ZEPF CENTER
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Cohort 5

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GENERAL OVERVIEW

General Information:

- ✧ _Mission_: Create hope, and support wellness, recovery and career development through integrated services and community partnerships.
- ✧ Local non-profit serving residents of Lucas County, Ohio
- ✧ Serve 7,300 children and adults with SPMI
- ✧ Employ 556 staff
- ✧ Key services: behavioral health, vocational, child & adolescent psychiatric, medical, residential, therapy; career development..
- ✧ Current IPAT level = 3

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GENERAL OVERVIEW

Primary Care Provision

◇ FQHC partnership
◇ On-site PC services offered 2.5 days per week
◇ Staffing and other costs provided by partner:
  - APN s 2.5 days a week
  - 2 APN's 1 Medical Assistant
  - 1 community coordinator
  - 1 scheduler.
◇ Types of services on site
  - PCP
  - Lab
  - Pharmacy
  - Dental services

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ACCOMPLISHMENTS

◇ **Peer support services**
  The Challenges
  - developing the process of hiring
  - training requirements (not just for the peers but for staff as well). It continues to be a process and a learning experience.
◇ **Self Management Programs**
  - **Open Art Studio**
  - **WHAM**
  - **WMR**
  The Challenges
  - related costs
  - training and staff time.
◇ **Client Engagement**

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IF I KNEW THEN WHAT I KNOW NOW…

What is one piece of start-up advice:
To have constant and consistent communication

What would you recommend grantees NOT do?
Assume

What is one recommendation to newer grantees regarding sustainability?
Create a plan from the very beginning

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MOVING FORWARD

❖ **Has there or will there be any changes in your partnership arrangement?**

▪ *Not at this time.*

❖ **Will you expand the population you serve?**

▪ *Yes and work closely with our Dual population/SUD*

❖ **Are there any services you would add/subtract?**

▪ *We would like to add comprehensive lab services, and education and support services*

❖ **Describe biggest challenge and efforts to sustain services.**

▪ *The too-frequent change (by the FQHC) in the particular PC provider who is assigned to the PBHCI project.*

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