 5522 Turney Rd, Garfield Heights, OH 44125 |
| Hours of Operation: | 9:00am—5:30pm Mon– Fri By appointment |
| Cost to Participant: | No Cost to Participants |
| Eligibility Criteria: | Parent with minor child in need of support |
| Contact: | Tammi Swails 216-972-5040 (E. Cleve.) Alfrie Hudson 216-971-3908 (Garfield Hts) |
| Geographical Area Served: | Mt. Pleasant Community (Mt. Pleasant) East Cleveland Community (East Cleveland) City of Garfield Heights |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Information & Referral, Clothing Distribution, and Computer Ed.

Description:

Information & Referral, Clothing Distribution, and Computer Education are important core settlement house services that have origins with the founding of the organization. Information and Referral places the organization at the center of the community and empowers residents. The Information and Referral Specialist is available to link families with resources, answer questions and advocate for community resources. Assistance to families includes filling out applications for basic human need services such as clothing, rental and utility assistance, shelter, and food banks. The East Cleveland, Mt. Pleasant and Garfield Heights facilities are Shoes and Clothes for Kids distribution centers. Families needing essentials have opportunities to receive these items quarterly. Murtis Taylor HSS also accepts and distributes donations of clothing from the public.

Computer Education is aimed at providing basic literacy in a fun and supportive environment. The class is guided by a volunteer computer instructor that caters to the individual needs of participants. The course imparts the knowledge and ability to use computers and technology efficiently and comfortably. It covers photo editing, social networking, emailing, and internet surfing.

Goals/Outcomes:

- Strengthen the Family
- Protect Children
- Child permanency and well-being

| | |
|----------------------------------|--|
| Location(s): | 13422 Kinsman Rd, Cleveland, OH 44120 1423 Hayden Ave. East Cleveland, OH 44112 5522 Turney Rd, Garfield Heights, OH 44125 |
| Hours of Operation: | 9:00am—5:30pm Mon– Fri By appointment |
| Cost to Participant: | No Cost to Participants |
| Eligibility Criteria: | Parent with minor child in need of support |
| Contact: | Tammi Swails 216-972-5040 (E. Cleve.) Alfrie Hudson 216-971-3908 (Garfield Hts) |
| Geographical Area Served: | Mt. Pleasant Community (Mt. Pleasant) East Cleveland Community (East Cleveland) City of Garfield Heights |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Individualized Parent Advocacy, Parent & Youth Support Groups

Description:

Individualized Parent Advocacy and Parent & Youth Support Groups are services that support families with children that have behavioral health needs. Individualized Parent Advocates assist and train parents on how to navigate public and private systems in support of their children. These trained specialists advocate on the behalf of families, recruit and engage and support family members. They engage with professionals, community members at large and other key stakeholders, broker services and resources on behalf of families and offer support for families who are seeking services.

Parent & Youth Support Groups provide an array of activities and supports such as participation on child and family teams, planning and implementing family/youth activities, and identifying and linking traditional and non-traditional supports. These support groups provide a place and space for parents and youth to address issues and share advice and experience to problem solve and cope. Social and emotional needs are addressed.

Goals/Outcomes:

- Maintain emotionally and behaviorally challenged children with their families
- Build family capacity to meet the special needs of youth
- Improve child and family functioning

| | |
|----------------------------------|--|
| Location(s): | 13422 Kinsman Rd, Cleveland, OH 44120 |
| Hours of Operation: | 9:00am—5:30pm, Monday – Friday By appointment |
| Cost to Participant: | No Cost to Participants |
| Eligibility Criteria: | Parent with minor child in need of support |
| Contact: | Tammi Swails 216-972-5040 (Mt. Pleasant) |
| Geographical Area Served: | Mt. Pleasant Community (Mt. Pleasant) |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Emergency Family Financial Assistance

Description:

Emergency Family Financial Assistance is a service within the Family-to-Family program. The Family-to-Family program operates in the Mt. Pleasant and East Cleveland Communities. It fosters coordinated planning and services between the County Department of Children and Family Services and the community to improve outcomes for children and families at risk of involvement or currently involved in the child welfare system, promote safety, permanency and child well-being.

Emergency Family Financial Assistance is one of the intensive supports used to protect children. This assistance is provided as part of a comprehensive service plan that addresses the holistic needs of the family. It is not intended to supplant or complement the family's income, rather it is intended as a last resort necessary to ensure that the family remains stable, thus protecting the children. Common uses of emergency family financial assistance include rental assistance, utility assistance, food assistance, and auto repair assistance.

Goals/Outcomes:

- Strengthen the Family
- Protect Children
- Child permanency and well-being

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|----------------------------------|--|
| Location(s): | 13422 Kinsman Rd, Cleveland, OH 44120 1423 Hayden Ave. East Cleveland, OH 44112 5522 Turney Rd, Garfield Heights, OH 44125 |
| Hours of Operation: | 9:00am—5:30pm Monday – Friday By appointment |
| Cost to Participant: | No Cost to Participants |
| Eligibility Criteria: | Parent with minor child in need of support |
| Contact: | Tammi Swails 216-972-5040 (E. Cleve.) Alfrie Hudson 216-971-3908 (Garfield Hts) |
| Geographical Area Served: | Mt. Pleasant Community (Mt. Pleasant) East Cleveland Community (East Cleveland) City of Garfield Heights |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Foster & Kinship Care Support

Description:

The Foster & Kinship Care Support groups provide a place to share experiences, participate in advocacy efforts, and keep up with new laws and trends. Information and resources for those considering becoming foster parents as well as established foster & kinship parents are also provided. The groups share strategies on how to help children succeed in school and cope in the community. They share knowledge and techniques for helping children feel at home. These support groups help families accomplish the difficult, yet vital job of caring for children going through uncertainty and traumatic times.

These support groups use wisdom and knowledge of the community to stabilize and strengthen Foster & Kinship Care families. Training is a major component of the support. Topics include parenting skills, separation trauma, child development, disciplinary techniques, and understanding children who have been physically and sexually abused. In some cases the Foster & Kinship Care Support groups prepare families for adoption.

Goals/Outcomes:

- Strengthen the Family
- Protect Children
- Child permanency and well-being

| | |
|----------------------------------|--|
| Location(s): | 13422 Kinsman Rd, Cleveland, OH 44120 1423 Hayden Ave. East Cleveland, OH 44112 5522 Turney Rd, Garfield Heights, OH 44125 |
| Hours of Operation: | 9:00am—5:30pm Mon– Fri By appointment |
| Cost to Participant: | No Cost to Participants |
| Eligibility Criteria: | Foster or Kinship Care Parent |
| Contact: | Tammi Swails 216-972-5040 (E. Cleve.) Alfrie Hudson 216-971-3908 (Garfield Hts) |
| Geographical Area Served: | Mt. Pleasant Community (Mt. Pleasant) East Cleveland Community (East Cleveland) City of Garfield Heights |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Family and Child Visitation

Description:

Family and Child Visitation is a service within the Family-to-Family program. The Family-to-Family program operates in the Mt. Pleasant and East Cleveland Communities. It fosters coordinated planning and services between the County Department of Children and Family Services and the community to improve outcomes for children and families at risk of involvement or currently involved in the child welfare system and promotes safety, permanency and child well-being.

Family and Child Visitations occur near the end of the family reunification processes. At the start of the process the County, by court order, removes the child from the home in order to ensure the child’s safety. After the family has completed all of the necessary County required actions to ensure the safety of the child, the family may arrange for visitations with the child at Murtis Taylor Human Services System. This provides the family with a high level of privacy and removes the stigma associated with visitations at a County government facility. Visitation services help nurture and strengthen relationships between parents and their children.

Goals/Outcomes:

- Strengthen the Family
- Protect Children
- Child permanency and well-being

| | |
|----------------------------------|--|
| Location(s): | 13422 Kinsman Rd, Cleveland, OH 44120 1423 Hayden Ave. East Cleveland, OH 44112 5522 Turney Rd, Garfield Heights, OH 44125 |
| Hours of Operation: | 9:00am—5:30pm Mon– Fri By appointment |
| Cost to Participant: | No Cost to Participants |
| Eligibility Criteria: | Parent with child in County Custody |
| Contact: | Tammi Swails 216-972-5040 (E. Cleve.) Alfrie Hudson 216-971-3908 (Garfield Hts) |
| Geographical Area Served: | Mt. Pleasant Community (Mt. Pleasant) East Cleveland Community (East Cleveland) City of Garfield Heights |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Parenting Education

Description:

Parenting Education classes strengthen the knowledge base and practical parenting skills of parents and guardians with the intent to improve parenting behaviors. Parenting education services target parents with youth ages 5 – 18 years and uses the evidence-based “Active Parenting” curriculum. The classes are taught by a certified instructor. The “Active Parenting” curriculum assists parents with identifying their individual parenting styles, provides examples of non-violent discipline, addresses how offering choices enhances self-esteem and provides suggestions for communicating with children. Sessions also show parents how to handle sensitive issues such as drugs and violence. Family meetings and the importance of playing with children are also addressed.

Parents will complete ten, one-hour sessions as they progress through the curriculum. The training also addresses the following topics: styles of parenting, building courage and self-esteem, why children misbehave, techniques to avoid paying off misbehavior, how to hold family meetings, problem-solving discussions, and saying no to drugs. The class is taught from a non judgmental strength perspective. Participants share their experiences and learn together.

Goals/Outcomes:

- Strengthen the family
- Protect children
- Child permanency and well-being

| | |
|----------------------------------|--|
| Location(s): | 13422 Kinsman Rd, Cleveland, OH 44120 1423 Hayden Ave. East Cleveland, OH 44112 5522 Turney Rd, Garfield Heights, OH 44125 |
| Hours of Operation: | Class are held days and other scheduled times. Please call for details. |
| Cost to Participant: | No Cost to Participants |
| Eligibility Criteria: | Parent or guardian of a minor child |
| Contact: | Tammi Swails 216-972-5040 (E. Cleve.) Alfrie Hudson 216-971-3908 (Garfield Hts) |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Fatherhood Program

Description:

The Fatherhood program will provide prevention and intervention services by staff trained in the evidence-based *24/7 Dad* and *Active Parenting* curriculums. The Fatherhood program integrates fathering/parenting training, relationship building, life skills development and job readiness skills/GED, community service/volunteerism and participation in organized sports and other recreational/social activities. The primary objectives include increasing fatherhood engagement, availability and responsibility in relation to the child; increasing education of fathers regarding parental care giving; increasing education of fathers regarding cooperative parenting; and increasing fathers’ work readiness.

Weekly sessions of instruction and coaching of participants will be followed with organized, interactive time for recreational team sports at a local recreation center or other venue and community service activities to spend with children that will be monitored and supported by staff.

Goals/Outcomes:

- Increase engagement, availability, responsibility between father and child
- Increase knowledge and practice of non-violent conflict management and techniques
- Increase work readiness

| | |
|----------------------------------|---|
| Location(s): | 13411 Union Avenue Cleveland, Ohio 44120 |
| Hours of Operation: | 9:00a.m. to 5:00p.m. Monday — Friday By appointment |
| Cost to Participant: | No Cost to Participants |
| Eligibility Criteria: | Custodial, non-custodial fathers, those at-risk of premature fatherhood, age 25 years or less |
| Contact: | Nathan Phillips (216) 972-5053 |
| Geographical Area Served: | City of Cleveland |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Diabetes Intervention Program

Description: -

The Diabetes Type 2 Intervention Program supports the prevention of Type 2 Diabetes in adults age 40 years and older who are at risk for developing the disease. The program is based on the National Diabetes Prevention Program. Participants are provided with a health risk assessment to identify lifestyle factors, nutrition awareness and education and are linked to exercise and fitness classes designed to reduce or eliminate risk factors and support lifestyle improvement. It also assists and empowers participants to learn and practice strategies for incorporating physical activity and mindfulness/meditation into daily life and to reduce or eliminate stressors. Activities include weekly interactive education and awareness sessions, mindfulness education and activities, presenters, physical activity, diabetes risk assessment, referral to medical assessments and referral to social and supportive services and support. Participants are linked to web-based tools and resources and community resources such as fresh food markets and the City of Cleveland Neighborhood Recreation Centers.

Lifestyle Coaches assist and empower participants to learn and practice strategies for incorporating physical and mindfulness activities into daily life and making healthy food choices. Lifestyle Coaches work one-on-one and in group sessions with participants to identify emotions and situations that sabotage success and share strategies for dealing with challenging situations. The program is funded by the Ohio Commission on Minority Health.

Goals/Outcomes:

- Improve nutritional choices (change/improve eating behaviors)
- Increase physical activity levels
- Enhance long-term weight management

| | |
|----------------------------------|---|
| Location(s): | 13411 Union Avenue Cleveland, OH 44120 |
| Hours of Operation: | 9:00am—5:30pm Mon– Fri By appointment |
| Cost to Participant: | No Cost to Participants |
| Eligibility Criteria: | Age 40 and over |
| Contact: | Roxie Brown (216) 971-3894 Heather Brissett (216) 971-3846 |
| Geographical Area Served: | Mt. Pleasant Community |
| Transportation Provided: | <input checked="" type="checkbox"/> Yes |

Home Delivered and Cafeteria Meals

Description:

Both Home Delivered and Cafeteria Meal services operate Monday through Friday. Seniors are assessed upon start of the service and annually to establish a baseline and track progress within the areas of independence, nutritional health and social isolation. The meals are prepared in conjunction with a licensed food service vendor. They are delivered each morning to the Senior Center. Professional kitchen staff and volunteers heat, package and serve the meals.

The Home Delivered Meals service, also known as Meals on Wheels, provides balanced and nutritious hot meals delivered to the homes of seniors age 60 and over who have limited mobility. Volunteers deliver the meals to homes using special packaging and heating units to ensure that safe food temperatures are maintained. This interaction with the volunteer drivers provides an opportunity to monitor the welfare of the homebound seniors and report any problems or requests for assistance. The Cafeteria Meals service, also known as Congregate Meals, provides balanced and nutritious hot meals to seniors age 60 and over in a community setting allowing seniors to engage with friends.

Goals/Outcomes:

- Maintain and improve nutritional health
- Decrease social isolation
- Sustain and enhance independent living capacity

| | |
|----------------------------------|--|
| Location(s): | 13422 Kinsman Road Cleveland, Ohio 44120 |
| Hours of Operation: | 11:30am to 2:00pm Monday — Friday |
| Cost to Participant: | No Cost to Participants. Donations encouraged and accepted |
| Eligibility Criteria: | Age 60 and over and/or with limited mobility |
| Contact: | Teres Burns (216) 283-4400 Ext. 2362 |
| Geographical Area Served: | Mt. Pleasant Community |
| Transportation Provided: | <input checked="" type="checkbox"/> Yes |

Socialization, Recreation, Exercise and Information and Referral

Description:

Socialization, Recreation, Health & Fitness and Information and Referral are core Senior Center services. The Senior Center uses a Successful Aging Model and coordinates with Harvard Community Services Center and East End Neighborhood House as part of the Southeast Regional Successful Aging Collaborative. This collaborative seeks to assist older adults to remain independent in their communities.

The Senior Center opens its doors Monday through Friday at 9:00am where participants arrive via Murtis Taylor HSS transportation and various other means. A variety of social clubs bring participants together around specific interests. These include the Men's Club, Women-on-the-Go, the Genealogy Club and the Coffee Club. The Senior Center is a gathering place that allows seniors to meet, greet and socialize. Transportation to and from the Center is available. Recreation is a big part of the activities. Participants play cards, computer games, board games and Nintendo Wii. Late mornings prior to lunch the seniors participate in guided exercise. Throughout the week, an Information and Referral Specialist is available to link seniors with resources, answer questions and advocate for community resources.

Goals/Outcomes:

- Decrease social isolation
- Sustain and enhance independent living capacity

| | |
|----------------------------------|--|
| Location(s): | 13411 Union Ave. Cleveland, Ohio 44120 |
| Hours of Operation: | 9:00am—1:30pm Monday—Friday |
| Cost to Participant: | No Cost to Participants, Donations encouraged and accepted |
| Eligibility Criteria: | Age 55 and over |
| Contact: | Teres Burns (216) 283-4400 Ext. 2362 |
| Geographical Area Served: | Mt. Pleasant Community |
| Transportation Provided: | <input checked="" type="checkbox"/> Yes |

Community Transportation

Description:

This service transports seniors to and from the Murtis Taylor Senior Center for meals and activities and it also transports senior consumers to and from senior-oriented community programs/services and community resources. Destinations include grocers, food pantries, farmers markets, arts and crafts, cultural, recreational, educational, health and wellness, presentations and field trips. Trips to local resources such as the public library and supportive services such as the Social Security Office are also available.

Seniors telephone into the Senior Center during business hours, weekdays from 9:00 a.m. – 5:30 p.m. to request transport services. Appointments are made at least 3-5 business days in advance. The Scheduler enters the appointments into the database and develops the Van Driver’s daily schedule.

Seniors once supported by family members for transportation to and from the basic community activities that underpin their independence find themselves shut-in, caused by a spike in economic hardship. This service addresses the erosion of the familial safety-net experienced by many seniors and families.

Goals/Outcomes:

- Decrease social isolation
- Sustain and enhance independent living capacity

| | |
|----------------------------------|--|
| Location(s): | 13422 Kinsman Road Cleveland, Ohio 44120 |
| Hours of Operation: | 9:00am to 2:00pm Monday — Friday |
| Cost to Participant: | No Cost to Participants, Donations encouraged and accepted |
| Eligibility Criteria: | Age 60 and over and/or with limited mobility |
| Contact: | Teres Burns (216) 283-4400 Ext. 2362 |
| Geographical Area Served: | Mt. Pleasant Community |
| Transportation Provided: | <input checked="" type="checkbox"/> Yes |

Sewing Instruction and Computer Education

Description:

Sewing Instruction is a skill-based service guided by a trained seamstress. Individualized and group instruction are provided. The course covers all aspects of tailoring. Participants learn how to identify fibers and fabrics and care for them, select the right material for a project, mark, cut, and tack fabric for a proper fit, finish garments and alter patterns. They learn valuable skills about alterations and fitting, drafting patterns, and designing by draping. The activities are engaging and help to improve eye-hand coordination, cognition, attentiveness, and social skills. Participants develop their natural talent for dress-making and design. The service encourages each participant’s creative expression by showcasing each student’s work through an annual fashion show.

Computer Education is aimed at providing basic literacy in a fun and supportive environment. The class is guided by a volunteer computer instructor that caters to the individual needs of participants. The course imparts the knowledge and ability to use computers and technology efficiently and comfortably. It covers photo editing, social networking, emailing, and internet surfing. Participants learn and grow in a social environment.

Goals/Outcomes:

- Decrease social isolation
- Sustain and enhance independent living capacity

| | |
|----------------------------------|--|
| Location(s): | 13411 Union Ave. Cleveland, Ohio 44120 |
| Hours of Operation: | Sewing: 10:00am—3:00pm Tues & Weds Computer: 12:30pm—4:00 pm Wed— Fri |
| Cost to Participant: | No Cost to Participants, Donations encouraged and accepted |
| Eligibility Criteria: | Age 55 and over |
| Contact: | Teres Burns (216) 283-4400 Ext. 2362 |
| Geographical Area Served: | Mt. Pleasant Community |
| Transportation Provided: | <input checked="" type="checkbox"/> Yes |

Line and Tap Dancing

Description:

Line and Tap Dancing are means of promoting socialization, health and fitness which ultimately supports independent living. The long-term health impact includes lower blood pressure and cholesterol levels, increased balance control & centering, increased bone mass and increased mobility without joint damage. Participants gain an understanding of the relationship between music and dance. They learn to recognize the use of improvisation and syncopation and how the choreographer uses these elements to express him/herself. The participants select the music and often choreograph unique dances.

Line dance is choreographed dance with a repeated sequence of steps in which the participants dance in one or more lines or rows without regard for the gender of the individuals, all facing the same direction, and executing the steps at the same time. Line dancers may or may not be in physical contact with each other.

Tap dance is a form of dance characterized by a tapping sound that is created from metal plates that are attached to both the ball and heel of the dancer's shoe. These metal plates, when tapped against a hard surface, create a percussive sound and as such, the dancers are considered to be musicians.

Goals/Outcomes:

- Decrease social isolation
- Sustain and enhance independent living capacity

| | |
|----------------------------------|---|
| Location(s): | 13411 Union Ave. Cleveland, Ohio 44120 |
| Hours of Operation: | Line: 10:30am -12:30pm Wed & Fri Tap: 10:30 am - 12:30pm Thurs |
| Cost to Participant: | No Cost to Participants, Donations encouraged and accepted |
| Eligibility Criteria: | Age 55 and over |
| Contact: | Teres Burns (216) 283-4400 Ext. 2362 |
| Geographical Area Served: | Mt. Pleasant Community |
| Transportation Provided: | <input checked="" type="checkbox"/> Yes |

Diabetes Intervention Program

Description: -

The Diabetes Type 2 Intervention Program supports the prevention of Type 2 Diabetes in adults age 40 years and older who are at risk for developing the disease. The program is based on the National Diabetes Prevention Program. Participants are provided with a health risk assessment to identify lifestyle factors, nutrition awareness and education and are linked to exercise and fitness classes designed to reduce or eliminate risk factors and support lifestyle improvement. It also assists and empowers participants to learn and practice strategies for incorporating physical activity and mindfulness/meditation into daily life and to reduce or eliminate stressors. Activities include weekly interactive education and awareness sessions, mindfulness education and activities, presenters, physical activity, diabetes risk assessment, referral to medical assessments and referral to social and supportive services and support. Participants are linked to web-based tools and resources and community resources such as fresh food markets and the City of Cleveland Neighborhood Recreation Centers.

Lifestyle Coaches assist and empower participants to learn and practice strategies for incorporating physical and mindfulness activities into daily life and making healthy food choices. Lifestyle Coaches work one-on-one and in group sessions with participants to identify emotions and situations that sabotage success and share strategies for dealing with challenging situations. The program is funded by the Ohio Commission on Minority Health.

Goals/Outcomes:

- Improve nutritional choices (change/improve eating behaviors)
- Increase physical activity levels
- Enhance long-term weight management

| | |
|----------------------------------|---|
| Location(s): | 13411 Union Avenue Cleveland, OH 44120 |
| Hours of Operation: | 9:00am—5:30pm Mon– Fri By appointment |
| Cost to Participant: | No Cost to Participants |
| Eligibility Criteria: | Age 40 and over |
| Contact: | Roxie Brown (216) 971-3894 Heather Brissett (216) 971-3846 |
| Geographical Area Served: | Mt. Pleasant Community |
| Transportation Provided: | <input checked="" type="checkbox"/> Yes |

Building on Family Strengths: Support, Education and Advocacy

Description:

MTHSS and the Best Practices in Schizophrenia Treatment Center at Northeast Ohio Medical University jointly provide Building on Family Strengths: Support, Education and Advocacy (BOFS:SEA) services that support the recovery of individuals affected by schizophrenia spectrum disorders and their families. "Family" may be a blood relative, significant other, neighbor, friend or other support person. Services provided include information and referral, Consumer Centered Family Consultation, Behavioral Family Therapy and Family to Family Preview. A one hour and a half presentation, *Family-to-Family Preview* provides an opportunity to meet other individuals and families affected by mental illness and to learn about community resources. Family-to-Family is a free educational program for family members taught by peers who are themselves trained family members. Consumer Centered Family Consultation and Behavioral Family Therapy are more detailed programs and services. Case managers and other staff help family members select services based on needs and preferences.

Goals/Outcomes:

- Reduce relapse and re-hospitalization rates
- Improve relationships and well-being for consumer
- Improve relationships between consumer and family/supportive person

| | |
|----------------------------------|---|
| Location(s): | 13422 Kinsman Rd., Cleveland, OH 44120; Family Preview Sessions via telehealth (Phone or Video); 1423 Hayden Ave., East Cleveland, OH 44112, Engagement through telehealth (Phone or Video) |
| Hours of Operation: | 9:00a.m. to 5:30p.m. Mon-Fri. By appointment |
| Cost to Participant: | None |
| Eligibility Criteria: | Person diagnosed with schizophrenia, schizoaffective disorder, schizophreniform disorder, psychotic disorder not otherwise specified, family members, significant others. |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |
| Geographical Area Served: | Mt. Pleasant community, Cuyahoga County |
| Transportation Provided: | NA. Engagement through telehealth (Phone or Video) |

Psychiatric Diagnostic Evaluation without Medical

Description:

Psychiatric Diagnostic Evaluation without Medical is a clinical evaluation provided by a qualified clinician either at specified/scheduled times, in response to treatment or when significant changes occur. It assesses client needs and functioning to determine appropriate service/treatment based on identification of presenting problems, evaluation of mental status and formulation of a diagnostic impression.

Information is collected, including socio-economic. A diagnostic evaluation is completed to determine needs and appropriateness for treatment. Information gathered includes history of mental health and substance abuse/dependence treatment, support system available, etc. to determine if Murtis Taylor HSS should provide services, or if a referral is needed. Data from the personal history is used to determine admission, referral, or counselor/case manager assignment. An interpretive summary is completed and appropriate treatment is scheduled.

Goals/Outcomes:

- Identify existing mental health diagnosis
- Develop treatment plan (Individualized Service Plan), if appropriate
- Schedule appropriate treatment

| | |
|----------------------------------|---|
| Location(s): | Main Campus, West Side-Detroit, (See Page 2 for Addresses) |
| Hours of Operation: | 9:00a.m. to 5:30p.m. Mon -Fri By appointment |
| Cost to Participant: | Medicaid Accepted, ADAMHS Board and United Way subsidies available |
| Eligibility Criteria: | Persons who can benefit from the determination of mental health treatment needs |
| Contact: | David Brown (216) 283-4400 Ext. 2459 Addie Summers (216) 283-4400 Ext. 2242 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Psychiatric Diagnostic Evaluation with Medical

Description:

This service begins with a medical interview which involves the history of the presenting illness, past history, social history and family history. The problem is assessed and diagnosed, the client-physician relationship is developed and maintained, information is communicated and treatment is planned. The course of the symptoms is understood, their relation to each other and the meaning. The next step is the Psychiatric Interview which addresses the client’s psychological make-up, motivation (conscious and unconscious), ego strengths and weaknesses, coping strategies, defense mechanisms, vulnerabilities, areas of aptitude and achievement. The environmental context is reviewed including the client’s relationship to his/her environment, significant religious and socio-cultural influences, support system/network, and environmental stressors.

Goals/Outcomes:

- Develop medical somatic treatment plan, if appropriate
- Identify and prescribe appropriate medication
- Schedule appropriate treatment

| | |
|----------------------------------|--|
| Location(s): | Main Campus |
| Hours of Operation: | 9:00a.m. to 5:30p.m. Mon -Fri By appointment |
| Cost to Participant: | Medicaid Accepted, ADAMHS Board and United Way subsidies available |
| Eligibility Criteria: | Mentally ill diagnosed persons who can benefit from determination of psychiatric needs |
| Contact: | Beckie Kenney (216) 283-4400 Ext. 2290 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Adult Case Management

Description:

This service is designed to provide community support and advocacy to adults diagnosed with a severe mental illness. It assists individuals to succeed in the community by identifying, accessing, and advocating for needed services. Using a comprehensive case management approach, quality mental health treatment is provided to individuals and families using the mental health recovery model, a conceptual psychosocial rehabilitation model. This recovery-oriented model empowers the individual and offers hope, healing, and connection to services, resources and peers. The service provides rehabilitation and environmental support activities that assist clients in reducing the symptoms of psychiatric illness, build resilience and improve their quality of life and integration into the community. These services are relevant to the diversity of the persons served and consistent with their needs.

Clinicians assist with the identification, evaluation, and assessment of needs and strengths. Individualized Service Plans are jointly developed and implemented with the individual being served and family or peers as appropriate and permitted.

Goals/Outcomes:

- Reduce the symptoms of psychiatric illness
- Build resilience and improve quality of life and community integration
- Improve coping skills and strategies

| | |
|----------------------------------|---|
| Location(s): | Main Campus, Downtown, Southeast, West Side-Detroit, and East Cleveland (<i>See Page 2 for Addresses</i>) |
| Hours of Operation: | 9:00a.m. to 5:30p.m. Mon -Fri By appointment |
| Cost to Participant: | Medicaid Accepted, ADAMHS Board and United Way subsidies available |
| Eligibility Criteria: | Mentally ill diagnosed persons with Case Management identified in treatment plan |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Psychotherapy

Description:

A fairly structured framework is provided through which adults pursue change through insight, problem solving and behavioral intervention.

Cognitive Behavioral Therapy is based on the idea that our thoughts cause our feelings and behaviors, not external things, like people and events. We can change the way we think to feel/act better, even if the situation does not change.

Motivational Therapy places emphasis on eliciting self-motivational statements of desire for and commitment to change from clients.

Interpersonal Therapy focuses on past and present social roles and interpersonal interactions, for example disputes with friends or family, grief and loss.

Solution Focused Therapy focuses on what clients want to achieve through therapy rather than on the problems that made them seek help. The focus instead is on the present and future. The client envisions his/her preferred future and in small or large increments, moves toward the desired achievement.

Trauma Recovery Therapy uses therapeutic interventions that help to diminish the recurrence of ongoing symptoms and assist the client in replacing them with more helpful emotions such as peacefulness and physical calm.

Goals/Outcomes:

- Improve social, emotional, and adaptive functioning
- Increase the effectiveness of interpersonal relationships
- Improve coping skills and strategies

| | |
|----------------------------------|--|
| Location(s): | Main, Downtown, Southeast, West Side-Detroit, Southeast and East Cleveland (<i>See Page 2 for Addresses</i>) |
| Hours of Operation: | 9:00a.m. to 5:30p.m. Mon -Fri By appointment |
| Cost to Participant: | Medicaid Accepted, ADAMHS Board and United Way subsidies available |
| Eligibility Criteria: | Person with Psychotherapy identified in treatment plan |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Adult Pharmacological Management

Description:

Pharmacological services provide mental health consumers with face-to-face psychiatric evaluations, psychiatric treatment, and pharmaceutical relief from psychiatric symptoms. These services are provided in a comprehensive treatment center that supports outpatient community care under the direction of the Medical Director, a licensed physician and licensed Nursing Director. Pharmacological services are provided based on current research indicating that mental illness is caused by an imbalance of chemicals within the brain. Medications offer relief from the symptoms of this imbalance and enable a person to better manage his/her illness.

Pharmacological services improve symptom management by reducing or eliminating them. This is done through psychiatric evaluation and prescribing medication. For adults this may enable them to function more effectively and improve attention and focus.

Ongoing assessment of psychiatric needs and stability is provided. Medication is monitored for effectiveness. Clients are assisted with the acquisition of free medication (certain medications apply) through the Central Pharmacy Program and Patient Assistance Programs. Information/education about medications, contra-indications, and side effects are provided.

Goals/Outcomes:

- Improve or eliminate symptoms
- Improve management of illness

| | |
|----------------------------------|---|
| Location(s): | Main Campus, Downtown, Southeast, West Side-Detroit, and East Cleveland (<i>See Page 2 for Addresses</i>) |
| Hours of Operation: | 9:00a.m. to 5:30p.m. Mon -Fri By appointment |
| Cost to Participant: | Medicaid Accepted, ADAMHS Board and United Way subsidies available |
| Eligibility Criteria: | Mentally ill diagnosed persons with Pharmacological Therapy identified in treatment plan |
| Contact: | Omar Ather (216) 283-4400 Ext. 2294 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Adult Intensive Unit

Description:

The Adult Intensive Unit is a specialized, intensive unit with a Team that works with consumers with severe and persistent mental illness who have been released from the State Hospital System and are most at risk of homelessness and/or experience multiple re-hospitalizations. Consumers are seen more frequently and receive more interventions than those associated with a traditional case management program with the goal of stabilizing their mental health and reducing recidivism back into homelessness and/or re-hospitalization. The team is generally composed of a Psychiatrist, nurse and Case Manager. Team members meet weekly to discuss each consumer's file. Referrals come from the County ADAMHS Board or Northcoast Behavioral Healthcare.

Consumers are provided mental health treatment and linked to community-based services. Rehabilitation and environmental support activities reduce the symptoms of psychiatric illness, build resilience and improve their quality of life and integration into the community. Intensive consumers are stepped down to one or more of the other adult mental health programs.

Goals/Outcomes:

- Reduce symptoms of psychiatric illness and re-hospitalizations
- Support recovery and reduce recidivism back into homelessness and/or re-hospitalization
- Improve coping skills and foster community integration

| | |
|----------------------------------|---|
| Location(s): | 3010 Project Avenue Cleveland, OH 44115 |
| Hours of Operation: | 9:00a.m. to 5:30p.m. M-F; other times on an on-call rotation. |
| Cost to Participant: | Medicaid Accepted, ADAMHS Board and United Way subsidies available |
| Eligibility Criteria: | Release from the State Hospital System, referred by the ADAMHS Board or Northcoast Behavioral Healthcare. |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Correctional Advocacy & Re-Entry Support (CARES)

Description:

CARES (Correctional Advocacy & Re-entry Support) is a specialized team providing Community Psychiatric Supportive Treatment, Psychotherapy, Pharmacologic Management, and Supportive Services for adult mental health consumers returning from incarceration. The team seeks to reduce recidivism, hospitalization and use of crisis/emergency services, move re-entrants toward recovery and assist re-entrants with housing and effective life coping skills for successful community re-integration.

This group of four (4) service areas, Prison Outreach, Forensic Liaison, Suburban Municipal Court Liaison and Mental Health and Developmentally Disabled (MH/DD) Unit, treats and supports individuals re-entering the community. Clients are provided mental health treatment and are linked to supports that focus on recovery and reduce their involvement in criminal activity. The level of intensity distinguishes these services from others. Rehabilitation and environmental support activities reduce the symptoms of psychiatric illness, build resilience and improve their quality of life and integration into the community.

Goals/Outcomes:

- Reduce symptoms of psychiatric illness and recidivism
- Support recovery and reduce involvement in criminal activity in a community setting
- Improve coping skills and foster community integration

| | |
|----------------------------------|---|
| Location(s): | 3010 Project Avenue Cleveland, Ohio 44115 |
| Hours of Operation: | 9:00a.m. to 5:30p.m. Mon -Fri By appointment |
| Cost to Participant: | Medicaid Accepted, ADAMHS Board and United Way subsidies available |
| Eligibility Criteria: | Mentally ill diagnosed persons referred by the ADAMHS Board or a correctional institution |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Prison Outreach (CARES Program)

Description:

The Prison Outreach Unit is a specialized, intensive unit with a Case Management Team that works with consumers who have been released from prison and who have a high number of contacts with the criminal justice system. These individuals need an intensive program to support their reintegration back into the community with the goal of stabilizing their mental health and reducing recidivism back into prison.

Referrals come from the Ohio Department of Mental Health and community agencies. Clients are provided services with an increased frequency of contact, 1-3 times each week from case management staff. They are provided mental health treatment and linked to community-based services that support recovery and reduce their involvement in criminal activity. The level of intensity of service provision distinguishes these services. Rehabilitation and environmental support activities reduce the symptoms of psychiatric illness, build resilience and improve their quality of life and integration into the community.

Goals/Outcomes:

- Reduce symptoms of psychiatric illness and prison recidivism
- Support recovery and reduce involvement in criminal activity in a community setting
- Improve coping skills and foster community integration

| | |
|----------------------------------|---|
| Location(s): | 3010 Project Avenue Cleveland, Ohio 44115 |
| Hours of Operation: | 9:00a.m. to 5:30p.m. Mon -Fri By appointment |
| Cost to Participant: | Medicaid Accepted, ADAMHS Board and United Way subsidies available |
| Eligibility Criteria: | Mentally ill diagnosed persons referred by the ADAMHS Board or a correctional institution |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Forensic Liaison (CARES Program)

Description:

The Forensic Liaison, also known as the Jail Liaison, is housed at the Cuyahoga County Jail in downtown Cleveland. The Forensic Liaison’s role is to meet with MTHSS clients who are arrested on a felony and assess their mental state and need for medication followed by communication with jail staff to facilitate treatment. Additional duties include communicating with County Jail Pre-Trial Services to determine a client’s ability for release back into the community and providing linkage with the Probation Department, public defenders, Common Pleas Court and pre-sentencing department. Lastly, the Forensic Liaison serves as the link between case managers and clients who are incarcerated in County Jail.

Clients are provided mental health treatment and linked to community services that support recovery and reduce their involvement in criminal activity. The level of intensity of service provision is a feature of this service. Rehabilitation and environmental support activities reduce the symptoms of psychiatric illness, build resilience and improve their quality of life and integration into the community.

Goals/Outcomes:

- Reduce symptoms of psychiatric illness and recidivism
- Support recovery and reduce involvement in criminal activity in a community setting
- Improve coping skills and foster community integration

| | |
|----------------------------------|---|
| Location(s): | 3010 Project Avenue Cleveland, Ohio 44115 |
| Hours of Operation: | 9:00a.m. to 5:30p.m. Mon -Fri By appointment |
| Cost to Participant: | Medicaid Accepted, ADAMHS Board and United Way subsidies available |
| Eligibility Criteria: | Mentally ill diagnosed persons referred by the ADAMHS Board or a correctional institution |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Suburban Municipal Court Liaison (CARES Program)

Description:

The Suburban Municipal Court Liaison’s role is to meet with clients who are arrested by an Eastside Municipality on a misdemeanor level offense. The Liaison will prepare a detailed screening/assessment of a client’s mental state and need for medication and will then communicate with the referring Municipal Court and/or Probation Department, and/or City Workhouse/House of Corrections staff to facilitate mental health and substance use disorder (SUD) treatment needs. The Liaison provides recommendations back to the Courts System for case disposition.

Clients are provided mental health treatment and linked to community services in their communities that support recovery and reduce their involvement in criminal activity. Rehabilitation and environmental support activities reduce the symptoms of psychiatric illness, build resilience and improve their quality of life and integration into the community.

Goals/Outcomes:

- Reduce symptoms of psychiatric illness and recidivism
- Support recovery and reduce involvement in criminal activity in a community setting
- Improve coping skills and foster community integration

| | |
|----------------------------------|---|
| Location(s): | 3010 Project Avenue Cleveland, Ohio 44115 |
| Hours of Operation: | 9:00a.m. to 5:30p.m. Mon -Fri By appointment |
| Cost to Participant: | Medicaid Accepted, ADAMHS Board and United Way subsidies available |
| Eligibility Criteria: | Mentally ill diagnosed persons referred by the ADAMHS Board or a correctional institution |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Mental Health and Developmentally Disabled Unit (CARES Program)

Description:

The Mental Health and Developmentally Disabled (MH/DD) Unit staff at MTHSS, lead by a Case Manager, works with clients referred from the County MH/DD Probation Department who are on active County probation with the County’s MH/DD unit. Case Managers provide more intense contact compared to general case managers but less contact than the intensive unit. Case Managers meet weekly with clients to provide support, link to services, track and monitor progress. Case Managers meet monthly with the Probation Unit officers to review each client’s progress and treatment services.

Clients are provided mental health treatment and linked to services that support recovery and reduce their involvement in criminal activity. The level of intensity of services and supports distinguishes these services. Rehabilitation and environmental support activities reduce the symptoms of psychiatric illness, build resilience and improve their quality of life and integration into the community.

Goals/Outcomes:

- Reduce symptoms of psychiatric illness and recidivism
- Support recovery and reduce involvement in criminal activity in a community setting
- Improve coping skills and foster community integration
- Successful completion of probation

| | |
|----------------------------------|---|
| Location(s): | 3010 Project Avenue Cleveland, OH 44115 |
| Hours of Operation: | 9:00a.m. to 5:30p.m. Mon -Fri By appointment |
| Cost to Participant: | Medicaid Accepted, ADAMHS Board and United Way subsidies available |
| Eligibility Criteria: | Mentally ill diagnosed persons referred by the ADAMHS Board or a correctional institution |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Cleveland Co-Responder Team

Description:

The Mental Health Co-Responder Program is a collaboration between MTHSS, Frontline, City of Cleveland, Cleveland Division of Police, CWRU, and The ADAMHS Board of CC when responding to 911 Mental Health Crisis Calls.

This citywide program has teams of one (1) law enforcement officer and one (1) behavioral health crisis clinician working together as a Co-Responder Team (CRT) that responds to mental health crisis calls generated through Dispatch. Co-Responder teams also provide follow up contacts with high utilizers of emergency resources. Police Officers receive specialized training in response to behavioral health issues. As part of the 911 response to an event, an assessment by the Behavioral Health Crisis Clinician is completed on site and clients are referred to mental health agencies and/or transported to an emergency mental health facility, as necessary. Anyone in need of alcohol or other drug services, including opioids, are quickly linked to the appropriate treatment facility. The purpose of the Co-Responder program is for professionals to work together to keep individuals in crisis out of jail and to ensure that individuals receive the care they need. Expected outcomes include a decrease of 10% in the number of repeat calls from high utilizers of this response emergency service and a decrease by 10% in the number of transports to hospital psychiatric Emergency Departments.

Goals/Outcomes:

- Reducing Risk of Relapse (return to substance use)
- Eliminating Distress of Current Situation and Preventing Negative Outcomes
- Engaging or Reengaging into Treatment

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|----------------------------------|--|
| Location (s): | The locations are select Police Districts within the City of Cleveland |
| Hours of Operation: | 12 noon to 10pm |
| Cost to Participant: | No cost due to participant |
| Eligibility Criteria: | Mentally ill diagnosed persons referred by a 911 emergency call to the Police Department |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |
| Geographical Area Served: | City of Cleveland |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Financial and Budgeting Management (Representative Payee)

Description:

This service provides budget management and payment services to disabled individuals receiving Social Security Income because they are unable to manage funds to meet daily living needs. Working together with the client, the Specialist develops a budget that addresses daily living needs. Specialists assist with budget revisions, bill paying, purchases, and saving. Murtis Taylor Human Services System, as payee, helps to ensure that benefit payments are used for basic needs first, providing the beneficiary with a more stable living environment. Staff attempt to motivate beneficiaries to work toward more independent living which can improve their response to therapy, rehabilitation and a relationship with their family. Staff are patient, helpful and understanding of the feelings clients have in relation to their lack of control over their money. Specialists pay for the current and foreseeable needs of the beneficiary and properly save any funds not needed to meet current needs. They keep accurate records of expenditures and educate clients on budgeting, planning, and bill payment.

Goals/Outcomes:

- Reduce the symptoms of psychiatric illness
- Build resilience and improve quality of life and community integration
- Improve coping and daily living skills and strategies

| | |
|----------------------------------|--|
| Location(s): | 13422 Kinsman Road, Cleveland, OH 44120 |
| Hours of Operation: | 9:00a.m. to 5:30p.m. Mon -Fri By appointment |
| Cost to Participant: | \$42month |
| Eligibility Criteria: | Disabled person with a recommendation/prescription by Social Security or a physician |
| Contact: | Ivo Omega (216) 283-4400 Ext. 2256 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Wellness Re-Entry Assistance Program

Description:

The Wellness Re-Entry Assistance Program (WRAP) is a collaboration among the Margaret Clark Morgan Foundation, MetroHealth System, Cuyahoga County Corrections Center and Murtis Taylor HSS. The WRAP programs coordinates and integrates mental health, addiction and physical health services for severely and persistently mentally ill adults. The WRAP program focuses on the individual and provides medical home services that coordinate and integrate mental health, addiction and physical health services.

Services include care coordination, case management, linkage and referral, housing assistance, employment training, job placement, benefits assistance, education and support for primary care, health and wellness, prevention groups, screening/assessment, behavioral health counseling and substance abuse treatment. Comprehensive primary care services are also provided.

Goals/Outcomes:

- Reduce the symptoms of psychiatric illness
- Build resilience and improve quality of life and community integration
- Improve coping and daily living skills and strategies
- Decrease homelessness while increasing access to housing

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| Location(s): | 13422 Kinsman Road Cleveland, OH 44120 |
| Hours of Operation: | 9:00am—5:30pm Mon– Fri |
| Cost to Participant: | No Cost to Participants, Donations encouraged and accepted |
| Eligibility Criteria: | Age 18 years and over |
| Contact: | David Brown (216) 283-4400 Ext. 2459 Ashley Olivo (216) 972-5021 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> Yes |

Peer Support Services

Description:

Peer Support is a process of giving and receiving support and education from individuals with similar or comparable life experiences. Peer supporters encourage, inspire, and empower their peers to reach their recovery goals through modeling the recovery way of life. Peer Supporters do not provide clinical care or tell their peers what to do.

Peer support service is provided to self-identified individuals in recovery from mental illness, substance abuse, or both. A Peer Supporter is certified by the Ohio Department of Mental Health and Addiction Services and has declared that s/he is in recovery and has a lived experience of mental illness, substance abuse disorder, or co-occurring mental health and substance abuse disorders. MTHSS' collaborates with Saint Clair House a 501 c (3) community housing non-profit corporation to provide services to their residents.

Peer Supporters work to inspire hope of recovery; share lived experience to foster connectedness and build relationships with peers; Listen to and understand peers' pain and isolation while exhibiting empathy and support; Assist in exploring options and overcoming barriers; Provide person-driven support that taps into peer strengths related to illness self-management; Assist peers in developing strategies to communicate with and advocate for themselves; Support peers in implementing a relapse prevention plan and Assist peers in adopting a proactive role in their own behavioral and physical health.

Goals/Outcomes:

- Build resilience and improve quality of life and community integration
- Improve coping skills and strategies
- Decrease homelessness while increasing stable housing

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| Location(s): | Confidential Location; Cleveland, OH 44108 |
| Hours of Operation: | By appointment |
| Cost to Participant: | Medicaid Accepted and ADAMHSCC Board Funded |
| Eligibility Criteria: | Resident of St. Clair House |
| Contact: | Beckie Kenney (216) 283-4400 Ext. 2290 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Residential Treatment Facility Buckeye

Description:

This service is designed to provide residential treatment to adults diagnosed with a severe mental illness and who could benefit from a residential facility. The Buckeye Residential Treatment Facility is a fourteen-bed, co-ed facility with one handicap accessible unit, three single bedrooms, and five double bedrooms. The program operates on a psychosocial model, is client oriented, and driven to meet the needs of severely mentally disabled adults through the coordination of therapeutic, community, and family resources.

Buckeye provides rehabilitation and environmental support activities that assist those served to reduce the symptoms of psychiatric illness, build resilience and improve their quality of life and integration into the community. These services are relevant to the diversity of the persons served and consistent with their needs. Residents are responsible for assisting with menu planning, cooking, cleaning, and day-to-day personal care skills. All activities are under the 24 hour supervision of the residential staff. Residents also participate in groups that focus on de-institutionalization, self-awareness, relationships with others, community socialization, and many other daily living skills.

Goals/Outcomes:

- Reduce the symptoms of psychiatric illness
- Build resilience and improve quality of life and community integration
- Improve coping and daily living skills and strategies

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| Location(s): | Residential Campus Cleveland, OH 44104 (confidential location) |
| Hours of Operation: | 24 hour / 7 Day Residential Facility |
| Cost to Participant: | 30 Percent of resident income |
| Eligibility Criteria: | Mentally ill diagnosed persons referred by the ADAMHS Board; Case Manager required. |
| Contact: | Paula Williams (216) 283-4400 Ext. 2872 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Day Treatment

Description:

Day Treatment provides highly structured, clinically intensive mental health group interventions to stabilize or increase a patient’s level of functioning. Activities may include problem solving, conflict resolution, emotion/behavior management, development of coping skills and management of symptoms. Services are clinically indicated with clear admission and discharge criteria. It is a transitional model of acute care that is offered as an alternative to hospitalization and leads to recovery or stabilization at the highest level of functioning for the person served.

The program is based on the philosophy that given adequate support and opportunities for improvement within a community milieu setting, clients can demonstrate control over psychiatric symptoms, maintain motivation and self-direction, improve social interaction, and practice adequate functioning within the general community. In most cases, with an intensive treatment program coupled with ongoing support, clients can rebound faster from setbacks in the course of their illness, shorten crisis periods, and prevent hospitalization or re-hospitalization.

Goals/Outcomes:

- Minimize the impact of major mental illness on a person’s life
- Facilitate return to positive functioning and community living
- Prevent relapse and hospitalization

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| Location(s): | 900 E. 105th Cleveland, Ohio 44108 9500 Detroit Road Cleveland, Ohio 44102 |
| Hours of Operation: | 8:30a.m. to 4:30p.m. M-F |
| Cost to Participant: | Medicaid Accepted, ADAMHS Board and United Way subsidies available |
| Eligibility Criteria: | Mentally ill diagnosed persons with Day Treatment identified in treatment plan |
| Contact: | Carol Chappelle (216) 972-5059 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> Yes |

Outpatient Competency Restoration Education

Description:

This service is designed to provide Outpatient Competency Restoration for people with a mental health disorder or co-occurring psychiatric and substance use disorders who are found incompetent to stand trial and are court-ordered to participate in competency restoration treatment. Specially trained educators meet with individuals involved in nonviolent offenses found incompetent to stand trial by the court to provide legal education as part of the Outpatient Competency Restoration process. Qualified Mental Health Specialist with specialized criminal justice experience meet for one to two hours each week with the individuals for no more than two months to ensure that the clients understand the charges, legal representation and actions of the court. Upon completion of Competency Restoration Education program offenders are re-evaluated by the court psychiatric clinic for determination of competency for trial and ability to assist in their own defense.

Goals/Outcomes:

- Improve access
- Increase quality of mental healthcare allowing nonviolent, offenders to receive competency restoration treatment in outpatient settings.
- Free up state psychiatric hospital beds available for Cuyahoga County residence suffering from serious mental illness

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|----------------------------------|--|
| Location (s): | 13422 Kinsman Rd. Cleve. OH. 44120 9500 Detroit Ave. Cleve. OH. 44102 |
| Hours of Operation: | 9 to 5:30pm |
| Cost to Participant: | No Cost to participant |
| Eligibility Criteria: | Mentally ill diagnosed persons referred by the Court system |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> Yes , On a case-by-case basis |

Forensic Monitoring

Description:

This service monitors treatment compliance and progress of people found Not Guilty by Reason of Insanity (NGRI) and defendants found to be Incompetent to Stand Trial-Unrestorable-Criminal Court Jurisdiction (IST-U-CJ) on conditional release commitment. Collaborates with the Cuyahoga County Alcohol and Drug Addiction and Mental Services Board to accomplish goals and objectives. Assists court personnel with template journal entries involving mental health issues and provides individualized entries as required. Provides consultation to court secretaries regarding appropriate journal entries. Attends court hearings for mentally ill defendants/acquitees in common pleas court or one of the municipal courts as needed. Informs the court of mental illness issues related to community safety. Advocates for mental health system and mentally ill defendants/acquitees as appropriate. Ensures individuals with mental illness have a successful transition from the hospital to the community; that effective risk management procedures are implemented by community providers and that prompt re-hospitalization, re-institutionalization or detention occurs when public safety necessitates this level of care. Facilitates admission to hospital or outpatient treatment for forensic clients. Provides consultation and support to Ohio Mental Health and Addiction Services (OhioMHAS) Hospital treatment staff, Community Support Services, other community providers regarding the treatment and progress of hospitalized forensic clients.

Goals/Outcomes:

- Improve access
- Increase quality of mental healthcare allowing nonviolent, offenders to receive competency restoration treatment in outpatient settings.
- Free up state psychiatric hospital beds available for Cuyahoga County residence suffering from serious mental illness

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|----------------------------------|---|
| Location (s): | 13422 Kinsman Rd. Cleve. OH. 44120 |
| Hours of Operation: | 9 to 5:30pm |
| Cost to Participant: | No Cost to participant |
| Eligibility Criteria: | Mentally ill diagnosed persons referred by the Court system |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> Yes , On a case-by-case basis |

Conditional Release Treatment Team

Description:

The Conditional Release Treatment Team is an inter-disciplinary group of Behavioral Health professionals treating clients that have been found Not Guilty by Reason of Insanity and given conditional release to the community by the court. In these cases the trial court has elected to commit the person or defendant to conditional release in the community when it has been determined that this is the least restrictive commitment alternative. Each client will receive, based upon an individualized treatment plan, services such as Pharmacological Management, Case Management, Day Treatment, and Psychotherapy. The Conditional Release Treatment Team will report treatment information to the Forensic Monitor and the ADMAHSCC Board. Conditional release commitment may include the court setting conditions on the release with respect to treatment, evaluation, counseling, or control of the individual that the court considers necessary to protect the public safety and the welfare of the individual. The trial court may revoke an individual's conditional release and order placement in a more restrictive environment at any time the conditions of the release have not been satisfied.

Goals/Outcomes:

- Improve access
- Increase quality of mental healthcare allowing nonviolent, offenders to receive competency restoration treatment in outpatient settings.
- Free up state psychiatric hospital beds available for Cuyahoga County residence suffering from serious mental illness

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|----------------------------------|---|
| Location (s): | 13422 Kinsman Rd. Cleve. OH. 44120 |
| Hours of Operation: | 9 to 5:30pm |
| Cost to Participant: | No Cost to participant |
| Eligibility Criteria: | Mentally ill diagnosed persons referred by the Court system |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> Yes , On a case-by-case basis |

Child Psychotherapy

Description:

This service integrates systems such as family, school, County Jobs and Family Services, and treats the whole child within the context of the family situation.

Play Therapy uses a theoretical model to establish an interpersonal process wherein therapists use the therapeutic powers of play to help clients prevent or resolve psychosocial challenges and achieve optimal growth and development.

Cognitive Behavioral Therapy's approach is that thoughts cause feelings and behaviors, not external things, like people and events. An individual can change the way he/she thinks to feel/act better, even if the situation does not change.

Trauma Focused - Cognitive Behavioral Therapy treats trauma related symptoms that children and adolescents may experience. This treatment uses interventions that include psychoeducation about trauma, relaxation and stress management skills for child and parent and trauma narration. Treatment also incorporates parent and child sessions.

Parent - Child Interactive Therapy uses a family-centered approach which uses coaching from a therapist during treatment for the child and the parent. The parent and child relationship improves through treatment. Positive interaction and effective discipline are encouraged.

Goals/Outcomes:

- Improve social, emotional, and adaptive functioning
- Increase the effectiveness of interpersonal relationships
- Improve coping skills and strategies

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|----------------------------------|---|
| Location(s): | 13422 Kinsman Road, Cleveland, OH 44120 900 E. 105th Street, Cleveland, OH 44108 |
| Hours of Operation: | 9:00a.m. to 5:30p.m. Mon -Fri By appointment |
| Cost to Participant: | Medicaid Accepted |
| Eligibility Criteria: | Ages 2 to 21 years |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Child Case Management

Description:

This service is designed to provide community support and advocacy to children diagnosed with a severe emotional disorder. It assists the child to succeed in the community and school by identifying, accessing, and advocating for needed services and supports the child with navigating systems such as family, school, or County Child and Family Services. Using a comprehensive case management approach, quality mental health treatment is provided to children and families using the mental health recovery model, a conceptual psychosocial rehabilitation model.

The service provides rehabilitation and environmental support activities that assist clients in reducing the symptoms of psychiatric illness, build resilience and improve their quality of life and integration into the community. These services are relevant to the diversity of the persons served and consistent with their needs. Clinicians assist with the identification, evaluation, and assessment of needs and strengths. Individualized Service Plans are jointly developed and implemented with the individual being served and family or peers as appropriate and permitted.

Goals/Outcomes:

- Reduce the symptoms of psychiatric illness
- Build resilience and improve quality of life and community integration
- Improve coping skills and strategies

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|----------------------------------|---|
| Location(s): | 13422 Kinsman Road, Cleveland, OH 44120 900 E. 105th Street, Cleveland, OH 44108 |
| Hours of Operation: | 9:00a.m. to 5:30p.m. Mon -Fri By appointment |
| Cost to Participant: | Medicaid Accepted |
| Eligibility Criteria: | Ages 2 to 21 years |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Early Childhood Mental Health

Description:

Early Childhood Mental Health (ECMH) Services provide interventions that promote the social, emotional, and behavioral well-being of children birth through six years old and their families. By providing family centered prevention, treatment, and consultation services. Early intervention services are implemented in an effort to prevent children from developing more serious mental health needs. Child-Parent Psychotherapy (CPP) is therapy for young children from birth through age five and their parents/caregivers that supports family strengths and relationships, helps families heal and grow after stressful experiences and respects family and cultural values.

Philosophy of the Program:

The ECMH initiative is aimed at promoting healthy social and emotional development (i.e., good mental health) of young children (birth to six years). It focuses on ensuring these children thrive by addressing their behavioral health care needs, which increases their readiness for school and later academic success. This is accomplished by building protective factors in young children’s lives and increasing competencies and skills of parents and early childhood providers.

Goals:

- Consultation and Prevention
- Intervention and Treatment Services
- Promote Social –Emotional Competencies
- Nurture Relationships and Positive Behaviors.

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| Location(s): | 13422 Kinsman Road, Cleveland, OH 44120 900 E. 105th Street, Cleveland, OH 44108 9500 Detroit Avenue, Cleveland, OH 44102 |
| Hours of Operation: | 9:00am—5:30pm Mon– Fri |
| Cost to Participant: | Referral by ODJFS Office of Early Childhood |
| Eligibility Criteria: | Age 0-6 years |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Prevention and Consultation Services (School-Based)

Description:

Prevention is designed to provide mental health services (either group or individual) that reduce the incidence, prevalence or severity of specific types of mental disabilities or emotional disturbances in children. Prevention services presume that the severity of mental disabilities and emotional disturbances can be greatly reduced through mental health interventions before the specific problems become habituated. Prevention services provide environmental support activities that assist those identified by the Cleveland Metropolitan School System, build resilience and acquire skills that will help to improve their quality of life.

Consultation is a formal and systematic information exchange between Murtis Taylor HSS staff and school staff concerning a person other than a client, which is directed towards the development and improvement of individualized service plans and/or techniques involved in the delivery of mental health services. Consultation is focused on the clinical condition of students served by the Cleveland Metropolitan School District in order to provide appropriate and timely mental health intervention if appropriate.

Goals/Outcomes:

- Prevention—Provide environmental support activities that build resilience and skills to help improve life quality
- Consultation—Meet the mental health needs of the school community

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| Location (s): | 13422 Kinsman Road, Cleveland, OH 44120 900 E. 105th Street, Cleveland, OH 44108 |
| Hours of Operation: | 9:00a.m. to 5:30p.m. Mon -Fri By appointment |
| Cost to Participant: | Medicaid Accepted |
| Eligibility Criteria: | Age 3 to 21 years |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Child Pharmacological Management

Description:

Pharmacological services provide mental health consumers with face-to-face psychiatric evaluations, psychiatric treatment, and pharmaceutical relief from psychiatric symptoms. These services are provided in a comprehensive treatment center that supports outpatient community care under the direction of the Medical Director, a licensed physician. Pharmacological services are provided based on current research indicating that mental illness is caused by an imbalance of chemicals within the brain. Medications offer relief from the symptoms of this imbalance and enable a person to better manage his/her illness.

Pharmacological services improve symptom management by reducing or eliminating them. This is done through psychiatric evaluation and prescribing medication. For adults this may enable them to function more effectively and improve attention and focus.

Ongoing assessment of psychiatric needs and stability is provided. Medication is monitored for effectiveness. Clients are assisted with the acquisition of free medication through the Central Pharmacy Program and Patient Assistance Programs. Information/ education about medications, contra-indications, and side effects is provided.

Goals/Outcomes:

- Improve or eliminate symptoms

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| Location(s): | 13422 Kinsman Road, Cleveland, OH 44120 900 E. 105th Street, Cleveland, OH 44108 |
| Hours of Operation: | 9:00a.m. to 5:30p.m. Mon -Fri By appointment |
| Cost to Participant: | Medicaid Accepted |
| Eligibility Criteria: | Ages 3 to 21 years |
| Contact: | Omar Ather (216) 283-4400 Ext. 2294 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Psychiatric Diagnostic Evaluation without Medical

Description:

Psychiatric Diagnostic Evaluation without Medical is a clinical evaluation provided by a qualified clinician either at specified times, in response to treatment or when significant changes occur. It assesses client needs and functioning to determine appropriate service/treatment based on identification of presenting problems, evaluation of mental status and formulation of a diagnostic impression.

Information is collected, including socio-economic. A diagnostic evaluation is completed to determine needs and appropriateness for treatment. Information gathered includes history of mental health and substance abuse/dependence treatment, support system available, etc. to determine if Murtis Taylor HSS should provide services, or if a referral is needed. Data from the personal history is used to determine admission, referral, or counselor/case manager assignment. An interpretive summary is completed and appropriate treatment is scheduled.

Goals/Outcomes:

- Diagnose emotional and/or developmental disorders
- Develop treatment plan (Individualized Service Plan), if appropriate
- Schedule appropriate treatment

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| Location(s): | 13422 Kinsman Road, Cleveland, OH 44120 900 E. 105th Street, Cleveland, OH 44108 |
| Hours of Operation: | 9:00a.m. to 5:30p.m. Mon -Fri By appointment |
| Cost to Participant: | Medicaid Accepted |
| Eligibility Criteria: | Ages 2 to 21 years |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Substance Use Disorder Treatment

Case Management Integrated SUD/MH for Adults

Description:

Consistent with SAMHSA's Treatment Improvement Protocol, MTHSS' Case Management and substance use disorder treatment are sometimes viewed as separate and distinct aspects of the treatment continuum, yet they are complementary and often thoroughly blended. The Protocol is designed to encourage the client to take the lead in identifying needed resources while emphasizing the Client's right to self-determination and builds upon the Case Manager's expertise to identify options. Case Management is anchored upon an understanding of clients' experiences and the world they inhabit. It considers the nature of addiction and the problems it causes; and co-occurring problems with which clients struggle (e.g. mental illness, physical health, housing, incarceration). Providing the least restrictive and disruptive level of care necessary is key to our approach. Case Management offers the client a single point of contact within the Health and Human Services System and consolidates a single point of responsibility across providers. The approach is often community-based, integrating formal and informal care resources. Case Managers understand the natural course of addiction and recovery and attempt to foresee challenges, to understand the options available to manage challenges, and to take appropriate action. In some instances, the Case Manager may intervene directly; in others, the Case Manager will take action to ensure that another person on the care team intervenes as needed.

Goals/Outcomes:

- Reducing Risk of Relapse (return to substance use)
- Improving Follow up and Utilization of Supportive Services
- Maintaining Coping and Daily Functioning

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| Location(s): | Main Campus, Telehealth & In-Person |
| Hours of Operation: | Mon, Wed, Fri 9a.m. to 12p.m. Aftercare: Tu, Thur 10:00a.m. to 12:00p.m. |
| Cost to Participant: | Medicaid Accepted and United Way subsidies available |
| Eligibility Criteria: | Dually diagnosed adults age 18 years and older who are referred by service providers and the criminal justice system |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Substance Use Disorder Treatment

Outpatient Treatment and Intensive Outpatient Treatment Integrated SUD/MH for Adults

Description:

Outpatient Treatment and Intensive Outpatient Treatment focus on individuals with co-occurring disorders at every level of care. Some clients have serious and persistent mental illness and others have relatively stable disorders of mild to moderate severity. The service utilizes procedures for screening, assessing, enrolling clients and referring clients to external services. If the screening and assessment process establishes a substance abuse or mental illness beyond the agency’s capacity or resources, referrals are made to suitable residential or mental health facilities or other community resources. Staffing includes two linked teams, one specializing in mental illness and the other in substance abuse. Both teams are clinically supervised by a single supervisor who holds both LISW-S and LICDC licenses. While pharmacological management for mental illness is available within the agency, currently addictions pharmacotherapy lies outside the agency’s capacity and appropriate referrals are made as needed.

Groups are central to both Outpatient Treatment and Intensive Outpatient Treatment with Individualized Psychotherapy as an important, supportive adjunct to group sessions. The services support clients by: Providing opportunities for clients to develop communication skills and participate in socialization experiences; Creating a group atmosphere where clients help, support and when necessary, confront one another; Providing structure and discipline into the often chaotic lives of clients; Providing norms that reinforce healthful ways of interacting and a safe and supportive therapeutic milieu that is crucial for recovery; and Providing a venue for group leaders to transmit new information, teach new skills, and guide clients as they practice new behaviors.

Clients experience several different types of groups during the course of treatment, psychoeducational, skills-development, support, and interpersonal process groups. These classifications are not rigid and each type of group borrows ideas and techniques from others. Groups are both heterogeneous and homogeneous. Open-ended heterogeneous groups provide clinicians the flexibility of assigning new clients to ongoing groups and homogeneous groups allow clinicians to address therapeutically relevant issues for a subset of clients such as a co-occurring mental health disorder.

Psychoeducational groups typically focus on the signs and symptoms of mental disorders, medication, and the effects of mental disorders on substance abuse problems. These groups increase client awareness of their specific problems and do so in a safe and positive context. Interrelated Relapse Prevention groups help clients become aware of cues or “triggers” that make them more likely to abuse substances

Substance Use Disorder Treatment

Outpatient Treatment and Intensive Outpatient Treatment (continued) Integrated SUD/MH for Adults

Description (continued):

and help them develop alternative coping responses to those cues. Additionally, these groups focus on recognizing cues for the return of psychiatric symptoms and for affect or emotion management, including how to identify, contain, and express feelings appropriately. These groups provide a forum for discussion of the interrelated problems of mental illness and substance abuse, helping participants to identify triggers for relapse through discussion rather than acting upon impulses.

The main difference between outpatient treatment and intensive outpatient treatment lies in the amount of treatment hours received by the client. The other difference is that intensive outpatient treatment might be more appropriate for someone who is unable to attend an inpatient facility, while outpatient treatment may be more appropriate for someone who has completed previous treatment. For both, groups range between 6 and 15 clients. Intensive Outpatient Treatment includes at least 9 hours (up to 12) of therapeutic contact per week and is scheduled for 3 hours of treatment on 3 days within a week. This might entail 2 evenings of back-to-back 90-minute groups and a third evening might include 30 minutes of individual counseling, a 90-minute family session, and an hour-long skills training group.

Goals/Outcomes:

- Preventing Relapse (return to substance use)
- Preventing Crises
- Maintaining Engagement in Treatment

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| Location(s): | Main Campus, Telehealth & In-Person |
| Hours of Operation: | Mon, Wed, Fri 9a.m. to 12p.m. Aftercare: Tu, Thur 10:00a.m. to 12:00p.m. |
| Cost to Participant: | Medicaid Accepted and United Way subsidies available |
| Eligibility Criteria: | Dually diagnosed adults age 18 years and older who are referred by service providers and the criminal justice system |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Substance Use Disorder Treatment

**Crisis Intervention
Integrated SUD/MH for Adults**

Description:

Crisis Intervention focuses on immediate relief and assisting the client to cope with severe physical, emotional, mental or behavioral distress that could lead to relapse (return to substance use) or other negative outcomes. Crisis Intervention is a specific and time-limited form of brief intervention which deals with situations and individuals in distress and in some cases harming themselves and/or those around them without their full knowledge of the situation. Crisis Intervention will address co-occurring problems of mental illness, physical illness or incarceration in the context of the current situation. When clients' distress results in the loss of their ability to solve their own problems and deal with life's dilemmas, external assistance can help the client to return to a normal frame of mind and a balanced lifestyle. Crisis Intervention is short-term and it aims to give clients the necessary tools to immediately cope with the causes of the distress.

Crisis Intervention involves: Educating and informing clients of their capacity to successfully address a crisis and offer ways to push past incidents and retain balance; Observing and helping clients identify their contribution to the crisis situation empowers them to find ways of lessening their emotional trauma; Helping clients realize their personal potential to get through crises, by letting them make decisions and take action to better their lives; Supporting clients to better understand the problems underlying the current situation and thus uncover options on how to break free; Moving clients to view their thoughts and actions and objectively evaluate and assess the impact of problematic beliefs and expectations; and Helping clients confront fear and pain allowing them to overcome the negative emotions which are negatively impacting their lives.

Goals/Outcomes:

- Reducing Risk of Relapse (return to substance use)
- Eliminating Distress of Current Situation and Preventing Negative Outcomes
- Engaging or Reengaging into Treatment

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|----------------------------------|--|
| Location(s): | Main Campus, Telehealth & In-Person |
| Hours of Operation: | Mon, Wed, Fri 9a.m. to 12p.m. Aftercare: Tu, Thur 10:00a.m. to 12:00p.m. |
| Cost to Participant: | Medicaid Accepted and United Way subsidies available |
| Eligibility Criteria: | Dually diagnosed adults age 18 years and older who are referred by service providers and the criminal justice system |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |
| Geographical Area Served: | Cuyahoga County |
| Transportation Provided: | <input checked="" type="checkbox"/> No |

Language Accessibility

Interpretation Services

**Available Through INDY Translations
Ask The Front Desk or Your Case Manager**

Available in the following Languages:

◆ **Spanish**

Hablamos Español

Pregunta a la recepción o su Administrador de Casos

◆ **Mandarin/Chinese**

我們講普通話

詢問前台或您的個案經理

◆ **Russian**

Мы говорим на русском

Попросите стойку или ваш менеджер

Services Available in the Following Languages

- ◆ **Spanish—Case Management, Therapy, Pharm Management**
Español—Manejo de Casos, Terapia, Manejo Farmacológico
 - ◆ **Mandarin—Case Management**
普通話—案例管理
 - ◆ **Russian—Adult Pharm Management**
Русский—Взрослый Фармакологическая управления

Deaf and Hearing Impaired Interpretation Services

**Available through Cleveland Hearing and Speech Center©
Ask the Front Desk or Your Case Manager**

Other Language Services are provided by appointment

Collaborations

Saint Clair House

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| Location: | Confidential Location, Cleveland, Ohio 44103 |
| Schedule: | 24 hour / 7 Day Residential Facility |
| Services Provided: | Transitional housing to adult males with severe mental illness. Services include identification, evaluation and assessment of needs and strengths, assessment and skill building in day-to-day personal care skills. Medication monitoring and education |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |

Life Exchange Center

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| Location: | 13407 Kinsman Road, Cleveland, Ohio 44120 |
| Schedule: | 9:00a.m. to 3:30p.m. M-T-W-F |
| Services Provided: | A peer-run and consumer driven support program that offers peer support, advocacy and education to empower mental health consumers to take part in their recovery.. |
| Contact: | Richgina Jeff-Carter (216) 752-1269 |

Ameriwell Beneficial Cooperative Services Pharmacy

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|--------------------|--|
| Location: | 13422 Kinsman Road, Cleveland, Ohio 44120 |
| Schedule: | 9:00a.m. to 5:00p.m. Monday—Friday |
| Services Provided: | Pharmacy services for Murtis Taylor clients, customers, staff and the public with medication needs. Same-day pick-up, home delivery via U.S. Mail, Prescriber and Pharmacist Coordination of Care and Patient-Pharmacist Consultation. |
| Contact: | Ray Murphy (216) 283-3860 |

Lakewood Community Services Center

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| Location: | Lakewood Community Services Center, 14230 Madison Avenue, Lakewood Ohio 44107 |
| Schedule: | Behavioral health intake 10:30 a.m. - 2:30 p.m., Monday through Friday. |
| Services Provided: | Services that improve social stability for Lakewood residents with mental illness. Services include screening, enrollment, assessment, case management, pharmacological management, mental health and addiction counseling. |
| Contact: | David Brown (216) 283-4400 Ext. 2459 |



Murtis Taylor Child Enrichment Centers
13422 Kinsman Road, Cleveland, OH 44120

FREE* Early Learning and Childcare For 4 year olds!!
*Eligibility criteria apply

Now Enrolling!

18 months— 12 years
Monday - Friday
7:00am—6:00pm
Limited transportation available
Call (216) 283-4400 X2222
For more information

Highlights

- ◆ Before and After School care
- ◆ Nutritious meals and snacks
- ◆ Licensed
- ◆ Vouchers Accepted
- ◆ 4-Star Step up to Quality Centers
- ◆ Pre4CLE and UPK 2.0 site

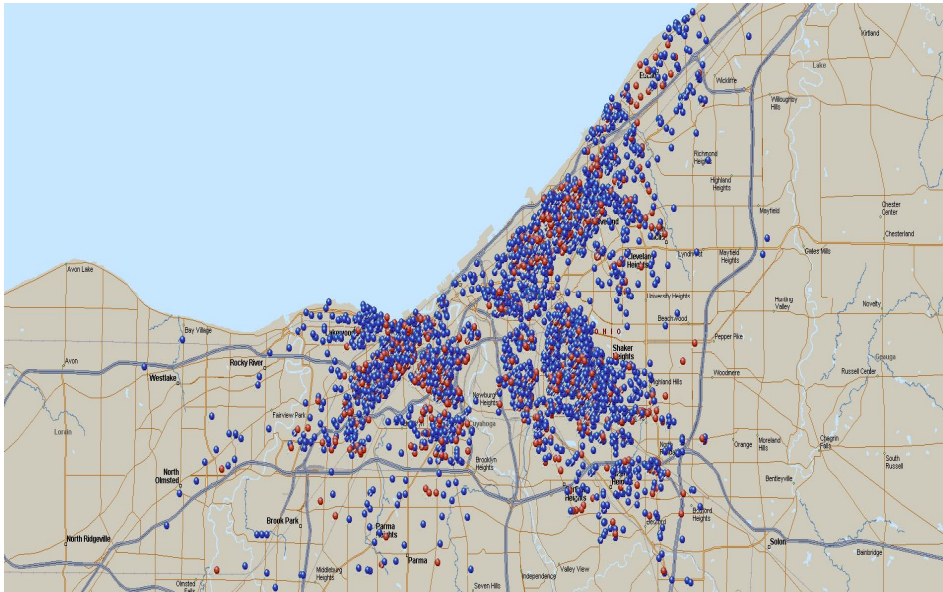
Early development is fundamental to the growth of your child!



Partners

- Case Western Reserve University - Mandel School
- City of Cleveland
- Cleveland Division of Police CIT (Crisis Intervention Team)
- Community West Foundation
- Contributions and Donations from Individuals
- Cuyahoga County ADAMHS Board
- Cuyahoga County Department of Job and Family Services
- Cuyahoga County Department of Senior and Adult Services
- Cuyahoga County Child and Family Services
- Cuyahoga County Child and Family First Council
- Cuyahoga County Fatherhood Initiative
- Cuyahoga County Solid Waste Management District
- Frontlines Services
- MetroHealth System
- Northeast Ohio Medical University
- The Best Practices in Schizophrenia Treatment (BeST) Center
- Ohio Commission on Minority Health
- Ohio Department of Education
- Say Yes Cleveland (SYC)
- Starting Point
- United Way of Greater Cleveland
- Western Reserve Area Agency on Aging
- Woodruff Foundation

Map of Adults & Children Served



Behavioral Health Access Line
216-283-4400 Option 5

Our Mission

Partnering with you to achieve a better quality of life and a healthier community through engagement, teamwork and commitment.

www.MurtisTaylor.org



CARF: Case Management/Services Coordination: Integrated: SUD/MH Adults, Mental Health Adults, Children and Adolescents; Crisis Intervention: Integrated: SUD/MH Adults; Day Treatment: Mental Health Adults; Intensive Outpatient

TTY # 1-800-750-0750

Murtis Taylor Human Services System is an equal opportunity employer.