In 2017, Montgomery County departments and agencies began a process of looking for ways to Serve the Community as One. We designed a format to communicate across silos by convening County Collaborative forums for purposes of networking and idea-sharing. Last year's meetings generated three concepts for refinement over the next 36 months.

This county employee newsletter is one of those concepts. Each quarter, you will receive updates on the collaborative concepts and learn about other ways our departments and agencies are working together to serve our community as one.

County Collaborative Concepts

The 2017 Montgomery County Collaborative Forums brought together employees from departments and agencies with the goal of developing ideas to improve how we “Serve the Community as One.”

These three concepts are currently being developed. The quarterly county employee newsletter will keep you informed on these concepts and other collaborative projects.

**EDUCATION/STANDARDIZATION**

The Education/Standardization Team is designing a tiered approach to delivering customer service training agency-wide. This approach includes producing a series of instructional, customer service videos. Concepts are broader than but inclusive of the principled behaviors. Suggestions included civility training, thoughtful communications, etc.

**INTEGRATED TECHNOLOGY**

The Integrated Technology Team is designing an application to improve employees’ ability to research available programs and services from a desktop or mobile device. The goal is to provide an easily navigable tool to implement our “No Wrong Door” policy, which is the idea that citizens can get real answers and direct connections to County services no matter which agency or person they contact. The application is a database of county services including descriptors/keywords to assist employees in identifying solutions. Focus groups with employees and community partners provided feedback for moving forward.

**COMMUNICATIONS**

The Communications Team supports the Education/Standardization and Service Integration/Technology concept teams with their various projects. The team also produces a county-wide quarterly electronic newsletter to inform employees across agencies and departments of collaborative efforts and current projects.
**DDS, RTA partner with private agencies to offer innovative new transportation solution**

Access to convenient transportation is something most adults take for granted. People with developmental disabilities, however, face tremendous challenges where transportation is concerned. Finding an accessible, affordable service provider who can deliver services in a timely manner is difficult.

Those who seek more freedom or additional transportation options now have an important new resource at their disposal, thanks to an innovative collaboration between the Montgomery County Board of Developmental Disabilities Services (DDS), the Greater Dayton RTA and private provider agencies. This resource, known as RTA Connect Coordination, offers people with developmental disabilities access to flexible, door-to-door community transportation when they need it.

RTA coordinates the services, and certified private agencies deliver them. Individuals can schedule trips on their own, and can use the service to take them to work, day programs, shopping, leisure activities, homes of friends and family, medical appointments -- almost anywhere they need to go in Montgomery, Greene and Preble counties.

Those interested in RTA Connect Coordination must be enrolled with DDS and use federal waiver funding to cover the cost of the service to access employment, medical and community services. Individuals also have the ability to private pay for recreational and leisure transportation services. Once enrolled in the program, participants can schedule rides with a minimum of 72 hours’ advance notice.

For more information about this program, please contact Mitch Snyder at 937-837-9205 or msnyder@mcbdds.org.

**Collaboration Focuses on Participants Sharing Struggles to Ensure Success**

The effort to reunite families or keep them together is one of Montgomery County’s biggest challenges as we confront the opioid crisis. An innovative collaboration is offering hope, however, using people in recovery as a primary support structure for others who are struggling with substance abuse disorders.

Family Treatment Court (FTC) is a partnership program of Montgomery County Juvenile Court, Job & Family Services/Children Services Division (CSD) and various mental health and addiction treatment providers including South Community, Inc. and Public Health Dayton-Montgomery County’s Center for Addiction Services. Participation in FTC is voluntary, and it generally takes 18-22 months to complete.

Participants must have an open child welfare case where the goal is to keep the family together or reunify it. They must also must submit to frequent, random urinalysis, be actively working to complete case plan objectives, and attend a two-hour court session each Wednesday with Magistrate Nikole Xarhoulacos. The docket includes other program participants, and is powerful.

Since its inception two years ago, the FTC has seen 72 participants, including 61 females and a total of nine couples. Seven people have graduated from FTC so far, and five more are expected to graduate in November.

The program was started with grants from the Ohio Supreme Court, the Office of Juvenile Justice and Delinquency Prevention, and the Substance Abuse and Mental Health Services Administration. Children Services and Juvenile Court have committed to supporting FTC on an on-going basis.
GetHelpNow APP

Montgomery County Alcohol, Drug Addiction & Mental Health Services (ADAMHS) launched a new smartphone app to help people connect to a network of brain health service providers in the palm of their hand.

The app, developed by Ascend Innovations, gives users directions from their current location, direct call ability, the types of services offered by each provider, and the insurance and payments they accept. Plus, users can find supportive services such as naloxone training, hotline phone numbers and housing services.

The GetHelpNow Montgomery County app is available for download from the Apple App Store or Google Play for Android.

Learn more about the app and ADAMHS at: www.mcadamhs.org

Collaborate - verb \ col·lab·o·rate
• to work jointly with others or together
• to cooperate with an agency or instrumentality with which one is not immediately connected

County Collaborative Videos
Montgomery County employees provide a vast array of services. Click on the photos below to watch how we are working together to make a difference for our citizens:

COAT Receives National Award

The Community Overdose Action Team (COAT) was recently recognized with an Achievement Award from the National Association of Counties (NACo). The award honors innovative, effective county government programs that strengthen services for residents.

Montgomery County Alcohol, Drug Addiction & Mental Health Services and Public Health – Dayton & Montgomery County are the lead agencies in this effort.

The work of the COAT seeks to stabilize the number of people dying from drug overdoses and reduce the number of fatal overdoses. COAT is identifying what services are being offered, existing gaps in services, and new or expanded ways to combat the drug overdose problem.

Over 200 individuals from agencies and organizations across the county are working together as part of the COAT. Visit www.phdmc.org/coat for information.
The Montgomery County Family and Children First Council is seeking nominations of qualified candidates to be considered for the 2019 Brother Raymond L. Fitz, S.M. Award. The award will be given at a luncheon held on March 8, 2019.

The Council established this award to honor Brother Raymond L. Fitz, S.M., former president of the University of Dayton, for his years of leadership and service to the community. Brother Fitz served as the first chair of the Council from 1996 to 1999. The Montgomery County Family and Children First Council is the lead collaborative that addresses community issues affecting children and families in Montgomery County.

The nomination deadline is Friday, November 30, 2018 at 5 p.m. Nomination forms are available at the Human Services Planning & Development Department, 451 West Third Street, Ninth Floor, P.O. Box 972, Dayton, Ohio 45422 (937-225-6476), or go to www.fcfc.montco.org. Completed nomination forms should be emailed to nominations@mcohio.org.

Environmental Services Competes at State Conference

Members of the Montgomery County Environmental Services staff attended the One Water Ohio Conference & Expo in Columbus. Staff from our Meter Services and Field Services departments competed against their counterparts from across the state in “Pipe Tapping,” “Meter Madness,” and “Hydrant Hysteria.”

Other staff members from across the department gave presentations on topics such as Energy KPIs, Public Outreach, Preparing for Tomorrow’s Workforce, Vehicle Safety, and Run-Hide-Fight.

Lab Manager Jim Davis also received the “Laboratory Analyst Excellence Award” for the second year in a row.

TELLING OUR STORIES

Each quarter, communications professionals from County departments and agencies will produce the Collaborative Newsletter, focusing on:

• Key collaboration projects
• County-related special events
• Observance activities like Child Welfare Month, Earth Day, etc.
• Examples of outstanding service through customer & peer testimonials

COUNTY COMMUNICATIONS PROFESSIONALS

ROBERT BREEN - Environmental Services - BreenR@mcohio.org
KEVIN LAVOIE - Job & Family Services - Kevin.Lavoie@fs.ohio.gov
JANICE RICE - Developmental Disabilities Services - JRice@mcbdds.org
ANN STEVENS - ADAMHS - AStevens@mcadamhs.org
DAN SUFOLETTI - Public Health - DSuffoletto@phdmc.org
BRIANNA WOOTEN - Interim Communications Director - WootenB@mcohio.org
MICHAEL ZIMMERMAN - Development Services - ZimmermanM@mcohio.org

Is there someone you work with who goes above and beyond to serve our customers or coworkers? Nominate them for a the #1 Employee Award! Email photos of your coworker with the #1 finger and they might be featured in the County Collaborative Newsletter!

Email photos and reward description to Kevin Lavoie at Kevin.Lavoie@jfs.ohio.gov.

#1 Employees
Stillwater Center Residents Participate in National Day of Service

Stillwater Center residents and staff recently decorated dozens of lunch bags in order to deliver meals to homeless individuals in our community. The project was part of Stillwater Center’s efforts to recognize National Day of Service and Remembrance of 9/11 Day. The lunches were delivered to the St. Vincent de Paul. Media from all three TV stations covered the event.

Public Health Achieves National Accreditation

On February 27, the Public Health Accreditation Board (PHAB) announced that it has awarded national accreditation status to Public Health - Dayton & Montgomery County. By achieving this designation, Public Health has demonstrated the highest standards for delivering quality programs and services to Montgomery County residents and visitors. To receive national accreditation, Public Health experienced a rigorous, peer reviewed assessment against a set of 100 quality standards and measures which covered a broad range of services.

Becoming accredited is an honor made possible by the hard work, commitment and professionalism of Public Health employees and the steadfast support from our Board of Health and community partners. Public Health will need to seek reaccreditation in 2023.

Job and Family Services Achieves COA Accreditation

Montgomery County Department of Job and Family Services received notification on Sept. 11 that it had again received its four-year accreditation from the Council On Accreditation. The effort is focused on the service areas of Children Services and Adult Protective Services, as well as the management areas of Finance, Human Resources, Performance and Quality Improvement, Risk Management, Client Rights and Staff Training and Supervision.

“It affects all our staff and all our customers – from services provided to having a safe service environment to effectively managing resources,” said Tina Evers, COA Project Manager for MCDJFS. “This was definitely a rigorous process. I started the following week (after accreditation) preparing for our 2021 COA review.”

Only 12 of Ohio’s 88 counties are COA accredited. The process took more than two years, involving dozens of staff and hundreds of man hours. COA accreditation is an objective, independent, and reliable validation of an agency’s performance. The COA accreditation process involves a detailed review and analysis of an organization’s administration, management, and service delivery functions against international standards of best practice.

“We’ve been very fortunate to have our community’s support for the Human Services Levy for many years now,” said Tom Kelley, MCDJFS Director and Assistant County Administrator. “COA accreditation is a way of letting our county residents know that we are managing our resources effectively and providing quality services. In addition to looking at the current state of our services, the COA makes sure that we have set processes in place to enable continuous improvement.”

Montgomery County Children Services has been continually COA accredited since 1992, and Adult Protective Services started its COA success in 2006.

Founded in 1977, COA is an independent, not-for-profit accreditor of the full continuum of community-based behavioral health care and social service organizations in the United States and Canada. Over 2,000 organizations — voluntary, public, and proprietary; local and statewide; large and small — have either successfully achieved COA accreditation or are currently engaged in the process. Presently, COA has a total of 47 service standards that are applicable to over 125 different types of programs. To learn more, visit www.COAnet.org.