

Integrated Services of Appalachian Ohio

Fiscal Year 2010 Milestones Annual Report

Greetings

The following *Milestones* report of service outcomes for fiscal year 2010 is presented for the first time for your review. This has been a long time coming for us and represents the first step toward annually reporting intuitive and meaningful outcomes of service for people served, community partners and funders. Of course, outcomes are of critical importance to our dedicated service providers as well.

Reporting outcomes that have strong practical value is actually harder than you may think. Thanks to the work of Dr. Holly Raffle of the Voinovich School of Leadership and Public Affairs at Ohio University, we are well underway. We also use our *Milestones* for more immediate needs of service partners and families throughout the region. We expect to significantly expand outcome reporting in the future. For now, we will continue to publish annual summary reports for your review. I hope you find our report helpful.

Regards,



Kevin Gillespie

Executive Director

Executive Staff

Kevin Gillespie

Executive Director

Cheryl Brooks

Associate Executive Director

Finance and Administrative Services

Kim Dement

Associate Executive Director

Youth and Family Services

Chris Smitley

Associate Executive Director

Clinical and Rehabilitation Services

Integrated Services of Appalachian Ohio is a non-profit corporation that works closely with counties throughout Appalachian Ohio to maximize people's potential for independence and well-being. We count on the abilities and resilience of people served to help build strong and productive communities.

Integrated Services combines public service values with private enterprise management strategies to improve access, quality and cost efficiency of services.

Integrated Services' service professionals are typically based in local public service settings, and relate to the Integrated Service "virtual office" for support. After all, our blend of home and community based services are tailored to meet the needs of your community.

Therapeutic Services

Our focus is on County systems including Courts, Child Welfare, Job & Family Services, Metropolitan Housing Authorities and Schools. We help to solve problems related to social, behavioral and learning challenges.

Behavioral Health Services Include:

- ◆ Biopsychosocial Assessment
- ◆ Home-based services within a Collaborative Helping framework
- ◆ Integrative Counseling (both mental health & substance use)

Housing Related Services

Along with community partners, we work to improve access to affordable housing and ultimately to end homelessness.

Vocational Rehabilitation Services

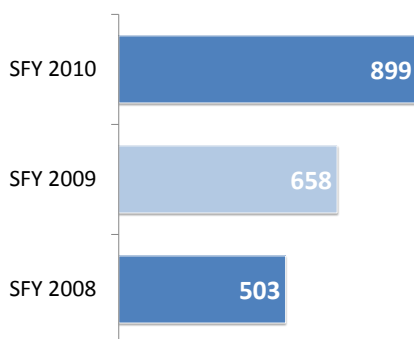
We serve people with disabilities or who receive public assistance. Our approach emphasizes continuous skill acquisition and lifelong learning.

Vocational Rehabilitation Services Include:

- ◆ Community-Based Assessment
- ◆ Vocational Evaluation
- ◆ Personal Adjustment
- ◆ Work Adjustment
- ◆ Job Coaching
- ◆ Job Placement

Our Programs & Clients

Number of Clients Served in Last Three Years



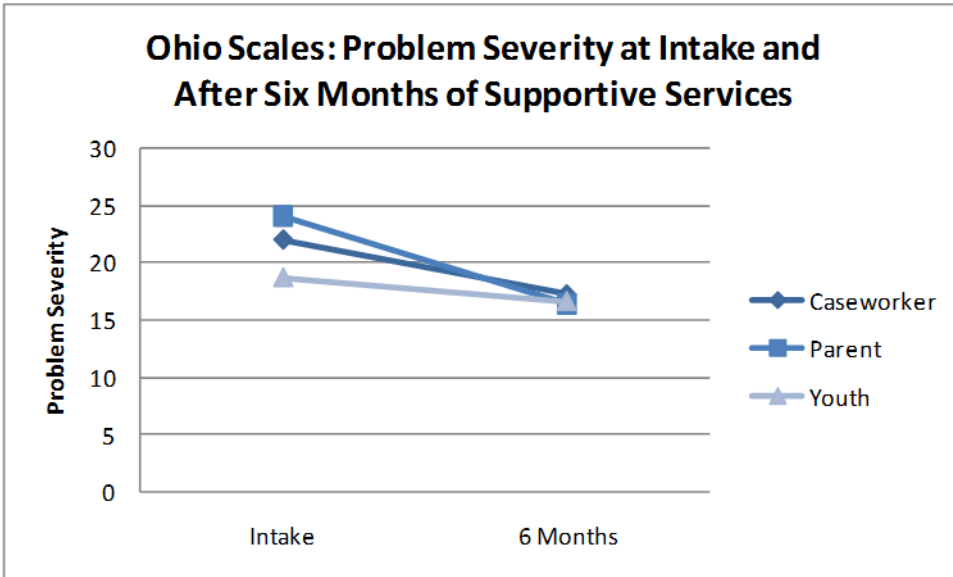
Number of Clients Served by ISoAO Programs

| | |
|------------------------|-----|
| Ross ISS | 462 |
| Vinton ISS | 104 |
| Jackson ISS | 130 |
| HVCRC | 49 |
| Meigs ISS | 40 |
| Athens Hocking Housing | 62 |
| Sojourners | 18 |
| Multiple Programs | 34 |

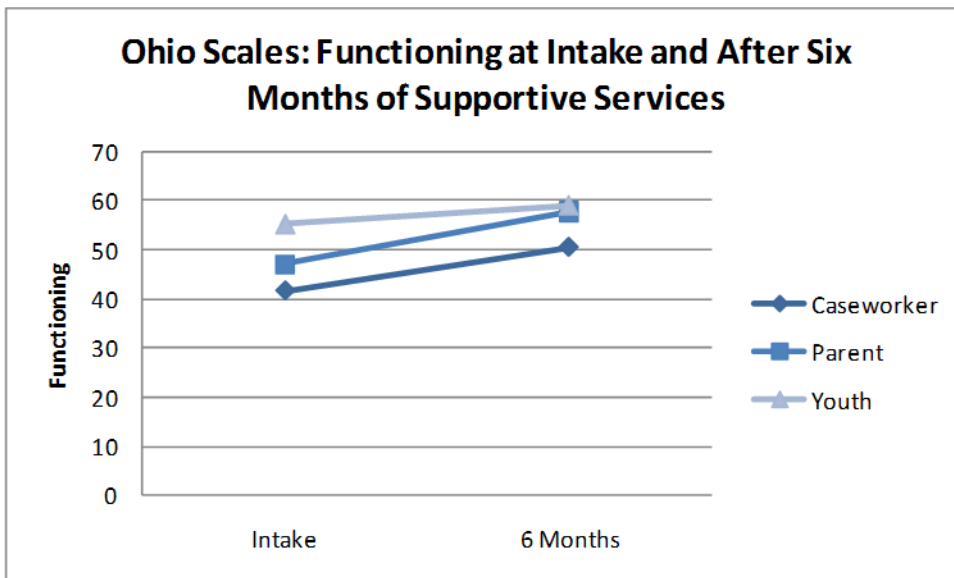
- ◆ During SFY 2010 the number of clients served by our programs increased 37 percent from 658 clients in SFY 2009 to 899 clients this year.
- ◆ ISoAO opened 519 new cases during SFY 2010.
- ◆ 49 percent of the clients are male
- ◆ 33 percent are aged 14 or younger
- ◆ 70 percent are aged 18 or younger

Ohio Scales

Caseworkers, youth and parents complete the Ohio Scales at intake and every six months.



Caseworkers and parents perceive a statistically significant reduction in *problem severity* during the first six months of receiving supportive services.



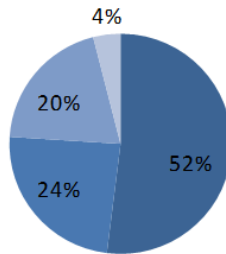
Caseworkers and parents perceive a statistically significant increase in *functioning* during the first six months of receiving supportive services.

Youth & Parent Satisfaction

Youth and parents/guardians are asked to complete the Ohio Scales at intake and every six months. One item asks individuals to evaluate the services they receive from Integrated Services of Appalachian Ohio. Most youth and parents are satisfied with the services they receive from ISoAO.

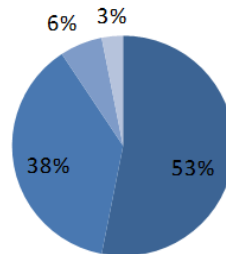
Youth Satisfaction After Six Months of Supportive Services

- Extremely Satisfied
- Moderately Satisfied
- Somewhat Satisfied
- Extremely Dissatisfied



Parent Satisfaction After Six Months of Supportive Services

- Extremely Satisfied
- Moderately Satisfied
- Somewhat Satisfied
- Extremely Dissatisfied



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Deanna Tribe
Board Member

Betsy Pierson
Board Member

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Board Member

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