

Annual Report



FY 2014 Anazao Community Partners

FY 2014 Annual Quality Assurance Report
Anazao Community Partners
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Enrollments

Table 1- New Client Enrollments by Referral Source

FY 2013	N	%
Wayne Municipal Court	254	25.9%
Goodwill	122	12.4%
Self	107	10.9%
Wayne Common Pleas	63	6.4%
Wayne County CSB	56	5.7%
Wayne Juvenile Court	54	5.5%
Holmes Adult Probation	38	3.9%
Ohio Adult Parole	38	3.9%
Holmes Municipal Court	26	2.7%
Holmes County Children's Services	32	3.3%
Holmes Juvenile Court	19	1.9%
Attorney	19	1.9%
The Counseling Center	15	1.5%
Knowlton	11	1.1%
Parent/Family/Friend	9	0.9%
Wayne Adult Probation	9	0.9%
Medina Courts	7	0.7%
Wadsworth Municipal Court	5	0.5%
Holmes County Common Pleas	6	0.6%
EAP/Employer	4	0.4%
Wayne Diversion Program	4	0.4%
Summit County Ct of Common Pleas	3	0.3%
Holmes County Job & Family Services	3	0.3%
Stark County Court	3	0.3%
Department of Youth Services	3	0.3%
Summit County Probation	3	0.3%
Mental Health & Recovery Board	2	0.2%
Other (each <1% of total)	65	6.6%
Total	981	100.0%

Referrals continue from a large spread of social service agencies/organizations, schools, and courts.

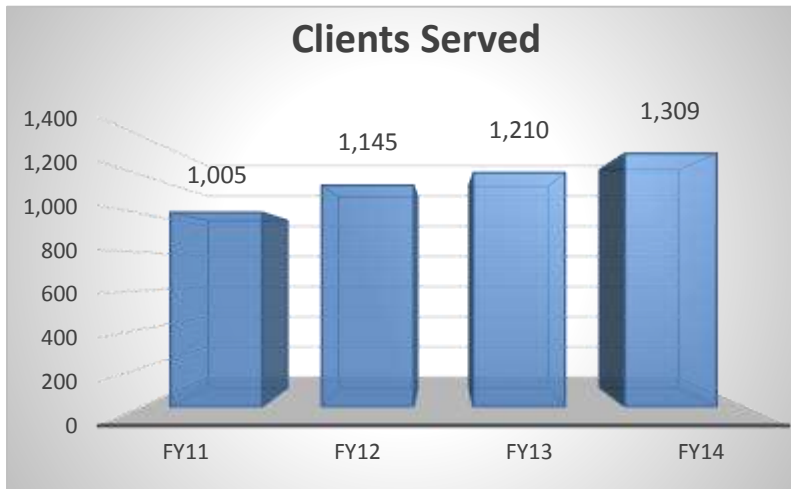
More than 40 different third-party referral sources referred clients to the agency during the fiscal year. Thirty-two percent (32%) of new client enrollments in the fiscal year were from Wayne

FY 2014	N	%
Wayne Municipal Court	289	32.0%
Self	108	12.0%
Goodwill	71	7.9%
Wayne Juvenile Court	65	7.2%
Wayne Common Pleas	63	7.0%
Wayne County CSB	31	3.4%
Holmes County Children's Services	30	3.3%
Ohio Adult Parole	24	2.7%
Holmes Juvenile Court	16	1.8%
Holmes Muni Court	13	1.4%
Parents	12	1.3%
Attorney	11	1.2%
Adult Parole	10	1.1%
Medina Courts	9	1.0%
Wadsworth Municipal Court	8	0.9%
Wayne Diversion Program	8	0.9%
Holmes Adult Probation	7	0.8%
Counseling Center	5	0.6%
EAP/Employer	5	0.6%
Holmes County Common Pleas	5	0.6%
Holmes DJFS	5	0.6%
Summit County Crt of Common Pleas	5	0.6%
Physician	4	0.4%
Stark County Court	4	0.4%
Wayne Adult Probation	4	0.4%
Knowlton	3	0.3%
STEPS	3	0.3%
Cleveland Clinic	2	0.2%
Impact EAP	2	0.2%
Other CSB	2	0.2%
Wayne County Schools Career Center	2	0.2%
Akron Children's Hospital	1	0.1%
Ashland County Probation	1	0.1%
Barberton Municipal Court	1	0.1%
Every Woman's House	1	0.1%
Source One	1	0.1%
Tuscarawas Municipal Court	1	0.1%
Wooster City Schools	1	0.1%
Viola Startzman Free Clinic	1	0.1%
Other (each <1% of total)	65	7.2%
Total	902	100.0%

Municipal Court compared with twenty-six (26%) the year prior. Twelve-percent (12%) of new client enrollments in the fiscal year were self-referrals.

Client Demographics

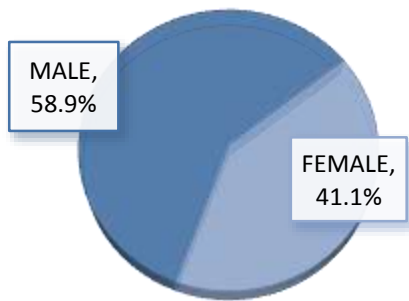
Anazao Community Partners provided treatment services to 1,309 individuals in the fiscal year, up from 1,210 in fiscal year 2013. Age, income, marital status, and educational level of clients



served remains relatively constant. Fifty-nine percent (58.9%) of clients served in the fiscal year were male. Eighty-six percent (86%) of clients served were adults and 14% were children/ adolescents. Adults over

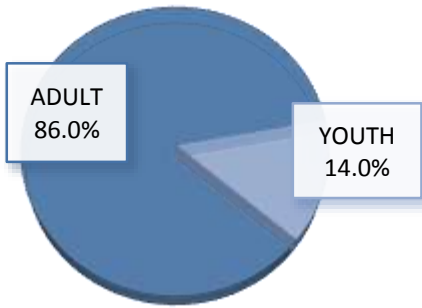
the age of 60 comprise approximately 2% of clients served in the fiscal year.

Table 2 – Gender



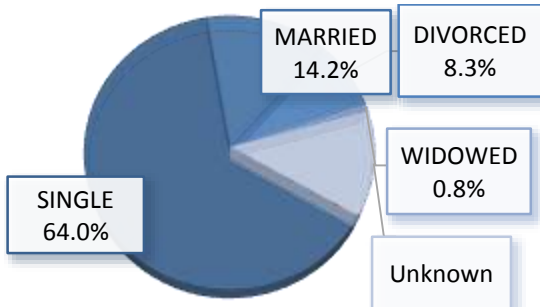
Gender	FY 2013		FY 2014	
	N	%	N	%
Male	692	57.2%	771	58.9%
Female	518	42.8%	538	41.1%
Total	1,210	100.0%	1,309	100.0%

Table 3 - Age



Age	FY 2013		FY 2014	
	N	%	N	%
Under age 5	3	0.2%	2	0.2%
Age 5 to 9	4	0.3%	10	0.8%
Age 10 to 17	112	9.3%	171	13.1%
Age 18 to 20	168	13.9%	170	13.0%
Age 21 to 34	548	45.2%	544	41.5%
Age 35 to 54	315	26.0%	356	27.2%
Age 55 to 59	38	3.1%	28	2.1%
Age 60+	22	1.8%	28	2.1%
Total	1,210	100.0%	1,309	100.0%

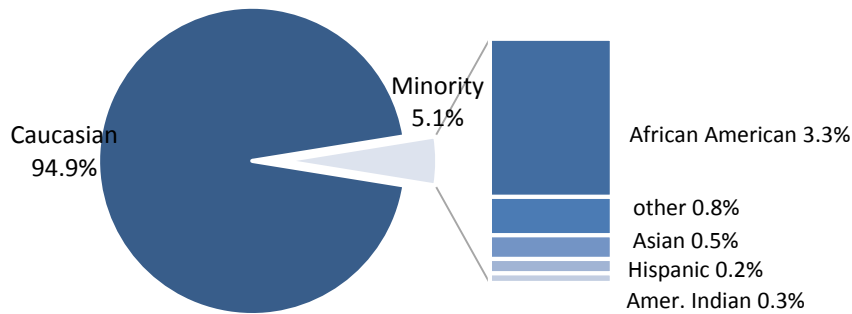
Table 4 - Marital Status



Marital Status	FY 2013		FY 2014	
	N	%	N	%
Single	848	70.1%	838	64.0%
Married	176	14.5%	186	14.2%
Divorced	99	8.2%	109	8.3%
Widowed	75	6.2%	10	0.8%
Unknown	12	1.0%	166	12.7%
Total	1,210	100.0%	1,309	100.0%

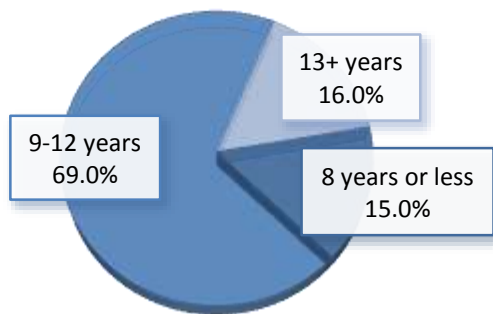
The majority of clients served (94.9%) were of Caucasian background. Minority clients comprise five-percent (5.1%) of clients served in the fiscal year. By comparison, minorities make up an estimated 3.3% of the combined population of Wayne and Holmes counties.

Table 5 - Race



Race	FY 2013		FY 2014	
	N	%	N	%
Caucasian/White	1,140	94.2%	1,242	94.9%
Black/African American	45	3.7%	43	3.3%
other	7	0.6%	10	0.8%
Asian	5	0.4%	7	0.5%
American Indian or Alaska Native	6	0.5%	4	0.3%
Hispanic or Latino (All Races)	7	0.6%	3	0.2%
Total	1,210	100.0%	1,309	100.0%

Table 6- Education Level, Clients over Age 18



Education level is a significant, albeit relatively stable descriptor of Anazao clients.

The mean education level of enrolled clients ages 18 and older is 11.1 years.

Education Level	FY 2013	FY 2014
8 years or less	15%	15%
9 – 12 years	68%	69%
13+ years	17%	16%

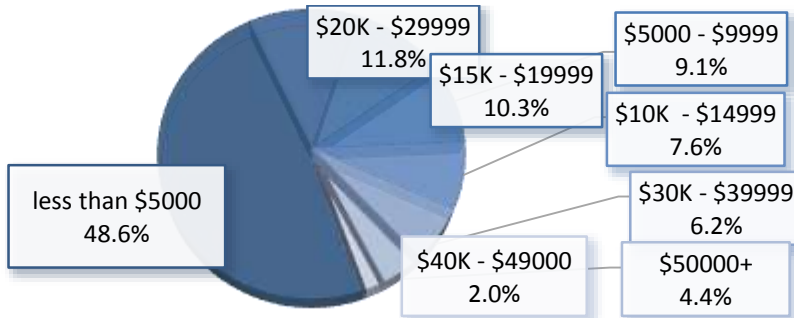
The majority (76%) of clients served in the fiscal year reside in Wayne County. Despite wide geographic distribution of office sites and the fact that Holmes County is home to approximately 27% of the two-county population, the proportion of clients who live in Holmes County remained comparatively low at 19%. This slight difference in penetration may be due to the higher proportion of Amish clients in Holmes County who, because of their beliefs and values, are less apt to utilize formal treatment services.

Table 7 – City of Residence, Clients Served

FY 2013	N	%
Wooster	396	32.7%
Millersburg	163	13.5%
Orrville	148	12.2%
Rittman	95	7.9%
Doylestown	43	3.6%
Killbuck	36	3.0%
Creston	35	2.9%
Shreve	32	2.6%
Apple Creek	29	2.4%
Big Prairie	23	1.9%
West Salem	22	1.8%
Smithville	21	1.7%
Holmesville	16	1.3%
Lakeville	14	1.2%
Sterling	14	1.2%
Burbank	13	1.1%
Dalton	12	1.0%
Fredericksburg	11	0.9%
Glenmont	10	0.8%
Loudonville	8	0.7%
Dundee	6	0.5%
Nashville	6	0.5%
Marshallville	5	0.4%
Akron	4	0.3%
Brinkhaven	4	0.3%
Medina	4	0.3%
Wadsworth	4	0.3%
Congress	3	0.2%
Berlin	2	0.2%
Coshocton	2	0.2%
Navarre	2	0.2%
North Lawrence	2	0.2%
Other	25	2.1%
Total	1,210	100.0%

FY 2014	N	%
Wooster	453	34.6%
Orrville	169	12.9%
Millersburg	156	11.9%
Rittman	108	8.3%
Shreve	50	3.8%
Doylestown	48	3.7%
Killbuck	36	2.8%
Apple Creek	35	2.7%
Creston	28	2.1%
West Salem	27	2.1%
Dalton	21	1.6%
Big Prairie	20	1.5%
Smithville	18	1.4%
Dundee	16	1.2%
Lakeville	15	1.1%
Marshallville	14	1.1%
Holmesville	12	0.9%
Fredericksburg	10	0.8%
Loudonville	10	0.8%
Sterling	8	0.6%
Burbank	7	0.5%
Glenmont	6	0.5%
Wadsworth	6	0.5%
Akron	5	0.4%
Nashville	4	0.3%
Bergholz	2	0.2%
Jeromesville	2	0.2%
Medina	2	0.2%
Navarre	2	0.2%
Belmont	1	0.1%
Berlin	1	0.1%
Brinkhaven	1	0.1%
Other	15	1.1%
Total	1,309	100.0%

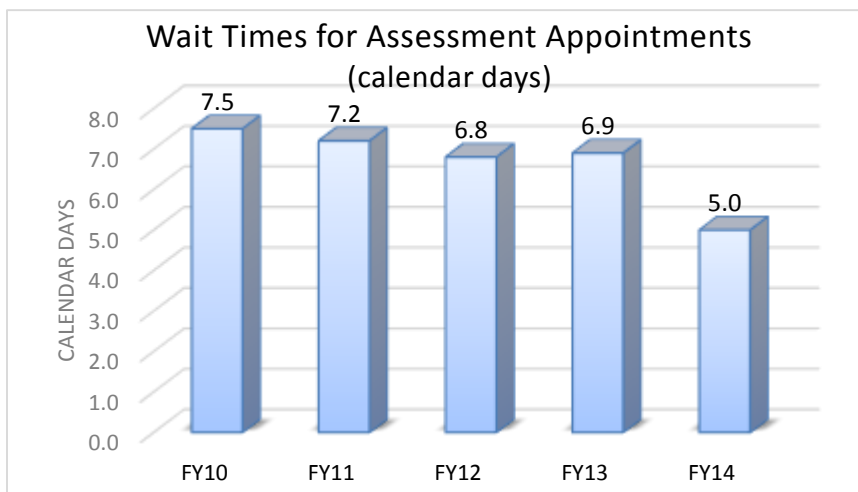
Table 8 - Income Level



Income Level	FY 2013		FY 2014	
	N	%	N	%
< \$5000	574	47.4%	636	48.6%
\$5000 - \$9999	122	10.1%	119	9.1%
\$10K - \$14999	118	9.8%	100	7.6%
\$15K - \$19999	128	10.6%	135	10.3%
\$20K - \$29999	142	11.7%	154	11.8%
\$30K - \$39999	63	5.2%	81	6.2%
\$40K - \$49000	17	1.4%	27	2.0%
\$50000+	46	3.8%	57	4.4%
Total	1,210	100.0%	1309	100.0%

Access to Services

The agency’s policy is to offer appointments within 7 calendar days of initial contact. The Mean Service Offer Interval (MSOI) observed in FY14 (5.0 calendar days) compares favorably with the



overall average wait time of 6.9 calendar days observed in the previous fiscal year. Data represent the number of days between initial service request and offered appointment.

Urinalysis Screening

There were 893 urinalysis screenings in the fiscal year compared with 971 the year prior. Urinalysis screenings contribute to the total flow of clients within the agency, but do not count as enrollments. Over 60 different referral sources referred clients to the agency during the fiscal year.

Table 9- Urinalysis Screenings – referral source

FY 2014	No. of referrals	% of total
Wayne County Muni Court	528	59.1%
Wayne County Children Services Bureau	185	20.7%
Wayne County Juvenile Court	36	4.0%
WV Department Health/Human Services	22	2.5%
Christian Children’s Home of Ohio	13	1.5%
Goodwill	9	1.0%
Wooster City Schools	5	0.6%
Adult Parole Authority	5	0.6%
The Village Network	4	0.4%
Ohio Adult Parole Authority	4	0.4%
Wayne County Court of Common Pleas	4	0.4%
Attorney	4	0.4%
Summit County Probation	3	0.3%
Oregon Ohio Probation Department	3	0.3%
Wooster High School	3	0.3%
Ashland County Children Services Bureau	3	0.3%
Stark County Court of Common Pleas	3	0.3%
Wayne County Schools Career Center	3	0.3%
Unknown	2	0.2%
STEPS	2	0.2%
Other (each with < 1 referral in the fiscal year)	52	5.8%
Total	893	100.0%

Utilization Review

Reviews were conducted during the fiscal year by the agency's Utilization Review Committee. This included review by admission, continued stay, and termination record status. Continued stay reviews were completed on a random sample of 51 client records (27 mental health, 21 substance abuse, 3 dual disorder). Thirty-six (36) of the reviewed records were of adult client records and 15 were of child/adolescent records. Twenty-three (23) admission records were reviewed, of which 7 were mental health, 12 substance abuse, and 4 dual disorder. Utilization review of closed/terminated client records were comprised of 32 adult client records and 6 child/adolescent records (12 mental health, 17 substance abuse, 9 dual disorder). Overall, eighty-two percent (82%) of reviewed records were free of deficiencies - eight percentage points below the agency's established goal of 90%.

Peer Review

Peer reviews were conducted during the fiscal year to assure that services delivered were clinically appropriate. Records were reviewed regarding services provided for the intake/diagnostic assessment, counseling, and client transfer and interagency referral. A total of 48 counseling service reviews were conducted in the fiscal year on 35 adult client records and 13 child/adolescent records (31 mental health, 12 substance abuse, 5 dual disorder). A total of 48 records were reviewed regarding services provided for the intake/diagnostic assessment (33 mental health records, 11 substance abuse, and 4 dual disorder). Overall, sixty-three percent (63%) of peer reviewed records were free of deficiencies- below the agency goal of 80%. The agency will continue to work to improve staff training in this area over the next fiscal year.

Client Grievances/Client Rights Violations

There were no client grievance and no client rights violations during the fiscal year.

Unusual Incidents

Incident Reporting procedures are designed to meet Ohio Mental Health and Addiction Services (OhioMHAS) incident reporting standards. Major Unusual Incidents (MUI) are reviewed by the Executive Director, Clinical Director and the agency’s Quality Assurance Coordinator. Pertinent findings with regard to patterns and trends are brought to the attention of administrative staff and recorded in the Quality Assurance Quarterly Report of major unusual incidents.

There were no Major Unusual Incidents - i.e. reportable incidents, in the fiscal year. Non-reportable incidents are summarized below.

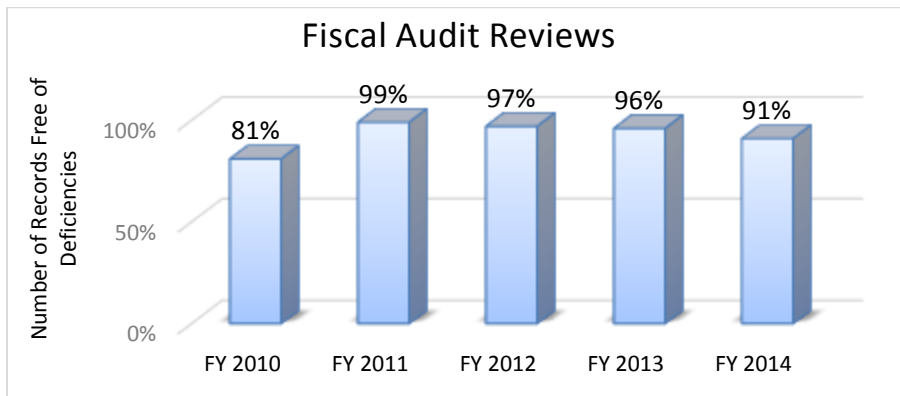
Table 10- Summary of Unusual Incidents

Summary of Incident Reports	FY 2013	FY 2014
Property damage/damage to vehicle	3	1
Client death	0	1
Emergency/crisis response (client suicide threat)	0	1
Client minor injury	1	0
Client fell on premises or slipped on ice	1	0
Client altercation/uncooperative/unruly	4	0
Records management	1	0
Incidents reported to Children’s Services	1	0
Client/ potential contagious or transmissible disease	1	0
Theft of agency property	1	0
Total	13	3

Risk Management Activity

Fiscal audits conducted on a random sample of records continue as billings are matched to clinical record documents (i.e. progress notes) to confirm the accuracy of the agency’s electronic billing system and identify gaps in data entry. Conformance is compared for session time, date and service code. Ninety-one percent (91%) of reviewed records in the fiscal year were free of deficiencies.

Figure 3- Fiscal Audit Review (FAR)



Affirmative Action Plan

The Affirmative Action Plan was reviewed by Anazao Community Partners’ Board of Trustees and no updates are required. No problems have been identified with the Affirmative Action plan.

Client Satisfaction

Clients of Anazao services are generally very pleased with their experience and service received. The overall satisfaction score of 94% compares favorably with an overall score of 92% observed in the previous fiscal year. Areas of highest satisfaction in the fiscal year are belief in counselor knowledge and protection of privacy and confidentiality. Areas of lowest satisfaction pertain to

client’s perception of how difficult it was to set up payments, with the cost of service, and with the likelihood of referring others for service. Low satisfaction in these areas is a common trend with the latter seeming counterintuitive as overall satisfaction ratings are generally high. This will be examined further over the next fiscal year. With regard to cost of service it should be noted that the majority of the agency’s clients are able to utilize the sliding-fee scale and fall within the 0 – 10% range of fee payment.

Table 11- Client Satisfaction Survey

FY 2014 Client Satisfaction (3 or more visits)	Percent Positive ratings ¹	
	FY 2014	FY 2013
How helpful was our office staff?	91%	90%
How good were we with providing privacy and confidentiality?	96%	95%
How would you rate the knowledge of your counselor?	95%	94%
How would you rate your chance to help develop your treatment plan?	88%	89%
How helpful has counseling been in helping you to solve your problems?	84%	84%
How easy was it for you to talk to your counselor when you wanted to?	91%	90%
How well are your counseling needs being met?	91%	90%
How would you rate the cost of your services?	74%	75%
How hard was it for you to set up payments on your bill?	73%	75%
What is the likelihood that you will refer others to Anazao?	74%	72%
What is the likelihood that you or your family would return to Anazao for treatment if you needed it in the future?	82%	81%
How would you rate the reputation of Anazao?	86%	84%
How would you rate the overall quality of care and service at Anazao?	94%	92%

¹ A Positive rating is measured as a rating of “Good”, “Very Good”, or “Excellent”

Table 12- Client Satisfaction Survey, mean ratings

FY 2014 Client Satisfaction (3 or more visits)				
Rating Scale: 1.00="Poor", 2.00 = "Fair", 3.00 = "Good", 4.00 = "Very Good", 5.00 = "Excellent"	FY 2014		FY 2013	
	Mean rating	N	Mean rating	N
How helpful was our office staff?	4.52	239	4.56	318
How good were we with providing privacy and confidentiality?	4.76	239	4.71	317
How would you rate the knowledge of your counselor?	4.85	239	4.83	317
How would you rate your chance to help develop your treatment plan?	4.48	239	4.50	318
How helpful has counseling been in helping you to solve your problems?	4.35	239	4.36	318
How easy was it for you to talk to your counselor when you wanted to?	4.52	239	4.53	319
How well are your counseling needs being met?	4.48	239	4.53	319
How would you rate the cost of your services?	4.10	232	4.13	306
How hard was it for you to set up payments on your bill?	4.31	234	4.29	289
What is the likelihood that you will refer others to Anazao?	4.28	236	4.26	316
What is the likelihood that you or your family would return to Anazao for treatment if you needed it in the future?	4.26	238	4.23	318
How would you rate the reputation of Anazao?	4.48	238	4.45	312
How would you rate the overall quality of care and service at Anazao?	4.70	237	4.61	313

Referral Source Satisfaction

Table 13- Referral Source Satisfaction

Referral Satisfaction Survey	
Survey Question	Response
Q1. Please rate the ease of making referrals to Anazao Community Partners.	80% of respondents rated the ease of referrals as "Very Easy". 20% rated the ease of referrals as "Somewhat Easy"
Q2. Were referred clients seen in a timely manner?	100% of respondents felt referred clients were seen in a timely manner.
Q3. If you requested reports concerning a client's assessment and/or treatment progress, were the reports sent in a timely manner?	80% of respondents felt requested reports concerning a client's assessment/treatment were sent in a timely manner.
Q4. Did the reports you received provide adequate and relevant information?	100% of respondents felt reports received provided adequate and relevant information.
Q5. Did the individual(s) you refer report any problems in obtaining services at Anazao?	100% of respondents indicate clients did not report any problems in obtaining services.
Q6. If you requested general program information, was it sent in a timely manner?	100% of respondents felt requested program information was sent in a timely manner.
Q7. Do you have any specific recommendations for improving the quality or coordination of our services?	Comment: "Anazao has always been responsive to the needs and time sensitive nature of Court referrals"

Client Survey: Barriers and Cultural Awareness

Table 14- Barriers and Cultural Awareness

Client Survey (3 or more visits)	FY 2013 (N=312)	FY 2014 (N=238)
Were there any barriers to service?	89% responded "No"	92% responded "No"
Were appointments cancelled on short notice?	88% responded "No" when asked if appointments were cancelled on short notice	90% responded "No" when asked if appointments were cancelled on short notice
Services culturally aware?	97% of consumers report that the services they receive are culturally aware	96% of consumers report that the services they receive are culturally aware

Performance Indicator Dashboard

A total of 1,309 individuals received some form of billable service in the fiscal year. Seventy-percent (70.1%) of treated outpatient clients receiving 3 or more sessions achieved at least 70% of his/her treatment goals, 92.6% had stable housing following treatment and 68.5% had maintained regular employment. Ninety-percent (90.8%) of treated outpatient clients (3 or more sessions) gained an understanding of dependence and/or addiction and recovery concepts e.g. triggers, cues and coping skills. Ninety-five percent (95.3%) of treated outpatient clients (3 or more sessions) improved recovery skill knowledge.

Table 15 - Performance Indicator Dashboard

Domain	Indicator	Description	Benchmark	FY14 Result	Goal Met?
Utilization	Clients Served	Total number of clients receiving some form of billable service	1,200 or more (Annual target)	1,309 clients served	Yes
Quality of Care & Service	Client Satisfaction	Percentage of clients rating satisfaction with services as "Good", "Very Good", or "Excellent"	90% or greater	94%	Yes
Performance	70.1% of treated outpatient clients (3 or more sessions) completed 70% or more of his/her treatment goals at discharge ¹				
	The agency is able to offer clients appointments within 5 calendar days of their first contact with the agency				
	92.6% of treated outpatient clients (3 or more sessions) maintained or improved stable housing at discharge ¹				
	68.5% of treated outpatient clients (3 or more sessions) maintained stable employment at discharge ¹				
	90.8% of treated outpatient clients (3 or more sessions) gained an understanding of dependence and/or addiction and recovery concepts e.g. triggers, cues and coping skills ¹				
	95.3% of treated outpatient clients (3 or more sessions) improved recovery skill knowledge ¹				
Demand	More than 40 different third party referral sources referred clients to the agency during the fiscal year				
	Common assigned diagnoses for treatment clients are alcohol-related disorders, adjustment disorders, cannabis-related disorders and anxiety-related disorders				
	¹ Sample size = 276 discharge records				

Individual and Group Treatment

This is a mixed outpatient population presenting substance dependency, abuse, use, or AOD-related diagnoses. Clients receive counseling intervention that continues until they complete goals of an individualized treatment plan resulting in sobriety. Sessions are designed to assist clients to develop insight regarding perceptions of risk, dynamics and effects of use, and strategies for achieving and maintaining sobriety. An estimated ninety-three percent (93%) percent of substance dependent enrollments signed an Individualized Treatment Plan that includes commitment to abstinence and recovery.

Table 16 -Individual and Group Treatment

Milestone	FY 2013	FY 2014
Percent of clients at enrollment who evidenced (a) substance abuse and (b) substance dependency.	44% (435 of 981)	40%*
Substance Dependent enrollments who signed an ISP that includes commitment to abstinence and recovery.	93% (183 of 197)	93%**

*data available for 687 enrollments

**sample size = 89 substance dependent enrollments

Substance Abuse – Mental Illness (SAMI) Group

The Substance Abuse -Mental Illness (SAMI) treatment program is offered to those clients who have both a major mental health diagnosis and drug/alcohol use/abuse/dependency. The program model is a research-based “best practice” approach utilizing the recognized *Integrated Dual-Disordered Treatment (IDDT)* model. Alcohol and drug treatment interventions are provided in collaboration with mental health counseling and in conjunction with the Counseling Center’s Community Psychiatric Supportive Treatment and Pharmacological Management Services. The agency’s established goal is assessment and treatment services will be provided to a minimum of

70 SAMI clients annually. A total of 129 SAMI clients enrolled in the fiscal year receiving assessment and diagnosis.

Table 17 -Substance Abuse – Mental Illness (SAMI) Group

Milestone	1 st Qtr.	2 nd Qtr.	3 rd Qtr.	4 th Qtr.	Total
Total SAMI clients enrolled receiving assessment and diagnosis	30	35	31	33 (est.)	129
Clients will become engaged in the treatment process per completion of an Individualized Treatment Plan.	77% (23/30)	88% (31/35)	N/A	N/A	83% (54/65)

Mentoring and Case Management

The *Fitting It All Together* (FIAT) program has successfully provided youth with appropriate role models through drug and alcohol free social activities and opportunities to have someone to talk to about issues of concern. Living skills such as budgeting, and job skills are a focus of the program and the program places a strong emphasis on the importance of education.

The *After School Martial Arts* program for boys focuses on teaching youth martial arts and self-defense. Participating youth practice point sparring and form presentations. Boys compete in structured tournaments in which they have an opportunity to display their skills in judged competitive events and several youth have won awards for their efforts.

Youth participating in the program receive health and other benefits by being physically active and youth have improved their health by losing weight and developing strength and enhanced coordination. A positive attitude and discipline are also cornerstones of the program. The Sensei (teacher) demands youth learn to show respect towards the trainer and their opponent. Many youth who participate in the program have significant challenges at school and home and learn to overcome these challenges by presenting the right attitude and the discipline to continue “fighting

the battle” rather than to quit or give up when things become too challenging or overwhelming. Youth who participate in the After School Martial Arts program benefit from the camaraderie and the social support the program offers.

Youth Responses to Program Questionnaire

Q1. What have you learned from the ASMA Program?

- *I have learned from the ASMA program self defense and anger control.*
- *I learned how to protect myself.*
- *The greatest thing I have learned was self control.*
- *I have learned how to defend myself.*
- *I learned how to stick up for myself.*
- *I learned that being respectful is more than just smiling and a firm hand shake. I learned how to show respect not just to people I know but to my elders.*
- *I learned that discipline is really important in life.*
- *I learned to show respect and how to protect myself.*

Q2. How has the ASMA Program helped you out in your daily life?

- *The ASMA program helped me out in my daily life I learned self control.*
- *To control my anger.*
- *Yes because it gives me something to do to keep me outta trouble.*
- *It has made me more disciplined.*
- *I don't get picked on no more.*
- *The ASMA program helped me out by teaching me to stand my ground even not when defending myself but when giving a speech, or even standing up for other people.*
- *It gives me something to do when I'm bored or I'm angry.*
- *It's helped me stay away from bad habits that I used to do.*

Q3. What future goals have you set because of the ASMA program?

- *My future goals I have set for the ASMA program is to quiet and become a bulldog.*
- *To get a black belt.*
- *Well, I have set a goal to get a black belt.*
- *To become as disciplined as possible.*
- *Not to bully people.*
- *I set my goals higher. Higher than I expected. Someday I will be a doctor. Something I thought I wouldn't.*
- *I've made the goal to get to black belt.*
- *To finish school and stay off drugs.*

Q4: Will you continue to attend the ASMA Program? Why?

- *Yes until I get off probation then go to the UD&SD.*
- *Yes I am. So I can be happy for what I do.*
- *Yes, it's a good program.*
- *Yes because I have learned self control.*
- *Yes because it teaches me.*
- *Yes, because it's not just the hard work and yes the Sensei all the time here at ASMA, to me it's a 2nd family.*
- *Yes it's fun and active.*
- *Yes because I have fun with mixed martial arts.*

Community Education and Prevention

Anazao Community Partners cooperates with the Ohio Department of Mental Health and Addiction Services by reporting prevention programming data through the POPS (Proving Ohio's Prevention Success) system which collects demographic and programmatic information on federal- and state-funded prevention programs.

Parenting Group: Protective Factors Survey

The primary purpose of the Protective Factors Survey is to provide feedback to agencies for continuous improvement and evaluation purposes. The survey results are designed to provide agencies with a snapshot of the families they serve and with areas where workers can focus on increasing individual family protective factors.

Table 18- Parenting Group

Number of surveys completed:	11
Mean age of survey participants:	29.2 years

Table 19- Parenting Group– Demographic Breakdown

Family Income		
	\$0-\$10,000	8
	\$10,001 - \$20,000	2
	\$20,001-\$30,000	-
	\$30,001-\$40,000	1
	\$40,001-\$50,000	-
	\$50,000+	-
Race	White	11
	African American	-
	Hispanic or Latino	-
	Asian	-
	Native Hawaiian	-
	Multi-racial	-
	Other	-
Marital Status	Single	6
	Partnered	1
	Married	3
	Divorced	1
	Widowed	-
	Separated	-
Currently receiving	Food Stamps	8
	Medicaid	6
	TANF	1
	Head Start	1
	Earned Income Tax Credit	3
	None of the above	1
Highest level of education	Some College	4
	Some high school	2
	High School diploma	2
	Elementary or junior high	1
	Trade/vocational	2
	2-yr college	-
	Master's or higher	-

Table 19 continued

Family Housing	Rent	7
	Own	-
	Shared with relatives/friends	2
	Temporary (shelter, temporary with friends/relative)	2
	Homeless	-
No. of children in the home	two	5
	one	2
	three	2
	four	2
Participants relation to child	Birth Parent	9
	Adoptive parent	1
	Grand-parent	-
	Sibling	-
	Other relative	-
	Foster parent	-
	Other	1

Table 20 – Protective Factors Survey

20 items are rated on a Scale of 1.00 to 7.00 (a higher score is a better score)		
Protective Factor	Definition	Mean Score
Family Functioning/ Resiliency (5 items)	Having adaptive skills and strategies to persevere in times of crisis. Family’s ability to openly share positive and negative experiences and mobilize to accept, solve, and manage problems.	5.69
Social Support (3 items)	Perceived informal support (from family, friends, and neighbors) that helps provide for emotional needs.	5.91
Concrete Support (3 items)	Perceived access to tangible goods and services to help families cope with stress, particularly in times of crisis or intensified need.	4.73
Nurturing and Attachment (4 items)	The emotional tie along with a pattern of positive interaction between the parent and child that develops over time.	6.77
Child Development/ Knowledge of Parenting (5 items)	Understanding and utilizing effective child management techniques and having age-appropriate expectations for children’s abilities.	5.64

Physical Plant and Safety Reviews

Anazao Community Partners Physical Plant & Safety Yearly Report for FY14

In December 2013 the agency name changed from Your Human Resource Center to Anazao Community Partners.

In February 2014 a new Anazao Community Partners sign was placed in front of the Wooster building.

In February 2014, five first aid car kits, car fire extinguishers, and hazard road signs were purchased for the five new case managers.

Wooster Office:

- The Annual building inspection was completed by the Wooster Fire Prevention Bureau on September 16, 2013.
- The fire extinguishers did not get inspected during FY14 will be inspected in September 2014.
- Safety Inspection and First Aid check lists were completed each month.
- A Bomb Threat Drill and a Hazardous Waste Drill were completed on June 30, 2014.
- Tornado and/or Fire Drills were conducted the 1st, 2nd and 4th quarter of the fiscal year.

Millersburg Office:

- Bomb Threat Drills were completed on August 16, 2013, and May 21, 2014.
- A Hazardous Waste drill was conducted on June 9, 2014.
- An evacuation chart was developed for the new office during the month of August.
- An inspection of the Fire Alarm System was completed for the building on July 24, 2013.
- The Safety Inspection and First Aid checks lists were completed each month.
- Tornado and/or Fire Drills were conducted each quarter of the fiscal year.

Orrville Office:

- A Hazardous Waste Drill was completed by Karen Lendon on June 18, 2014
- A Bomb Treat Drill was completed by Abby Butler on August 28, 2013.
- Tornado and or Fire Drills were conducted during the 1st, 3rd and 4th quarter of the fiscal year.
- The Safety Inspection and First Aid check lists were completed for every month except for January and April of 2014.

Rittman Office

- The Rittman office was closed during the first week of February.
- A Bomb Threat Drill was completed during the 1st and 2nd quarter of the fiscal year.
- A Hazardous Waste drill was not conducted.
- The monthly Safety Inspection Check lists and First Aid check lists were all completed up through December 2013.
- Tornado and Fire drills were completed during the first two quarters of the fiscal year.

Respectfully submitted by:

Cynthia Crouner, Committee Member

FY 2014 Consumer Comments

"How can our services be improved?"



*How can our services be improved? SUMMARY

They are fine.

Everything was great!

They were fine for me.

More available days.

Keep up the good work!

I don't know. Maybe serve snacks at the meeting - LOL

You did wonderful. Thank you

Everything's good.

Have shorter classes.

More emails.

Give Vicki a raise!

Getting at what the person wants.

Can't go wrong with coffee.

Things are well

It's good and I don't think it need improved!

They're fine.

Everything was great for me - nothing could have been better

Not to get in trouble.

There is no better technique to be used.

I don't think there is room for improvement. Everyone is helpful and always polite and do their best to help everyone to the best of their ability.

Friendlier front desk.

I didn't run into any problems.

Thanks for your good information. I learned a lot.

My services that I received need no improvement.
Case management.
Keep up the good work.
None that I can think of. It's good the way it is.
No comment. Good job. Thank you mark for being so helpful and kind.
Good as is.
I see no room for improvement the staff is wonderful and I feel comfortable here.
They are fine the way they are.
Nothing needs changed, I thought it was alright.
Keep it the same, it's very excellent!
They don't need to improve. They are great!
Quality of service is dependent on the client.
I don't think any improvements are necessary.
They are excellent. No need for improvement!
Mark was very helpful and I thank him for helping me understand.
Keep it the same.
All of you are doing great.
Doing well.
It was perfect!
They can't, they are great! Thank you
They met all my expectations.
A soda machine.
Open more days.
I think it's a helpful program.
No complaints, everything was good.
I think every this is fine, no improvements.
Seems pretty good the way this are so I see.
Services were excellent.
Everything was great! Need coffee - LOL
I am satisfied about your services.
Free coffee.
Don't think they need improved.
Prices could be lower.
Open more days in Rittman.
Be available more than Monday and Wednesday.
The counselors and staff are terrific.
More knowledge in tarp.
There's nothing that needs improved.
The services were good as is.
Not someone in need of help, but a little less pandering maybe?
It's good the way it is.
They were all very satisfied.
It was good. Thank you!
Note sure - it was nice and very helpful too.

They can't! Ralph is an awesome counselor!
I think your services were very helpful. I thank you!
Be closer to home.
They can't, they were outstanding!
Cost less.
I am satisfied with services at time and don't see that any improvement is needed.
Keep up the good work!
Don't charge a late fee.
No one is perfect, there is always room for improvement.
Coffee and donuts.
I think they are good.
The serves was great, no improvements needed.
The service was great!
Let someone know that if they are out of county they can do this at home.
Don't need to improve.
Better communication.
I really can't name anything that can be improved, this program really made me open my eyes and realize what was going on.
Make group more group takin, not make us just listen.
You guys are great!
Have coffee
Doing a great job!
You are amazing! I strongly feel that nothing needs improved!
They were fine the way they are.
Lower price
Everybody was a so nice, I feel like I was with family.
The cost was the only thing.
They are great!
Have Orrville office open more.
Not charge when kids are in the hospital or no call - no show.
Very good service
You guys do a really good job! I'm so thankful to be able to come here to fix y problem!
Open the Rittman office back up.
They are pretty good.
My experience was great ant I have no suggestions for improvement.
No improvements needed
I don't know, just keep up serving.
Stay the same.
The office secretaries almost made me late for TARP and for my counseling by not notifying them that I was there! I'd suggest having them work on that.
Everything was great. No improvement needed.
Your services were exceptional!
Everything was great!

Cheaper price. The SARP program is the best program I have taken and the counselor was really good and I felt like he knew what he was doing. All the counselors I have in the past were horrible. You guys are great and will use you in the future if need be. Thank you!!

Nothing. I enjoyed being here.

Offering more times and dates for group.

They are top notch.

Scott did an excellent job! Thank you!

I feel its effective enough without improvement.

More Vicky's to see people.

Keep up the good work!

It's an awesome service just continue doing what they do!

Be free.

They are really helpful. I would recommend this to everybody. The counselor was really great.

Keep doing what you're doing because I got a lot more out of this than I expected.



