

ONE STOP SHOP

Miami County Facility for Integrating Behavioral Health Services



**Effective.
Efficient.
Accessible.**



ONE STOP FOR BEHAVIORAL HEALTH.

A NEW, STREAMLINED EXPERIENCE IN CLIENT CARE.



THE ONE STOP SOLUTION FOR BEHAVIORAL HEALTH

As a government agency, the Tri-County Board of Recovery and Mental Health Services is expected to be a responsible steward of public monies. The Tri-County Board strives to find innovative ways to balance careful spending with providing a comprehensive and effective continuum of care for those in need.

**From FY2009 through FY2013,
state and federal dollars (including changes in Medicaid)
administered by the Tri-County Board**

FELL BY

46%.

ONE STOP SHOP

In the face of massive changes to and uncertain funding of a healthcare system that now includes the Affordable Care Act, expanded access to Medicaid, and emerging threats to the mental and physical health of our citizens, the Tri-County Board has a plan: To re-think and re-engineer access to behavioral health and supportive services with a One Stop Shop.

The objective of the One Stop Shop is to ease client access to services with a single point of entry, reduce overhead costs, and improve communication and continuity of care by housing behavioral health providers and supportive services together in one efficient, effective, streamlined facility.

Housed under the same roof in a purpose-designed space, partners in the One Stop Shop can become more efficient and effective. Stronger together, they'll be able to strategically and collaboratively manage costs, and pool resources in the provision of programs and services.

The Tri-County Board is dedicated to planning, funding, monitoring, and evaluating substance abuse and mental health services for Miami, Darke and Shelby Counties; working diligently to see that the services are cost-effective and of the highest possible quality; informing the community about these services; and ensuring that people have access to them. To that end, the Tri-County Board contracts with local agencies to provide behavioral health services. Agencies within the Tri-County Board's network of care include Recovery & Wellness Centers of Midwest Ohio, Community Housing Inc., SafeHaven Inc., Miami County Recovery Council, Goodwill Easter Seals of Miami Valley, and NAMI of Darke, Miami and Shelby Counties.

The One Stop Shop concept is conceived to streamline access to services, and to provide opportunities for services that are not currently available in the community.



WHO

DOES THE ONE STOP SHOP SOLUTION SERVE?

The One Stop Shop would serve those in the Tri-County area who receive or arrange one or more services related to mental illness and chemical dependency.

THE INTENT

IS TO EASE ACCESS TO AND
COORDINATE SERVICES.

**THE ONE STOP
SOLUTION IS**

BORN

The “one stop shop” is becoming a common business model. Its theory suggests that by providing many services in one place, partners are able to offer consumers the convenience of meeting various needs at one location.

- One stop solutions have proven effective for grocery retailers providing large supermarkets to meet all customers' shopping needs in one place, including pharmacy, banking, and even hair and vision care.
- Social service entities have implemented the one stop shop model to increase effectiveness and efficiency. Local one stop shop example: the Dayton Jobs Center, which houses 47 employment and supportive agencies in an 8.5-acre facility serving over 500,000 people per year.
- In Troy, several offices and agencies related to automobile titling and licensing are co-located at a one stop shop on Experiment Farm Road.

HOW THE CONCEPT FOR A MULTI-AGENCY FACILITY WAS CONCEIVED

CATALYST FOR INTEGRATION: CLIENT DISSATISFACTION

Several years ago, upon returning to the Tri-County office, a staff member noticed an older couple and a younger male in the lobby. The woman looked harried and tired; she explained that they had been on the run all day, and were worn out, frustrated, and exhausted.

The family had been to several appointments...to see a physician at the Mental Health Center, and then on to the pharmacy to have their son's prescriptions filled; to the Job and Family Services office; and then, finally, to Community Housing regarding an application for subsidy to assist their son with his rent.

But the day wasn't over yet...they still had to go grocery shopping before they could return home.

Their son, a severely mentally ill man of about 40 years of age, relied heavily on his aging parents to help him navigate the local behavioral health system. In turn, his parents relied heavily on the local system for services their son needed to survive.

Empathetic and concerned, the Tri-County employee began speaking to other mental health workers, those who knew the system well, and who referred clients for care. They all admitted to being confused about what services were available, what various agencies did, and how to make sense of referral mechanisms. Sometimes they simply didn't know how to help clients to access services.

The employee shared this information with the board of directors, and everyone agreed that there had to be a better way of serving individuals, families, and the entities that want to refer clients for help.

This is how the concept for the One Stop Shop Miami County Facility for Behavioral Health was born.

AN AGENCY'S PERSPECTIVE...

SEPARATION & SILOS

The Miami County behavioral health system of care consists of various agencies, together with the Tri-County Board, working to meet individual missions at separate sites.

Because these agencies are individually located, coordination of services, proper referral, and general communications can be difficult. It can be especially frustrating for clients and their families to navigate multiple agencies, with different locations and phone numbers in their search for relevant services.

In the integrated environment of the One Stop Shop for Behavioral Health Care, clients, families, and referring agents would be efficiently directed to appropriate services. A modern, attractive, and welcoming environment is shown to improve follow-through and effectiveness of care.



A CLIENT'S PERSPECTIVE...

INEFFECTIVE, FRUSTRATING CARE TAKES A TOLL

"I'm a single Mom with four children, and I don't have a lot of support. When I started out, [my eldest son] received therapy in Tipp City. Then I ended up having to go travel to Sidney every week, leaving my place of work, and then trying to figure out how to make up the time I'd missed at work."

"Eventually, my second child started therapy, then my third. The first few times it was very difficult to get my bearings, to figure out where I was going. It's extremely difficult to contact all the agencies and arrange all the services for my kids. I was out there, on my own, trying to understand how the system works."

ONE STOP SOLUTION...

THE FUTURE OF BEHAVIORAL HEALTH CARE

Central to the mission of the Tri-County Board and its provider agencies is the effective and efficient delivery of clinical, preventive, and supportive services to clients in need.

A One Stop Solution will help meet this goal. The Tri-County Board proposes a single facility in which partner organizations provide an array of services. The One Stop Shop would feature a single point of entry for individuals, families, and referring agents.

A comprehensive assessment process would ensure that individuals receive all the services they need to effectively and successfully address their personal wellness and recovery.

THIS ONE STOP SHOP DESIGN WOULD...

- Streamline the intake process, assisting clients and referral agents to the full array of available services via a single point of entry;
- Create an atmosphere in which the partners can maximize each entity's expertise to develop innovative community services;
- Eliminate duplication of services, and stimulate the provision of new services;
- Enable partners to share administrative and support costs, reducing each member's overhead;
- Allow for shared reception, clinic, meeting and support areas;
- Assist partners to share expenses where practical, such as supplies, storage, IT, telephones, etc.



ONE STOP SOLUTION...

THE FUTURE OF BEHAVIORAL HEALTH CARE

PROPOSED ONE STOP SHOP SERVICES

- Mental health counseling (individual and group)
- Substance abuse counseling (individual and group)
- Intensive outpatient services
- Assessment
- Psychiatry, nursing, medications, and medication management
- Medication-assisted treatment for substance abuse
- Case management
- Housing referral and management
- Family supports and education
- Consumer support and recovery maintenance services
- Physical health services
- Wellness and preventive services (behavioral and physical health)
- Vocational development
- Benefits support
- 24-7 Hotline and mobile crisis response
- Warm line (non-emergency talk line)
- Community crisis response team
- Mental Health First Aid training
- CIT academy (crisis intervention training)
- Consumer-operated programming and general administration
- Recordkeeping and billing services



DEVELOPING

A ONE STOP SHOP MIAMI COUNTY FACILITY FOR BEHAVIORAL HEALTH

The One Stop Shop will consist of design and new construction of an integrated behavioral health and supportive services facility.

WHAT HAS BEEN DONE SO FAR?

- The Tri-County Board has purchased five acres of land on County Road 25-A, just north of Troy, next to Health Partners' Paul G. Duke Health Center.
- The Tri-County Board has contracted with a consultant to assist with the facilitation of the activities within the proposed facility.
- The Tri-County Board has retained Freytag and Associates to design, plan, and complete the physical structure.
- The Tri-County Board has included the One Stop Shop in its Three-Year Strategic Plan 2014-2016, based on the Substance Abuse and Mental Health Administration's description of a modern behavioral health system with co-located services.

WHAT STILL NEEDS TO BE DONE?

The One Stop Shop Miami County Facility for Behavioral Health is a public/private partnership. The Tri-County Board has used unrestricted dollars for the purchase of the land and for initial consultations.

While much planning is yet to be done, we know that the construction of the facility is more than the Tri-County Board can fund on its own. Private support is also needed.

We are appealing to individuals, foundations, and corporations to help us put this forward-thinking solution into motion.

The projected cost of the building and make-ready for occupancy preparations is approximately \$4 million.

We expect the One Stop Solution to provide returns to the community in the form of efficient, accessible, and effective services. The efficiencies afforded by a purpose-built, single point of access will allow the Tri-County Board and its partners to do more to address unmet needs in the community, and to quickly react to changes in behavioral health needs as they arise.

THE BENEFITS

OF A ONE STOP SHOP MENTAL HEALTH CARE SOLUTION

Tri-County believes that a strong, integrated support system of mental health and recovery services is essential in building a strong community. By caring for others, we benefit all. The One Stop Shop Behavioral Health Care Solution would help everyone in the Miami County.

CLIENT BENEFITS

- Provide an accessible, attractive, welcoming environment
- Minimize frustration levels, increase follow-through and improve outcomes
- Contribute to recovery, vocational supports, and employability
- Provide better continuity of mental health services
- Offer new, beneficial client services to promote mental health
- Reduce the need to travel around from agency to agency
- Save time
- Improve quality of life

AGENCY/PARTICIPANT BENEFITS

- Minimize personnel frustration levels
- Improve scheduling efficiency
- Optimize agency resources
- Foster collaboration
- Promote innovation
- Share administrative, support, and service costs
- Reduce overhead
- Share purchasing costs, such as supplies, storage, IT, telephones, etc.

HELP BRING

THE ONE STOP SHOP SOLUTION TO THE MIAMI COUNTY

Your support will play an important role in making the One Stop Solution for Behavioral Health into a reality for this community's citizens.

Once we received your backing, the Tri-County will begin to finalize its expansion plans.

Supporting the One Stop Shop Solution will greatly improve Tri-County's ability to provide effective and efficient clinical, preventive, and supportive services to the many clients in serious need of our help.

"I like the concept, growing to meet needs of the community...and they are constantly changing. The thought of having one place where my officers could go, instead of us having to be experts on every resource that's out there, would just be fantastic, and is long overdue."

– Bruce Jamison, Police Chief



BOARD OF DIRECTORS

MIAMI COUNTY

Tom DeVault, Troy. County appointment.

Jerry Herbe, Piqua. County appointment.

George Lovett, Tipp City. County appointment.

Roger Welklin, Troy. State appointment.

Marcia Youtz Henning, Troy. State appointment.

**Miami County may have up to 8 members*

DARKE COUNTY

Dennis Butts, Greenville. County appointment.

Terrance Holman, Greenville. State appointment.

Mandy Martin, Greenville. State appointment.

Jason Wagner, Versailles. County appointment. Board Chair.

**Darke County may have up to 5 members*

SHELBY COUNTY

Rodney Austin, Sidney. County appointment.

Velina Bogart, Sidney. State appointment.

Marianne Helmlinger, Sidney. County appointment.

Vicki Hornbeck, Piqua. State appointment.

**Shelby County may have up to 5 members*

ONE STOP SHOP

Miami County Facility for Integrating Behavioral Health Services



Mark McDaniel

Executive Director

Tri-County Board of Recovery & Mental Health Services

1100 Wayne Street, Suite 4000, Troy, Ohio 45373

Phone: 937-335-7727 ext 205

McDanielM@tcbmds.org | www.tcbmds.org

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