

## Examples of Board Services to the Community

### BOARD SERVICES TO THE COMMUNITY

#### ***Client Rights/Grievances***

- Meet with clients and assist with resolution of grievance/complaints
- Develop policies/procedures
- Monitor agency policies/practices
- Collect and analyze data, review for trends

#### ***Abuse/neglect investigations***

- Collect pertinent information, including interviews, case histories, etc.
- Obtain technical assistance from OhioMHAS and/or other appropriate entities (such as legal counsel)
- Formulation of findings, written report
- Develop immediate response plan
- Development & implementation of action plan
- Follow up
- Post mortem/QI review

#### ***Critical Incident management***

- Collect pertinent information, including interviews, case histories, etc.
- Contact appropriate parties
- Develop immediate response plan
- Develop & implement action plans
- Follow up
- Post mortem/QI review
- Investigate reportable incidents

#### ***Hospital Utilization Management***

- Includes daily utilization monitoring
- Trouble-shooting client issues, placements, etc., with designated agency, other boards, hospital staff
- Collaborative meetings
- Working in close coordination with designated agency on client cases and dispositions
- Development of strategies to address utilization issues
- Monitoring hospital admissions and placements
- Voluntary commitments- receive notice of admissions and releases.
- Determine criteria for and designate health officers.
- Designate attorney for commitment proceedings and coordinate/manage/monitor hearing process.
- Determine appropriate discharge planning

## BOARD SERVICES TO THE COMMUNITY

### ***Outpatient Commitments***

- Trouble-shooting client issues, placements, medications etc., with designated agency, other boards, hospital staff
- Collaborative meetings
- Working in close coordination with designated agency on client cases and dispositions
- Development of strategies to address utilization issues
- Determine criteria for and designate health officers.
- Designate attorney for commitment proceedings and coordinate/manage/monitor hearing process.
- Determine appropriate outpatient treatment for person committed to Board or Board-designated provider
- Submit report to court with alternative treatment plan or recommend discontinuation of court-ordered treatment prior to hearings re: decompensation or failure to comply with outpatient treatment plan

### ***Forensics***

- Forensic tracking and monitoring
- Working with the courts
- Prison Release
- Re-entry Criminal Justice Planning

### ***Clinical placements/oversight/review***

- Client residential placements
- Monitor placements
- Develop strategies for addressing gaps, identified needs not currently available for placements
- Assisting with clinical decisions on difficult cases
- Client records management when an agency fails

### ***Residency Determination***

- Investigate residency issues
- Work with hospital and/or OhioMHAS staff to resolve dispute

### ***QI/QA oversight/process***

- Collection, analysis and review of data
- Meetings with contract agencies
- Formulation of strategies/actions to address identified issues

### ***Community Education and Awareness/ Collaboration***

- Advocacy
- Participation in Family First Council(s) and multiple related sub-committees
- Juvenile Court Advisory Board(s)
- Juvenile Court Drug Court(s)

## BOARD SERVICES TO THE COMMUNITY

- Other Behavioral Health Courts
- Re-entry Coalition(s)
- Community Corrections Board (s)
- Suicide Prevention Coalition(s)
- Housing Coalition(s)
- CIT trainings
- Child Fatality Review Board (s)
- Local NAMI Chapter(s)/ Community Support/ Customer Support Groups
- Probate Court(s)
- Community education\ indirect prevention on MH & AoD
- Referral/ Information

### ***Housing Development/Management (Capital & non-Housing)***

#### **The Board performs the following housing functions:**

- Purchase\ Build\ Renovate Board own/ contract housing
- Property management/ maintenance
- Apply for and manage housing grants
- Plan and develop local housing resources
- Contract for property management and housing grants administration
- Oversee/coordinate response to housing critical incidents
- Contract for fire/safety inspections of board subsidized housing
- Housing meetings with contract agency and property management.
- Provide technical assistance/coordination between agency and property manager.
- Review and recommend approval/disapproval of community construction program applications
- Review and approve/disapprove applications for replacement facility projects
- Review, provide information and recommend approval/disapproval of residential facility applications
- Approve as priority and provide operational support for community construction projects
- Support and monitor program
- RSS placements
- ACF Placements
- Review, provide information and recommend approval/disapproval of residential facility applications 340.03(A)(5), 5119.34(D)(1)and OAC
- Enter into Affiliation Agreements with ACFs OAC
- Work with local zoning boards

### ***IT Support to Agencies***

- Establish and maintain computerized IT system including hardware and software
- Maintain IT “Help Desk”

## BOARD SERVICES TO THE COMMUNITY

- Technical assistance to contract agencies
- Assess info needs of agencies and develop needed/requested reports
- Interface with the state IT systems
- Work with state departments on IT functions
- Claims processing, enrollment, adjudication and data collection