

TARRY HOUSE, INC.

2012

**Quality Improvement &
Management Report**

January 1, 2012 through December 31, 2012

564 Diagonal Rd. Akron, Ohio 44320

Introduction

The annual **Quality Improvement and Management Report** is generally written and disseminated after the first quarter each year outlining success and struggles to previous year. This 2012 Management Report is a summary of Tarry House's purpose, mission, vision, goals, objectives, accomplishments, outcomes, and financial performance for the previous year. The results are analyzed as part of Tarry House's continuous quality and performance improvement process. This process gives us the opportunity to address the needs of the people we serve, modify and/or develop programs, build upon our strengths, and correct problems. In order to give important stakeholders the opportunity to review our performance, printed and/or electronic copies will be provided to the Board of Trustees, Tarry House Staff, the County of Summit, Alcohol, Drug Addiction and Mental Health Services Board, NAMI of Summit County and Ohio, Community Support Services, Inc., consumers of mental health services, funders, licensers, volunteers, and other interested parties.

Tarry House's Purpose and Brief Service Descriptions:

Tarry House, Inc. serves Summit County residents who are over the age of 18 and who have been diagnosed with a severe mental illness. In 2012 the agency offered a 16-bed residential recovery/treatment program at 564 Diagonal Road, a 12-bed respite facility at 4635 Manchester Road, an 8-unit apartment building at 914 Copley Road and Mental Health Assessment, counseling and Community Psychiatric and Supportive Treatment services. A core belief of Tarry House is that mental health recovery services, provided through collaboration and partnerships within Summit County, enable all persons served to receive care within the least restrictive setting. Tarry House is dedicated to eliminating barriers based on race, gender, ethnicity, religion, age, national origin, marital status, disability and sexual orientation.

The Residential Recovery/Treatment Program offers 24-hour supervision, the monitoring of the persons served self-administration of medication, meals and individual and group skills training to help people regain or maintain their recovery and prepare for living in the community. Tarry House embraces the recovery model and encourages all persons served to set goals to increase their independence and improve the quality of their lives. Staff and volunteers have created and continue to maintain an atmosphere in which the persons served are treated with dignity and respect while they participate in behavioral health recovery services.

Tarry House's residential recovery/treatment program has also filled a need in the Summit County community by providing housing for persons with severe mental illness who would otherwise be homeless. Of the 28 people served by the Tarry House Recovery Home in 2012, 20 were considered homeless at admission. Tarry House also works closely with CSS's forensic services team and mental health court teams, serving 10 individuals in 2012.

The large, multi-bedroom home is located a block away from public transportation and the persons served enjoy central dining, laundry, and recreational facilities. People are referred to the Tarry House residential behavioral health recovery program through Community Support Services, Inc. the agency in Summit County that provides multi-disciplinary services to persons with severe and persistent mental illness. A recovery specialist (generally a licensed social worker) helps each person served in the development of an Individualized Recovery Service Plan (IRSP) when he or she is admitted, and the plans are updated quarterly. The IRSP's reflect each person's needs, strengths, and preferences and vary in the level of structure, support and training. Services are planned and delivered to promote recovery and improve quality of life, as well as increasing skills in maintaining a home, budgeting, travel, use of community resources, and symptom recognition. Tarry House staff monitors the person served self-administration of medications and encourages the persons served to take responsibility for their continued recovery. People served in the residential program are

invited to attend a weekly “house council” meeting facilitated by the staff. Issues that affect the people living in the home are discussed and their input is solicited. In most cases, Tarry House supports the transition plans developed by the referring agencies and provides housing to the persons served until they are able to obtain a subsidized apartment or other less-restrictive living situation. However, Tarry House will ask the referring agency to remove a person if his/her behavior is violating the rights of other people living at Tarry House.

The 12-bed Tarry House Respite Program provides up to 13 days of emergency transitional housing “shelter” service including living quarters and support to people who are mentally ill and homeless or at risk for homelessness. The Respite Program is open to serve persons who are being discharged from hospitals and need further support. In addition, the program offers Summit County families a respite, freeing family members or other care givers to attend to other responsibilities. Treatment services are not offered at the Respite facility.

The 8-unit Belvedere Apartment Building was purchased in August, 2005. Tarry House has been providing supportive housing services to 7 individuals with severe and persistent mental illnesses. The tenants are generally referred to The Belvedere following a stay at one of the CSS or Tarry House Treatment group homes. In 2007, due to security issues as well as the needs of the tenants served, it was decided to hire a live-in apartment manager. The apartment manager provides security, liaisons with the tenant’s community recovery specialist and assists the tenants as needed. Security cameras were installed in 2009 to add one more layer of improved security.

The Tarry House Community Psychiatric Supportive Treatment Team provided CPST services to 10 individuals. 8 of the individuals were served via a sub-contract with Community Support Services. These individuals could not be served by CSS for a variety of reasons. The other two individuals were community referrals. One person receives free services as this individual has no benefits and the other is a private payee.

“Tarry House is dedicated to eliminating barriers based on race, gender, ethnicity, religion, age, national origin, marital status, disability and sexual orientation”.

Mission Statement

Tarry House, Inc. will provide quality consumer-driven and family-supported residential recovery services to assist persons with severe mental illness to maximize independence.

Vision Statement

Tarry House will be recognized as a model in treating all people with dignity, compassion, and respect. Tarry House will be acknowledged as a leader in recovery, fostering consumer resiliency and choice, while promoting family advocacy.

Admission Criteria & Referral Process

Tarry House serves Summit County residents, 18 years of age or older, who have a serious mental illness as a primary diagnosis. Admission to the Tarry House programs is voluntary, although there is usually no alternative available or offered.

People seeking admission to the **Tarry House Residential Recovery Program** are referred by ADM-affiliated agencies charged with serving persons with severe and persistent mental illnesses such as Community Support Services (CSS). Admission takes place after the referring agency determines that an applicant meets the admission criteria set forth by the ADM Board.

Referrals to the **Respite Facility** are received in a variety of ways. Agencies, families, caregivers or the individual served can access this service by completing the Tarry House Respite Program Referral Form. The referral form can be found at all the Summit County Behavior Health Centers as well as state and private behavioral health hospitals and consumer run organizations such as Choices Recreation Center. The referral form can be hand delivered or faxed to Respite at 330.645.9602.

Referrals for **CPST Services** can be made by calling 330.253.6689.

Major Accomplishments in 2012

- ❖ Celebrated 45 years of providing services to Summit County constituents. Had an open house to celebrate the 45th anniversary in September, and about 100 people stopped by.
- ❖ Provided residential recovery services to 28 different people at Tarry House.
- ❖ Provided respite services to 142 different people at Tarry House Respite.
- ❖ Provide permanent Supported Housing for 7 tenants at the Belvedere Apartments.
- ❖ Provided 7889 total unit days of service; 4351 units of service at Tarry House Recovery Home and 3538 units of service at Respite.
- ❖ Renewed the Residential Licensure from the Ohio Department of Mental Health at our Tarry House Respite Facility.
- ❖ Received an Ohio Department of Mental Health Certification renewal as a provider of Assessment, CPST and “Other Services” – Residential Treatment and Respite Services.
- ❖ Received a 3-Year CARF Accreditation to provide Case Management, Assessment and Referral Services, Respite Services and Residential Treatment Services.
- ❖ Honored the contract with CSS to provide CPST Services to 8 individuals.
- ❖ Organized and held an agency-wide retreat that provided training on health and safety, as well as exercises in team building activities and staff were recognized for hard work and for years of service.
- ❖ Participated in the 2012 Akron Marathon. 22 runners raised about \$1000.00 for Tarry House.
- ❖ Received a \$22,000 grant from the Northern Ohio Golf Charities to install a heating and cooling system at Tarry House.
- ❖ Provided internship experience and supervision for undergraduate students.
- ❖ The Recovery Home had three successful “friends and family gatherings” where staffs provided information about recovery, talked about Tarry House services and enjoyed some great food.

- ❖ Maintained an organic garden at Tarry House Recovery Home. Those served enjoyed home grown vegetables.

Some of the completed goals found in the Tarry House, Inc. 2011-13 Organizational and Accessibility Plan by the end of 2012:

The Board should consider adopting CARF Standards related to Board Governance	The Executive Director to go through CARF's Governance Standards as part of a Board Meeting to help the Boar understand what is required to apply for Governance. April, 2011: Standards explained and given to board members to review.	3/11	Complete	The By-Laws Committee
	The Board to decide whether or not to proceed and decide if they will be ready by the next CARF Survey in February 2012. May 2011: After discussion at the May Meeting, the Board of Trustees judge that they meet most of the Board Governance Standards. However, since the Board Governance Standards are optional, the board approved a motion to not pursue accreditation on Board Governance at this time.	4/11	Complete	The BOT and Executive Director
Participate in internal and community activities to address the many stigma issues that exist for persons with mental illnesses.	Report out on activities in the annual Management Report. February, 2011: Management Report complete and emailed to all community stakeholders, staff and a hard copy printed for those served.	Every Feb.	Complete, On-Going	Executive Director and the Tarry House Management Team
The Respite Van is getting up in years and may need to be replaced.	Decide when the van should be replaced. September 2011: Respite van received extensive maintenance and will be utilized for one more year. Possible look at grants in 2012.	9/11	Complete	Respite Program Manager
With adding CPST Services, there needs to be a mechanism for those served by the CPST program to contact worker (s) 24/7.	Develop and Implement an on-call system that works and ensures staff and those served have a clear understanding of the system: March, 2001: Complete. All persons served in this program received a hand-out with emergency and after hour numbers.	3/11	Complete	Program Manager and CPST Specialist.
Recruit an agency accountant as Mr. McClarnon is retiring July 31, 2011	Explore options and make an offer. July, 2011 Complete: Bob McCann has accepted the Accounting Position at Tarry House.	7/11	Complete	Executive Director
Web-site could be updated to make it easier to manage by Tarry House Staff and more interactive	Tarry House to contract with an information technology consultant and author an updated Tarry House Technology Plan. May 2011: Met with IT Contractor. To decide whether or not to contract. September 2011: Complete. Tarry House has hired Probe	9/11	Complete	Executive Director and Administrative Assistant

Demographics: People Served in 2012:

Tarry House Treatment/Recovery Facility - 564 Diagonal Road:

Number of People Served on 1/1/12:	28					
Number of Admissions	18					
Number of Discharges	20					
Number on 12/31/12	12					
	2012	2011	2010	2009	2008	2007
Number of People Served	28	32	31	33	36	36

Gender:

Ethnicity:

Male	20	African American	10	Latino	0
Female	8	Asian American	0	Native American	0
		Caucasian	18	Other	0

Challenges and Concerns Other Than Severe Mental Illness*

Diabetes	6	Mental Health Court/Forensic/ Probation/Parole	10
Other Medical Problems**	8	Physically Disabled – Ambulatory Issues	2
Cigarette Smoking	19	Co-occurring Alcohol/ Substance Abuse	10
Homeless prior to admission	20		

Note: each person served might be counted in more than one category

**COPD, traumatic brain injury, HIV/AIDS and other communicable diseases, kidney failure, hypertension, etc.

Less people were served at Tarry House in 2012, but the ones who were served, stayed for longer periods of time. The severity of symptoms for those served has increased steadily over the years. Also, as apparent from the table above, 68% of the people served by Tarry House in 2012 smoke cigarettes and many of them have medical problems, such as COPD or hypertension, that are exacerbated by smoking. Tarry House continues providing options for those served to attend a smoking cessation program, training to the cook to prepare healthy meals and training to all staff related to the care and prevention of diabetes.

There was a small increase in the people served who were involved with the courts. Tarry House continues to work closely with the person's community recovery specialist to ensure the whole team is following court orders and expectations for treatment.

Although we list only 20 individuals of the 28 people served at Tarry House as homeless based on the federal definition of homelessness prior to admission, nearly 100% of the people served did not have a place to live prior to admission or were in tenuous housing situations.

(Demographic Data Continued)

Tarry House Respite:

Calendar Year	2012	2011	2010	2009	2008	2007
Number of Persons Served	142	182	167	171	190	195
Total Admissions	367	388	348	386	383	389

Gender and Ethnicity:

Women	46	African American	68	Multi-racial or other	3
Men	96	Caucasian	71		

Challenges and Concerns Other Than Severe Mental Illness*

Diabetes	10	Mental Health Court/Forensic/ Probation/Parole	30	Co-Occurring Drug and Alcohol	54
Other Medical Problems**	23	Physically Disabled – Ambulatory Issues	2	Developmentally Disabled	4
Cigarette Smoking	80	Co-occurring Alcohol	84	Communicable Disease	5
Homeless prior to admission	118	Drug Abuse	72		

Note: each person served might be counted in more than one category

**COPD, traumatic brain injury, HIV/AIDS and other communicable diseases, kidney failure, hypertension, etc.

Tarry House Respite served 142 people and of those people served, 118 were homeless prior to admission. This was one of the primary reasons the Respite Program was established 20 years ago. Of the 24 or so individuals who were not homeless, the primary reason for these admissions was to give caregivers a “respite” from care-giving responsibilities, another mission of the Respite Program. In 2012, 80 of the people served at Respite were smokers. This is 56% of those served. This is an obvious area for which the community needs to set goals to help people quit smoking. Smoking is probably one of the major reasons for over 28% of those served dealing with other medical issues. Although there were 367 admissions, only 142 different people were served. Many people were served at least 2 times throughout 2012. People may stay up to 13 days, but can be “re-referred” immediately after discharge if necessary and many do.

Utilization of Services in 2012

Tarry House Treatment/Recovery Home (specifications based on 85% of 14 beds)			
Units of Service expected:	4343	Average length of stay – days - of those discharged in 2012	280 days
CY 2012 Units of Service (“bed days”):	4365	Median Length of Stay	210 days
Percentage of Goal:	100%	Number of days people served needed acute hospital stay	250 days
“Unduplicated Persons Served”	28	Number of days people served had “therapeutic leave day”	109 days
Total People Served	28		

Comments about Tarry House Treatment/Recovery Home’ utilization of services: In 2012, the Tarry House Recovery Home provided 4365 units (bed days) of service. The expectation was to provide 4343 units of service. This goal was just slightly exceeded as bed utilization was a little over 100% of the goal. A thank you goes out to Community Support Services (CSS) and to the ADM Board as referrals were steady throughout the year. The 4365 days only reflects days when the person served slept at the recovery home. There were an additional 359 days when the persons served were either in the hospital or on therapeutic leave. This is a large increase from 2011 when there were 237 leave days for which could not be billed. A therapeutic leaves are generally when the person visits family or friends’ over-night or had left the home and had not returned without notice. When a person leaves the program without notice, the “bed” is held as long as ADM, Tarry House, Inc. and CSS think it is appropriate. The target for length of stay at the Tarry House Treatment/Recovery Home is 180 days. However, length of stay has steadily increased since 2006 due to the severity of the mental illness of those served coupled by lack of affordable (subsidized) housing opportunities for those served once the individuals are ready to leave. Of the 21 individuals who transitioned from the Tarry House Treatment/Recovery Home in 2012 the average length of stay was 280 days with the longest length of stay being 790 days and the least just 8 days. The median length of stay is 210 days, on 9 individuals stayed less than the agency length of stay goal of 180 days. 11 individuals stayed longer than 180. This confirms the statement made above that less people were served in 2012, but those served, stay longer.

Level of Care Following Treatment in the Tarry House Recovery Home in 2012 (N= 21)

apartment	12 people	Medical hospitalization then to proprietary home	2 people
Family, friend or significant other	2 people	Tarry House Respite	0 persons
Board and care group home	2 people	Nursing home	1 person
jail	1 person	Moved out of State – no forwarding address	1 person
lateral transfer (treatment group home)	0 person	TOTAL Discharges	21 people

Of the 20 people who transitioned/discharged from the Recovery Home, 2012, 16 (84%) went to a setting that was an equal to or less restrictive environment such as an apartment, board and care group home, or a friend or family member’s home. 2 people (10.5%) who maintained severe to moderate symptoms of their mental illness were transferred to a medical hospital and then after stabilized to a private/proprietary group home. One person violated the condition of their probation with non-compliance with mandated treatment and was taken to jail. Overall, the transitions were favorable as the goal of Tarry House is for 50% of those served move to independent apartments and that occurred 12 times or about 60% of the time

(Utilization of Service Continued):

Tarry House Respite: (specifications based on 85% of 11 beds):				
Units of Service Goal (bed days):	3412		Utilized Service 5 times	4
Units Provided	3535		Utilized Service 6 times	3
Percentage of Goal:	104%		Utilized Service 7 times	3
“Unduplicated” Persons Served	142		Utilized Service 8 times	0
Total Admissions	367		Utilized Service 9 times	1
Average Length of Stay	9 Days		Utilized Service 10 times	0
Utilized Service 1 time	68		Utilized Service 11 times	3
Utilized Service 2 times	33		Utilized Service 12 times	1
Utilized Service 3 times	11		Utilized Service 14 times	1
Utilized Service 4 times	14		Utilized Service 22 times	1

Tarry House Respite:

Tarry House Respite had the goal to provide 3412 units of service and provided 3535 days of service, or 104% of the goal. Tarry House Respite would have easily exceeded this goal if everyone referred and accepted to Respite actually showed up for admission. “No call, no shows” occurred on an average of 15 times monthly, similar to the previous year. The documented explanation for these no shows was a lack of follow-through of the person served, and/or the person’s Community Recovery Specialist (CRS). Procedurally, the first thing in the morning a Respite employee phones the persons on the waiting list and/or the person’s CRS is notified that there is a vacancy. The vacancy is reserved for that person for approximately four hours the day of the vacancy. Often the person and/or CRS would not return calls or show up, thus potentially contributing to a vacancy.

Of the 142 people served at Respite, 68 individuals utilized the program just one time. 58 individuals used the program two, three or four times. There were also a number of individuals who stayed at the Respite facility more than four times. One individual used the Respite program 22 times in 2012. The primary reason for multiple admissions for these individuals was due to chronic homelessness, coupled with a long waiting list for subsidized housing. As was the case with the Tarry House Recovery Home, less people were served at Respite in 2012. Although, length of stay stayed the same in 2012 at Respite, there were many people who used the program several times throughout the year.

Although individuals may stay at Respite for up to 13 days, people stayed an average of 9 days for each admission. As was the case the last couple years and probably through the history of Respite, the main reason the census was not higher is due to “beds” being held for people who never arrive to utilize the facility. See 2012 Major and Minor Incident Reports – absence without notice in pages to come.

Human Resources

All Staff Breakdown (as of 12/31/12):

Executive/Clinical Director	1 FTE	CPST Specialist	.5 FTE
Contract Accountant	.125 FTE	Maintenance Technician	1 FTE
Bookkeeper	.5 FTE	Administrative Assistant	.7 FTE
Program Managers	1.5 FTE	Contract QI Reviewer	.025
Recovery Specialist	1.0 FTE	Contract Clinical Nurse Specialist	.013
Recovery Aides	11.15 FTE		
Contract Apartment Manager	.25 FTE	Total FTE's	18 FTE

Staff Diversity in CY 2012 (as of 12/31/12):

African American	15	African American Men	4	African American Women	12
Caucasian	10	Caucasian Men	4	Caucasian Women	5
Total Staff	25	Total Men	8	Total Women	17
				Staff Vacancies	2

- Total staff budgeted positions: 17.05 FTE
- Direct services staff (13 FTE) to persons served (up to 28). **Ratio: .5 FTE to 1 Person Served**

Tarry House, Inc. strives to hire and employ a culturally diverse work force that is representative of the persons served. By the end of 2012 according to the staff to person served statistics, about 40% of the staff was Caucasian and the other half were African American. Of the 170 different people served, 45% were Caucasians and 52% were African Americans. Tarry House accomplished this goal for diversity as the ethnicity of the employees closely resembles the ethnicity of those served.

Community Needs Assessment

Tarry House, Inc. staff addresses the need for residential services in the following manner. The Respite Program Manager and the Tarry House Recovery Specialist and/or the Program Manager attend the weekly residential placement meeting held at Community Support Services. This group includes the funding agency, liaisons from the many CSS Treatment Teams to present and discuss referrals, representatives from the residential treatment facilities and group homes. The group reviews key information for each person served in need of housing and determines the appropriate placement referral.

Tarry House contracts to provide about 7756 bed days per calendar year, based on 25 total beds between Respite and Tarry House at 85% occupancy. In the calendar year 2012, the agency provided 7889 bed exceeding the goal thus supporting the "The Housing Plan," at 102% of the goal. This indicates a continued need for the services that Tarry House, Inc. offers.

2012 Major and Minor Incident Reports:

Major Incident Reports				Minor Incident Reports			
Incident Reported	#	T. H.	R	Incident Reported	#	T. H.	R
Self-Inflicted Injuries	0	0	0	Medical Emergencies	27	17	10
Attempted Suicide	0	0	0	Missing Persons	4	4	0
Physical Assault	1	1	0	Away without Notice	52	1	51
Sexual Assault	0	0	0	Threat of Suicide	1	1	0
Adverse Reaction	0	0	0	Assault of Staff Person	0	0	0
Medical Emergencies	0	0	0	Under the influence of drugs/alcohol	2	1	1
Totals	1	1	0	Medication not taken by person served found	0	0	0
				Non-Medical Attention – Self Injury	1	1	0
				Self-Inflicted Injury, requiring med. attention	3	3	0
				Accidental Injury no medical attention required	6	6	0
				Accidental Injury requiring med. attention	3	3	0
				Illegal Contraband Found	1	1	0
				Wrong meds consumed by person served	3	3	0
				Threats/Threatening Behavior	31	29	2
				Person Served Assault on Person Served.	1	1	0
				Exposure to Hazardous Waste	0	0	0
				Illness not requiring Medical attention	6	6	0
				Illness requiring Medical attention	20	12	8
				Property Damage	2	2	0
				Theft	2	2	0
				Other (often persons returned by police)	30	28	2
				Totals	195	121	74

Comments about the 2012 Incident Reports:

As an organization, there was just 1 Major Unusual Incident Report in 2012 as defined by the Ohio Department of Mental Health. This was 4 less than last year. Tarry House has averaged 5 or less major incidents per year for the past 10 years.

Tarry House also tracks “Minor Incident Reports” as outlined in the Tarry House Policy and Procedures for quality improvement purposes. In 2012 there were 195 minor incidents a substantial increase over the 121 in 2011. There were 127 minor incidents recorded in 2010 so the 2012 minor incident number was an outlier. The reason for this was almost all attributed to one individual served at Tarry House. This individual not only had a mental health diagnosis but also suffered from a traumatic brain injury, causing on-going seizures and falls. In addition this individual left the facility on foot, against her treatment team’s advice, and would be returned by the police or a benevolent neighbor due to wandering in the middle of

the street looking for a ride. In addition this individual would get lost and often was returned by the police (“other”). By the end of 2012 she was finally accepted at a “locked” nursing home facility and was admitted in early 2013.

Another common reported incident in 2012, as has been the case since Tarry House Respite opened, was failure to return to the Respite Home by those served. This occurred a total of 51 times. A decrease when compared to recent years. The reason for so many “absence without notice” continues to be the location of the Respite Facility. There is only one stop by public transportation to and from the residential area where the Respite Facility is located, persons served are unable to return after appointments in the city. Discussed over the years has been to have staff take a “second run” into town but there is only one staff after 3:00 at Respite and adding a second staff member, coupled with the cost of fuel, this would cost prohibitive. Persons served at Respite are reminded everyday they go to CSS that they must be available to return at 12:30 p.m. to return by Respite van, otherwise they need to secure their own transportation. Another common minor incident in 2012 was threatening behavior. This occurred 31 times. There was a spike in this number for 2012 and a very unusually high number looking at the past 5 years. In discussing this with the Tarry House clinical team, several people served in 2012 had personality disorders where acting out behaviors are often one of the symptoms. And the person referenced in the paragraph above with the traumatic brain injury, frequently verbalized threats towards staff members who were told to document these outbursts. Although a decrease from the year before, Tarry House continues to see incidents related to chronic medical conditions in those served the last several years and continues to evaluate and have improved its dietary monitoring for those served who are diabetic and agree to allow Tarry House to assist them in an appropriate diet. Future goals as an organization will be more education programs for those served and staff about health living.

Tarry House, Inc.
Summary of Grievances
Calendar Year: 1/01/2012- 12/31/2012

<i>Types of Grievances/Complaints by Clients Rights Categories</i>	<i>Number of grievances received</i>	<i>Resolution status of grievance, ,i.e. Number of Grievances Resolved to the Satisfaction of the Consumer</i>
Right to Dignity and Respect	2	2
Right to Informed Choice and Treatment	0	0
Right to Freedom	0	0
Right to Personal Liberties	0	0
Right to Freely Exercise All Rights	0	0
Other (i.e. Housing, employment, custody)	0	0
Service Improvement and Environment	0	0

Comparing 2010, 2011 and 2012 Grievances

<i>Types of Grievances/Complaints by Clients Rights Categories</i>	<i>2010</i>	<i>2011</i>	<i>2012</i>
Right to Dignity and Respect	3	4	2
Right to Informed Choice and Treatment	0	0	0
Right to Freedom	0	0	0
Right to Personal Liberties	0	0	0
Right to Freely Exercise All Rights	0	0	0
Other (i.e. Housing, employment, custody)	0	0	0
Service Improvement and Environment	0	1	0

Comments about 2012 Grievances, Complaints and Client Rights:

There were a total of just 2 grievances at Tarry House, Inc. in 2012. The primary source of complaints stemmed from lack of being treated with dignity and respect primarily from interactions among the persons served residing at Tarry House. All the complaints/grievances were resolved to the satisfaction of the consumer. Utilizing the report template provided by the ADM Board County Ombudsman, the 2 grievances were in the area of the Right to Dignity and Respect.

Tarry House continues to spend a great deal of time on client rights and ethical behavior training with the people served and staff members. The 2 grievances/complaints were comparable statistically from the previous 2 years. Tarry House will continually train staff in the areas of ethical behavior and client rights and continue to hire staff with good ethical standards and belief in client rights.

Financial Reports

The financial status of Tarry House, Inc. is presented by the Board's Finance Committee to the Board of Trustees at the monthly Board Meetings. On an annual basis, a financial audit is performed by a certified public accounting firm. Tarry House ended 2012 spending less money than it brought in. As has been the case for the past several years, there were no significant findings or recommendations by either the Tarry House, Inc. Board of Trustees or the certified public accounting firm who completed the agency's annual audit for calendar year 2011 Tarry House, Inc. remains a financial solvent organization.

Criminal Background Checks/Drug and Alcohol Screening

Tarry House, Inc. has a policy of performing pre-employment criminal background checks and drug and alcohol screenings as part of the decision making process. Per State of Ohio statutes, the agency cannot hire individuals who have been convicted of violent crimes.

Fire/Disaster/Emergency Drills

The Tarry House Recovery Facility and Tarry House Respite conducted monthly fire drills, covering each shift, once per quarter in 2011. In analyzing the results of the fire drills, there were no significant findings necessitating a change in how these fire drills are conducted. Response from staff and persons served were generally within acceptable limits for the drills. These sites also conducted many required disaster/ emergency evacuation drills during 2011. The drills conducted were as follows: tornado, power failure, workplace violence, handling psychiatric emergencies and medical emergencies. Again in reviewing the documented data related to these drills, there were no significant findings.

Quality Improvement and Satisfaction Survey Information

Tarry House, Inc. has several methods to secure data from people who are served, staff members and external stakeholders. This data is reviewed, analyzed and utilized to effect change. For moderate and long term goals, this information is utilized as an organization in its development in its organizational strategic and accessibility plans. Data and its analysis, is also discussed as part of the monthly administrative staff meetings to effect immediate change as well. In addition to survey data, incident reports and client rights are discussed as needed at the administrative staff meeting to effect immediate change when it is appropriate.

Comments and Analysis of the 2012 Behavioral Health Outcome Surveys (BHOS's):

Looking at the **Tarry House Treatment Facility** scoring, all areas received an average score of 4.2 just a little over the somewhat satisfied score of 4. The highest mark is in the overall satisfaction with the services in general – a 4.2 score - close to the very satisfied. The lowest score of 3.9 was in two categories: “How much focus on the problems or issues for which I sought help” and “How productive my treatment is”. These were the same two categories receiving the lowest marks last year as well. This may still indicate a need to review the services provided to ensure that services better help the persons served meet their specific needs.

People served at **Tarry House Respite** gave an average score of 4.6. Three categories received this surveys highest ratings of 4.7. The three are: Overall were you satisfied with services you received”; “The respect I am given”; and “How committed staff is committed to helping me” The lowest score of 4.4 was in two categories: “How much focus on the problems or issues for which I sought help” and “How productive my treatment is”. These were the same two categories receiving the lowest marks last year as well but have increased by .5 points from 3.9 to 4.4. This may still indicate a need to review the services provided to ensure that services better help the persons served meet their specific needs.

Interestingly both programs had the lowest scores in the same categories. Also, for the two questions requiring a yes or no answer: “If I were to seek help again, I would return here for services” and “I would recommend the services I received to others”, nearly 100% of the respondents answered “yes”.

Looking at the people served who completed the BHOS Survey in 2012, the mean score was 4.4 which is a little higher than 2011's mean score of 4.33. This score is within percentage points of the average score of all organizations who chose to use this BHOS tool in the in the County of Summit ADM behavioral health system. That score was 4.5. A goal in the coming years will be to bring the Tarry House number up to surpass the system's average.

Please see addendum #2 for results of these surveys.

Stakeholder Surveys Results and Analysis:

Stakeholder surveys are completed once a year, usually in the fall. **The results from these surveys can be found as addendum # 1.**

Tarry House 2012 Stakeholder Satisfaction Survey – Comments:

A. Former Persons served and other friends and family comments;

1. They provide a very valuable service to persons who are homeless and in need of temporary housing by offering a safe and friendly environment. I have worked with homeless people and gave referral to Tarry House, who provided many needed assistance in many aspects of their life.
2. Well I think that Tarry House does well in supplying their patients with the help they need on a very good level. And I also appreciate the nice behavior of the staff. And the home is very welcoming and nice and well kept. And the food is very good and pleasant. They really handle their patients with excellent care, plus their people you can trust! As far as what Tarry House could do to improve their services, well I don't see any problem at this point. I trust and know their doing excellent work in all areas! And I really enjoy being a patient here its very helpful to me and my love ones.
3. If I were a client here, it would had been nice seems like to me, but I'm on my own and proud of it! This is a good place though.
4. It would be beneficial for Tarry House to promote itself more or better.
5. Continue what you are doing!
6. I really enjoyed coming to visit at Tarry House because the staff was so nice & friendly, and I really enjoyed all of the events that my family would attend. Keep up the good job, Tarry House staff.
7. The Tarry House staff and interns are very professional, they seem to care for the clients & assist with their progress.

B. Funding and/or referring organization(s): Comments;

1. We as a system could not meet the needs of our clients as well without Respite as an alternative to our CSS group homes. I find the staff (all levels) to be exceptionally caring & competent. It is a pleasure to work with Tarry House. Rose Anne & Natalie are excellent – could not ask for better team players and knowledgeable individuals. I rely heavily on their assessment information and points of view.
2. No issues, we appreciate TH staff and their willingness to work with difficult clients.

C. Tarry House Board Member(s): Comments;

1. Expand the Administrative offices!
2. Some of the very best and most committed leadership in the community.
3. Respite needs new facility.

D. Case Manager(s): Comments;

1. Welcoming environment, clean, pleasant & professional staff.

2. They take good care of the residents.
3. Keep up the great recovery services!
4. The staffs do a well job by our clients that we service.
5. Sometimes feel like a hostage during intake, some of Respite staff very rude.
6. Mike Bullock & Rose Anne Sarver are always accommodating & work well with staff & clients.
7. It has been a pleasure to work with Tarry House over the past 5 years.
8. Respite is a wonderful service. More bed availability would be helpful. Otherwise great service.
9. Keep up the good work.
10. A coin washer & dryer at the Belvedere would be helpful.

E. Doctor(s): Comments;

1. Don't change anything.

F. Staff(s): Comments;

1. Tarry House is a very understanding place, the people are friendly.
2. Tarry House takes the time to listen to their residents and to the best of their ability fix a problem.
3. Tarry House staff are unique and very professional. They work well with their clients.
4. Thank you for all you do.
5. Offering proprietary services for consumers is a much needed component for the community.
6. Keep up the good work!
7. I think staff does an excellent job with the clients, but would love to see the goals for recovery more emphasized.
8. Be a little more consistent.

Those served at the Tarry House Treatment/Recovery Facility – Treatment Goals and Objectives reached before discharge:

In completing a random sample of the records of the persons served discharged in 2012, when reviewing the goals and objectives completed in the persons served. Of the 10 records reviewed, 7 individuals showed improvement in meeting the goals of their individual recovery service plan. Highlighted by most people who transitioned into the community had a better understanding about how to maintain their recovery.

In addition to surveys completed by employees and those served, a suggestion box remains available but continues to be underutilized by those served and staff. Managers and supervisors offer suggestions and input in administrative staff meetings or informally as program or facility needs arise. Administration monitors programmatic/facility needs through the above-mentioned meetings, informal discussions, the completed surveys and by conducting equipment and systems inventory.

Quality Improvement Indicators Report - 2012

Performance Indicator What Program?	Description	Person Responsible	Supporting Documents/Source	When Measured	Targeted Expectancies	Results
Effectiveness: All Programs Maximize the percent of people served who report that the services received have helped in their recovery.	Report and track responses regarding whether the persons served perceive the services they receive have helped in their recovery. Increase the scores by encouraging staff to use outcomes focused on persons served recovery goals and other evidenced based measures	Program Managers, Executive Director	BHOS, other surveys	Annually	80%	Goal met at 95% when compared to all ADM Agencies Per BHOS Surveys: Respite: 4.6 out of 5.00 TH: 4.2 out of 5.00 All ADM participating agencies: 4.5
Effectiveness: Tarry House and CPST Programs Minimize the amount of times those served are in need of inpatient or group home treatment.	Report and track the amount of times individuals served need inpatient care. Provide interventions to assist the individual in learning techniques to maintain recovery in the community. Utilize the clinical meetings to develop strategies to help individuals avoid the need for inpatient care.	Program Managers, & CPST Specialist	Billing reports, staff supervision and group case discussions. Maintain a daily census sheet that tracks where those served are living.	Monthly	Hospital admissions will not exceed .05%	Goal Not Met: Tarry House: 250 days out of 4825 possible days or .0518% (just missed goal by .018% CPST: There were approximately 3285 days to serve 9 individuals. Two individuals spent a total of 43 days in inpatient care or .013%. Goal met
Effectiveness: All Programs Minimize the amount of times those served are arrested/incarcerated.	Report and track the amount of times individuals served are arrested. Provide interventions to assist the individual in learning techniques to avoid behaviors that lead to arrests and possible incarceration. Utilize the clinical meetings to develop strategies to help individuals avoid troubles with the law.	Program Managers, Recovery Specialist, & CPST Specialist	Billing reports, staff supervision and group case discussions. Maintain a daily log that tracks occurrences with the law. Possibly utilize agency incident report form.	Monthly	Arrests and/or incarcerations will occur in less than .5% of those served	Tarry House: Goal Met: 1 incarceration out of 28 people = .03% Respite: not tracked CPST: Goal not met: 1 incident of 9
Effectiveness: Tarry House Recovery Home Groups Currently Tarry House offers at least 4 hours a day of individual and group programming at the	Track attendance to these groups by looking at data from 2012 and then ongoing, track attendance on a daily basis. Add to monthly report percentages of group attendance.	Program Manager, Recovery Specialist, Student Interns	Clinical records, Program Manager's Monthly Report	Monthly	Evaluate at the end of the 2011 calendar year. Improve attendance by 10% in 2012.	Goals not Met: Attendance to Tarry House groups for year 2011 was 40%. In 2012 attendance again at 40%

recovery home. There could be an improvement in attendance to this programming (groups and individual) and activities scheduled.						
Efficiency: CPST Minimize no show rates when meeting with CPST Staff.	Average percentage of appointments that are “no shows” over the first year of this program was about 15%. Develop strategies to minimize no shows. Improve engagement; evaluate scheduling practices on an on-going basis. Enforce scheduling policies for those served who frequently no show.	Program Managers, Team Leader, Quality Improvement Manager	Scheduling data base, billing reports and other reports from CPST Staff.	Quarterly the first year, semi-annually thereafter	Better than 15% no shows	Goal not met: Still have not developed a reliable system to track this information, but it is estimated that “no shows” and the like occurred about 20% of the time.
Efficiency: CPST Minimize no show rates when meeting with Psychiatrist	See above	CPST Specialist	Scheduling data base, billing reports and other reports.	Quarterly the first year, semi-annually thereafter	Better than 10% no show rate	Goal not met: 2 of the 8 people served, “no showed” approximately ½ of the time. So with 96 potential appointments, 12 appointments were missed so a no show rate of 12.5%.
Efficiency: Payroll Processing Lessen the preparation time it takes the bookkeeper to ready the payroll sheets for payroll company.	The amount of time it takes the bookkeeper to complete the payroll process is very inconsistent due to poor documentation of timecards and timesheets. The bookkeeper and the managers will eliminate the barriers to this process and lessen the time it takes to complete payroll.	Bookkeeper and Managers	Bookkeeper will estimate the time it has taken her these past 6 months and begin to track the time it currently takes.	Quarterly	Lessen the time it takes to do payroll by 25%	Goal not met: No improvement in the time it takes to complete payroll. Biometric time clock was purchased in 2012 but did not quicken this process.
Access to Service: Tarry House and CPST Services. Minimize the average number of days between the initial call for service and the initial appointment time that the person selects based on their convenience and need.	Report and track the average number of days between the date that a referral is made to the program and the date of the initial assessment. Minimize the average number of days by reviewing staff assignments and demands for services on an on-going basis. Make adjustments as necessary.	Program Managers,	Scheduling database or initially by reviewing clinical records/notes	Quarterly the first year, semi-annually thereafter	Intake assessment occurs within 5 business days of the referral 95% of the time	Goal met: One new CPST Referral in 2012. “Intaked” in 3 days.
Satisfaction with Treatment – those served: CPST and Tarry House Maximize the percent of	Track and report client responses regarding whether they were given the opportunity to participate indecisions regarding their treatment on consumer satisfaction survey. Maximize this	Program Managers, Recovery Specialist, CPST	Clinical Records Review and BHOS Surveys	Quarterly	95%	Goal Met: All (35) but one person reported they did not have the opportunity to work on identified treatment goals

clients who report that the treatments received focused on the problems they identified.	percent by providing ongoing trainings and support for person centered treatment and review of clinical records to ensure persons served participation.	Specialist				
Satisfaction – those served: All Programs Maximize the percent of clients who report that the quality of care and services they received is/was excellent.	Track and report responses to whether or not the person served believe they received an excellent quality of care in the services they received. Maximize this percentage by providing ongoing training and supervision to support and equip all employees to provide outcomes focuses interventions, friendly, accurate administrative procedures and timely responses to concerns.	Program Managers, Recovery Specialist, CPST Specialist	BHOS and/or other Satisfaction Survey	Quarterly	90% “excellent ratings”	Goal Met: Of the 63 BHOS Surveys taken, 3 people .05% were not satisfied with services at Tarry House.
Satisfaction – Funders & Referral Sources. Maximize the satisfaction scores reported by referral and funding sources regarding Tarry House’s referral and intake procedures for service.	Survey referral and funding sources regarding their satisfaction of Tarry House’s referral process considering timely response and ease in making referrals. Maximize the score by considering and implanting survey results as possible.	Executive Director	Satisfaction Survey: Survey Monkey	Semi-Annually	85% Strongly Agree ratings	Goal Not Met: 19 of the 27 respondents selected strongly agree as satisfied with the referral process at Tarry House or – 70%. However, an additional 5 individuals selected “Agree” so in all 89% of referring entities were satisfied with the process.
Satisfaction – Other Stakeholders: (Family and Friends) Maximize the scores reported by stakeholders when surveyed regarding their satisfaction with Tarry House Services.	Survey other stakeholders regarding their impression of Tarry House’s delivery practices. Maximize these scores by considering and implementing survey results as applicable.	Executive Director	Satisfaction Survey: Survey Monkey	Semi-Annually	85% Strongly Agree ratings	Goal Not Met: In reviewing all surveys from family and friends, looking at all the responses to all the questions, there were 108 responses. “Strongly Agree” was selected 68 times for 63%. “agree” was selected 31 times. Adding the two together satisfaction goes up to 91%. There were zero “disagree” or “strongly disagrees” and 9 questions were skipped.
Satisfaction – Staff Members (including student interns and volunteers) Maximize the scores	Survey staff members regarding their impression of Tarry House’s delivery practices. Maximize these scores by considering and implementing survey results as applicable.	Executive Director	Satisfaction Survey: survey Monkey	Annually in May	85% Strongly Agree ratings	Goal Not Met: Although employees were satisfied 92% of the time, strongly agree was only 56% of the time.

reported by staff Members when surveyed regarding their satisfaction with Tarry House Services.						
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2011 was the first year the administrative staff put together the specific Quality Improvement Indicators Report as outlined in the table above. In reviewing the results, Administrative staff need to do a better job of tracking indicators and it looks like perhaps the administrative staff set the targets a bit too high in some areas, as many goals are not met. The administrative staff will review the indicators and targets the first two years this was implemented and decide if adjustments are needed. In addition, for those areas that indicate “goal not met” specific objectives and interventions will be established to help improve outcomes.

Technological Systems Review

The organization’s information systems technology had some improvements and changes in 2012. Tarry House has hired Probe Technologies to handle its information technology needs in late 2011 and in late 2012, contracted with Probe to improve its website. The main house has wireless internet access with a secure router and software. A few more computers were replaced as well. While Tarry House, Inc. continues to use Microsoft Windows as its operating system, many computers have been upgraded with the most current Window’s operating system. The majority of management staff is fairly skilled in using computers. A goal in the area of technology over the next couple years will be an effort to move to more electronic records and documents. Tarry House, Inc. is trying to become more “green” as far too much paper is being used.

Respite is still without wireless internet access and needs to have more electronic records. The Tarry House Management Team will look at setting some goals in 2013 to improve the work environment through technology at Respite and to improve the agency web-site.

Last Thoughts and Summary

Tarry House remains financially solvent ended the year with revenue exceeding expenditures. At the end of 2008, Tarry House signed a direct contract with the ADM Board after negotiating a fair purchase of service rate. The per diem rates at Tarry House and Respite remain about the same heading into 2013. Tarry House received an audit by the ADM Board in May of 2012, to ensure the billing system developed is working appropriately as well as making sure the clinical services and records are meeting Medicaid guidelines. In all cases Tarry House was found to be in compliance.

Information collected throughout 2012 was analyzed and was utilized in the formation of the 2013 budget as well making adjustments to the 2011-13 Organizational/Strategic Plan. Based on information gathered and the preliminary analysis, the budget recommendations were approved by the Board of Trustees and submitted to the ADM Board in September, 2012. Administration also took into consideration new plans for 2013, expected pay increases, needed equipment and renovations and the likelihood of unscheduled repairs.

Tarry House continues to hire employees who treat those served with dignity and respect. Overall, employees are generally very satisfied with employment at Tarry House, Inc. Based on of the surveys returned in 2012, 100% of the employees indicated they would suggest employment at

Tarry House, Inc. to a friend. Employees have also complimented the management staff on informative and enjoyable staff retreats every year as well as the annual holiday party.

Tarry House served 170 people in 2012 and based on satisfaction surveys, Tarry House continues to receive high ratings from those served as well as employees, board members and other stakeholders.

Overall 2012 was another challenging year for providers in the mental health system. Although Tarry House was spared specific budget cuts in 2012, based on State of Ohio budget reductions, 2013 could be even more challenging. The whole behavioral health system may be asked to do more with less. The County of Summit ADM Board Levy will be on the ballot in November of 2013 and Tarry House plans again to be involved in this important campaign.

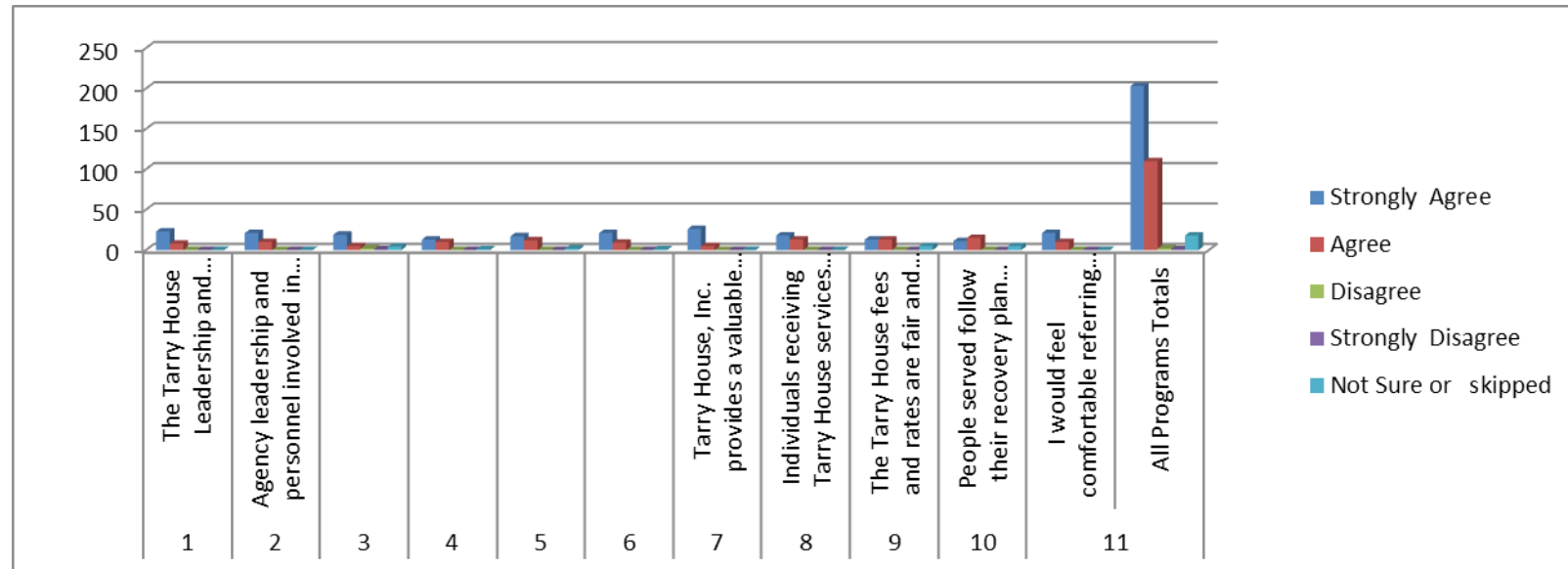
Tarry House has been an important provider of recovery services to persons with severe and persistent mental illness for 45 years. Tarry House looks forward to continue its role in helping the constituents of Summit County live more productive and fulfilling lives regardless of challenges.

Addendum #1 Stakeholder Surveys:

Tarry House, Inc. Satisfaction Survey - "Other Stakeholders" ("Case Managers", Doctors, Payers)

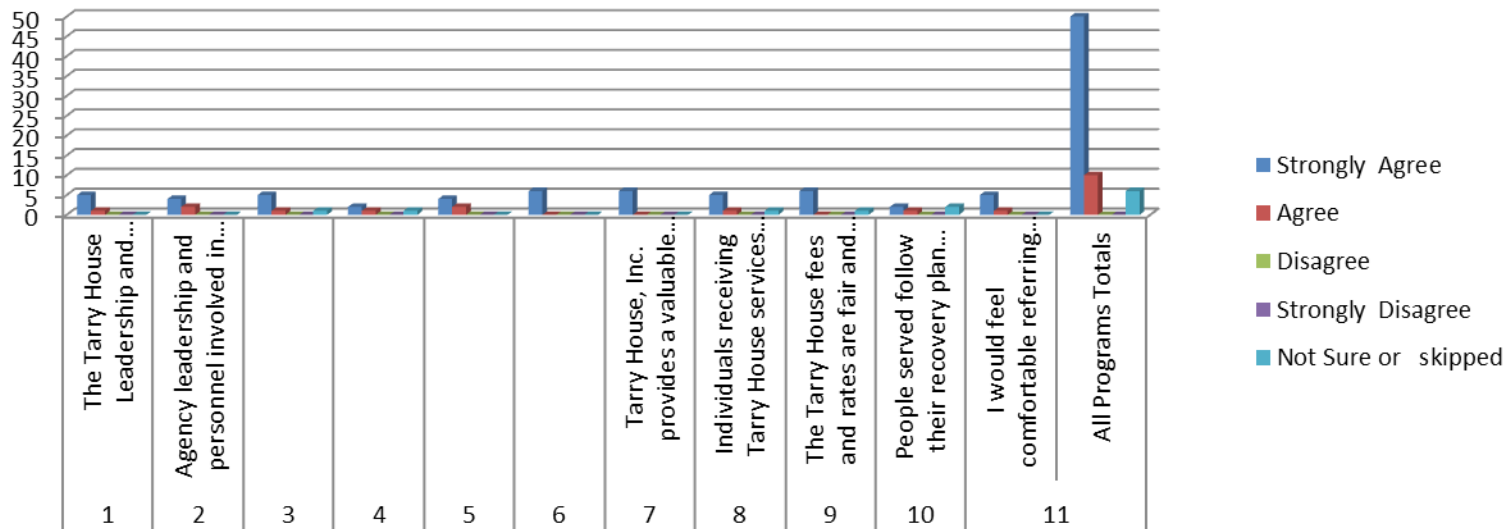
September, 2012 (N=31) All programs

		Strongly Agree	Agree	Disagree	Strongly Disagree	Not Sure or skipped
1	The Tarry House Leadership and employees are professional, courteous and helpful.	23	8	0	0	0
2	Agency leadership and personnel involved in community and partnerships	21	10	0	0	0
3	Tarry House's referral and intake procedures are efficient & employees are helpful in the process.	19	5	2	1	4
4	When I make a special request(s) on behalf of the person served, it is honored by Tarry House if it is reasonable.	13	10	0	0	1
5	The people served by Tarry House have favorable comments about the services they've received.	17	12	0	0	2
6	Tarry House's facilities are clean, safe, comfortable and welcoming.	21	9	0	0	1
7	Tarry House, Inc. provides a valuable service to the Summit County Community	26	5	0	0	0
8	Individuals receiving Tarry House services improve in their recovery	18	13	0	0	0
9	The Tarry House fees and rates are fair and competitive	13	13	0	0	5
10	People served follow their recovery plan and maintain their recovery following discharge for more than 90 days.	11	15	0	0	5
11	I would feel comfortable referring a loved one for Tarry House services.	21	10	0	0	0
	All Programs Totals	203	110	2	1	18
	Tarry House Only (n=8)	62	20	0	0	6
	Respite Only (n=6)	25	36	2	1	2



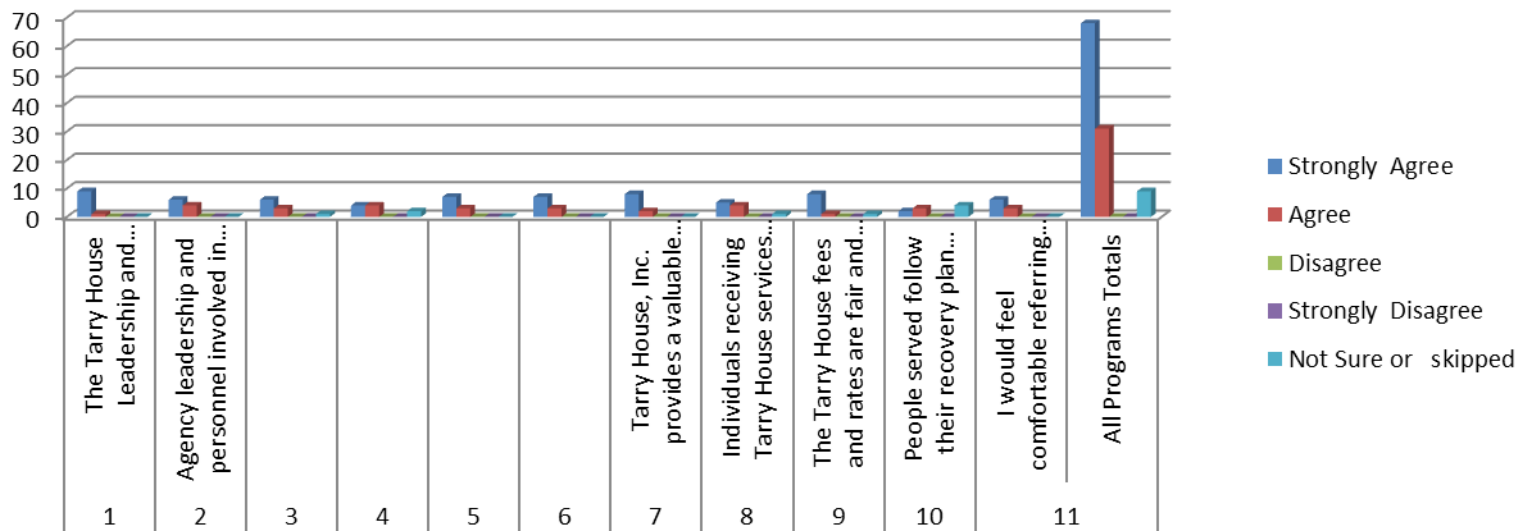
Tarry House, Inc. Satisfaction Survey - Board Members
September, 2012 (N=6) All programs

		Strongly	Agree	Disagree	Strongly	Not Sure
		ly	e	e	y	or
		Agree			Disagree	skipped
1	The Tarry House Leadership and employees are professional, courteous and helpful.	5	1	0	0	0
2	Agency leadership and personnel involved in community and partnerships	4	2	0	0	0
3	Tarry House's referral and intake procedures are efficient & employees are helpful in the process.	5	1	0	0	1
4	When I make a special request(s) on behalf of the person served, it is honored by Tarry House if it is reasonable.	2	1	0	0	1
5	The people served by Tarry House have favorable comments about the services they've received.	4	2	0	0	0
6	Tarry House's facilities are clean, safe, comfortable and welcoming.	6	0	0	0	0
7	Tarry House, Inc. provides a valuable service to the Summit County Community	6	0	0	0	0
8	Individuals receiving Tarry House services improve in their recovery	5	1	0	0	1
9	The Tarry House fees and rates are fair and competitive	6	0	0	0	1
10	People served follow their recovery plan and maintain their recovery following discharge for more than 90 days.	2	1	0	0	2
11	I would feel comfortable referring a loved one for Tarry House services.	5	1	0	0	0
All Programs Totals		50	10	0	0	6



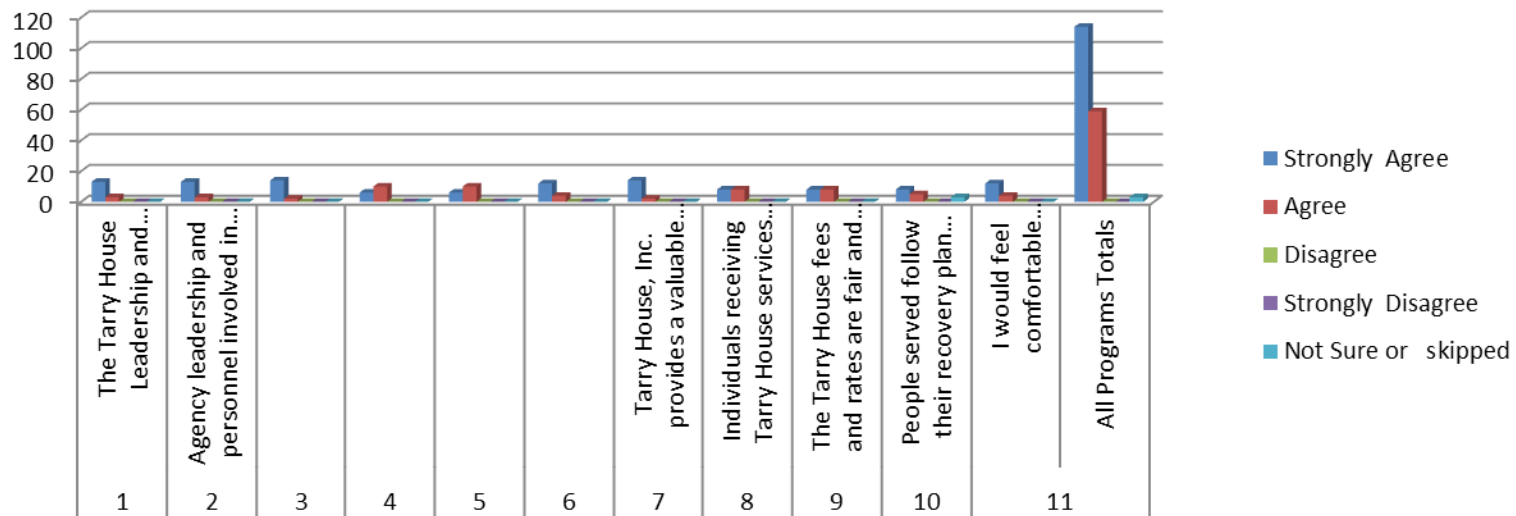
Tarry House, Inc. Satisfaction Survey - Family and Friends
September, 2012 (n = 10) All programs

		Strongly Agree	Agree	Disagree	Strongly Disagree	Not Sure or skipped
1	The Tarry House Leadership and employees are professional, courteous and helpful.	9	1	0	0	0
2	Agency leadership and personnel involved in community and partnerships	6	4	0	0	0
3	Tarry House's referral and intake procedures are efficient & employees are helpful in the process.	6	3	0	0	1
4	When I make a special request(s) on behalf of the person served, it is honored by Tarry House if it is reasonable.	4	4	0	0	2
5	The people served by Tarry House have favorable comments about the services they've received.	7	3	0	0	0
6	Tarry House's facilities are clean, safe, comfortable and welcoming.	7	3	0	0	0
7	Tarry House, Inc. provides a valuable service to the Summit County Community	8	2	0	0	0
8	Individuals receiving Tarry House services improve in their recovery	5	4	0	0	1
9	The Tarry House fees and rates are fair and competitive	8	1	0	0	1
10	People served follow their recovery plan and maintain their recovery following discharge for more than 90 days.	2	3	0	0	4
11	I would feel comfortable referring a loved one for Tarry House services.	6	3	0	0	0
						9



**Tarry House, Inc. Satisfaction Survey - Current and past persons served
September, 2012 (n = 16) All programs**

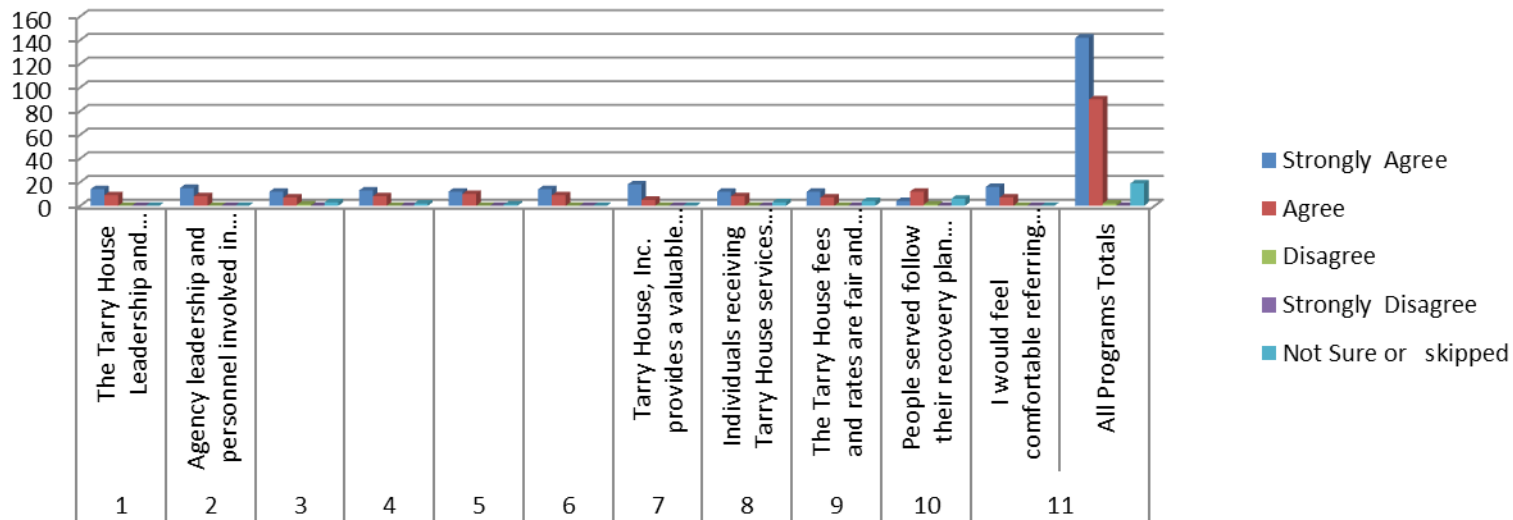
		Strongly	Agree	Disagree	Strongly	Not Sure
		ly			y	or
		Agree			Disagree	skipped
1	The Tarry House Leadership and employees are professional, courteous and helpful.	13	3	0	0	0
2	Agency leadership and personnel involved in community and partnerships	13	3	0	0	0
3	Tarry House's referral and intake procedures are efficient & employees are helpful in the process.	14	2	0	0	0
4	When I make a special request(s) on behalf of the person served, it is honored by Tarry House if it is reasonable.	6	10	0	0	0
5	The people served by Tarry House have favorable comments about the services they've received.	6	10	0	0	0
6	Tarry House's facilities are clean, safe, comfortable and welcoming.	12	4	0	0	0
7	Tarry House, Inc. provides a valuable service to the Summit County Community	14	2	0	0	0
8	Individuals receiving Tarry House services improve in their recovery	8	8	0	0	0
9	The Tarry House fees and rates are fair and competitive	8	8	0	0	0
10	People served follow their recovery plan and maintain their recovery following discharge for more than 90 days.	8	5	0	0	3
11	I would feel comfortable referring a loved one for Tarry House services.	12	4	0	0	0
					0	3



Tarry House, Inc. Satisfaction Survey - Staff Members, Student Interns, Volunteers

September, 2012 (n = 23) All programs

		Strongly Agree	Agree	Disagree	Strongly Disagree	Not Sure or skipped
1	The Tarry House Leadership and employees are professional, courteous and helpful.	14	9	0	0	0
2	Agency leadership and personnel involved in community and partnerships	15	8	0	0	0
3	Tarry House's referral and intake procedures are efficient & employees are helpful in the process.	12	7	1	0	3
4	When I make a special request(s) on behalf of the person served, it is honored by Tarry House if it is reasonable.	13	8	0	0	2
5	The people served by Tarry House have favorable comments about the services they've received.	12	10	0	0	1
6	Tarry House's facilities are clean, safe, comfortable and welcoming.	14	9	0	0	0
7	Tarry House, Inc. provides a valuable service to the Summit County Community	18	5	0	0	0
8	Individuals receiving Tarry House services improve in their recovery	12	8	0	0	3
9	The Tarry House fees and rates are fair and competitive	12	7	0	0	4
10	People served follow their recovery plan and maintain their recovery following discharge for more than 30 days	4	12	1	0	6
11	I would feel comfortable referring...					0
	All Programs Totals					19

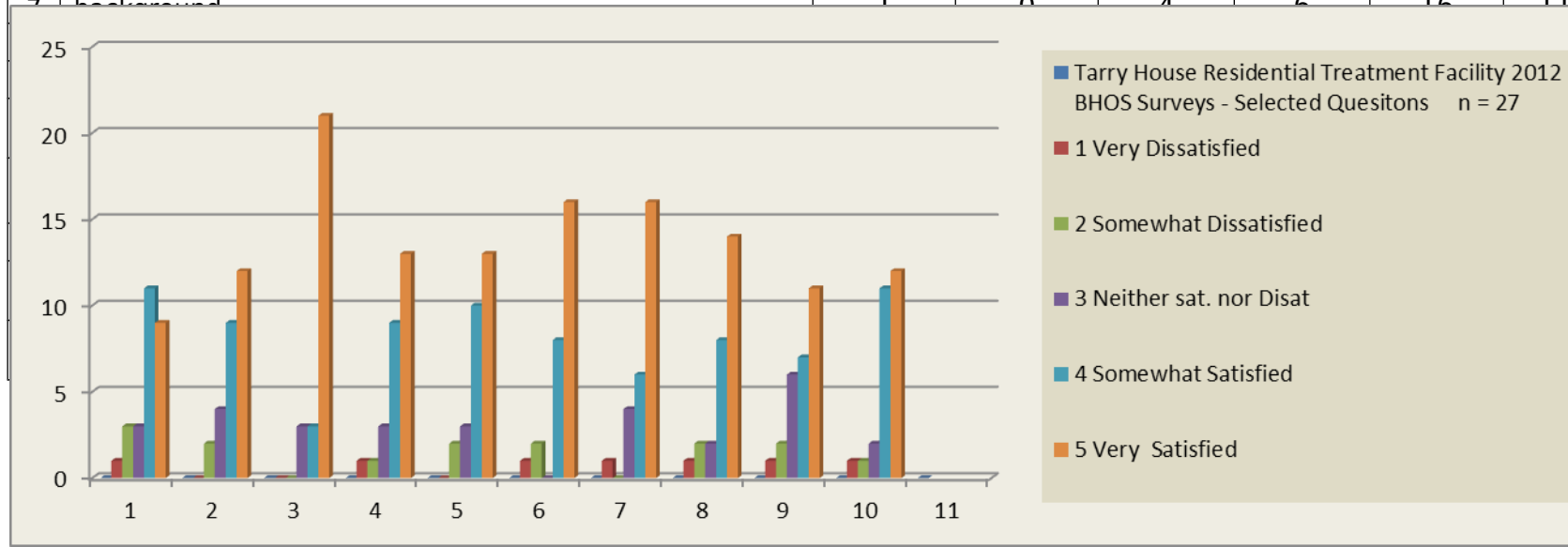


Addendum # 2 Behavioral Health Outcome Surveys:

Tarry House Residential Treatment Facility

2012 BHOS Surveys - Selected Questions n = 27

		1 Very Dissatisfi ed	2 Somewha t Dissatisfi ed	3 Neither sat. nor Disat	4 Somewh at Satisfied	5 Very Satisfied	Score totals	Average score
1	How much focus on the problem(s) or issue(s) for which I sought help	1	3	3	11	9	105	3.9
2	Overall were you satisfied with the services you received	0	2	4	9	12	114	4.2
3	The comfort, cleanliness and appearance of the facility	0	0	3	3	21	126	4.7
4	The respect I am given	1	1	3	9	13	113	4.2
5	The effort I am making in treatment	0	2	3	10	13	118	4.4
6	How committed the staff is to helping me	1	2	0	8	16	117	4.3
7	How sensitive the staff is to my cultural/ethnic/racial background	1	0	4	6	16	117	4.3
								4.2
								3.9
								4.2
								4.2



Tarry House Respite

BHOS Surveys 2012

n = 36

		1 Very Dissatisfi ed	2 Somewh at Dissatisfi ed	3 Neither sat. nor Disat	4 Somewh at Satisfied	5 Very Satisfie d	Score totals	Average score
1	How much focus on the problem(s) or issue(s) for which I sought help	0	1	4	9	22	160	4.4
2	Overall were you satisfied with the services you received	0	1	2	3	30	170	4.7
3	The comfort, cleanliness and appearance of the facility	0	2	2	3	29	167	4.6
4	The respect I am given	0	1	2	3	30	170	4.7
5	The effort I am making in treatment	0	0	3	7	26	167	4.6
6	How committed the staff is to helping me	0	0	4	4	28	168	4.7
7	How sensitive the staff is to my cultural/ethical/racial background	0	1	6	2	27	163	4.5
8	The warmth of the staff	0	1	3	6	26	165	4.6
9	How productive my treatment is	0	0	4	8	24	164	4.6
10	The progress I am making in my treatment	0	0	8	5	23	159	4.4
11	totals							4.6
		yes	no					
1	If I was to seek help again, I would return here for	35	1					

1	services		
1			
2	I would recommend the services I received to others	36	0

