1. Share one interesting thing that you learned today from the plenaries, keynote or breakout sessions.

- Create form/documentation that is streamlined for everyone
- Surveyors are different, their needs/wants will be different from person to person
- Funding resources; racism and housing the homeless
- Presenter broadened participant’s knowledge regarding homelessness and housing
- Important to be certified through ORH
- Fair housing law and recovery house; Easy to break fair housing laws; Fair housing resource center
- Each other-the people already doing this work
- COHIO – website and training
- Need for relationship building to support renewed
- Perspective on the values, outcomes, decision making and reasons for how and why they make the decisions they do-complaining about a $2 copay but having money to get nails done and extensions
- Not the middle class, but it’s more the flare and have nots-No Middle Class
- Subsidy OhioMHAS gap financing source-interested to learn more
- Recovery tools, resources and links were helpful (building codes)
- Bridges out of poverty
- Peer support plenary speaker
- Fair housing laws are not important
- The Foundation Center to go and apply for grants
- We have to provide a 24hr notice to enter someone’s room
- To find more clients, need to be looking everywhere (RFZ)
- All guilty of being judgmental of those in poverty who don’t look the part
- Number of people who need TA on writing grants
- Don’t put all your eggs in one basket (funding wise)
- Establish rapport on a human level, caring approach
- That exceptions to rules can be pursued by calling the agency and having OhioMHAS look into it
- Lunch speaker and moving speaker were very motivating and inspiring
- Being judgmental; Agency time awareness
2. What is the biggest challenge your organization is facing today? How can the insights and tools provided at this conference help you to create solutions to that challenge?

- Funding-level 2 residential RSS $1100
- Survey process and rule changes are a challenge
- Surveyors are not consistent
- Time to complete paperwork
- More documents given than needed
- Limited resources; listening/network to overcome
- Surveyors are not consistent throughout the country/state
- Money; Compliance with now rules for ACF’s standardized
- Funding sources for Adult residential facilities (mental health/addictions, housing, food, cook, meds)
- House owner/co-resident $500 per individuals
- RSS funding = 1,000/MAR
- ACF reporting and documentation templates
- Standardization of reviewers
- Keeping facility open-remaining in compliance
- Staff giving adequate care to consumers
- ORC guidelines not realistic for facility day to day operations
- Grow with limited resources and being planful, listening and networking
- Finances – Brick and mortar/Capital Grant
- Spread thin – concerns of sustaining
- LOeing or operations funding diversify self-pay and grants
- Rule changes that demand the need for more documentation/writing their own policies
- Trying to find a place for the elderly in the mental health system
- Funding for grants for new programs
- Paperwork that is time consuming
- State create forms for guidance
- Funding for staff
3. What are a few resources you would recommend to someone looking to gain insight into this issue?

- Residential state supplemental helps pay bills
- Issues with agency not sending clients to avoid paying additional
- Contact local community housing board
- Funding—especially for sex offenders
- Insurance—recommended
- Needing a budget—know that your business has and needs
- Online training for housing facilities
- Networking/sharing information with each other
- Local homeless shelters, County homeless coalitions, OHR, National alliance recovery residences, COHHIO
- Northeast Ohio resources residence network
- Local ADAMHS, OhioMHAS, SAMSHA, and Ohio Housing finance agency, DSM, ORC
- The data warehouse homeless assist report
- Ohio recoveryhousing.org, NARR online, OhioMHAS, Recovery housing providers, SCORE.org, county boards, Ohio revised code, COHHIO, SAMSHA, National Alliance to end homelessness, and Alkermes grants
- Branching out to mental health orgs
- Be resource for each other
- Not at full capacity
- We are our own best resources (collaboration and networking)
- Not at full capacity; only referred for RSS (how to find more referrals)
- ohio.gov, Ohio group home association, OACFA, hospitals, NAMI, WRAP/RSS, Adam board, ACF, SSI/SSDI
- Challenge: gap between landlord/tenant law and recovery housing
- Resource: advocacy organizations and TA providers (ORH, COHHIO, OHFA)
- Eviction vs. recovery house rules enforcement (referral, emergency contact form, access plan)
- New business/NP startups — Seek out SCORE training
- Landlord/tenant law (being consistent)
- Ongoing training (COHHIO, guardians, attorneys, boards)
4. What are examples of some fresh, innovative best practices coming from your organization?

- Watch delivery ad tone with every client (be mindful and respectful)
- Daily activation board
- Structure
- Bathing, activities, keeping up to date in the hygiene. Communicating with clients in a better way.
- Having compassion
- Have a structured environment
5. What advice would you give someone entering this profession for the first time?

- Have presence at community meetings
- Make connections
- Put yourself out there - Be flexible
- Prepare to write policies
- Build relationships
- Be curious
- Shadow someone in the business
- If want to get into Recovery House, should contact OH recovery house, they have standards, need to do it professionally
- Research other certified agencies that have experience doing recovery house
- Maintain compliance with ORC
- Due diligence, know the zoning codes, neighborhood involvement, know your expenses, contact licensing agency for current rules and regulations
- Don’t give up your day job! - Laugh!
- Be hungry for knowledge!
- Volunteer/shadow before entering field
- Got to put yourself out there!
- Self-care!
- Do not do it for a paycheck (do it from the heart or you won’t be fulfilled/satisfied)
- Accept trainings, especially professional, ethics, boundaries, de-escalation, self-awareness
- Invest in people, clients and staff
- Embrace own fear, embrace individuals, integrity and self-worth of each individual, battle stigma
- Remain teachable - Open to change
- Willing to learn
- Be prepared to write policies
- Build relationships
- Know that this profession is for you by volunteering/shadow someone and know what you’re getting into
- Have to be able to laugh
- You’re not going to save everyone. It’s not a failure for you. You can’t control everything or everyone.
- Self-care is very important. Take your vacations!
- You can’t solve someone’s problems. They have to do it on their own
- Be open to other’s views and opinions
6. What is one characteristic that you believe every professional in your area of work should possess?

- Compassion, empathy, understanding, patience, sense of humor, open mind
- Perseverance, compassion, caring, expect the best but prepare for worst, empathy, respect, and professionalism
- Empathy, in order to assist clients. Having empathy is imperative to engage clients to let them know there is hope, there are people to listen; we can demonstrate we care and understand their difficulty. It makes staff approachable and allow clients to see we hear them and can share our compassion with them. We want residents to understand that we are aware of their feelings and emotions and it connects ourselves to one another.
- Good neighborhood relationships – networking (relationship building), integrity, compassion, passion
- Planning – know what you want to do (assess community needs to build your plan)
- Not about the money
- Experience, empathy, being mission driven, respect, expect the best & prepare for the worst
- Plan!
- Experience, empathy and knowing boundaries
- Good listening
- Critical thinking
- Problem solving
- Common sense
- Expect the best, prepare for the worst, integrity, kindness and attitude is everything!
- Professionalism
- Compassion and empathy
- Patience
- Thick-skin/resilience
- Hope and faith
- Persistence
- Compassion and empathy: must be able to meet people where they are
- Understanding: reaching out to a multitude of people with different experiences with trauma.
- Cultural sensitivity (insensitivity can cause client to close themselves off to services) All about the relationship
- Honesty: Can't make promises you can't keep, dishonesty erodes trust/relationship
- Experience: you can't teach what you don't know
- Communication: everyone does their own job but not collaborating within. Build resources. Use technology better to be on one page.
- Passion
- Objective: helps sort through situations of ambivalence
7. How do you encourage creative thinking within your organization?

- Open door policy
- Staff meetings
- Holiday parties
- Accomplishment parties
- Have a flat organization as opposed to a hierarchy
- Not shutting down any idea. Give every idea a shot.
- Include people with lots of different backgrounds (education, experience etc.)
- Open communication with trust
- Encourage staff to make decisions
- Strong communication and being open to new ideas.
- Encourage classes and going to the library
- Have a flat organization
- Can call the CEO
- Have trust in the organization
- Staff meetings and ask for suggestions
- Attend trainings
- Be a visionary
- Staff or house meetings: ask for suggestions (menu, holidays, activities, outings)
- Do things to encourage independence
8. What are you doing to ensure you continue to grow and develop as a professional? If you are in a leadership role, what are you doing to ensure the growth and development of your staff?

- Participate in home providers bound locally
- Be resource to others
- Be strong advocate
- Include staff in strategic planning
- Shore best practices
- Participate in in-services
- Sensitivity training for staff
- Attend training and seminars
- Being open minded
- Keep open heart
- Be professional
- Question: Would you want to deal with you?
- Self driven
- Continuing Ed: Keep up with new policy guidelines
- Keep open mind, open heart in this field, keep your decorum
- Recognize if you are professional or not: would you want to deal with you?
- Remain teachable
- Lots of training, lots of supervision and encourage peer support
- Communicate and listen to help faster goals-individual staff.
- Take advantage of opportunities
- Lead by example
- Ongoing conversations about challenges, hear them, then follow up.
- Showing up to conferences and willing to participate
- Open minded, stop and listen and don’t micro-manage
- Forgiveness when mistakes are made
- Taking staff to trainings
- Patient Tolerance Kindness Love
- Being at conferences like this
- Hearing from hospitals vendors/ and other agencies and programs they offer
- Staying active in different local speaking engagements
9. **How do you help a new employees understand the culture of your organization?**

- Training: day to day experiences, Q&A, hands on experience—when you live it you get a better understanding

- Real life scenario (worst case) what will you do? Explain then course correct

- Role model

- Relias training, orientation, shadowing/supervision

- What culture is versus checking the culture (perceptions vs reality: is this what our values and mission are?)

- Ask questions to others. Get to know your culture

- Training/immersive training: complete small projects and make sure they fit in before you employ them (want them to know it’s the right fit, what are their/our goals

- Shadowing experiences: 30 day trial/review period

- Role model the behavior and share information

- Be honest with feedback: Mentoring/shadowing, being consistent, start and end the day with prioritizing patient first, act yourself into a way of thinking, identifying expectation for behavior (holding people accountable)

- Lead by example

- Read mission statement

- Consultant identifies priorities

- Strong need for interview: need to share the vision

- Shadowing: few days to couple week’s evaluation after 30 days

- Cultural diversity program: mandatory for new employees

- Cultural sensitivity trainings

- Residents engage with staff who may have lived experience

- On the job training: exposure is critical, as quickly as possible

- Bring people into volunteer before joining board/staff

- Trainings

- Blended positions

- Inclusive: motivate, feel a part of organization, open lines of communication, respect and be welcoming

- Role model the organization. Let employees tour the facility
10. Can you explain the impact, if any, that technology, marketing and social media have made on your organization?