



## 2021 (Winter/Spring) Summary of Progress

### CLINICAL EXCELLENCE

- We have increased access to services in Ashtabula County with the opening of our Geneva Satellite Office.
- Telehealth services implemented during the pandemic have expanded access and significantly impacted the transportation barriers in Ashtabula County.
- The continued development of our partnership with Ashtabula County Medical Center to promote whole health and wellness for those we mutually serve.



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### ORGANIZATIONAL STABILITY & GROWTH

- Continued development of a more standardized and enhanced employee onboarding process.
- Improved data tracking process to assist in data-driven decision making.
- Increased leadership presence in satellite office settings.



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### ORGANIZATIONAL CULTURE

- Continued development/expansion of clinical internship programs for graduate and undergraduate level students.
- Inter-professional education collaborative with Case Western Reserve University.
- All staff members completed cultural humility training.
- Establishment of the IDEA (Inclusion, Diversity, Equity, & Action) Committee at the agency.
- Quality Measures now utilized in the Performance Pro system.



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### COMMUNITY LEADERSHIP

- Ongoing participation and leadership in multiple county-wide and regional coalitions, including the Suicide Prevention Coalition, Substance Abuse Leadership Team, Upper Northeast Trauma-Informed Care Collaborative, and Building Resiliency Together initiative.
- Recovery Breakfast series continues on, now it its seventh year.



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We welcome your feedback! If you have any comments or suggestions about the direction our agency is heading, please feel free to contact Paul Bolino, Chief Executive Officer at [Paul.Bolino@cccoho.com](mailto:Paul.Bolino@cccoho.com)