



RED OAK
BEHAVIORAL HEALTH

Where the Acorn Grows

Fall 2020 Edition

**Connect.
Grow.
Thrive.**



In This Issue

A Note on Grit & Grace

COVID-19 Updates

Trauma-Informed Care

Evolutions in Care: Health & Wellness

Meeting You Where You Are

Same Day Access

Mental Health First Aid

A New Look for www.redoakbh.org

Giving Thanks 2020

Building Relationship: iC.A.R.E. Mentoring®

A Note on Grit & Grace

At Red Oak, we have three core values that drive our work, which we have affectionately dubbed "The Three C's": **Character**, **Courage** and **Connection**. We anchored in "The Three C's" several years ago as part of our rebrand and strategic plan, and today they come to life in even greater detail in our culture playbook: "The Little Golden Book of Red Oak". Given the challenges we are facing right now as a community and as a world, I wanted to take a moment to reflect on the first of those three values.

Character: We lead with **honesty and transparency**, attributing **positive intent** and **serving others** with a blend of **grit and grace**.

I know I'm not alone in saying that living through a pandemic has been a humbling process, especially when layered with a volatile political environment and a racial reckoning. We've had some honest and difficult conversations at Red Oak over the past six months, as we pivoted most of our services from school and office to telehealth and community, and we have struggled at times despite our best efforts to assume the best from one another. However, in the days that have been most difficult, I've also been reminded that our track record of getting through bad days so far is 100%, and that's pretty good. When we've been at our best throughout this pandemic, it's because we've been able to individually and collectively approach the challenges (and each other) with grit and grace: tenacity and perseverance paired with humanity and understanding.

If you are struggling to find your way during this time of uncertainty and isolation, and your tank of reserves is on empty, lean in and ask for help. We can do hard things when we do them together. Sending love and light to all of you as you take care of yourself, take care of each other, and take care of this place. - *m*

COVID-19 Update and Response:

Throughout the pandemic, Red Oak has continued to 1) limit in-person visits at our office and 2) adhere to strict safety protocol in order to protect our staff and clients and slow transmission of the COVID-19 virus. We are still accepting new clients, and continuing to provide telehealth services via phone or computer in addition to in-person visits during this period. Call us at 330-996-4600 to schedule a visit.



Red Oak Behavioral Health's Vision:

Behavioral Healthcare that meets you where you are.

Red Oak Joins Trauma Informed Care Community



Red Oak Behavioral Health has been selected to join an elite group of agencies from across the country on a **year-long journey** to pursue official **trauma-informed care designation**.

Trauma-informed, resilience-oriented care is a framework built on understanding, recognizing and responding to all kinds of trauma. Implementing trauma-informed approaches marks a fundamental shift in care delivery that helps **improve the quality and impact** of behavioral health services, **increase safety** for all, **enhance client engagement**, and **prevent staff burnout**.

There are seven core domains of trauma informed care :

- Early Screening and assessment
- Consumer-driven care and services
- Nurturing a trauma-informed and responsive workforce
- Use of evidence-based and emerging best practices
- Creating safe environments
- Community outreach and partnership building
- Ongoing performance improvement and evaluation

These domains clearly align with our mission and strategic plan, and will become the **bedrock upon which our services are built and operated moving forward**. For more information about Red Oak's Trauma-informed, resilience-oriented care journey contact Ann Robson, Clinical Director, at arobson@redoakbh.org.



"What we need the most when we're feeling overwhelmed or inadequate isn't sympathy - it's empathy."
-Brene Brown-

Evolutions in Care: from Illness to Health and Wellness



For decades, Red Oak has served as a premier provider of high quality school-based mental health treatment services. Over the years, we have seen the need for not only treatment but also school-based prevention, screening, and intervention services explode. To meet that need, Red Oak has decided to intentionally expand our services at the front end of the care continuum - and Haley Film is helping to chart that course. In her new Red Oak position as the Health & Wellness Coordinator for Woodridge Local Schools, Haley leverages her expertise as an LSW to educate, screen, and provide aid to students who need additional social-emotional supports not driven by a formal mental health diagnosis. In addition, with the support of District administrators, Haley is helping to transform the learning experience by creating trauma-informed classrooms district-wide.





**"The darkness is not a
dead end. It's a hallway.
Keep going."**

- Emily McDowell -

Meeting You Where You Are

When COVID-19 hit in March, Red Oak's team immediately convened to begin contingency planning. No one could have anticipated the full breadth and impact of the pandemic in those early days, but one thing we were certain of both then and now is that **in the face of adversity, Red Oak rises to the challenge!** While we worked to secure PPE and prepare for a return to in-person services, Red Oak's clinicians rallied together to shift to virtual care delivery via telehealth. In addition to the **10,000+ meals** that Red Oak staff helped to deliver to students across **14 partner districts** in the initial weeks of the pandemic, we sat on porches to deliver care through screen doors and met with families in local parks and playgrounds using CDC safety guidelines. Red Oak's team also distributed **43 Chromebooks** and **31 wi-fi hot spots** to clients who needed technology to engage in services, to ensure we could continue to meet our clients and families where they are. We are so proud that the spirit of service and commitment to going above and beyond is at the heart of everything we do.

Red Oak's Barbara M. Vassel Outpatient Center Provides Same Day Access to Mental Health Care

Late in 2019, Red Oak launched Same Day Access (SDA) in its outpatient center, transforming the process for those in need of services. SDA is an **evidence-based model** focused on meeting clients where they are, and providing **access to intake, mental health assessment and treatment goal planning on the same day** (or within 24 hours). Data consistently shows that when clients are required to schedule an initial mental health appointment for a future date, their likelihood of showing up for that initial appointment decreases dramatically. SDA removes the need for scheduled appointments entirely, providing **"walk-in" access** during designated slots each day for anyone in need of services. Many organizations have a 3-6 month wait for access to care, but at Red Oak the initial intake paperwork and the visit with a therapist can both be done via telehealth with no wait.

Red Oak Behavioral Health Virtual Same Day Access Schedule:

Monday: 1:00 - 3:00 p.m.

Tuesday: 9:00 - 11:00 a.m.

Wednesday: 4:00 - 6:00 p.m.

Thursday: 1:00 - 3:00 p.m.

If you, or someone you know, is in need of mental health services, access to care is just a phone call away. **Call us at 330-996-4600** during SDA hours and make sure that you have demographic and insurance information with you. We look forward to meeting you where you are, and walking with you on your journey towards a healthier, happier you!

Red Oak Behavioral Health's Mission:
**To change lives by partnering with the community
and those in need of behavioral health services.**



Red Oak's website is getting a facelift this November!

Check out our updated format and content COMING SOON, designed to better serve you.

<http://www.redoakbh.org>



Building Community Awareness

On September 30th, Red Oak and LoveAkron announced a **partnership** to **reduce the stigma** associated with mental health and **increase awareness** of the signs and symptoms of mental health issues in the Greater Akron community using the Mental Health First Aid (MHFA) program.

Mental Health First Aid is an **evidence-based program** that teaches people how to recognize **signs of mental health** challenges in their community, how to offer and provide initial help, and **how to guide a person toward additional care if necessary**. Mental Health First Aiders are teachers, first responders and veterans. They're neighbors, parents and friends. They're people in recovery, and those supporting a loved one. They're First Ladies and Mayors. Mental Health First Aiders are anyone who wants to make their community healthier, happier and safer for everyone.

In the coming year, **we will provide at least nine MHFA trainings together** (three in each of the following sectors: school/education, faith, and public/service) and raise the funds necessary to **train three local high-schoolers as facilitators in Teen MHFA**. If you have an organization that you think would be **interested** becoming trained as a Mental Health First Aider, contact **Gia Bell** at gbell@redoakbh.org or 330-996-4600.

"Do not be dismayed by the brokenness of the world...

The broken world waits in darkness for the light that is you."

- L.R. Knost -



Giving Thanks 2020

The season of giving is upon us!

Are **YOU** willing and able to provide a family in need with the ingredients for a complete Thanksgiving meal?

Are **YOU** willing to purchase a gift (or gifts) for a Red Oak client (ages 3-18) in need this holiday season?

Help us bring joy to our clients this holiday season. The need has never been greater and **WE NEED YOU!**

Contact Stacey Giammarco for more information at sgiammarco@redoakbh.org





Building Relationship: iC.A.R.E. Mentoring® Community Update

Mentoring is back, but under a new umbrella with a familiar and supportive team. **The iC.A.R.E. Mentoring® program is now a program of Red Oak Behavioral Health** with a different approach to youth mentoring and behavioral health services. iC.A.R.E. Mentoring® is a **school-based mentoring program** that supports students through positive, purposeful mentoring relationships with community volunteers. The program provides best practice systems, processes, and innovative resources to our volunteer mentors to improve efficiency and quality of mentoring services. According to data collected in partnership with the Summit Education Initiative (SEI), iC.A.R.E. students were **3 times as likely as their comparable peers to earn at least a 3.0 GPA** in the 3rd and 4th marking periods and 2 times as likely to do so in the 2nd. iC.A.R.E. students are also more academically successful on local measures, when compared to similar student populations. iC.A.R.E. students had the **highest proportion of students with 8 or fewer absences** during the school year (64%), a metric predictive of future academic success, and the **lowest proportion of students with 18 or more absences** (14%), a metric predictive of future failure.

The new school year is in full swing and the iC.A.R.E. Mentoring® team is preparing our volunteer mentors to mentor their students virtually this year. With 113 returning volunteers (many of which have mentored 4 plus years) already trained and dozens others to be trained in the following weeks, we are excited for our mentor corps, new and returning, to get back to the work of mentoring kids.

This year's mentoring experiences will be heavily influenced by the global pandemic we have experienced due to the outbreak of COVID-19. **Although this will adjust "how" we mentor it will not determine "if" we will mentor, because we MUST mentor.** The pandemic does not negate the reality that mentees need their mentors and will be looking forward to connecting with them, even in a virtual world.

Do you want to get involved? Would you like to serve as a volunteer mentor? Are you able to provide financial support or help secure NEW craft projects/games for our resource lending library? Email mentor@redoakbh.org or reach out to Jonathan Greer, OCPSA at jgreer@redoakbh.org.