



Partnership for a Health GEAUGA
Community Health Improvement Plan (CHIP)
March 19, 2015
Geauga County Board of Mental Health & Recovery Services
Progress Report-back Meeting Minutes

Attendees:

Erwin Leffel, Thompson Township, Geauga Township Association, HDAC
Catherine Whitwright, resident
Elbert Whitwright, resident
Melanie Blasko, Lake-Geauga Recovery Centers
Elaine Maro, Lake-Geauga Recovery Centers
Vicki Clark, Ravenwood
Jim Adams, Geauga County Board of Mental Health & Recovery Services
Brad Welch, Geauga Family First Council
Jim Clements, Catholic Charities
Ginny Pate, Carmella Rose Foundation
Joanne Randall, United Way Services of Geauga County
Adrienne Price, United Way 211
Matt Finley, United Way 211
Karen Gajewski, Chagrin Falls Park Community Center
Dan Mix, Geauga County Health District
Mike Kasper, Geauga Transit

Materials provided to participants:

- Geauga County CHIP
(<http://phg.geaugacountyhealth.org/pdfs/chip/GeaugaCHIP2015-2017.pdf>)
- PowerPoint of the CHIP planning process (revised)
- Minutes from 2/19/2015
- Agenda for today's meeting
- United Way Geauga County 211 Summary of Types of Calls for 2014

Dan Mix, Geauga County Health District started the meeting at 10:00 AM

1. All members introduced themselves and their roles at their respective agencies.

2. United Way 211 gave a presentation on how the UW 211 call center handles calls and a demonstration on how the website can be used to access the same information and resources. Some highlights included:
 - a. Calls and website visits are anonymous
 - b. United Way 211 handles 15 counties in Ohio and its call center is in Cleveland; the call center is mobile and can be relocated rather quickly
 - c. Information and resources are updated annually; Geauga County agencies have a 85-90% response rate on updates, while other counties are lower; updates can be sent to 211updates@unitedway Cleveland.org
 - d. Callers occasionally report incorrect information, such as the wrong service times and days or eligibility requirements, which results in UQ 211 following up with the referred agency to determine if the information and resources need updated
 - e. Calls are generally routed to the county by the assigned three-digit area code and three-digit central office codes; if a caller reaches the wrong county 211, the caller is provided the direct line number to that county 211, because they are not all networked
 - f. Call centers have protocols in place for a variety of situations, such as suicide, domestic violence, illnesses, Ebola, etc.
 - g. Call center assists callers with questions that may reveal root causes that precipitated an inquiry, e.g. a call for someone looking for metropolitan housing resulted in assistance for a domestic violence issues

3. Mike Kasper, Director, Geauga Transit, discussed the operation of a rural transit system and the constraints of the federally-funded department that prohibit certain types of service. Highlight included:
 - a. Geauga transit is funded by U.S. Department of Transportation 5311 assistance fund (49 U.S.C. 5311), which restricts certain activities, including: no fixed routes, no flagging the bus down, no chaperone services. Transit services must be available to the general public of the community it serves.
 - b. The nature of Geauga County prohibits a fixed-transit system primarily because of population density and lack of demonstrated need. A fixed transit system would be cost prohibitive and requires a complimentary ADA-compliant route for each fixed route
 - c. Geauga Transit operates under the Board of County Commissioners. It operates on approximately a \$1.54 million budget, provides 190-200 rides per day, can operate anywhere within a 50-mile radius of its base.
 - d. Geauga Transit does contact directly with agencies to provide scheduled service, such as the Department on Aging. These agencies must pay the

full fixed cost per person or cost per mile. (currently \$17.50 per person or \$3 per mile)

- e. Geauga Transit is a service-drive organization that provides a professional service in a clean, functioning vehicle. Geauga Transit is working to supplement funding with advertising on buses in the near future and looking at other possible service models, so long as they comply with federal requirements
 - f. Mike suggested several options to improve or provide services, including:
 - i. Locally-funded transportation options
 - ii. Volunteer systems (network of cars and vans); some Geauga agencies already have this model
 - iii. Agency-owned vehicles, which tend to be expensive
 - iv. Build a consortium of agencies to transport people, such as Provide-A-Ride <http://providearide.com/>
 - g. Mike fielded numerous questions from members
4. A subcommittee was formed to conduct an assessment of the transportation issues in Geauga County, including:
- a. Mike Kasper, chair
 - b. Jim Clements, Catholic Charities
 - c. Vicki Clark, Ravenwood
 - d. Brad Welch, Geauga Family First Council
 - e. Karen Gakewski, Chagrin Falls Park Community Center
 - f. Dan Mix, Geauga County Health District
 - g. Elbert Whitright, resident
 - h. Catherine Whitwright, resident
5. Chair people for each action step will be contacted by email to provide their monthly update and documented on the CHIP progress report
6. The next meeting will be April 16, 2015 at the Geauga County Board of Mental Health & Recovery Services