

# CASA



# TRINITY

*Hope begins, here.*

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## Annual Report 2019

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*The mission at CASA-Trinity, Inc. is to provide prevention, education, treatment, referral and recovery services to individuals, families, and communities affected by alcohol, tobacco, and drugs.*

*The Council is committed to creating a favorable environment for those seeking services of all ages regardless of sex, race, creed, religion, color, sexual orientation, gender identity, age, national origin, disability and/or presumed HIV status.*



*Serving Bradford, Chemung, Livingston and Tioga Counties*

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## *2019 in Review*

It has been a productive year at CASA-Trinity, Inc. The focus of this year was still expansion but also moving from a grants model to a fee-for-services model.

We opened our Dansville Residential Program, merged with Loyola Recovery Foundation in Hornell to take over inpatient and outpatient services for Steuben County, and we opened another outpatient in Towanda, PA in the same timeframe, to round off our treatment and case management services.

The Dansville location became the first-of-its-kind in Livingston County, offering 26 co-ed beds, a 30 to 90-day program, and three levels of care: stabilization, rehabilitation and reintegration. The Hornell location offers 30 co-ed beds and a 28-day program, as well as detox for opiates. In 2019, the new Hornell location served 184 clients and had 2,317 units of service.

The Medicaid redesign continues with a focus on Value Based Care that translates into payment. We work closely with our IPA, FLIPA and the Behavioral Health Care Collaboration partners to improve our ability to report and use data in our daily work. We have added a case manager to the care of the higher need individuals that we serve to provide a holistic approach to care.

*Marcia Miller* | Board Chair

*Ann Domingos* | Chief Executive Officer

## *Geneseo – CASA-Trinity, Inc.*

In 2019, our Geneseo location served 614 clients had a total of 17,724 units of service under its outpatient program. Two therapists also attained their Credential in Alcohol and Substance Abuse Counseling (CASAC); therefore, all seven therapists in our Geneseo clinic are CASACs. Also, the clinical team in Geneseo has not changed throughout the year as we have retained the clinical team we have had. We did have the addition of a Licensed Practical Nurse to our medical team. She has been able to work hand-in-hand with the Physician and Registered Nurse to continue to improve the medical quality of care we offer in our Livingston County Programs.

We have continued our Peer Engagement Program with the goal of the program being to connect vulnerable populations to a peer which increases access to a variety of different types of services and increase positive outcomes. Through our Peer Engagement Program, we have been able to partner with Hemlock Church for the Recovery is Possible Program. Our Peer Engagement Program has also been able to partner with Livingston County Opioid Task Force with the goal being to have a peer connect when an individual has been revived with Narcan in hopes to get them connected to supports in the community as well as treatment.

*Tatiana Zentz* | Clinical Operating Officer

## *Dansville – Casa-Trinity, Inc.*

In 2019, Dansville served 570 clients and had a total of 15,484 units of service under its outpatient program. The Dansville clinic served a total of 483 unique individuals. Three therapists also attained their Credential in Alcohol and Substance Abuse Counseling (CASAC), therefore out of the six therapists currently in our Dansville clinic, four of the six are CASAC's.

Our Dansville clinic also moved into the new outpatient location on 45 Maple Street at the close of 2018. The new clinic location gives us the space needed to best serve our clients' needs. The new Dansville clinic offers a welcoming environment to the clients we serve.

Our Peer Recovery Support Program in Dansville in 2019 added an additional peer in the clinic, the program has continued to be a great success. The program is something that we are extremely proud of in our Livingston County clinics and the clients that we serve often let us know what a value the peer program has been to their recovery.

*Tatiana Zentz* | Clinical Operating Officer

## *Elmira – CASA-Trinity, Inc.*

In 2019, Elmira served 2,179 clients and had a total of 53,790 units of service under its outpatient program which was an increase from 42,334 services the previous year. We continue growth in the Elmira Clinic serving 1,713 unique individuals. 2019 was a year of continued growth within the Chemung clinic where we have seen an increase in programs, staff, and community reintegration. The clinic saw a rise both in client retention and units of services, which was the highest on record, to date. Much of this increase is due to the continued professional development and strong focus on the utilization of evidence-based practices within the clinical setting.

The clinic has been continuing to work on a person-centered approach. There are currently several staff members who are pursuing credentialing in substance abuse services. In 2019 the Elmira Clinic gained two clinical supervisors giving better access to regular clinical supervision and continued opportunities for education and CE's for the clinic staff. This also helps to ensure that the clinic will be prepared when the time to switch to value-based payments arrives.

The Elmira team is focused on each client individually to assist them in their own personal growth and understand that not all clients are the same. We have seen the benefits of this by having higher successful discharge rates. We are currently tracking services through QMR reports, utilization reviews, and Clinical Caseloads. This has assisted our agency to better track clients and grow engagement in the clinic.

The peer program in the Elmira clinic is another entity, which helps to increase client engagement and retention. The Peer Coordinator is responsible for supervising the peer team, coordination of peers, and growth in the community. The peers are working with clients both within and the clinic and outside in the community. The Peer Coordinator has provided several community presentations educating other agencies and professionals on the benefits of utilizing peer recovery specialists and identifying the barriers they can help a client overcome. We have continued to serve several agencies, including local emergency departments, the local inpatient unit, departments of health and social services to call on CASA-Trinity, Inc. peers for community intervention and support. The peer coordinator has also provided Narcan training to multiple agencies which includes all of the officers in the Elmira Police Department, staff at Corning Community College and several other agencies.

We currently provide 24-hour on call services to local hospitals and we are completing mobile outreach to attempt to engage clients that have been missing from group or who have not opened letters or answered phone calls.

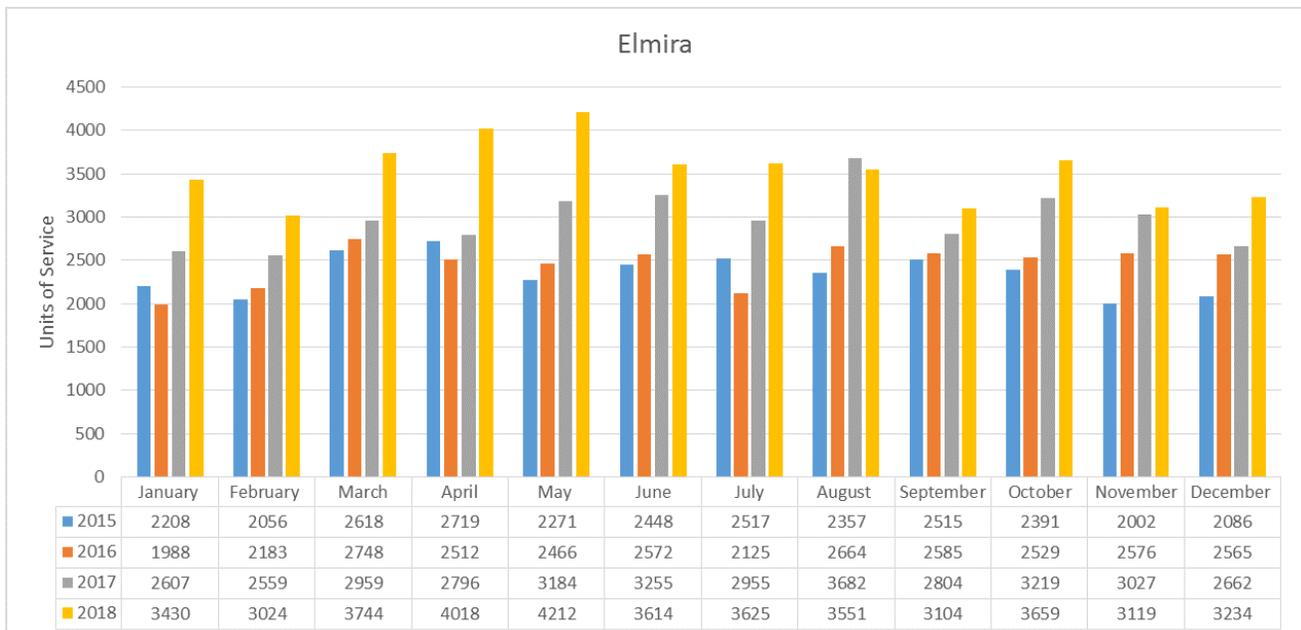
CASA-Trinity, Inc. continues to increase services with new doctors for our ever-growing MAT program offering Suboxone and Vivitrol, among others. CASA-Trinity has also continued growth to better serve clients as soon as they are seeking help. The Elmira clinic continues to do same day assessments for walk-in clients because our focus is if someone stopped in for help we want to help them when they are asking, we do not want to lose them in waiting. CASA-Trinity, Inc. currently has 18 counselors, one DSS Assessor, one CIS assessor, and we began the process of obtaining a CPS assessor. WE still have a staff member completing assessments in the Chemung County Jail, along with a peer providing peer support. WE are currently working on a partnership with Guthrie in the coming year to training their physicians

on assessing for substance abuse disorders, this will better assist the physicians in understanding their patient's needs. They will then refer them for services as necessary.

In 2019, CASA-Trinity, Inc. held the Annual Candlelight Vigil to mark "International Overdose Awareness Day" to honor those who have lost their battle with addiction, and to bring awareness/support to the community. The Elmira Clinic also completed their annual "Walk for Recovery" in September to close out recovery month. This event is joined by many other community providers who share a similar goal in reducing the stigma of addiction and recovery. Overall, CASA-Trinity, Inc. continues to increase their presence, and overall positive perception in the communities in and surrounding Chemung County.



<b>Elmira Units of Service</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
January	2208	1988	2607	3430
February	2056	2183	2559	3024
March	2618	2748	2959	3744
April	2719	2512	2796	4018
May	2271	2466	3184	4212
June	2448	2572	3255	3614
July	2517	2125	2955	3625
August	2357	2664	3682	3551
September	2515	2585	2804	3104
October	2391	2529	3219	3659
November	2002	2576	3027	3119
December	2086	2565	2662	3234
<b>Total</b>	<b>28188</b>	<b>29513</b>	<b>35709</b>	<b>42334</b>



## *The Center of Treatment Innovation (COTI)*

CASA -Trinity's COTI Program is perhaps the most crucial part of the success of the Re-Entry Program. The COTI regularly provide transportation and peer services to recently-released principals, and have managed to meet 12 of the 18 warm hand-offs at Tioga County Jail personally. The remaining six have returned outreach within 24-hours. This is in addition to the daily tasks and operations conducted apart from Tioga County Re-Entry referrals.

In total, the COTI program has been able to serve 178 unique individuals. The COTI provided 1,266 services including, but not limited to: peer sessions, evaluations, consults, individual sessions, etc. Nearly 200 referrals and warm hand offs have been made to treatment providers. This number includes referrals to Trinity of Bradford and Trinity of Elmira as well as primary care physicians, mental health providers and inpatient treatment facilities.

The COTI program continues to strive to ensure that treatment is as accessible as for individuals in need. With the aid of our peer support staff the COTI has been able to provide transportation, a much-needed resource to individuals seeking treatment and support to their appointments. COTI has also continued to work closely with the criminal justice system, maintaining a presence at Tioga County Probation as well as Tioga County Courts. Tioga County Drug Treatment Court has also seen the value of our peer-based program and has used the COTI's resources.

### ***Center of Treatment Innovations and Tioga County Jail Programs***

Since September 2019, in the Tioga County Jail Re-entry Program, there have been a total of 62 principals who requested services, either in the form of group attendance, evaluations or both. Out of those 62 individuals, there were a total of 45 evaluations conducted and completed. Of those, 45 evaluations conducted:

- 18 of those evaluated received a warm hand-off in the form of peer contact, transport to a treatment facility, or phone contact which was returned within 24 hours.
- 18 of those evaluated were transferred to NYS DOCCS (prison), but were referred to correctional facilities that provide ASAT Programs due to their diagnosed SUD or were transported to another facility to serve a sentence in another jurisdiction.
- Nine of those evaluated are presently participating in the Re-Entry Program.
- No clients were discharged from Tioga County Jail without some form of warm hand-off or transfer to another correctional facility.

Most principals who are evaluated are awaiting sentencing, and receive recommendations based on their present needs in recovery. Many are recommended to attend inpatient/residential levels of care, and referrals are conducted prior to sentencing for hopes of diversion to a treatment facility in lieu of incarceration. Crucial to this goal is a continued rapport and steady collaboration with community and criminal justice entities in Tioga County, including: county and town/village courts; Probation; Public Defender's Office, District Attorney's Office; and medical, as well as mental health professionals at Tioga County Jail. These relationships are vital and without them many of the aims of the Re-Entry Program would be impossible.

## *Sayre – CASA-Trinity, Inc.*

In 2019, Sayre Clinic served 566 clients and had 15,069 units of service within the outpatient program which was an increase over 12,051 the year prior and 10,257 in 2017. The Sayre Clinic was busy in 2019 with participation in various community engagements as well as hosting events of their own.

In August, a candlelight vigil was hosted in Howard Elmer Park, cosponsored with Guthrie, in dedication of International “Overdose Awareness Day” and in remembrance of those we have lost due to overdose. Throughout the entirety of 2019, the Sayre Clinic participated in various presentations and speaking engagements around the county to increase awareness of CASA-Trinity, Inc. services as well as addiction. These events included the Canton Addiction Awareness event at the Canton Church of Christ and tall Faith Conference at Robert Packer, and the Community Outreach event at Robert Packer. In addition, CASA-Trinity, Inc. was asked to present at Home Nursing Associates, Career Link, Northern Tier regional Planning Commission, and Robert Packer Hospital to educate the community about addiction. CASA-Trinity, Inc. participated in a warm hand-off program in collaboration with Guthrie Hospitals and Bradford County’s Single County Authority. This program provided immediate services to all community members that present to participating emergency departments with substance related issues and refer those persons to the appropriate level of care to receive help.

The Sayre Clinic has continued its involvement with Bradford County Treatment Court. One additional collaborative service is between Trinity of Bradford County, Guthrie Hospitals and Bradford county’s Single County Authority. This program provided immediate services to all community members that present to participating emergency departments with substance related issues and refer those persons to the appropriate level of care to receive help.

The Sayre Clinic has continued its involvement with Bradford County Treatment Court. One additional collaborative service is between Trinity of Bradford County, Guthrie Hospitals and Bradford County’s Single County Authority. This program provided immediate services to all community members that present to participating emergency departments with substance related issues and refer those persons to the appropriate level of care to receive help.

This program is in accordance with the Commonwealth of Pennsylvania’s goal to coordinate services quickly and efficiently through a warm hand-off process. One weekly meeting that the center of Excellence hosts is known as the “Family and Friends” meeting. This meeting occurs every Monday night to provide community support to all persons affected by addiction, whether personally or connected through a family member or friend. The meeting has been very successful, hosting upwards of 30 people at times.

The Sayre Clinic has continued its involvement with Bradford County Treatment Court. One additional collaborative service is between Trinity of Bradford County, Guthrie Hospitals and Bradford County’s Single County Authority. This program provided immediate services to all community members that present to participating emergency departments with substance related issues and refer those persons to the appropriate level of care to receive help. This program is in accordance with the Commonwealth of Pennsylvania’s goal to coordinate services quickly and efficiently through a warm hand-off process.

The Sayre Clinic submitted the application to become a North-Central Trauma-Informed Care Center. The clinic was approved as a NC-TICC by the TICC Assessment Committee. This approval included a

monetary grant totaling \$28,000 over two years, which was the highest amount that could be granted by the TICC Assessment Committee. Following this approval, the agency continues to assess for a history of trauma and post-trauma symptoms at intake in order to recommend the best level of care. In 2018, Seeking Safety groups for men and women continued and a Trauma Recovery & Empowerment Model (TREM) group for women was opened as two evidenced-based treatment options for treating trauma alongside treating substance use.

The 2019 year continued on a high note with increased services provided, which also allowed for an increase in staff, new clinic introduction and case management programs increased services. The year ended with five full-time clinicians and one certified recovery specialist, all of whom are passionate about the services they provide to our clients.

*Kristyn O'Rourke* | Clinical Supervisor

## *From the Office of Prevention*

2019 was another year of expansion in our prevention programs.

Each year, we review needs of the communities and schools we serve, we continued to modify our level of programming everywhere. In 2019, we continued to expand our use of Evidence Based Programs such as Too Good for Drugs/Violence and began implementing programming with youth to work on mindfulness skills and resilience. We also continued work around educating people on ACEs (Adverse Childhood Experiences) and their effect on the community. We continued to develop and utilize a standardized process for how we assess needs and create plans and track our process and program outcomes.

### ***Chemung County Prevention:***

The total number of individuals receiving face-to-face prevention (non-unique) in December 2019 was 880 while the number of youths receiving Evidence-Based Programming (unique) was 138.

Chemung Prevention continued to experience growth and change and two additional staff were hired. Middle and high school programming at Elmira was picked up and a full-time staff person was stationed at the school district to deliver programming and work with students. Horseheads also requested programming and another staff person was added in district there as well.

Coalition membership increased in 2019 with workgroups set up to work on strategies including community block parties, distribution of information through Wegmans, billboard and window displays and trainings at the mall. Outreach to retailers to do server training took place and all schools in the region participated for the first time in a PNA youth survey.

### ***Chemung-Youth Clubhouse***

Our youth clubhouse, TC Commons, saw an increase in youth attending in 2019 with roughly 40 unique youth attending a program at least once a month. A special focus was placed on parent outreach and resilience and mindfulness programming.

### ***Livingston County***

Prevention Services is proud to report another successful year in Livingston County where we continued with established services provided to Cal-Mum, Dansville, Wayland and your school districts. We also continued work with Active Parenting at the Residential location in Dansville and expanded to Geneseo.

The total number of individuals receiving face-to-face prevention (non-unique) in December 2019 was 669 while the number of youths receiving Evidence-Based Programming (unique) was 197.

In 2019 we began offering Life Skills transitions program, an evidence-based prevention program, to clients in residential and continued work with Trauma Informed Community Committee Activities and county wide Mental Emotional and Behavioral Health prevention workplans designed to align with social determinants of health and NY Prevention Agenda.

We had great success with our anti stigma campaign which distributed more than 800 bags filled with items that were provided by business through local chambers of commerce, and featured billboard and

window display advertising. In 2019 we also re-launched Teen Space program under the new name of “The Group” at Genesee Community College in conjunction with Recovery Fitness, to include the Wayland and Dansville areas.

### ***Tioga County Prevention***

2019 was a year of growth for CASA—Trinity as well as the Tioga County Allies I Substance Abuse Prevention (ASAP) Coalition.

The total number of individuals receiving face-to-face prevention (non-unique) in December 2019 was 1809 while the number of youths receiving Evidence-Based Programing (unique) was 69.

In 2019 we completed the Youth PNA survey and began preparations to implement the Search Institutes’ Keep Connected Parent Program in Newark Valley. We also continued with OASAS PAX grant programming and data collection in Owego-Appalachian including training with Owego schools.

## *Human Resources*

Hiring continued to be a focus in 2019. At that time, our staff grew to 148 people. Our handbook was revised and released in 2019. We focused energy on our 401k and getting the appropriate support in place in order to provide our employees with the best options. We brought on new financial advisors who were assigned our account through Paychex. They have helped us better understand how 401ks are supposed and managed. They suggested that we move to a different fund platform as we had outgrown the investments that we were offering our staff. We now have better performing options for employees to invest their money in. We meet quarterly with the advisors and hold investment reviews, where we review how all of our investments are performing and make decisions on removing or adding investments based on their performance. These meetings need to be documented and we need proof that we are performing in the best interest of employees.

Sticking with the theme of providing our employees with the best options and support, we worked with our benefit contact at Paychex to offer additional insurance plans for the year. Now we offer both Excellus and MVP plans and employees have five different plans to choose from.

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