



PLACES

2021-22 Annual Report

“Home is not
where you live,
but where they
understand you.”

From Our Executive Director



Roy Craig, Executive Director

As we pause to review the past year, I am encouraged by signs that our cloistered world is opening back up after the peak of the pandemic. Although we postponed our holiday party in December 2021, we were able to hold a group summer picnic this June for the first time in several years. It was great for our team and the people we serve to spend the day together at Madison Lakes Park.

One of the unforeseen consequences of COVID is how it has changed the labor market. PLACES has found it difficult to recruit the personnel we need, both in direct care and administrative ranks. Four of our long-term administrative employees retired recently, while direct service vacancies impair our ability to bill for client services, our chief revenue source.

Despite these challenges, I'm proud to say that our staff has stepped up efforts to continue providing quality care. By working overtime and using PRN (substitute) staff as needed, we have been able to sustain all basic services in our Residential Care and Permanent Supportive Housing programs. There has been even less impact on Supportive Living, which does not require 24-hour staffing.

PLACES has embraced several tactics to mitigate this employment issue. A productivity bonus that had paid out quarterly and annually based on hours worked was changed to pay out monthly. We will soon institute a 75 cents per hour pay differential for working third shift and are exploring new marketing methods for reaching out to qualified job seekers.

While the cost of recruiting new hires keeps going up, I am happy to say that PLACES has a strong retention rate among people who stay with us for the first year. Working in the behavioral health field is certainly not the path to riches, but we are fortunate to have employees who are attracted to our mission by their strong sense of social justice and a sincere desire to help others.

Looking ahead, we are anticipating the opening of our fifth adult care facility, in cooperation with ADAMHS, in the spring of 2023. It will be on Central Avenue in Miamisburg and house eight people. Although progress was slowed by supply chain issues, we are now under contract to complete the rehabilitation in about six months. Soon it will be time to begin recruiting team members to staff this new facility.

Which brings me back to the topic of people. We are a service business whose raw material is dedicated, caring staff. The coming year will see us focus more attention on successfully onboarding and training new hires, creating team-building experiences, and fostering a workplace based on diversity, equity and inclusion. Our goal is to create safe places where people can live and work in an environment of respect and dignity for all.

A handwritten signature in black ink that reads "Roy Craig". The signature is written in a cursive, flowing style.

Roy Craig, Executive Director

The large quotes throughout this report come from residents, clients and tenants in our biannual surveys.

Who We Are

Administrative Staff

Roy Craig, *Executive Director*

Brian Wlodarczyk, *Director of Clinical Services*

Stacy Graham, PHR, SHRM-CP, *Director of Human Resources*

Arrenia Grubb, *Accounting Manager*

Toni Hall, *Accounting Assistant/Grant Manager*

Marlaine Wright, *Billing Specialist*

Jenn Eck, *Residential Services Coordinator*

Dymon Todman, *Permanent Supportive Housing Coordinator*

Rebecca Urzua, *Office Manager*

Board of Trustees

L. Michael Bly, *President, Attorney/Shareholder, Pickrel, Schaeffer & Ebeling*

Elizabeth Hardy, Ph.D., *Vice President, Clinical Psychologist*

Marion Jackson, *Treasurer*

Tony Goheen, *CWS Wealth Advisor, Birchcreek Wealth Management*

Ron Hill, *Community Volunteer*

Steve Mueller, Ed.D., *PCC, Assistant Vice President for Health & Wellness, University of Dayton (retired)*

Barbara Miller, *Community Volunteer*

Graig Tuschong, *Vice President and CFO, Goodwill Easter Seals Miami Valley*

Julie Walch, *Vice President of Human Resources, CareSource*

About Us

- » Founded in 1988
- » Fiscally responsible 501(c)3
- » Serving the Miami Valley

How to Contact Us

PLACES Inc.

11 W. Monument Avenue, 7th Floor
Dayton, Ohio 45402

Phone: 937-461-4300

Fax: 937-461-0443

placesinc.org

Our Vision

PLACES will become an industry leader in providing quality supportive housing and behavioral healthcare services for adults who live with mental health challenges.

Our Mission

PLACES is employing evidence-based practices and operating within a culture of respect and dignity to promote brain and mind health and enhance community living skills for adults living with mental health challenges, including those experiencing homelessness.

Our Values

- » Foster a culture of respect, dignity, compassion, equity, and inclusion for all.
- » Promote individual potential in a safe environment.
- » Strive for quality, innovative and caring customer service.
- » Provide a familial atmosphere for residents, clients, tenants, and staff.
- » Remain focused on and dedicated to the people we serve.
- » Follow through with the plans and commitments made to those we serve.
- » Provide an environment for a healing community honoring one's voice, choice, strengths, and experiences.



Our Workforce

PLACES relies on a dedicated workforce of full- and part-time staff to provide a range of services to its residents, clients and tenants. With flexible work hours and varying educational requirements, PLACES manages to recruit and retain caring people whose joy comes from serving others.

In 2022, PLACES bid farewell to one of its longest-tenured employee, Kathy Nickell. Kathy retired from her position as office manager after 31 years with our company. Also moving on to new adventures were Barb and Jeff Stokoe. Barb worked for PLACES for 20 years as accounting assistant and grant manager, while her husband Jeff served as our residential services coordinator for more than five years.



Above (left to right): Retirees Jeff Stokoe, Rob Jones, Barb Stokoe and Kathy Nickell. Rob was head of maintenance until his retirement in summer 2021. Top right: PLACES celebrated the retirement of several long-time staff at a party held June 27, 2022 at Company 7 BBQ in Englewood. Right: Long-time colleagues Stacy Graham and Kathy Nickell.



We welcomed a number of new people to our administrative team, including:
 Arrenia Grubb, Accounting Manager
 Toni Hall, Accounting Assistant/Grant Manager
 Marlane Wright, Billing Specialist
 Jenn Eck, Residential Services Coordinator
 Dymon Todman, Permanent Supportive Housing Coordinator
 Rebecca Urzua, Office Manager

Diversity, Equity & Inclusion

In 2021, PLACES ramped up its Diversity, Equity & Inclusion Council by introducing a new Bias Incident Reporting Process. Any employee can use this form on the company's website to report an issue with a fellow staff member. While direct conversation is encouraged as a first step, this new process provides a non-disciplinary avenue for when such direct interaction is not feasible. In the case of more severe incidents, there is a formal disciplinary process in place.

Staffing	Number of Staff
Full-time Direct Care – ACF	16
Full-time Direct Care – PSH	11
Part-time Direct Care – PSH	5
Full-time Direct Care – SLP	5
Administration	10
Substitute Staff	17
Total	64

Highest Credential Attained	Number of staff
Qualified Mental Health Specialist (QMHS)	51
Associate's degree (AAS/AA)	11
Bachelor's degree (BS/BA)	11
Master's degree (MSW/MA/MS/MDiv)	11
Registered Social Work Assistaant (SWA)	2
Licensed Independent Social with Supervision Designation (LISW-S)	1

Hours of Professional Training Completed

For ongoing staff	1,240
For new hires	776

Service Hours

Facility	Individual Hours	Group Hours
Residential Care	9,332	110
Supportive Living Programs	4,130	590
Permanent Supportive Housing	1,048	39

Services Provided

PLACES provides a variety of housing and supportive services to adults with mental health and substance abuse challenges throughout Montgomery County. Individuals range from those diagnosed with severe and persistent mental health issues who are served in group homes to people who are transitioning to a more stable life in the community in apartments provided by PLACES or other community organizations.

The range of services include:

PDE (Psychiatric Diagnostic Evaluation) Clinical evaluation of a person individualized by age and gender, as well as culturally appropriate. Determines diagnosis and treatment needs and establishes a treatment plan to address the person's mental illness or substance use disorder.

TBS (Therapeutic Behavioral Services) and PSR (Psychosocial Rehabilitation) An array of activities intended to provide individualized supports or care coordination of healthcare, behavioral healthcare and non-healthcare services.

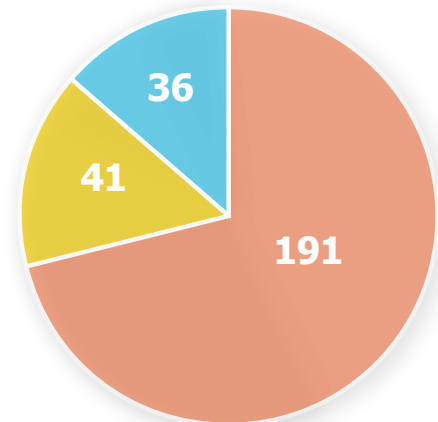
TBS service activities may include:

- » consultation with a licensed practitioner or eligible provider for individualized support, care coordination and development of treatment plans;
- » referral to other care and service providers to avoid more restrictive levels of treatment;
- » interventions using evidence-based techniques;
- » identification of strategies or treatment options;
- » restoration of social skills and daily functioning;
- » and crisis prevention and amelioration.

PSR service activities may include the restoration, rehabilitation and support of daily functioning to help people better cope with the negative effects of psychiatric or emotional symptoms. These services help people function better and remain successfully in their home, school, work and community environment.

Behavioral Health Outreach An array of engagement activities surrounding prevention, treatment and recovery before and after overdose.

People Served



- Supportive Living Program
- Permanent Supportive Housing
- Residential Care Facilities

CPST (Community Psychiatric Supportive Treatment) Focuses on a person's ability to succeed in the community, identify and access needed services, and show improvement in school, work and family and integration and contributions within the community.

Activities include: assessment of needs, crisis management, monitoring, advocacy, eliminating barriers, education and training, coordinating and linkages, empowerment and skills building.

Outcomes

Performance Metrics (in biannual surveys)	Supportive Living			Permanent Supportive Housing			Residential Care		
	Target	Actual 2020	Actual 2021	Target	Actual 2020	Actual 2021	Target	Actual 2020	Actual 2021
Satisfied with services	90%	97.5%	97%				85%	83%	92%
Satisfied with respect to culture	90%	99.5%	98%				90%	90%	93%
Client met goals and graduated	10%	6%	2%						
Destination – permanent housing				62%	25%	100%			
Housing stability				95%	100%	100%			
Cash income stayers				89%	75%	82%			
Exit to positive destination							80%	100%	100%

Our Programs

Residential Care

PLACES' program of Residential Adult Care Facilities was established in 1988 to provide behavioral health-care services and supportive housing for adults diagnosed with severe and persistent mental health disorders. PLACES serves 36 adults who require a high level of supervision in four "group homes" throughout Montgomery County.

During 2021 PLACES began rehabilitating a home, in partnership with ADAMHS, at 443 E. Central Ave. in Miamisburg, which it plans to open in early 2023.

Adult Care Facility	Opened
Randolph House (Harrison Township)	1991
Trotwood	1991
Gascho Gardens (Dayton)	1994
Marty's House (Huber Heights)	1997
Miamisburg	Early 2023

“I love my case worker. He is a really good person and is really helpful. Don't lose him.”

SUCCESS STORY

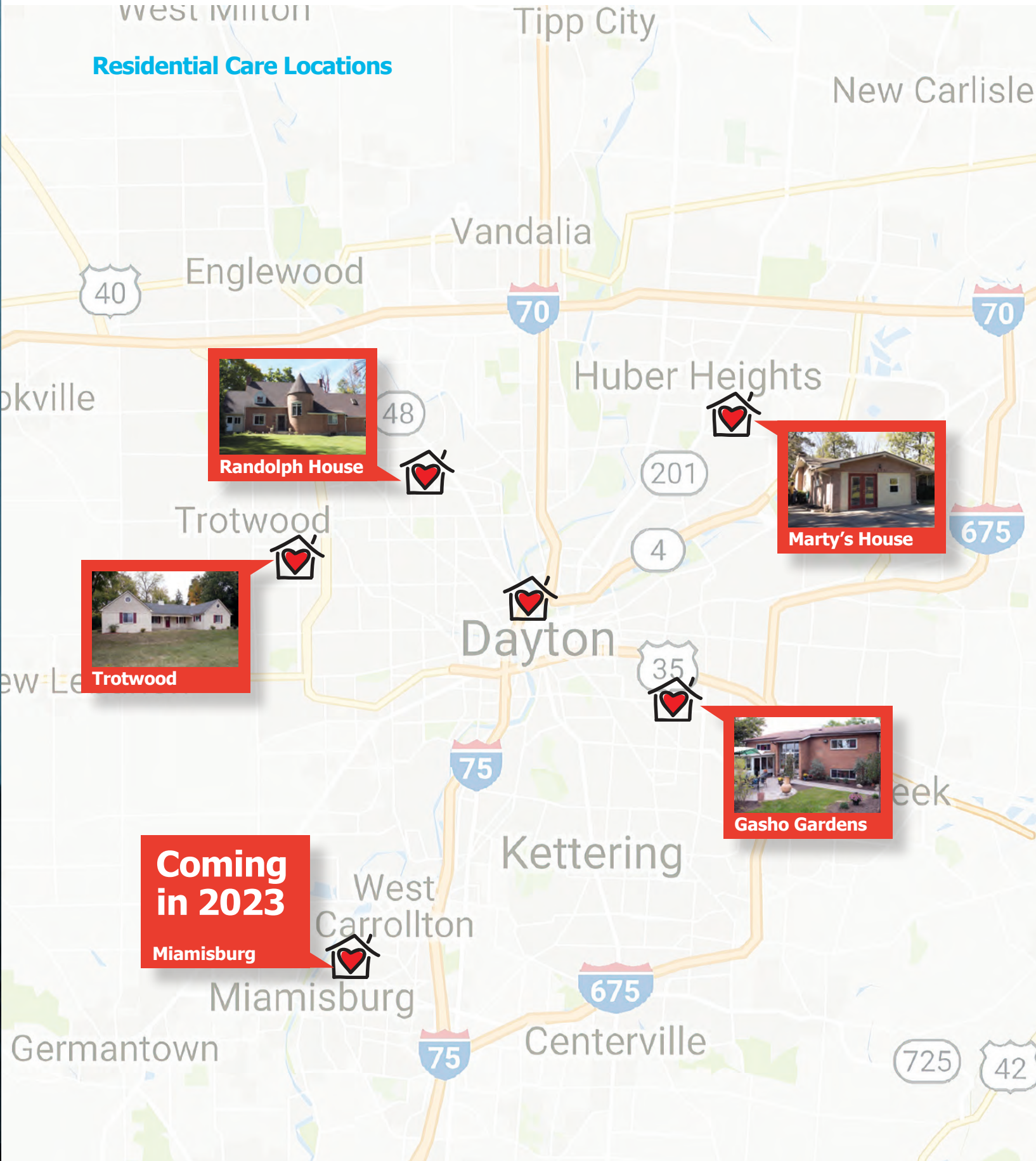
“Jason” is a 47 year old single man with paranoid-type schizophrenia with hallucinations. He spent eight years at Summit Behavioral Health-care after being found not guilty of a serious crime by reason of insanity before being admitted to one of PLACES' residential care facilities.

During Jason's time at our facility, he proved to be a positive peer influence and remained dedicated to meeting goals established by his Conditional Release Plan. Jason successfully transitioned to an independent living opportunity, and now serves as a Certified Peer Recovery Specialist through the Ohio Department of Mental Health & Addiction Services.

Jason expressed a desire to earn an advanced degree in behavioral health in order to become a professional social worker or counselor. He works closely with our local chapter of NAMI (National Alliance on Mental Health).



Residential Care Locations



**Coming
in 2023**

Miamisburg

Our Programs

Permanent Supportive Housing

The Housing First program at PLACES provides permanent housing, on-site behavioral healthcare and supportive services for adults diagnosed with mental disorders who are homeless. Established in 2004, PLACES provides housing and services to 41 formerly homeless adults throughout Montgomery County. HUD grants provide supportive services for homeless adults disabled by mental illness, substance abuse or both.

In 2021, PLACES relocated its Belvo Housing First facility from Miamisburg to Kettering in order to increase capacity by three apartments.

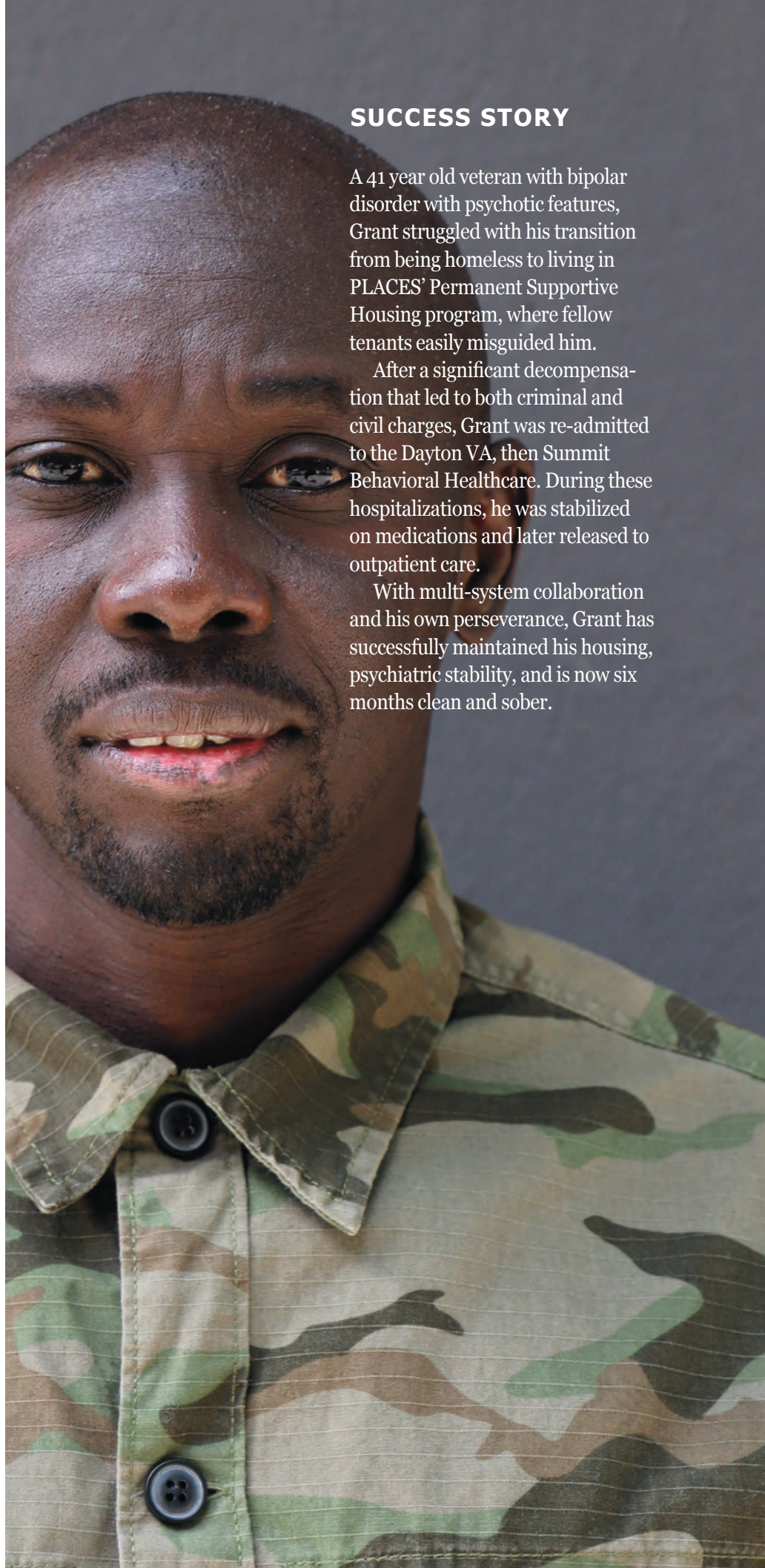
“B. is the best. She’s amazing... a wonderful and warm-hearted person.”

SUCCESS STORY

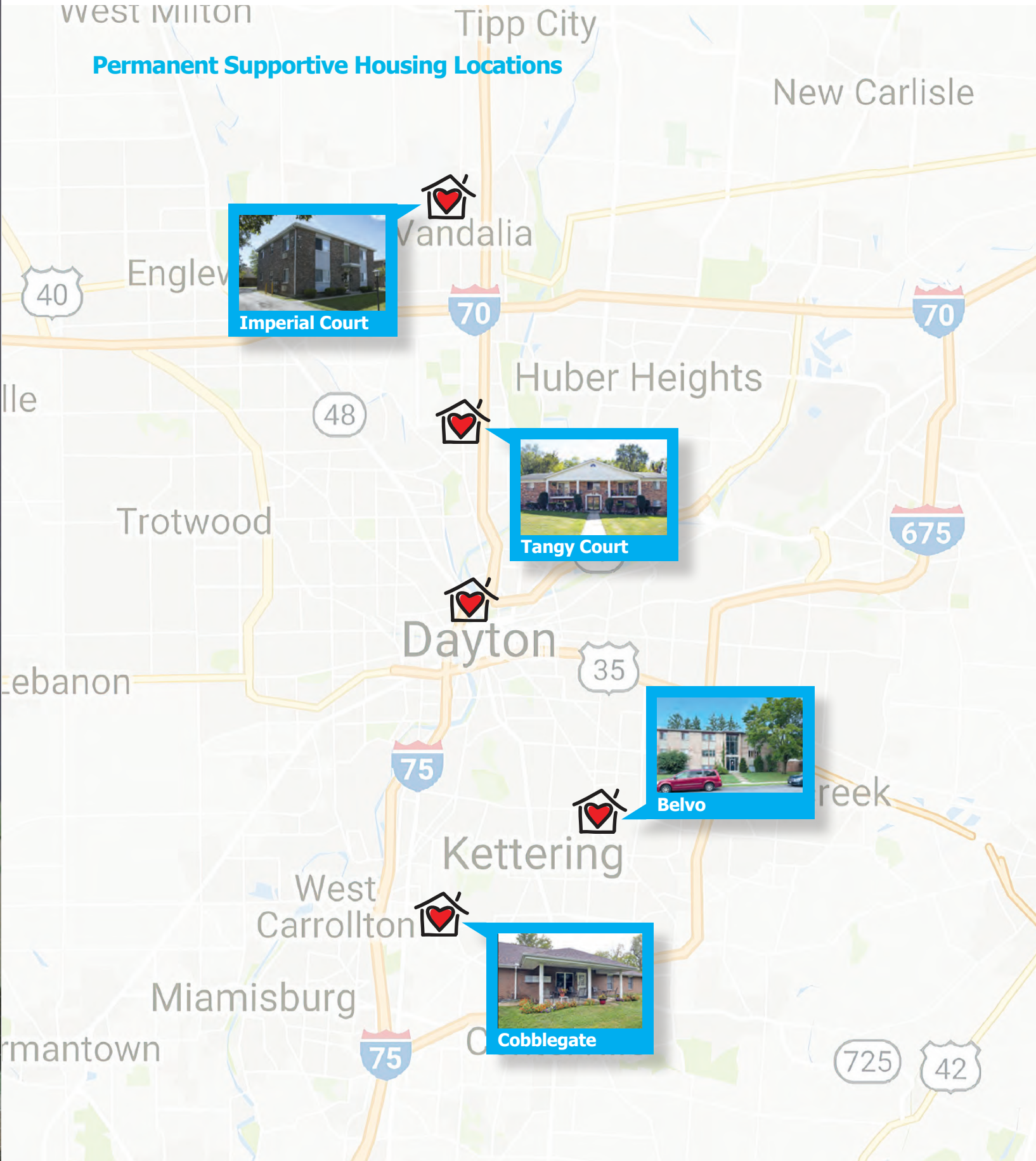
A 41 year old veteran with bipolar disorder with psychotic features, Grant struggled with his transition from being homeless to living in PLACES’ Permanent Supportive Housing program, where fellow tenants easily misguided him.

After a significant decompensation that led to both criminal and civil charges, Grant was re-admitted to the Dayton VA, then Summit Behavioral Healthcare. During these hospitalizations, he was stabilized on medications and later released to outpatient care.

With multi-system collaboration and his own perseverance, Grant has successfully maintained his housing, psychiatric stability, and is now six months clean and sober.



Permanent Supportive Housing Locations



Our Programs

Supportive Living

PLACES' Supportive Living Program was established in 1995 to provide case management and life skills training for adults diagnosed with mental health disorders who are living in homes or apartment or who have been homeless. PLACES currently maintains a case load of approximately 200 clients throughout Montgomery County.

In the past two years, PLACES has expanded its network of licensed behavioral health care providers to continue improving service delivery to its clients.

“C. is the best case manager that I could have. She is helping me to stay on track with meds, mental health and physical health, cleaning my apartment and paying my rent.”

SUCCESS STORY

After being homeless for more than 12 months, “Mr. and Mrs. Smith” (37 and 48 years old respectively), entered Supportive Living Program in June 2021. They both suffered from PTSD and Opiate Use Disorder.

Since entering PLACES' program, the Smiths have been diligent about attending behavioral health and substance use treatment. The result is a year of stability in which they are

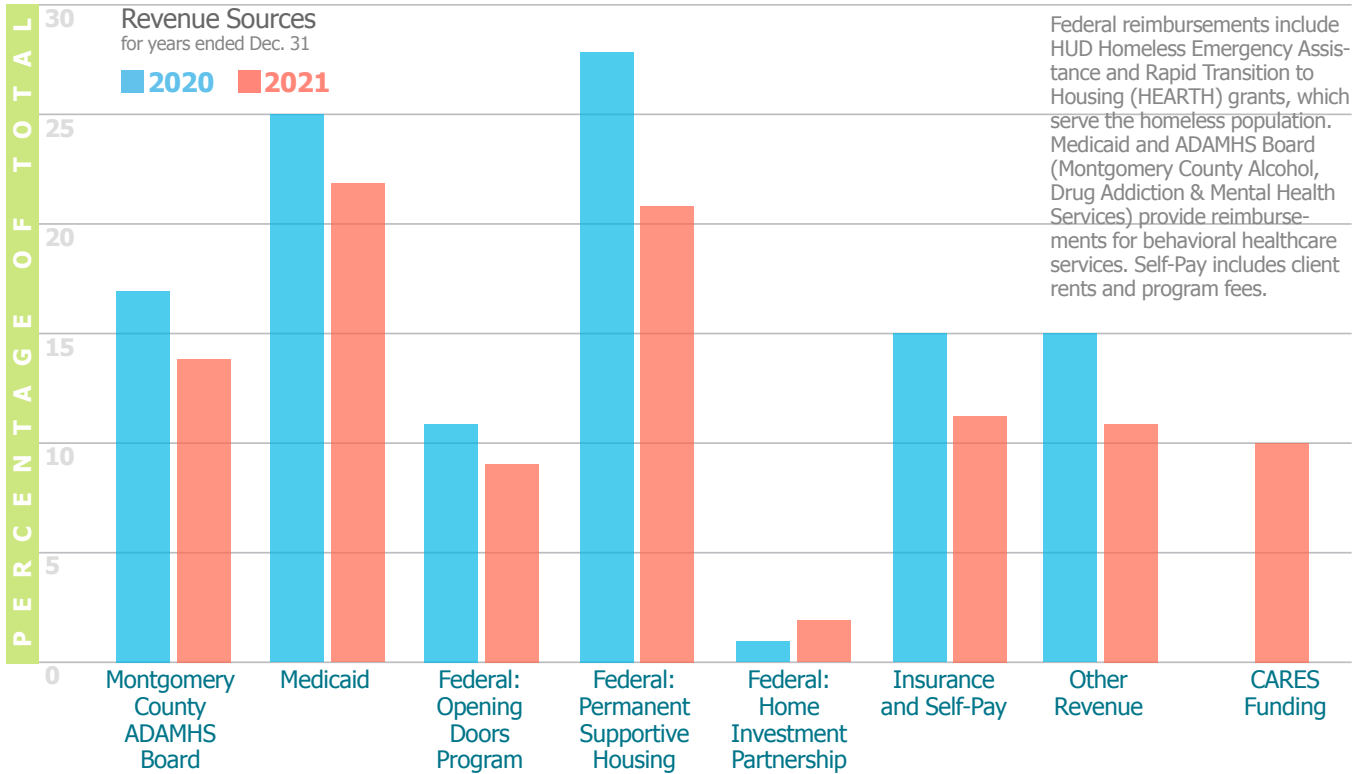
maintaining their housing, taking all medications as prescribed, and maintaining sobriety with the use of medication-assisted treatment.

In recent inspections by Miami Valley Housing Opportunities, the Smith were commended for having the best maintained household in the facility.

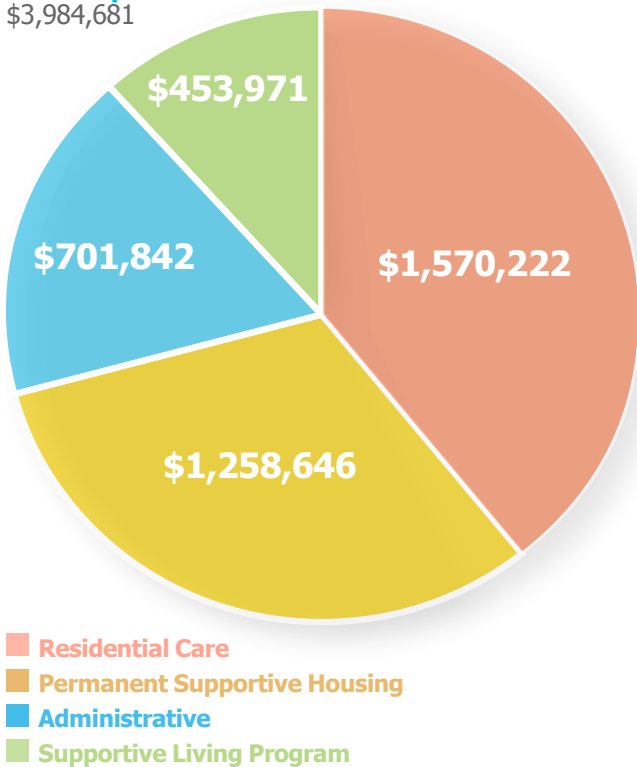


Our Financials

Total Revenue
\$3,875,632



Total Expenses
\$3,984,681



“I can’t believe the support I’ve received here. I am extremely grateful and am amazed at the staff. My case manager is so helpful and has really cared about everything I am going through and has really added so much dignity to my life.”

