

Planning and Monitoring Committee Meeting

Meeting date: Monday, February 3, 2020

Meeting time: 5:00pm – 6:35pm

Meeting location: Conference room, 2 Oak Street

Recorder: Ashley Morrow

Committee Members Present:

X	Steve Barnes, Committee Chair		Rob Duncan - Absent
X	Ken Murray	X	Mike White
X	Julie Landoll		Ben Chaffee, Jr. – Excused

Board Staff Present:

X	Kristen Cardone, Executive Director	X	Ashley Morrow, Administrative Assistant
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Unfinished business/updates:

- Presentation for February: Firelands Vocational Rehabilitation
 - Ms. Cardone shared with committee members that Firelands Vocational Rehabilitation will be presenting at the February 11th, 2020 Board Meeting.
- Board seat updates
 - Ms. Cardone shared that Ms. Lenora Minor would be sworn in at February’s Board meeting which leaves one open Board seat if anyone has any ideas on an appropriate candidate.
- Office space updates
 - Ms. Cardone shared an update on the office space. Renovations officially began January 29th and they currently are working on creating the conference room.
- Email agendas
 - Ms. Cardone asked committee members if they would mind receiving all committee agendas and Board agendas via email in the future to reduce costs of postage. All committee members agreed with the change.

Discussion Items:

- Board training March – Crisis services and overview
 - Ms. Cardone shared that the Board will have a 1-hour training before the March Board meeting to review crisis services. Ms. Cardone shared that it will be an informative and beneficial training so that Board members have a better understanding of what crisis services are and how they are conducted in the county.
- SFY 2021 RFI’s
 - Ms. Cardone informed Board members that FY21 RFI’s will be going out February 14th, 2020 and they are due back at the end of March. She added that there have been no changes and the RFI’s will be in the same format as last year.
- 120-day letters
 - Ms. Cardone informed committee members that the 120-day letters will also be mailed out by February 14th, 2020.

- Community Engagement
 - Ms. Cardone shared that there has been an increase in requests, from the community and other local organizations, for more community engagement services. She stated that the common feedback is the community “doesn’t know where to go or what to do when someone needs treatment or support”. She stated other discussions have centered around how to reach the community as often times there is minimal attendance at community events. Ms. Cardone shared that this fact has led Board staff to look into outreach into the workforce. She added that Board staff is partnering with Huron County Developmental Council in creating a strategic plan to effectively reach businesses throughout Huron County, providing them with treatment resources and supports, mental health and addiction information, as well as providing possible Lunch & Learn sessions for their employees. She said the goal is for Ms. Morrow to initially take one day a week and reach out to local businesses to educate them on who the Board is and provide them with a folder of resources and information. This initiative will help build relationships with our local businesses and identify gaps in communication and services needed.
 - Committee members agreed that the initiative is needed and can be a great benefit to the county.
- Contract review FY2021 (Possible Action Item for Implementation)
 - Ms. Cardone shared that Shaynak-Diaz Law, the law firm that creates and oversees Board contracts, needs to update contracts for FY21 and it will take about 2 hours to make the changes. Ms. Cardone received permission from the Board’s legal representative, Mr. Randal Strickler, to utilize Ms. Shaynak-Diaz’s services again this year. Ms. Cardone will determine from a motion is needed in next month’s Board meeting for this.
- Peer Support RFP (Action Item for Implementation, summaries in Attachment I)
 - Ms. Cardone reviewed the Peer Support RFP’s and presentations of both Let’s Get Real and Family Life Counseling with committee members. She reviewed the proposals briefly as well as the answers to the questions the Board had asked. Ms. Cardone stated that there are pros and cons to both proposals. Family Life Counseling can bill Medicaid, however in order to bill Medicaid, individuals must first be diagnosed, and this can cause a barrier to who/and how many individuals can receive peer services. Diagnostic Assessments and other documentation at each treatment center are different which makes collaboration between treatment providers difficult and may create an additional barrier for clients. Let’s Get Real cannot bill Medicaid for services at this time, however, the barriers discussed which exist for a treatment agency are diminished or do not exist with a peer recovery organization. Ms. Cardone asked the committee members what they envision for peer services and an eventual peer center in the community and what organization they believe will be able to best provide needed services.
 - Committee members discussed the pros and cons and decided to approve Let’s Get Real to operate Peer Support Services in Huron County.

Dr. Mike White made the motion to: Authorize Executive Director to enter into a contract with Let’s Get Real for the remainder of SFY 2020 in an amount not to exceed \$35,708.

Mr. Barnes seconded the motion

1. Steve Barnes
2. Julie Landoll
3. Ken Murray
4. Mike White

No Opposition

- NAMI (Possible Action Item for Implementation, Attachment II)

- Ms. Cardone shared a brief overview of what NAMI Ohio offers. She stated their role is to offer support, education, and advocacy for individuals struggling with mental illness. Ms. Cardone shared that she recently met with a NAMI representative from the state to discuss how MHAS can help the NAMI in Huron County provide the services the community needs. NAMI is a great and much needed support, linking people to the services they need while being a support for those waiting for treatment to start. The representative from NAMI suggested hiring a part-time staff person to give NAMI Huron County the attention it needs in order to provide and expand services. This position would be 10-12 hours a week at \$15 hr. Ms. Cardone added that as discussed in previous committee meetings, MHAS has been paying Firelands \$230 a week for QRT, whether they respond to a call or not and as of this new year, that will no longer be happening. She stated the money that is being saved from QRT will help offset any costs of supporting a NAMI position. Ms. Cardone said the total amount of funding needed for the position is \$3,250 for the remainder of FY20. Both Ms. Julie Landoll and Dr. Ken Murray expressed what great things NAMI does and how it is very much needed in Huron County.
- The committee agreed to support the NAMI part time position.

Ms. Julie Landoll made the motion to: Authorize Executive Director to enter into a contract for SFY 2020 with NAMI for a part time staff position in an amount not to exceed \$3,120.00.

Dr. Ken Murray seconded the motion

1. Mike White
2. Ken Murray
3. Julie Landoll
4. Steve Barnes

No Opposition

- LOSS (Possible Action Item for Implementation, Attachment III)
 - Ms. Cardone shared that due to the recent increase in suicides in Huron County, she has been reaching out to other counties and the State to identify and implement needed strategies and services for both suicide prevention and postvention. She shared that one gap identified is “what do we do in a crisis to reach out to those affected when a suicide occurs”? Ms. Cardone stated that the Ohio Suicide Prevention Foundation offered many resources and recommended implementing a LOSS (Local Outreach to Suicide Survivors) team in the county. She shared that she met with Darrell Shumpert from the Lorain County LOSS Team to gather additional information. The LOSS Team (Local Outreach to Suicide Survivors) provides support on-site or soon after for people impacted by completed suicides of loved ones or significant others. Similar to the ALERT program, when a suicide occurs, the LOSS Team that is on-call is dispatched. They will arrive on the scene to offer support and resources to those affected. The team may be asked to leave by those involved, however resources are left so that family and friends affected can reach out if/when they are ready. This team will be an initial and ongoing support for the family and friends affected. Ms. Cardone said she believes hiring a LOSS Team coordinator can be an incredible asset to the community and to the schools that have been affected by suicide as well. Ms. Cardone stated that the LOSS position would start at 8 hrs. a week and to support the LOSS Team position, it would cost \$6,211.66 in funding for the remainder of FY20.
 - The committee members agreed that this position is needed in the county.

Dr. Mike White made the motion to: Authorize Executive Director to enter into a contract for SFY 2020 with Darrell Shumpert for Huron County LOSS Coordinator services in an amount not to exceed \$6,212.66.

Ms. Landoll seconded the motion

1. Ken Murray
 2. Mike White
 3. Julie Landoll
 4. Steve Barnes
- No Opposition

- First Responder clinician training (No motion needed at this time)
 - Ms. Cardone shared that she has been working with Helen Hill who is developing a trauma network, a database of clinicians specifically trained in trauma services. She shared that Ms. Hill is willing to come to Huron County to provide a trauma training to local clinicians to assist them in working with first responders. She stated the estimated cost for this training is around \$1,500.00. This is something Ms. Cardone will continue working on and will bring back to the Board when details are finalized.
- Complaint policy and form (Attachment IV)
 - Ms. Cardone reviewed the attached Complaint Policy and Form. Ms. Cardone stated it is important that the Board has a clear process of how complaints from inside/outside the Board are received and addressed. Ms. Cardone added that all service contracts need to be updated as well to include the form.
 - Dr. Mike White suggested looking at the Board's other complaint/grievance policies and identify how to merge policies into one.
 - Board staff will work on merging policies and present to Board members for review and approval.
- Quarterly reports (handouts)
 - Ms. Cardone reviewed quarterly reports with committee members. She shared a few concerns and questions she had regarding a few of them and stated she would reach out to agencies to retrieve answers and clarification as needed.
- 2nd Vice Chair
 - Ms. Cardone shared that the Board is still in need of a 2nd Vice Chair. She asked committee members if anyone was interested in that Board position to please contact Ms. Lisa Hivnor.

Action Items for Implementation:

Authorize Executive Director to enter into a contract for SFY 2020 with Christina Shaynak-Diaz for contract revision, in an amount not to exceed \$350.

Hold until more information is gathered

Dr. Mike White made the motion to: Authorize Executive Director to enter into a contract with Let's Get Real for the remainder of SFY 2020 in an amount not to exceed \$35,708.

Mr. Barnes seconded the motion

1. Steve Barnes
2. Julie Landoll
3. Ken Murray
4. Mike White

Ms. Julie Landoll made the motion to: Authorize Executive Director to enter into a contract for SFY 2020 with NAMI for a part time staff position in an amount not to exceed \$3,120.00.

Dr. Ken Murray seconded the motion

- 1.Mike White
- 2.Ken Murray
- 3.Julie Landoll
- 4.Steve Barnes

Dr. Mike White made the motion to: Authorize Executive Director to enter into a contract for SFY 2020 with Darrell Shumpert for Huron County LOSS Coordinator services in an amount not to exceed \$6,212.66.

Ms. Landoll seconded the motion

- 1.Ken Murray
- 2.Mike White
- 3.Julie Landoll
- 4.Steve Barnes

Attachment I: Peer Support RFP Summaries

Family Life Counseling

- 1. Organization: Family Life Counseling**
- 2. Plan:**

Describe proposed model for taking over ALERT program:

FLCPS will, as soon as possible, meet with current ALERT staff and begin to construct and implement a transition plan. FLCPS will also meet with law enforcement leadership to establish an effective collaborative process for the continuation of ALERT services. This will also offer an opportunity to address any immediate improvements that they would recommend.

It is FLCPS's intention to adopt the current procedures including the utilization of the ALERT Hotline. In addition FLCPS will continue embedded services in local jail facilities. The key during the transition period is to omit any disruption of services. FLCPS also is committed to interview all current ALERT program staff to enquire of their interest in continuing on with the program and to determine if they are a good fit moving forward. If FLCPS is given the privilege all appropriate peer support services for Medicaid eligible clients will be billed to Medicaid.

Plan for expanding peer support services throughout the county:

The plan for expansion will include meeting with law enforcement and other community leaders across Huron County that does not have an ALERT program operational and present the model to them. If they are willing then we will begin to recruit and train competent ALERT staff from or near that community to serve that community. FLCPS have been able to establish a decentralized infrastructure to support and supervise services in other communities. The utilization of encrypted programs like Zoom will enable ALERT staff in those more rural settings to stay connected to needed support and supervision. The infrastructure will expand as the ALERT program grows across the county to assure adequate oversight and quality assurance. Decisions on what communities are targeted first will be determined in conjunction with input from the Huron County Mental Health and Addiction Services Board and statistics concerning community need. The overarching goal will be to have an operational ALERT program across the entire county. A robust training program will be established to expand and enhance program effectiveness.

- 3. Number of proposed staff/staffing plan for HC:**

FLCPS is willing to maintain and hire current ALERT program staff if they meet certification qualifications and they wish to continue with the program. FLCPS is committed to recruit and maintain sufficient staff to meet community need. It is our intension to hire permanent full time/part time staff as we seek to fully incorporate Peer Support Services into FLCPS continuum of care.

- 4. Collaboration with local agencies:**

Family Life Counseling and Psychiatric Services (FLCPS) highly values colaberation with other social service organizations. FLCPS is active memmer of the Huron County Children and Family First Committee, Suicide Prevention Committee and the Quick Response Team which is organized to meet with individuals that overdose on drugs. Recently FLCPS begun a colaberation with Huron County Children Services to iniate the Children's Mobile Response & Stabilization Services program.

- 5. Timeline:**

The implementation plan will consist of two phases:

Phase One: February 2020 – The transition plan will begin to assure that there is no gap or interruption of services. This phase will take 30 to 60 days.

Phase Two: March 2020 – The expansion plan will begin to implement ALERT across the entire county. A list of communities will be constructed with the assistance of HCMHASB to develop a prioritized list and the

implementation process will begin. Dr. Steven Burggraf will assist the team with this important effort. Phase Two will continue until all identified and willing Huron County communities have an operational and effective ALERT program.

6. Experience:

FLCP's facilitates a Peer Support service program as a part of a collaborative effort with the Richland County Children Services as a part of the START program. We are moving into our second year of being a part of that important program. Family Life Counseling and Psychiatric Services (FLCPS) has been operating in multiple communities across North Central Ohio for twenty years.

7. Medicaid and financial stability plan:

FLCPS is able to bill Medicaid for Peer Support Services and therefore all community and office based services for Medicaid eligible clients will have a funding source. The HCMHASB has offered ongoing financial support for jail based services which are not able to be billed to Medicaid.

8. Mental Health? Not specifically addressed

9. Transportation? Not addressed

10. Peer Center? Not addressed

11. Financial request: \$10,417 (remainder FY20)

12. Feedback:

- a. Does not address if FLC plans to serve clients from other treatment agencies (Oriana, Firelands)
- b. Does not mention if they plan to transport, have peer center, or serve mental health clients with peer support

13. Questions:

- a. Do you plan to serve clients of other treatment agencies?
- b. Will clients be required to complete a diagnostic assessment?
- c. Do you plan to transport clients? Offer/run support groups? Have peer run community center?

Let's Get Real

1. Organization: Let's Get Real

2. Plan:

It is our goal to work with and enhance the current ALERT program. We appreciate all the hard work that has gone into building the program and the relationships that have been made. The first step will be to meet with the ALERT peers to get to know them better, their availability, and goals in working with the ALERT program. That will provide us with a better picture of the current capacity as we work to expand programs.

We have already talked to two trainers about offering a peer support training in Huron County for Huron County residents seeking CPRS certification, and the expense of this training is not reflected in the proposed budget because it will not be at the expense of Huron County Board of Mental Health and Addiction Services. Our next step will be to work towards setting up a training and finding candidates that are interested in going through the training and pass our currently successful vetting

process. When we find people interested, we work with them to help through the certification process, which can be arduous.

We would also reach out to the appropriate contacts within the police departments, hospitals, and Huron County organizations that we will be working with moving forward. This will provide us with a better picture of the overall need and potential within Huron County. This will also provide better insight into training and addiction education that may be needed. We have found in Lorain County that law enforcement and medical staff have a desire to help, but they do not know what they can do.

Once we get started and feel the WHO project with Fisher Titus Medical Center is running seamlessly, we will reach out to Mercy in Willard to discuss an expansion of the program into their emergency department. We have close ties with the director of emergency services in Mercy Regional Medical Center Lorain and hope that we can use our already established relationships to expand programs in Huron County.

Opening and staffing the peer support center would be a top priority and happen simultaneously to getting acquainted with the ALERT projects and peers. With Drew Riley's assistance, we already have leads on donated office equipment and furniture to reduce initial expenses and expedite the launch of the new center. Once the peer support center is up and running, we will reach out to local media to get some coverage on the ALERT program and what is available to residents in need. In Lorain County, we have found this to be an effective way to publicize our services. We will also work on reaching out to local churches and nonprofits with information on services.

Our goal is not to take over the existing projects but to leave ALERT under the LGR umbrella, utilizing our vast knowledge and experience in peer support services to complement and enhance the existing ALERT project.

We would like to continue our goal of filling the gaps in recovery support services with our groups in Huron County. All of our support groups are peer-to-peer and run by volunteer facilitators. We offer SMART Recovery, Adult children of Alcoholics, Life Recovery Bible, a family and children's group, and a grief support group for those who have lost someone to addiction.

3. Number of proposed staff/staffing plan for HC:

Our intent is to utilize the existing peer supporters in ALERT and from Huron County. We have the capacity to provide "overflow" support with our existing peer supporters. Our goal is to keep that peer supporters for ALERT/WHO local Huron County natives. Discussion has already been done to perform an additional peer support training and get more Huron County locals certified. As several peer support trainers are also affiliated with Let's Get Real, Inc and have already committed to a training.

4. Collaboration with local agencies:

Utilizing a client-centered approach, we intend to solidify existing relationships with Family Life Counseling, Firelands, Oriana House, and House of Hope Men's Sober Living of Willard. If selected, we would start by

reaching out to each police department to review the project procedures and to talk to them about the needs of the county as they see it through the lens of law enforcement. We will also reach out to the Director of the Emergency Department at Fischer-Titus, as well as the heads of nursing and social work for the emergency department, as we have found the people in those positions to be strong advocates for what we are trying to accomplish.

5. Timeline:

Steps laid out but specifics regarding when are not clear.

6. Experience:

LGR opened as a Recovery Community Organization (RCO) in August 2013. In 2013, LGR started offering peer recovery support services, matching a specially trained individual with long-term sobriety with someone just beginning the recovery journey. The Alcohol and Drug Addiction Services (ADAS) Board of Lorain County retained LGR to provide peer recovery support services as part of a number of special projects.

7. Medicaid and financial stability plan:

We currently bill through the Mental Health and Addiction Services Board of Lorain County, Erie County Detoxification, and Firelands Counseling and Recovery Services. We already have in existence a secondary bank account that we will utilize for the ALERT projects to maintain transparency. Additionally, our intent is to have all Huron County peer supporters paid through ADP payroll system to minimize mistakes and provide the board with the transparency they deserve.

Although we cannot currently bill Medicaid directly for peer support services, we are working towards that goal. All of our peer supporters have gone through the process of attaining an NPI number, so they are certified to be billed under Medicaid. We have had meetings with representatives from CareSource and Buckeye, and have consulted with other organizations within the treatment community on the process. We have reached out to and are working with a consultant that specializes in helping organizations navigate the Medicaid billing process. With the help of the consultant, we are estimating by April we will be able to bill under Medicaid for some peer support services.

As we become established in Huron County, we can further explore grant opportunities and fundraising efforts to help fund the ALERT program. We will continue in the process of becoming Medicaid certified, so we can bill directly for peer support services as allowable.

We are confident we will receive donations of furniture and equipment for the peer support center. We have approached a new private foundation opening in January 2020 and have a verbal commitment of \$10,000 to go towards Huron County recovery support services. In addition to private foundation grants, with the assistance of Ohio Citizens Advocates for Addiction Recovery, we monitor the availability of new state and federal grants.

Although not mandatory, we have an independent auditor that conducts an annual audit. As a board-run 501c3, there is a clear checks and balance system. We are reviewed and audited by our board on a monthly basis. CPA services are provided by Park and Illenberger, CPAs of Lorain, and we also employ an additional certified public accountant that reviews our billing processes, accounts payable and receivables on a monthly basis. Annual reports, tax statements, and additional documentation can be supplied upon your request.

8. Mental Health? Yes

9. Transportation? Yes

10. Peer Center?

Opening and staffing the peer support center would be a top priority and happen simultaneously to getting acquainted with the ALERT projects and peers. With Drew Riley's assistance, we already have leads on donated office equipment and furniture to reduce initial expenses and expedite the launch of the new center.

11. Financial request: \$85,700 (annual) \$35,708 (remainder FY20) \$

12. Feedback:

- a. Multiple impressive letters of recommendation were provided
- b. Steps for timeline are clear but actual dates are not
- c. Services are very similar to what currently offer, just expanded

13. Questions:

- a. Will the \$48,000 for CPRS go away once able to bill Medicaid?
- b. Anticipated funding request annually once able to bill Medicaid?

Attachment II: NAMI

NAMI Rebuild

Staff person:

- 10-12 hours to start per week @ \$15 hr. (can build up to 20 hours per week eventually if needed)
- Focus is building Huron County NAMI

Purpose: Advocacy, Education, Support

Outreach & education to community:

- Medical community
- Treatment community
- Community events
- Public speaking to local groups
- Ministerial Association
- Past & Current NAMI Board members

Programs to offer: *(programs discussed to start/many more programs available online at nami.org):*

- Peer to Peer
- Family to Family
- Ending the Silence (prevention service in schools)
- Basics Online

NAMI's role is to collaborate with the Board to identify services needed and to advocate for individuals affected by mental illness.

NAMI is an added support to fill the gap while individuals wait for their treatment appointments and continuous support as they go through treatment.

Attachment III: LOSS

LOSS TEAM: provides bereavement on-site or soon after services for people impacted by completed suicides of loved ones or significant others. This procedure establishes the guidelines to follow when activating the LOSS team.

DEFINITIONS:

LOSS: Local Outreach to Suicide Survivors

Suicide Survivor: A person significantly impacted by the death of a family member or friend by suicide.

NAMI: National Alliance on Mental Illness.

ESS: Emergency Stabilization Service- 24-hour crisis line.

OIC: Responding Officer In Charge

I. Activation Procedures: A one-hour response time is required for each activation call (from the time the call is received until the time that the team arrives at the scene).

- a. At the death scene, when the Officer in Charge suspects that the manner of death is suicide, the LOSS team should be activated.
- b. The OIC will call ESS (800-888-6161) to activate the team, and provide any pertinent information, such as:
 - Name of deceased
 - Age
 - Gender
 - Method of suicide
 - Who found the body
 - Name of family members
 - Address of the scene
 - Any special directions/instructions

II. On-Scene Procedures:

- a. When the LOSS team (usually 2 members) arrives on scene, they will identify themselves and ask to speak to the OIC.
- b. LOSS team members will not enter the scene until cleared by law enforcement.
- c. The OIC will introduce the LOSS team members to the family/friends of the deceased.
- d. After the introduction, the Team members will give the survivor/s important follow up information and emotional support. Referrals to appropriate counseling and crisis intervention services, as well as support groups will also be given to the individuals.
- e. If at any time the survivor/s do not want to speak with the LOSS Team members, the Team will leave the scene.
- f. All information learned at the scene is confidential.
- g. LOSS team members may not speak to the media.

III. Delayed Activation Procedure: If the OIC determines the suicide is not appropriate to activate the LOSS team in any way at any time, the call will still be made to ESS with the pertinent information, and the team may be activated later.

**Huron County Board of Mental Health and Addiction Services
Grant Budget Request Form**

Project Title:	Huron County LOSS Coordinator	Budget Year:	2020
Applicant:	Darrell Shumpert		

Please list all sources of revenue/funding for your project

Revenue	Project Revenue		
MHAS Grant Funds Requested	14,908		
<i>Other Funding: please list</i>			
1)	0		
2)	0		
3)	0		
4)	0		
Total Other Funds	0		
In-Kind Rev:	0		
Total Revenue:	14,908		
Expenses: Detail in Budget Narrative	Project Expenses	MHAS Grant Expenses	Other Funds/ In-Kind
Salaries & Wages (list individually in the narrative)	11,440	11,440	0
Fringe Benefits and payroll taxes	0	0	0
Consultants (list separately in the narrative)	0	0	0
Travel (miles X rate at IRS allowable rate)	3,468	3,468	0
Supplies & Equipment (list separately in the narrative)	0	0	0
Printing & Copying	0	0	0
Other (specify in the narrative)	0	0	0
Total Expenses:	14,908	14,908	0

Huron County Board of Mental Health and Addiction Services

Budget Narrative

Project Title:	Huron County LOSS Coordinator	Budget Year:	2020
Applicant:	Darrell Shumpert		

Expenses: Detail in Budget Narrative	Project Expenses	MHAS Grant Expenses	Other Funds/ In-Kind
Salaries & Wages:	11,440		0
\$22 p/h x 10p/w x 52 weeks per year			
Fringe Benefits and payroll taxes:	0	0	0
Consultants:	0	0	0
Travel (miles X rate at IRS allowable rate):	3,468	0	0
115 est. miles per week x \$0.58 p/m x 52 weeks/year			
Supplies & Equipment:	0	0	0
Printing & Copying	0	0	0
Other (specify):	0	0	0
Total Expenses:	14,908	0	0

Attachment IV: Complaint Policy and Form

The Board will adhere to the following procedure when receiving a complaint from an individual and/or group of individuals.

1. The Board will request a written complaint and supporting evidence. Supporting evidence and/or documentation is to be provided with the Board's written complaint form.
2. The written complaint and supporting evidence will be reviewed by the Executive Committee.
3. The appropriate party(ies) will be notified of the complaint within three (3) working days of receiving the complaint. A copy of the complaint form will be forwarded to the party(ies).
4. The Executive Committee will meet with party(ies) within three (3) working days of notifying party(ies) of complaint.
5. The party(ies) shall respond to the complaint, in writing, within five (5) working days of meeting with the Executive Committee.
6. The Executive Committee will investigate the complaint in any manner that it deems necessary.
7. Upon completion of the investigation, the Executive Committee will share their findings with the full Board and will publicly announce their findings during the next full Board meeting.
8. The Board will maintain a complaint file and provide a summary of complaints received regarding each party. The summary will include:
 - a. The number of complaints received.
 - b. Nature of complaints received.
 - c. Resolution status of the complaint.

COMPLAINT FORM

Date: _____

Person(s) filing complaint: _____

Address: _____

Telephone: _____

Email Address: _____

Type of Complaint: Funding Personnel
 Administration Treatment
 Other: _____

Brief Statement of Complaint:

How did you become aware of the problem:

What evidence do you have to support your complaint? (please attach copy with submitted complaint)

Steps taken to resolve the issue before contacting the Board:

Expectations of the Board:

Signature

Date

(Signature denotes permission to release the above information with appropriate contracting agency(ies) and/or other significantly involved parties and also gives the agency permission to provide a written response to this complaint.)

Response of Board Staff:

Signature

Date

Date and name of party(ies) contacted regarding complaint:

Date and response of party(ies):

Date and nature of feedback forwarded to individual(s) filing the complaint:

Please send this complaint form to:

Huron County MHAS Board

2 Oak Street

Norwalk, Ohio 44857