

**URBANA CITY COUNCIL  
REGULAR SESSION MEETING AGENDA  
TUESDAY, JULY 21, 2020, 6:00 P.M.**

**(The UCC Regular Session Meeting will be held in Training Room in the Municipal Building)**

City Council Meeting  
Tue, Jul 21, 2020 6:00 PM - 7:00 PM (EDT)

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**Call to Order**

**Roll Call**

**Pledge of Allegiance**

**Tara Bair, President/CEO – Community Health and Wellness Partners**

**Approval of Minutes**

Urbana City Council Regular Session Meeting Minutes of July 7, 2020

**Communications**

1. Division Activities Report for April – June (See attached)

## **Board of Control**

\*\*\*\*\*Footnote – P.O.’s for April, 2020, and May 2020\*\*\*\*\*

## **Citizen Comments**

## **Ordinances and Resolutions**

### **First Reading**

#### **Resolution No. 2587-20**

A Resolution in support of an application to the Health Resources and Services Administration by Community Health and Wellness Partners of Logan County, Ohio to expand their service profile to include the City of Urbana, Ohio and Champaign County, Ohio, and declaring an emergency. (May be passed on first reading)

### **Second Reading**

### **Third Reading**

#### **Ordinance No. 4523-20**

An Ordinance to submit City Charter Amendments to the Electors of the City of Urbana.

## **Miscellaneous Business**

Habitat for Humanity – Councilman Hoffman

## **Adjourn**

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**URBANA CITY COUNCIL  
REGULAR SESSION MEETING  
TUESDAY, JULY 7, 2020**

President Hess called the City of Urbana Regular Session Meeting to order at 6:06 p.m. City staff attending: Director of Administration Kerry Brugger, Mayor Bill Bean, Director of Law Mark Feinstein, Director of Finance Chris Boettcher, and Community Development Manager Doug Crabill.

**PRESIDENT CALLED ROLL:** Mr. Fields, present; Mr. Hoffman, present; Mr. Paul, present; Mr. Scott, present; Mr. Thackery, present; Mrs. Collier, present; and Mr. Ebert, present.

**MINUTES**

Urbana City Council Regular Session Meeting Minutes of June 2, 2020.

Mr. Thackery moved to put these minutes on the floor for discussion and possible passage. Mr. Scott seconded. Voice vote on approval: all ayes; nays, none.

Motion passed 7-0.

**COMMUNICATIONS**

1. Oak Dale Cemetery Board Meeting Minutes of May 15, 2020
2. CEP Newsletter of June 17, 2020

Mr. Fields moved to put this communication on the floor for discussion and possible passage. Mr. Thackery seconded. Voice vote on approval: all ayes; nays, none.

Motion passed 7-0.

**ADMINISTRATIVE REPORTS – BOARD OF CONTROL**

1. **Hull and Associates, Inc. - \$24,628.80**

Mr. Crabill said at the last meeting, there was a task order in the amount of \$49,095.00 involving Hull and Associates, Inc., to which 25% of that would be invoiced to True Inspections in the amount of \$19,580.13, with a remaining balance of \$29,514.87 which was the responsibility of the City. That same task order wrapped up the east side of the Q3 property. This task order is specifically for the west side of the property. He further stated the City has an agreement with Honeywell that splits costs 60%/40%, with the City

having 60%. This makes the City's portion in the amount of \$24,628.80. He stated that the City was close to fulfilling the commitment of this project soon with the monitoring wells and a drum to be sampled and disposed of. He added that the documents should be ready in draft form by the end of July and should be ready for submittal no later than early August.

Mr. Paul said that he really appreciated the fact that the City has stayed and top of it and pushed it through.

Mr. Thackery asked if there was always a fee in the amount of \$18,200.00 to submit a letter. Mr. Crabill responded yes.

Mr. Thackery moved to put this item on the floor for further discussion and possible passage. Mr. Ebert seconded. Voice vote on approval: all ayes; nays, none.

Motion passed 7-0.

## **CITIZEN COMMENTS**

None

## **Ordinances and Resolutions**

### **First Reading –**

#### **Resolution No. 2585-20**

A Resolution to approve a Sanitary Sewer Tap-In for David M. Oelker and Douglas T. Oelker at 292 Dellinger Road (Parcel #I30-09-12-19-00-007-00 and Parcel #I30-09-12-19-00-008-00) and as an Extraterritorial Customer, and declaring an emergency. (Suspension of rules requested by utility services applicant)

Mr. Crabill stated this was located on the north side of Dellinger Rd. The applicants came to the City back in June and advised that it was pretty urgent. The made application and has started the process. Mr. Crabill advised that the applicants will be required to annex into the City. He also advised that the water main stops short, so in the future when the City furthers the water main, they will have to connect to the City's water supply.

Mr. Scott asked how does the City bill for just sewer? Mr. Crabill advised that there is a meter that is put on the well.

Mr. Paul asked what the reasoning was for the suspension of the rules. Mr. Crabill stated they have started the process, and would like to hook up as soon as possible.

Mr. Scott moved to put this Resolution on the floor for further discussion and possible passage. Mr. Thackery seconded.

Mr. Thackery moved to suspend the three-reading rule. Mr. Ebert seconded.

President Hess called for a roll call for suspension of the three-reading rule: Mr. Hoffman, yes; Mr. Paul, yes; Mr. Scott, yes; Mr. Thackery, yes; Mrs. Collier, yes; Mr. Ebert, yes; and Mr. Fields, yes.

Motion passed 7-0.

President Hess called for a roll call for passage: Mr. Paul, yes; Mr. Scott, yes; Mr. Thackery, yes; Mrs. Collier, yes; Mr. Ebert, yes; Mr. Fields, yes; and Mr. Hoffman, yes.

Resolution passed 7-0.

**Resolution No. 2586-20**

A Resolution Passed by the Council for the City of Urbana, Ohio affirming that funds from the County Coronavirus Relief Distribution Fund will be expended only to cover costs of the City of Urbana, Ohio consistent with the requirements of Section 5001 of The Cares Act as described in 42 U.S.C. 601(D), and any applicable regulations as is necessary pursuant to H.B. 481 before receiving said funds and declaring an emergency. (May be passed on 1<sup>st</sup> reading)

Ms. Boettcher stated that the City has been notified by the County that the City has received approximately \$300,000.00 from the County Coronavirus Relief Distribution Fund. She further stated that upon passage by Council, the County has to make the funds available to the City. These funds must be used in support of costs for items pertaining to the Coronavirus from March 1, 2020 through December 31, 2020. She also advised any unused funds will go back to the State Treasury. She stated the City is reaching out to the State Auditors for a guide to what these funds could be exactly used for.

Mr. Thackery moved to put this Resolution on the floor for further discussion and possible passage. Mr. Ebert seconded.

President Hess called for a roll call for passage: Mr. Scott, yes; Mr. Thackery, yes; Mrs. Collier, yes; Mr. Ebert, yes; Mr. Fields, yes; Mr. Hoffman, yes; and Mr. Paul, yes.

Resolution passed 7-0.

**Second Reading –**

**Ordinance No. 4523-20**

An Ordinance to submit City Charter Amendments to the Electors of the City of Urbana.

Mr. Feinstein stated that this Ordinance was covered in detail on its first reading.

President Hess declared this Ordinance to have its second reading.

**Third Reading –**

**Ordinance No. 4522-20**

An Ordinance to revise the Codified Ordinances by adopting current replacement pages.

Mr. Thackery moved to put this Ordinance on the floor for further discussion and possible passage. Mr. Ebert seconded.

President Hess called for a roll call for passage: Mr. Thackery, yes; Mrs. Collier, yes; Mr. Ebert, yes; Mr. Fields, yes; Mr. Hoffman, yes; Mr. Paul, yes; and Mr. Scott, yes.

Ordinance passed 7-0.

**Ordinance No. 4429-20**

An Ordinance adopting the Tax Budget of the City of Urbana, Ohio, for the fiscal year beginning January 1, 2021; submitting the same to the County Auditor.

Mr. Fields moved to put this Ordinance on the floor for further discussion and possible passage. Mr. Thackery seconded.

President Hess called for a roll call for passage: Mrs. Collier, yes; Mr. Ebert, yes; Mr. Fields, yes; Mr. Hoffman, yes; Mr. Paul, yes; Mr. Scott, yes; and Mr. Thackery, yes.

Ordinance passed 7-0.

**MISCELLANEOUS BUSINESS/WORK SESSION**

Mr. Scott made a request that all pedestrians that walk in the downtown area to please push the button on the crosswalk.

Mr. Thackery asked that the pedestrians also thank the traveler that stops to show kindness. He added that the new parking signs downtown seem to be working well and that he hasn't heard any complaints. He also stated that businesses downtown seem to be doing well and he gave his thanks to the community for supporting the local businesses.

Mr. Brugger spoke about the round-a-bout schedule. He stated that he received an email stating that they have called off their crews and until further notice, the project is not moving forward. He stated that he would keep Council posted of this project's status. Mr. Brugger further stated that the City Pool had opened on Friday with a good turnout and that the community seemed to embrace it. He also said that regarding building security issues, there have been locks put on the doors that require a badge to enter, for the exception of the entrance doors next to the Court. He also stated that there are a lot of projects in their early stages. The Sanitary Sewer Project is out for bids, and should begin in August or September. He added a lot of dirt would still be flying around. He also added that nuisances are still coming in and that being home due to the Coronavirus, he is unsure why these nuisances are still surfacing.

Mr. Fields moved to adjourn. Mr. Thackery seconded. Voice vote on approval: all ayes; nays, none.

Motion passes 7-0.

**ADJOURN AT 6:35 p.m.**

**NEXT SCHEDULED MEETING**

July 21, 2020, at 6:00 p.m.

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Council Clerk

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Council President

**TO** Mayor Bill Bean and Members of Urbana City Council  
**FROM** Staff  
**SUBJECT** Division Activities Report  
April - June

**DATE:** July 16, 2020



**CEMETERY**

<b>Total Burials:</b>	22
Including Saturday (a.m.):	2
Saturday (p.m.):	0
<b>Total Graves Sold:</b>	29
(Including)	
Shepherd Mausoleum:	4 (Niche)
Shepherd Mausoleum:	0 (Crypt)
Legacy Mausoleum:	4 (Niche)
Legacy Mausoleum:	0 (Crypt)
<b>Misc. Sales:</b>	1(Vases)

**Notes:** The Oak Dale Cemetery "House" (office) and Legacy Mausoleum received a spring-time facelift. The exterior of the house was painted and mausoleum was re-stained by superior Painting Company. Cemetery urns were filled by Seth's Produce.

Ongoing discussions with Cemetery Board and City Administration regarding the opening and advancement of 'Section 69'

**COVID-19 IMPACT UPDATES**

- Memorial Day Service held with no speaker; social distancing practiced
- Graveside services continue with no tent sides erected; social distancing mandatory.

**WATER RECLAMATION FACILITY (WRF)**

- The WFCF operated 748 consecutive days with no NPDES permit violations.
- The WPCF operated for 460 consecutive days without a lost-time accident.
- The Plant treated 202 MG wastewater in the 2nd quarter of 2020.
- The Septage Receiving Facility accepted 1,585,660 gallons of domestic septic tank waste in the 2nd quarter of 2020.
- The Plant recorded 13.5 of precipitation in the 2<sup>nd</sup> quarter of 2020.
- During the 2<sup>nd</sup> Quarter 2020, RG Trucking hauled 98 wet tons of bio-solids to Cherokee Run Landfill and 532 wet tons for land application.
- Disinfection season began May 1<sup>st</sup>, 2020. The WRF is required to disinfect effluent wastewater from May 1<sup>st</sup> to October 31<sup>st</sup> of each year.

**ZONING & COMPLIANCE**

- One of the department's primary functions is to issue permits for all new development in the City of Urbana. In Q2 2020, the department issued 71 zoning permits (2-Sign, 33-Fence, 3-Principal Structure, 18-Accessory Structure, 15-Pools) resulting in more than \$350,000 in local investment.
- In the months of April, May, & June, the department opened 176 new cases and closed 144 cases. The majority of which were vacant building registrations (158), inoperative or unlicensed vehicles (23), and trash & debris (32)



- The department has representatives serving on the Monument Square District (MSD), the Champaign County Visitors Bureau (CVB), and the Logan-Union-Champaign (LUC) Regional Planning Commission
- As spring turns to summer, we tend to see a surge in activity and development. As a result, call volume spiked significantly. In Quarter 2 of 2020, the department received or made 639 phone calls.
- The department continues to work closely with Marcia Bailey, Champaign County Economic Partnership Director, to assist and direct developers and business owners in the City of Urbana. We work closely to identify potential development barriers and find solutions to development issues to ensure that dollars are being invested back into our City as opposed to elsewhere outside the County.
- The department is currently working on a comprehensive update to the City of Urbana Sign Code.
- Development Highlights
  - Two new condos at 436 W. Light St. (Light Way Condos)
  - New Office Building at 912 N. Main St.
- Planning Commission – 2 Applications in Q2 (New Paint at Erin Patton State Farm, New signage at Edward Jones)
- Design Review Board – 6 Applications in Q2 (Façade Review for Legacy Place, Clayton Tire, The Studio. Window Sign Review at KEC Services, Peace, Love, & Candles, Downtown Nutrition)
- Board of Zoning Appeals – 2 Applications in Q2 (Setback variance for Delta Armory, Off-street parking for Skylight Lofts)

**Upcoming Projects:** BR-1 (Business Residential) Zoning District Update, All Aboard Outdoor Storage Site Plan Review, Taco Bell Realignment Project, Champaign County Senior Center Site Plan Review.

**COVID-19 IMPACT UPDATES**

- The Zoning & Compliance Department continues its optional no contact submittal process.
- The former finance/utility drop box next to the entrance on East Market St. was repurposed to accept zoning applications.
- In-person meetings with City Zoning & Compliance staff can still be accommodated, but need to be scheduled in advance. The Zoning & Compliance Officer is working full-time from the office, the Zoning & Compliance Administrative Assistant is working 12 hours from the office and 28 hours from home, and the Zoning & Compliance Inspector is working 12 hours per week.

**PARKS AND RECREATION DIVISION**

- Continue spring clean-up and spring mulching within Melvin Miller Park and city grounds area.
- Planted 8 evergreen trees in new disc golf course in partnership with the disc golf organization.
- Hired 3 seasonal employees for mowing and ground maintenance during the spring/summer season.
- Continued daily responsibilities of cleaning and sanitation of the municipal building.
- Completed the interior restoration of the Deck building, which included new restroom partitions, grab rails, vanity lights, mirrors and faucets in both the men's and women's restrooms.
- Prepared/ continued prep on baseball and softball fields for both the YMCA Rec and Urbana Ramjets travel teams summer seasons.
- The City Sewer Division installed the sewer line for the future park maintenance building which also included some new field drainage tile to relieve surface water in a few areas.
- Hosted a 3-day, 30 team travel baseball tournament in late June.
- Completed the crack seal of asphalt on pickle ball court area and repainted lines.
- Completed 15 nuisance orders.

### **COVID-19 IMPACT UPDATES**

- Monitoring the health and temperature of all our employees;
- Practicing social distancing whenever possible;
- Routinely sanitizing and disinfecting commonly used surfaces, wearing nitrile gloves and/or masks when necessary.

### **AIRPORT**

#### **2020 Events**

- Grimes Flying Lab Annual Fish Fry has been postponed until October 3, 2020. Fish Fry from 4:30 pm to 7:00 pm, live music from 6:00 pm to 9:00 pm.
- Champaign Aviation Museum Gala with Col. Mark Tillman (ret) – Moved to July 25<sup>th</sup> - Col Tillman is a former Air Force One pilot, and was at the controls of Air Force One on 9/11.
- Ageless Aviation Dream Foundation Rides for Veterans from Ohio Masonic Homes – 2 day event, date still to be determined, looking at late August, depending on Covid-19. All 3 Ohio Masonic Homes will send veterans to Grimes to enjoy a meal at the Airport Café, and a ride in an open air Boeing Stearman Airplane.

### **COVID-19 IMPACT UPDATES**

- Museums were closed to the public until re-opening on July 1<sup>st</sup>.
  - Champaign Aviation Museum requires all guests to observe physical distancing, and wear masks. They are also taking temperatures when guests arrive.
  - Mid America Flight Museum is open Monday thru Friday and second Saturday each month – proper PPE also required
  - Grimes Flying Lab Museum currently open by appointment only
- Recommendations regarding public physical distancing requirements and remaining at home reduced traffic at Grimes to almost zero.
- The recent opening guidelines begin to slowly restore activity.

### **FACILITIES**

- Staff continues to maintain the city's multiple locations. We have been replacing light bulbs for several departments in the municipal building.
- Staff worked on a remodel of the former engineering office; soon to be the Law office; final move scheduled for late July.
- Staff preparing to begin the park tennis court restroom project.
- We also had D&L services on site to install new electronic door strikes, for added security in the municipal building.
- Staff has been assisting the park division with de-winterizing multiple locations at the park.
- Staff started work on the park tennis court restroom project.

### **COVID-19 IMPACT UPDATES**

- Due to the pandemic, we were without one staff member until early June.
- Slowly allowed contractors to enter city facilities; permitting the completion of several projects that were originally placed on hold (HVAC spring PM, HVAC new install police/ fire reception areas).

## **FIRE DIVISION**

### **News**

- The project manager for the community paramedic program left Mercy Urbana. Mercy is working on replacing her.
- Continue to progress with the Concord and Salem Township contract proposals.

### **Prevention**

- 12 Inspections completed for the quarter.

### **Operations**

- MARCS radio is in the Phase I transition, which means we are currently operating on both the old VHF and MARCS systems. Phase II transition expected to begin in August, which will simulcast incidents on VHF and MARCS. Phase II will also have EMS on MARCS except for the initial simulcast.
- Firetruck specifications on hold.

Incidents for the 2<sup>nd</sup> quarter:

<b>Incident Type</b>	<b>Amount</b>	<b>Daily Average</b>
EMS	533	5.86
Fire	100	1.10
Auto Accidents	23	.25
Two incidents in progress	118	1.30
Three incidents in progress	14	.15
Transports	336	3.69
Mutual aid received	24	.26
Mutual aid given	14	.15

### **Training**

- 3,056 Training hours for the quarter.

### **Maintenance**

- 11 hours of in-house maintenance on vehicles.

### **COVID-19 IMPACT UPDATES**

- The Division resumed many of its pre-COVID-19 operations.
- We continue to refine our established temporary measures for the pandemic.
- Thanks to the EMA and County Health, we have a good supply of our personal protective equipment.

## **WATER DIVISION**

### **Flow information:**

April – 44.9040 Million Gallons  
1.4968 Million Gallons Average Daily Flow

May – 45.4006 Million Gallons  
1.4645 Million Gallons Average Daily Flow

June – 45.4490 Million Gallons  
1.5150 Million Gallons Average Daily Flow

\*Total for the Quarter -135.7563 Million Gallons (Down 11.1752 Million Gallons from 1<sup>st</sup> Quarter 2020)  
(All water treatment plants and distribution system are EPA compliant)

### **Revenue & Expense**

#### **As of 06/31/2020**

Budget Amount \$2,587,580.97  
Month to Date Expense \$113,840.32 (June)  
Year to Date Expense \$1,204,600.73  
Encumbered Balance \$310,702.87  
Unencumbered Balance \$1,072,277.37

**Water Department Personal completed the following for the second quarter:**

- Training on new water line locator
- 1322 OUPS tickets were called in and located for the quarter (down 358 Tickets)
- All wells were flow tested by Moody's
- Consumer Confidence Report finished for 2019 water statistics
- Completed an electrical maintenance program
- West tower painted (outside)
- Gwynne Street tower interior painted
- New water line on S. Kenton between Market and Water
- New hydrant installed at community garden
- Sand filters at 29 WTP cleaned
- Old Troy Pike WTP painted
- Fire hydrant relocated and new valve installed at Sewer Plant for new building

**Projects that we are working on:**

- Valve Exercising
- Interdepartmental assistance
- Locating all water valves and customer service valves (GPS/GIS Program)
- Water meter repair/replacement
- Asset Management Project
- Starting on workorders and customer interaction
- Painting wells and interior pipes at 29 WTP
- Finishing round-a-bout project

**Upcoming Projects:**

- Phase two water line replacements (Scioto Street area)
- Parts inventory reorganization
- Grimes Field well elimination
- OTP ownership evaluation
- Water Flow modeling program
- Water meter maintenance program near completion

Note: These are only highlights and do not reflect day to day accomplishments. There are many other projects and programs that have been completed and others that are in the process of completion.

**COVID-19 IMPACT UPDATES**

- All employees continue taking distancing precautions
- Slowly beginning to enter households or businesses with precaution.
- Continue delaying customer shut-off(s) for delinquent bills; however, awaiting further instruction from the Ohio EPA.

**ENGINEERING**

- Projects ongoing from 2019.
  - US 36/US 68 Intersection Improvement – Paving and associated work is the main hold-up to finishing this job. Even though the contractor finished paving Miami Street, S. Main Street and the parking corners in the Square the first week of June, pavement repairs on Scioto Street, N. Main Street and the center circle remain and are currently in dispute by R.B. Jergens Contractors. Punch list items also remain. This project has required much more time than anticipated this year.
- Projects wrapped up from 2019.
  - Hill Street Improvements – A little bit of striping, pipe inspection and reseeding work was performed to close out the project. J&J Schlaegel, Inc. was the prime contractor.
- Projects bid so far in 2020.
  - 2020 Crack Sealing Program – Bituminous Pavement Systems was awarded the contract for \$44,665.25. Streets sealed: Bloomfield, Fyffe, Main, N. Walnut, Lincoln, W. Powell, Phoenix, E. Light, Laurel Oak, S. Walnut, College, Julia, Dellinger, Childrens Home, East Lawn, Wards Lane, E. Broadway, W. Broadway, E. Powell, Thompson, Johnson, Railroad, E. Ward, N. Locust, N. Kenton, Lynn and N. Jefferson. Crack sealing was completed towards the end of May.

- 2020 Microsurfacing Program – Strawser Construction, Inc. was awarded the contract at \$130,037.63. My Engineer’s Estimate was \$165,500.00. Streets impacted: East Lawn and E. Water. This project is scheduled to take place in late July/early August.
- 2020 Unit Price Concrete Work – McGuire Farm and Excavating LLC was awarded the contract for unit price concrete work. Contract covers City dig-related work as in years past but also covers this year’s Sidewalk, Curb and Gutter program for owners who choose not to complete their own work. Street impacted by the Sidewalk, Curb and Gutter program: Hitt, Elbert, E. Water, East Lawn, S. Kenton, Scioto, Finch and Ames. Owners were given until June 8, 2020 to complete their work. McGuire Farm and Excavating is currently completing the remaining work.
- 2020 Asphalt Program – Shelly Company was awarded the contract at \$322,970.90. My Engineer’s Estimate was \$353,915.00. Streets impacted: Elm, Ann, Gwynne, Mosgrove, W. Light, Elbert, Hitt, Cherry, WRF Driveway, two alleys, S. Kenton, Boyce and W. Ward.
- Phase 2A Water and Sanitary Replacement – Choice One Engineering did the design. Engineer’s Estimate was \$1,918,820.00. M&T Excavating LLC has been awarded the contract with the lowest bid of \$1,730,090.59. Streets impacted: Scioto, Crescent, Ames and Finch. The project will be paid via OWDA and DEFA loans from the Ohio EPA. A preconstruction meeting is anticipated to kick the project off in mid-July. Notifications will be sent out soon after.
- Projects bidding currently.
  - Powell to Bon Air Sanitary Sewer – Designed in-house and is currently out for bid with about nine potential bidders. My Engineer’s Estimate is \$1,196,000.00. Streets impacted: E. Powell, SR 54, Oak Dale Cemetery drives in the new section and Bon Air Drive. The project will be paid via an OPWC grant, OPWC loan and local sewer capital.
- Requests for Proposals.
  - South High Street Improvements – The City has recently received proposals for design of the South High Street Improvements, a project for which the City has been awarded north of \$3 million through state grants. A team will now interview the top four consultants and negotiate costs with the selected consultant. This project is scheduled for construction in 2023.
- Projects to be bid.
  - Freeman Avenue would be a standalone CDBG project for curb, sidewalk and paving work; this may take place during fall of this year or spring of 2021. Topography work for the curb and gutter design was recently completed by Engineering.
  - Scioto Street curbs and gutters would aim to replace and raise to height most every curb and gutter from Locust Street to East Lawn Avenue/Patrick Avenue. This project has had topography work completed by Engineering but that is it.
- Additional crack sealing was coordinated for the first time in-house through rental of a machine and purchase of material. Clay took the lead and performed the sealing in cooperation with the Street Department and Water Department. Parking lots, bridges and other City-owned places of interest were sealed.
- Otherwise, lots of inspections for sidewalk, curb and gutter are taking place. Plans were prepped for that program in the second quarter. Clay is handling the inspections and contractor oversight in the field.
- Permits from multiple agencies (Champaign County Engineer, Ohio EPA and Ohio Department of Transportation) were obtained for the Powell to Bon Air Sanitary Sewer project.
- Coordinated a pole move on S. Main Street near Urbana Dental Smiles for their proposed driveway move and sidewalk extension. Engineering and Community Development have been working with the owner to connect the sidewalk endpoint on S. Main Street to the new Cobblestone sidewalk next door.
- Many right-of-way permits and zoning permits have been processed early in 2020.
- Designs as time allows later in the year will include: Railroad Street Storm and a few other projects.

**FINANCE**

2020 Department Operating Budgets & YTD Expenses			
Department	2020 Budget	YTD 06/30/20 Expenses	Budget%
CITY COUNCIL	\$91,170	\$46,415	50.91%
COMMUNITY DEV	\$123,850	\$90,392	72.99%
ENGINEERING	\$242,500	\$112,542	46.41%
FINANCE - ACCOUNTING	\$273,400	\$132,082	48.31%
FINANCE - INCOME TAX	\$109,650	\$51,281	46.77%
FINANCE - UTILITY BILLING	\$140,400	\$64,342	45.83%
FIRE	\$2,720,755	\$1,263,973	46.46%
LAW	\$235,850	\$129,406	54.87%
MAYOR/ADMIN	\$303,200	\$146,159	48.21%
MISC NON-DEPARTMENTAL	\$463,500	\$309,079	66.68%
MULCH/COMPOST	\$23,075	\$1,479	6.41%
MUNICIPAL COURT	\$753,425	\$371,795	49.35%
PARKS/RECREATION/POOL	\$290,150	\$118,279	40.76%
POLICE	\$2,455,090	\$1,043,051	42.49%
PUBLIC WORKS & PROPERTY	\$162,150	\$80,029	49.35%
ZONING COMPLIANCE	\$130,275	\$68,603	52.66%
AIRPORT	\$358,800	\$140,972	39.29%
STREET	\$797,550	\$442,277	55.45%
OAKDALE CEMETERY	\$152,335	\$77,064	50.59%
WATER	\$2,515,200	\$1,204,601	47.89%
SEWER	\$3,870,350	\$1,933,434	49.96%
STORMWATER - OPERATING	\$81,000	\$24,904	30.75%
STORMWATER - CAPITAL	\$189,000	\$26,946	14.26%
	\$16,482,675	\$7,879,102	47.80%

Major Fund Expected Revenue & YTD Revenue				
Fund Number	Fund Name	2020 Expected Revenue	YTD 06/30/20 Revenue	Expected Revenue %
100	General	\$7,039,000	\$3,371,652	47.90%
200	Airport	\$358,800	\$138,702	38.66%
205	Street	\$886,000	\$405,446	45.76%
215	Cemetery	\$156,500	\$72,769	46.50%
275	P & F Tax Levy	\$1,411,358	\$707,454	50.13%
401	Capital Improvement	\$1,314,298	\$582,807	44.34%
402	P & F Tax - Cap Imp	\$470,453	\$201,050	42.74%
605	Water	\$2,348,500	\$1,112,701	47.38%
610	Sewer	\$3,774,500	\$1,807,795	47.89%
620	Stormwater - Oper	\$81,000	\$41,789	51.59%
625	Stormwater - Cap Imp	\$189,000	\$97,508	51.59%
		\$18,029,409	\$8,539,675	47.37%

## **POLICE DIVISION**

### **April Highlights**

- April 7 - entry-level testing was postponed due to the COVID-19. It is now being conducted in July. We are hoping to fill our three vacancies with this round of civil service testing.
- April 21 – Chief’s Challenge Coins were presented to Officers Casey Evans, Brandon McCain & Sergeant Dave Reese for their extra efforts to repair worn out drywall in the men’s upstairs and downstairs restroom, broken drywall and a new paint job to the workout facility, repainting of the women’s locker room, and repainting of the temporary holding cells.
- April 23 – Police investigated shooting incident that occurred during a domestic dispute at 336/338 N. Kenton Street. No one was injured in the shooting, but police recovered the gun and the round that was fired during the incident. Brandon Tiassum, 23, was charged with discharging a firearm, using weapons while intoxicated, drug offenses and a bench warrant. Miles Perry, 27, was charged with drug offenses.

### **May Highlights**

- May 26 – Property Clerk Mike Hughes was able to complete the junk/abandoned vehicle processing on four vehicles inside the UPD Impound Lot and sell the vehicles to a local auto wrecking company for \$800.00.

### **June Highlights**

- During the June Champaign County Grand Jury, criminal indictments were returned against the individual responsible for setting numerous Arson fires at the site of the former Douglas Hotel in 2019.
- Officers completed the Spring annual physical fitness testing.
- The week of June 15<sup>th</sup>, officers completed annual qualifications with their duty handguns.

## **LAW OFFICE**

### **City Council Meetings/Work Sessions**

In the 2nd Quarter, COVID-19 pandemic substantially hampered City Council Meetings and Work Sessions. The Law Director did continue to provide guidance on procedure and to answer any legal questions that arose. He also availed himself to all members of Administration and Council for legal advice and representation as pertains to any matter involving the discharge of their duties and responsibilities as representatives of the City of Urbana, Ohio, and as to any matters which arise during those meetings.

### **Ordinances and Resolutions**

In the 2nd Quarter, notwithstanding the COVID-19 restrictions, the Law Director did review each piece of Legislation for presentation to Council.

### **Charter Review Committee**

The Charter Review Committee completed its work late in the 2nd Quarter of 2020. After many months of hard work and dedication by the Committee, proposed legislation was drafted and submitted to Council for review. All told, the Committee whittled 23 recommendations down to 8, and encapsulated those 8 recommendations into the Ordinance. If the Ordinance passes with a 2/3 vote of Council, the Amendments to the City of Urbana Charter will be submitted to the voters on the November 2020 ballot.

### **Code Enforcement**

In the 2nd Quarter, COVID-19 pandemic substantially hampered the filing and prosecution of nuisances and zoning violations.

### **Contract/Legal Document Review/Modification**

The Law Director and Administration continued to work through numerous City projects requiring complex legal documentation and process including, but not limited to, the roundabout project. Construction and remediation projects, interaction with the Townships and Champaign County, and matters initiated by Community Development were addressed. Each involves the office of the Law Director, some merely for review, others for more detailed participation.

## **Easements, Appropriations, and Other Civil Matters**

In the 2nd Quarter, COVID-19 pandemic substantially hampered these matters.

### **Municipal Court Prosecutor**

The fundamental responsibility of the Municipal Court Prosecutor is to represent the State of Ohio, the City of Urbana, and/or the Villages in Champaign County, in the Champaign County Municipal Court, for all misdemeanors and for any felony cases filed in that Court.

#### **Cases Prosecuted**

In the 2nd Quarter of 2020, the Prosecutor's office processed approximately 425 cases. This includes all matters, whether resolved by admission, plea, at pretrial, at a trial to the Bench, or by Jury Trial.

#### **Case Reviews**

In addition to prosecuting cases, the Municipal Court Prosecutor reviewed approximately 50 "Prosecution Packets", which contain fact patterns and evidence gathered by law enforcement, to determine whether it would or would not be appropriate to file any charges in a particular case. Generally, the Prosecutor is approached to review cases which require analysis of complex legal application of the law to the facts. They may also involve other issues, such as mental and/or physical impairment of suspects, and how diminished capacity might affect charges.

#### **Victim Advocacy**

Through the Municipal Court Prosecutor's Victim's Advocate program, and despite the COVID-19 pandemic, multiple victims of crime were provided guidance and services in the 2nd quarter of 2020. Special arrangements were made to accommodate the ODH and the Governor's mandates, including the use of teleconferencing and allowing additional latitude in victim waivers of their rights for personal appearance.

#### **Diversion**

1 Defendant was accepted into the Municipal Court's Diversion Program during the 2nd quarter of 2020. 4 successfully completed the program.

**COVID-19 IMPACT UPDATES** The law offices remained open, and staff worked their regular shifts to assure that no person was denied access to justice as a result of the COVID-19 pandemic. The office complied with any and all accommodations requested by the Courts including, but not limited to, attendance at certain hearing by telephone rather than in person, and strict compliance with all social distancing requirements.

### **SEWER MAINTENANCE**

- Sewer Maintenance recorded 15 calls and 3 sanitary digs. Increase over 2<sup>nd</sup> quarter last year.
  - 1322 OUPS tickets, a decrease of 35% from last year 2nd quarter; down 18% from last year to date.
  - Staff continues to perform sewer lateral camera inspections free of charge to city residents. We have recorded 6 camera inspections for residents.
  - Inspected over 1700 feet of sanitary and storm sewer mains.
  - Performed over 25 hydro excavations for the Water Department.
  - Began a Manhole Replacement Program, successfully completed 3 rounds of manholes for a total of 22. We received our manhole saw and trailer in late April.
  - Completed the 2nd quarter grease trap inspections mid-June.
  - Staff installed a sanitary sewer line from the youth sports building to the new Park Maintenance building. In total we installed 750ft of 4in pipe, a clean out and a manhole at the building. While digging crews uncovered several field tiles and a spring, causing a steady flow of ground water out of the trench. Crews spent the following week installing field tile to the ditch that feeds the city pond.
- COVID-19 IMPACT UPDATES**
- Due to an anonymous private donation given to the Champaign Family Y, (managers of the city pool) the planned closure of the Wendall B. Stokes Memorial Pool was rescinded; Public Works staff began assisting the YMCA staff with "spring" pool prep – for opening date of July 3, including the installation of a new (baby) pool pump.



## **COMMUNITY DEVELOPMENT**

- Obtained bids and secured loan funding for the Phase 2A Water & Sanitary Replacement Project. The water main replacement and the sanitary sewer replacement is planned on Scioto Street from Jefferson Avenue to the 36/29 split with construction planned for July 2020-November 2020 on this part of the project. On Crescent Drive, Finch Street, and Ames Avenue, only water main replacement is planned with construction planned from December 2020-June 2021. A contract is in place with M&T Excavating LLC of Bradford, OH in the amount of \$1,730,090.59, and construction is anticipated to start in July.
- Finalized the creation and establishment of a Revitalization District within downtown Urbana. The Ohio Department of Commerce, Ohio Division of Liquor Control approved the Urbana Downtown Revitalization District on June 1, 2020. As a result, up to twelve (12) D5-L liquor licenses will be able to be issued within the district. In addition, existing D5 licenses in the district may be transferred to an establishment outside of the district and replaced with a D5-L which will create additional opportunities outside of the district. Prior to the establishment of a revitalization district, Urbana had met its state mandated quota of six (6) D5 licenses based on population (1 license for every 2,000 residents) which limited the development of new restaurants within the community. D5-L licenses are for the owner or operator of a retail food establishment or food service operation that derives seventy-five percent of its gross annual receipts from the sale of food and meals. Throughout Ohio, Revitalization Districts have proven successful in creating new restaurant development opportunities in communities such as Bellefontaine, Sidney, and Medina.
- Continued efforts electronically in support of the Champaign County Census 2020 Complete Count Committee to promote the 2020 Census within Urbana and Champaign County. Efforts to date have included radio advertising, social media engagement, digital billboard advertising, utility bill messages, and newspaper articles. As of July 9, 2020, the self-response to the 2020 Census in Urbana is 66.8% and 68.8% in Champaign County compared to the statewide self-response rate of 66.5%. Self-response will continue at [www.2020census.gov](http://www.2020census.gov) through October 31, 2020 with field operations by the US Census Bureau beginning in August. Residents are encouraged to continue to self-respond online or by phone: 1-844-330-2020.
- Finalized plan approvals for Legacy Place and continued to move this project toward closing and construction. Financing is in place, the construction company is hired, and construction is anticipated to start in the summer of 2020. The closing date for the project is set for Tuesday, August 4, 2020 with construction to start soon after.
- Continued to work with the city's partners in the redevelopment efforts at the former Q3JMC site. The transfer of the east side of the property to the real estate affiliate of True Inspection Services, the city's development partner in this project, occurred in mid-May of 2020. Furthermore, the NFA letter for the east side was submitted to Ohio EPA on June 29, 2020. The NFA letter for the west side is anticipated to be submitted to Ohio EPA in late July/early August. Development plans for the east side are being finalized, and a potential end user for the west side is being solidified.
- Started dialogue with representatives of Franklin University regarding the future of the now closed Urbana University campus.

APRIL 2020  
PURCHASE ORDERS \$2,501-\$50,000

PURCHASE ORDER # :	VENDOR :	PURCHASE ORDER AMOUNT :	DEPARTMENT :	EXPLANATION :	BOC APPROVAL DATE & VOTE:
27086	ENVIRONMENTAL ENGINEERING SERVICES	\$ 11,400.00	WTP	FINAL PAYMENT UNDER CONSTRUCTION MANAGEMENT FOR SCREW PRESS PROJECT	BOC=4/1/20 (3)
27098	TREASURER STATE OF OHIO C/O ODOT	\$ 4,413.78	ENGINEERING	LOCAL SHARE -SR 54 PAVING PID 9998Z	BOC=4/8/20 (3)
27104	KLEEM INC	\$ 2,926.20	SEWER MAINTENANCE	ROLL UP REFLECTIVE SIGN & STANDS, 18" TRAFFIC CONES, 28" TRAFFIC CONES	BOC=4/15/20 (3)
27105	WHITE'S FORD	\$ 49,142.19	POLICE	2020 FORD EXPLORER W/ SPECIFIC BUILD SHEET	BOC=4/15/20 (3)
27106	WHITE'S FORD	\$ 41,142.19	POLICE	2020 FORD EXPLORER W/ SPECIFIC BUILD SHEET	BOC=4/15/20 (3)
27118	ENVIRONMENTAL ENGINEERING SERVICES	\$ 3,000.00	WATER	OLD TROY PIKE GAC EVALUATION TO START PREPARING FOR OWNERSHIP TRANSFER	BOC=4/22/20 (3)
27119	ENVIRONMENTAL ENGINEERING SERVICES	\$ 3,500.00	WATER	WATER METER REPLACEMENT CONSULTING SERVICES FOR REPLACEMENT OF METER W/ FULL SERVICE MAINTENANCE PROGRAM	BOC=4/22/20 (3)
27120	MCGUIRE FARM & EXCAVATING	\$ 4,840.32	WATER	EMERGENCY WATER LINE REPLACEMENT	BOC=4/22/20 (3)
27121	OHIO READY MIX. INC	\$ 3,500.00	SEWER MAINTENANCE & STORM WATER	CONCRETE BLANKET-BLANKET FOR MANHOLE REPLACEMENT PROGRAM	BOC=4/22/20 (3)
27164	MCGUIRE FARM & EXCAVATING	\$ 24,778.30	STORMWATER	DITCH CLEANING AT 5 LOCATIONS PER RFQ	BOC=4/29/20 (3)
27165	OHIO ENVIRONMENTAL PROTECTION AGENCY	\$ 5,649.74	ENGINEERING	PERMIT TO INSTALL FEE, POWELL TO BON AIR SANITARY SEWER	BOC=4/29/20 (3)
27166	MAIN STREET LIGHTING	\$ 2,582.00	NON DEPARTMENTAL	ALUMINUM 12' DECORATIVE POLE	BOC=4/29/20 (3)

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Chris Boettcher  
Secretary

MAY 2020  
PURCHASE ORDERS \$2,501-\$50,000

PURCHASE ORDER # :	VENDOR :	PURCHASE ORDER AMOUNT :	DEPARTMENT :	EXPLANATION :	BOC APPROVAL DATE & VOTE:
27191	BEERY DIGITAL SERVICES LLC	\$ 3,000.00	NON DEPARTMENTAL	ANNUAL WEBSITE PACKAGE 3000	BOC=5/13/20 (3)
27192	CCTSS LLC	\$ 3,764.00	WATER	TAFT AVE CAMERA SYSTEM	BOC=5/13/20 (3)
27193	HENRY P THOMPSON COMPANY	\$ 6,900.00	WWTP	WILO TR 60 SUBMERSIBLE MIXER FOR AERATION ANOXIC TANK	BOC=5/13/20 (3)
27194	JR MASON INC	\$ 2,800.00	WWTP	REPLACEMENT OF 2 SLUDGE GATE OPERATORS	BOC=5/13/20 (3)
27195	JR MASON INC	\$ 14,875.00	WWTP	LABOR, EQUIPMENT AND MATERIAL TO REPAIR SEIZED NORTH INFLUENT SCREW PUMP	BOC=5/13/20 (3)
27205	FREISTHLER PAVING	\$ 14,515.00	WATER	ASPHALT REPAIR 300 BLOCK OF SCIOTO & 200 BLOCK OF S KENTON	BOC=5/20/20 (3)
27206	FREISTHLER PAVING	\$ 7,800.00	SEWER MAINT	ASPHALT REPAIR 100 BLOCK OF SCIOTO FROM SEWER DIG	BOC=5/20/20 (3)
27207	SEAL MASTER	\$ 9,120.00	ENGINEERING	CRACK MASTER PARKING LOT GRADE	BOC=5/20/20 (3)
27208	J&J SCHLAEGEL	\$ 6,855.75	AIRPORT	ADDITIONAL MOUND WORK ASSOCIATED WITH, BUT NOT ELIGIBLE FOR REIMBURSEMENT UNDER GRANT AIP 2018	BOC=5/20/20 (3)
27210	FASTENAL	\$ 3,120.00	FIRE	PROCEDURAL MASKS	BOC=5/21/20 (2)
27229	D&L SERVICES PIQUA	\$ 6,270.00	CAPITAL IMPROV- ADMIN	4 DOOR ACCESS CONTROL SYSTEM (ADMIN, NEW LOBBY DOOR, TRAINING ROOM, EXSTING LOBBY DOOR)	BOC=5/27/20 (2)

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Chris Boettcher  
Secretary

## RESOLUTION 2587-20

*A RESOLUTION IN SUPPORT OF AN APPLICATION TO THE HEALTH RESOURCES AND SERVICES ADMINISTRATION BY COMMUNITY HEALTH AND WELLNESS PARTNERS OF LOGAN COUNTY, OHIO TO EXPAND THEIR SERVICE PROFILE TO INCLUDE THE CITY OF URBANA, OHIO AND CHAMPAIGN COUNTY, OHIO, AND DECLARING AN EMERGENCY.*

WHEREAS, Community Health and Wellness Partners of Logan County started operations in 2014 to serve primary care, behavioral health, and other healthcare needs of individuals in that community, regardless of their insurance status or their ability to pay; and

WHEREAS, Community Health and Wellness Partners has continued to expand their services and locations within Logan County with physical locations currently operating in Bellefontaine, Russells Point, and West Liberty; and

WHEREAS, Community Health and Wellness Partners has established an existing client base from Urbana and Champaign County that is currently traveling to one of the current Logan County facilities for care; and

WHEREAS, Community Health and Wellness Partners is a federally qualified health center which is defined as a community-based health care provider that receive funds from the Health Resources and Services Administration Health Center Program to provide primary care services in underserved areas; and

WHEREAS, a federally qualified health center is required to meet a stringent set of requirements, including providing care on a sliding fee scale based on ability to pay and operating under a governing board that includes a patient or patients; and

WHEREAS, starting in late 2017, Community Health and Wellness Partners started to explore the feasibility of locating a facility in Urbana; and

WHEREAS, Community Health and Wellness Partners has now identified a location for the Urbana Community Health Center with plans to be a partner and tenant of True Inspection Services within the former Q3 JMC Johnson Manufacturing Building at 605 Miami Street; and

WHEREAS, since Community Health and Wellness Partners is a federally qualified health center by the Health Resources and Services Administration, application and approval are required to add the proposed Urbana facility to the Community Health and Wellness Partners' scope of service profile.

**NOW THEREFORE, BE IT RESOLVED** by the City Council of Urbana, Ohio:

**Section 1:** That the Urbana City Council hereby supports Community Health and Wellness Partners' request to the Health Resources and Services Administration to operate a

proposed facility in Urbana to further increase access to care and to minimize the barrier of transportation for residents of Urbana and Champaign County.

**Section 2:** That the Urbana City Council hereby supports the efforts of Community Health and Wellness Partners to establish the Urbana Community Health Center.

**Section 3:** That this resolution shall be declared an emergency and take effect upon passage to ensure that this organization can continue with its efforts to establish this proposed facility within Urbana in a timely manner.


\_\_\_\_\_  
Council President

Passed: \_\_\_\_\_

Attest: \_\_\_\_\_

This Resolution is approved by me this \_\_\_\_ day of \_\_\_\_\_, 2020.

\_\_\_\_\_  
Mayor

Department requesting: Community Development		Personnel: D. Crabill	Director of Law review
Expenditure? Y (N)	Emergency? (Y) N	Public Hearing? Y (N)	
Readings required: (1) 2 3		If yes, dates advertised:	
First reading date: 7/21/20	Second reading date:	Third/Final reading date:	

Anticipated effective date if approved: 7/21/20

## WE CARE ABOUT THE RESIDENTS OF LOGAN COUNTY

At Community Health & Wellness Partners, we change lives within our community by providing a level of healthcare that improves the well-being of the whole person and eliminates barriers. That is where our passion lies – providing quality, life-changing care regardless of age, gender, income level, insurance or ability to pay.



Tara Bair  
President/CEO

## HOURS

Monday through Friday, 8 AM – 5 PM  
24/7/365 On-call Service  
Extended hours at Bellefontaine and West Liberty

## LOCATIONS

**Bellefontaine**  
212 E. Columbus Ave., Suite 1  
Bellefontaine, OH 43311

**Indian Lake**  
8200 St. Rt. 366, Suite 1  
Russells Point, Ohio 43348

**West Liberty**  
4879 US Rt. 68 South  
West Liberty, Ohio 43357

Phone: 937.599.1411 • Fax: 937.599.4128 • [chwplc.org](http://chwplc.org)

*"I trust the staff at Community Health & Wellness Partners. It's like family here. They got my mother the care she needed, and even though she didn't have insurance, they found ways to help her."*

Iya Williams



COMMUNITY HEALTH & WELLNESS PARTNERS

Care... To Live Life Fully



DEAP  
Division of Early Assessment and Planning  
OHDE

OUR PASSION:  
ACCESSIBLE HEALTHCARE  
FOR EVERYONE  
Care... To Live Life Fully



COMMUNITY HEALTH & WELLNESS PARTNERS

Care... To Live Life Fully

## WE ARE ALL ABOUT OUR PATIENTS

When patients walk through our doors, we welcome them wholeheartedly and as a whole person. Our patients are members of our community – one of us – and we care about them and their families as friends and neighbors.

We were inspired to provide all members of our community with access to quality health and wellness services. We connect our patients to all the resources they need to get well and live life fully.

It is the norm to see smiles, hear laughter and experience a heartfelt hug. Our patients tell us we save their lives. We feel they give our lives purpose and meaning.



## OUR APPROACH TO CARE HAS RAISED THE BAR

In our quest to provide the highest level of care for our patients – including treating the whole person – we have innovated new methods that push the boundaries of the traditional way healthcare is delivered. The result is a healthier patient, a life saved, reunited families and the ability to engage the whole community in affording an improved life.

We have expanded services beyond primary care, to include behavioral health, chronic care management, pharmacy and nutrition – and that is only the beginning.

We help patients with medical plans to find more affordable solutions. When we uncover a barrier a patient is facing, we find a solution.

You could say we go the extra mile; but in reality, we just do what is right for our community and the community members we serve.



## PASSION IS A PART OF OUR CORE

Community Health & Wellness Partners is a family of caring residents and citizens focused on delivering the best care in the best way to the residents of Logan and surrounding counties.

Every member of our team embraces our patients and their families with genuine kindness and thoughtful care to help them get well – regardless of the situation.

Our depth of knowledge and the innovative and tenacious way in which we serve our patients is what changes lives.

## WE ARE CHANGING LIVES IN OUR COMMUNITY

Community Health & Wellness Partners, a federally qualified health center, came to life through a vision of caring individuals to offer an affordable healthcare option for the underserved population of Logan County.

Our goal is to touch and serve all residents – those in need of general primary care, managing diseases, fighting addiction, depression, dealing with family matters, members of minority communities and refugees.

We connect with and are recognized by other social service agencies as having made an impact in the lives of our residents.

The team at Community Health & Wellness Partners has been serving area residents for a long time, and we can see that the work we are doing is making a significant difference in our community.



## WE HAVE A STRONG COMMITMENT TO OUTSTANDING PATIENT CARE

At Community Health & Wellness Partners, no resident gets turned away or left unattended.

We take the time to listen, get to the core of an issue and get to know each patient at a level that allows us to treat their whole person and whole situation in a meaningful way that enhances their life.

Whether we are finding alternatives to insurance barriers, recommending in-house or other resources to ensure whole person wellness, educating patients on disease management or reviewing and regulating medications, patients have our full commitment to their care.



## OUR SERVICES

- General Primary Care
- Health Maintenance Exams/ Physical Exams
- Chronic Care Issues
- Acute (Sick/Urgent) Illnesses
- Women/Men's Health (All Ages)
- Infant/Children/Adolescent
- Post-Hospital Follow-Up
- Chronic Disease Management
  - Diabetes
  - High Blood Pressure
  - High Cholesterol
- Integrated Behavioral Health
  - Depression and Anxiety
  - Family and Child Issues
  - Substance Use Disorders
  - Other Mental Health Issues
- Pharmacy
- Medication Assisted Treatment
  - Substance Use and Addictions
  - Vivitrol and Suboxone Prescriptions
- Nutrition
- Dental (Referral)
- Discounted Drug Program (340B)
- Family Planning
- Immunizations (Free for Uninsured Children)
- Laboratory/EKGs
- Respiratory Therapy
- Sports Physicals
- Vision Screenings
- Social Services
- Outreach Eligibility for Marketplace
- Community Outreach Events

## PATIENT SUPPORT

- Knowledgeable Staff
- Enrollment Assistance for Medicare, Child Health Insurance Program (CHIP), and Other Programs
- Individualized Care Management
  - Language Translation (Including Sign Language)
  - Medication Review
  - Reduced Deductibles for Medicare Patients
  - Specialist Referrals
  - Sliding Fee Scale
  - Social Services
  - Transportation



## YOU ARE THE CENTER OF YOUR HEALTH CARE



As a Patient Centered Medical Home, our philosophy is designed to help your stay healthy, prevent disease and manage all different health care issues.

Community Health & Wellness Partners' doors are open to everyone with no economic barriers to care. We connect our patients to all the resources they need to enhance their lives and provide hope to get well and live life fully.

We have expanded services beyond primary care, to include behavioral health, chronic care management, pharmacy, nutrition and case management. That is only the beginning of your Patient Centered Medical Home Team.

## MISSION

*Provide quality, whole-person, patient-centered medical care to anyone and everyone in our community*

## HOURS

Monday through Friday, 8 AM – 5PM  
24/7/365 On-call Service  
Extended hours at Bellefontaine and West Liberty

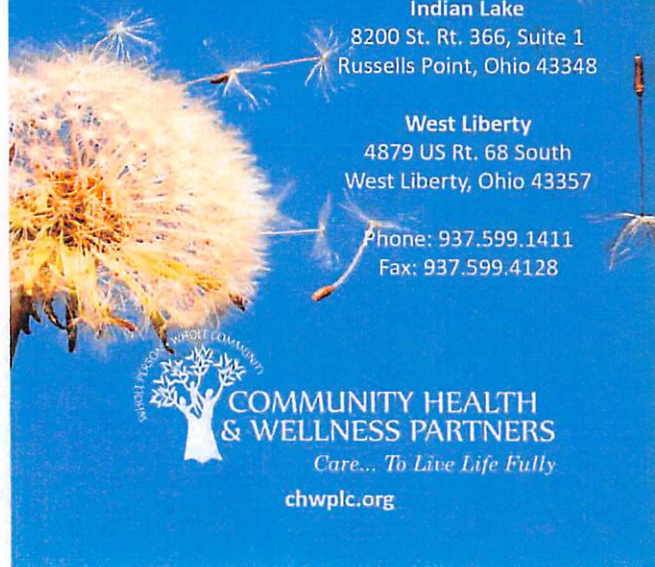
## LOCATIONS

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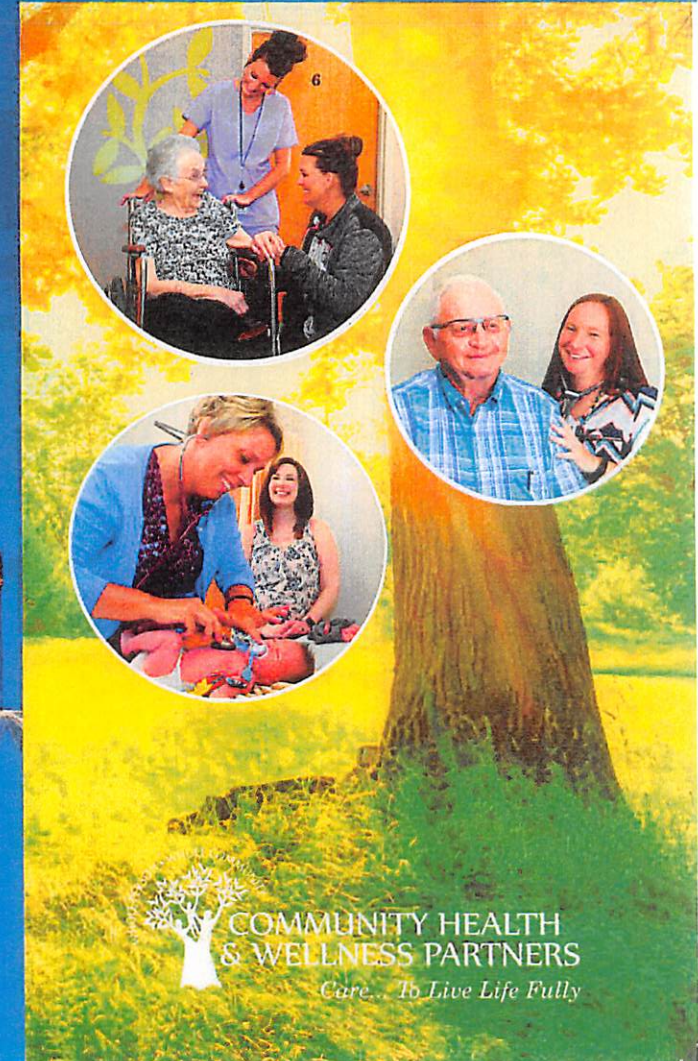


**COMMUNITY HEALTH & WELLNESS PARTNERS**  
*Care... To Live Life Fully*

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## PATIENT CENTERED MEDICAL HOME



**COMMUNITY HEALTH & WELLNESS PARTNERS**  
*Care... To Live Life Fully*

*Care... To Live Life Fully*



# Patient Centered Medical Home

## HOW CAN YOU BE A PART OF THE PCMH TEAM?

- See your Provider first for your health care needs and tell your Team about your health issues.
- Tell your Team about any health changes.
- Call your Team first with your health concerns unless it is a true emergency.
- Write down your questions and bring them to your visits.
- Follow your health care plan and set goals you can reach.
- Share your success with your Team!

## PATIENT COMMITMENT

At Community Health & Wellness Partners, we take the time to listen, get to the core of an issue and get to know each patient at a level that allows us to treat their whole person and whole situation in a meaningful way that enhances their life. We give our patients access to all the resources they need to get whole-person wellness, educating patients on disease management, reviewing medication or providing transportation. As a Patient Centered Medical Home, patients have our full commitment to their care.

## AS YOUR PCMH, WE ARE RESPONSIBLE FOR:

- Coordinating your overall health care.
- Sending you to a specialist for any tests or diagnostics you may need.
- Coordinating with other health care Providers.
- Connecting you with your health care Team.
- Encouraging you to be an active part of the Team.
- Working with your Team may improve the quality of your health care and shorten the time it takes to get that care.
- Knowing when new medications or refills are needed or prescribed.
- Supporting you in achieving your optimal health status.



## WHAT CAN YOU EXPECT

As your Medical Home, we are providing care that is accessible, continuous, comprehensive, family centered, coordinated and compassionate.

Patient Centered Medical Homes are practices that deliver care to patients by acting as the hub of care.

A Patient Centered Medical Home puts the patient in the center of the care and provides all primary health care needs, as well as coordinating any specialty care needs.



*A Patient Centered Medical Home (PCMH), provides all-inclusive primary care between you and your primary care provider, their health care team, and your family.*



## COMMUNITY HEALTH & WELLNESS PARTNERS

*Care... To Live Life Fully*

## BEHAVIORAL HEALTH SERVICES

Community Health & Wellness Partners offers integrated behavioral health services to address the various needs of our patients.

Our behavioral health staff will meet with you and your primary care provider at the time of your medical visit to assist you by identifying and addressing your needs.

### OUR SERVICES CAN ADDRESS CONCERNS RELATED TO:

- Stress/life problems
- Coping with medical issues and chronic disease
- Pain management
- Risky behavior change
- Marriage and family concerns
- Healthy lifestyle changes
- Sleep
- Mental health concerns
- Substance Use

### MISSION

Provide quality, whole person, patient-centered, medical care to anyone and everyone in our community.





## PRIMARY CARE BEHAVIORAL HEALTH GOALS

- Increase access to behavioral health services for our patients.
- Improve quality of life by providing evidence-based practices and interventions that have been proven to be successful in addressing patient's problems and needs.
- Identify and eliminate barriers by providing a standard of healthcare that improves the well-being of the whole person.

## BEHAVIORAL HEALTH SERVICES DO NOT INCLUDE:

- Court Ordered Evaluations
- Special evaluations (exp. Custody, or neuropsychological)
- Long-term therapy

To learn more, please contact our office.

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### Bellefontaine

212 E. Columbus Ave., Suite 1  
Bellefontaine, Ohio 43311

### Indian Lake

8200 St. Rt. 366, Suite 1  
Russells Point, Ohio 43348

### West Liberty

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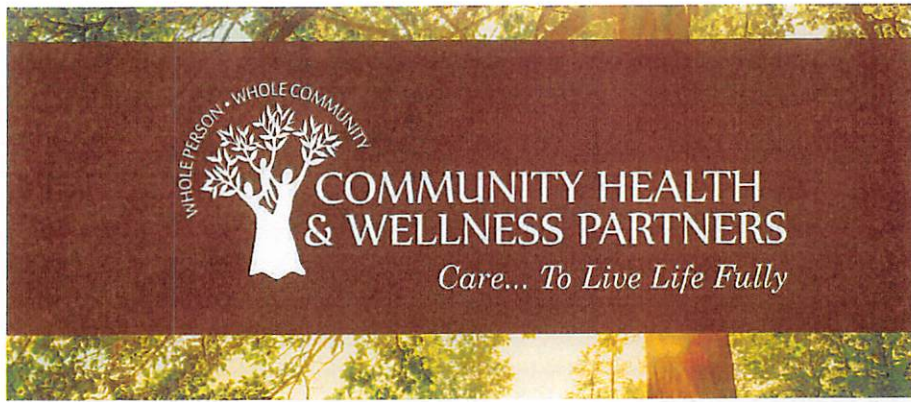
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COMMUNITY HEALTH  
& WELLNESS PARTNERS

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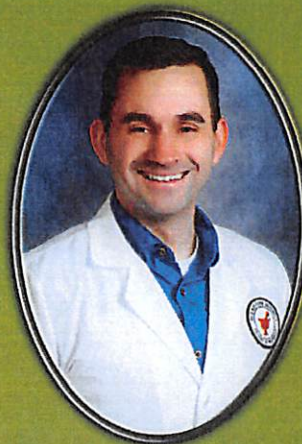
## PRIMARY CARE PHARMACIST

As a Patient Centered Medical Home, CHWP offers you a primary care pharmacist. These services are available during your regular provider visits or can be scheduled individually at any time.

Your provider may have you see our primary care pharmacist to help take better care of you and to make sure your medications are right for you.

Our pharmacist does not take the place of your provider but works with them to help you reach your health care goals.

**Jason Martinez, PharmD, BCACP** received his Doctor of Pharmacy degree in 2009. Dr. Martinez works collaboratively with our other providers to optimize treatment plans in addition to helping patients understand how to take their medications or find more affordable options.





## PHARMACY SERVICES INCLUDE:

- Comprehensive review of medications to ensure you are getting the most benefit from what you are taking
- Helping you to find medications that are affordable
- Ensuring that you do not have any drug interactions
- Supporting you as you stop smoking
- Provide patient education on glucometers, medications, hypoglycemia, diet & exercise
- Screen patients for depression
- Perform a diabetic foot exam
- Pharmacogenomics Testing
- Conduct a cardiovascular disease risk assessment & initiate therapy as appropriate
- Measure blood pressure & heart rate and initiate, adjust or discontinue therapy as appropriate to reach therapeutic goals
- Initiate, adjust, and/or discontinue oral and injectable medications for diabetes
- Order and interpret labs related to your medications
- Refer patients to diabetes education classes, ophthalmology, nutrition or social work services

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### **Bellefontaine**

212 E. Columbus Ave., Suite 1  
Bellefontaine, Ohio 43311

### **Indian Lake**

8200 St. Rt. 366, Suite 1  
Russells Point, Ohio 43348

### **West Liberty**

4879 US Rt. 68 South  
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Phone: 937.599.1411 • Fax: 937.599.4128



**COMMUNITY HEALTH  
& WELLNESS PARTNERS**

*Care... To Live Life Fully*

[chwplc.org](http://chwplc.org)



## COMMUNITY HEALTH & WELLNESS PARTNERS

*Care... To Live Life Fully*

## NUTRITION AND WELLNESS SERVICES

Community Health & Wellness Partners offers integrative nutritional counseling services to address your whole body wellness needs. Food and eating are a vital part of our everyday lives that affects physical, mental, emotional, and spiritual wellness. Learning about food to help with your overall wellness can provide you with necessary steps for continued positive wellbeing in all aspects of your life.

### GOALS OF NUTRITION AND WELLNESS SERVICES

- Increase access to nutrition & wellness services
- Expand community outreach to identify patient needs
- Improve quality of life by providing evidence-based nutrition practices and interventions
- Identify and eliminate barriers to food, nutrition, and wellness services to improve patient wellbeing and community wellness overall

### *MISSION*

Provide quality, whole person, patient-centered, medical care to anyone and everyone in our community.





## SERVICES OFFERED

Our Registered Dietitian will meet with patients or families individually to provide foundational lifestyle and dietary approaches. Concerns that can be addressed with our dietitian include:

- Weight management (loss or gain)
- Managing and coping with diabetes
- Managing and coping with other chronic conditions such as hypertension, heart disease, autoimmune diseases, or others
- General healthy lifestyle changes
- Gestational diabetes and/or other pregnancy or infertility issues
- Digestive issues and concerns
- Children and picky eaters
- Wellness goal setting and accountability
- Nutritional deficiencies

To learn more about what our dietitian and nutrition services can do for you, please contact our office.

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## Wholesome Rx is back in 2020

Enrollment is underway for the second phase of the Wholesome Rx program at Community Health & Wellness Partners.

The program features education classes and prescriptions for fresh fruits and vegetables.

Class size and enrollment is limited. Letters were mailed out the week of February 17 to potential participants who qualify for the program.

## CHWP honored with Ohio Success Award

Community Health & Wellness Partners will be awarded with the Ohio Success Award in Columbus on March 13. CHWP is among 13 non-profit and governmental organizations who will be recognized for making a significant impact on the communities they serve.

For a full list of 2020 award recipients, visit <http://www.ohiobusinessmag.com/ohio-success-awards/>

## Phone tree getting face lift to line up with Teams

Effective March 2, the phone tree for CHWP will be changed to better direct incoming phone calls to the correct team.

\* Press 2 for Team Blue in West Liberty (staff for Dr. Kratz, Josh Usserman, and Leanne Spring).

\* Press 3 for Team Red in Bellefontaine (staff for Dr. Miller, Breanna Detrick, Josh Bryant, and Paula Strebig).

\* Press 4 for Team Green in West Liberty (staff for Dr. Schmidt, Justin Gildow, and Kristen Davis).

## Team Care kicks off March 2

Community Health & Wellness Partners' Team Care model will officially kick-off on March 2.

The Team Care model enables more efficient care coordination for our patients. Each morning team members meet for a Team Huddle, reviewing a Pre-Visit Planning worksheet to identify potential ancillary needs such as in-house resources from our Chronic Care manager, pharmacist, nutritionist, or Behavioral Health team. The meetings can also help identify patient barriers and needs.

Patients calling CHWP will soon experience updated phone menu options when the Team Care model starts in March. The new Phone Tree will assist callers in directing calls to the appropriate team or department.

Our IT Department has updated the phone lists to reflect these teams as well as set up new teams on Spark (our instant messaging platform) and Office 365 applications for email, calendar, and Microsoft Team meetings.

SEE TEAM – Page 2



In support of our Team Care Kick-Off on March 2, staff members will be wearing a shirt in one of the teams' colors or a CHWP shirt. **Team Red** (in Bellefontaine) are led by Dr. Kenneth Miller, MD, Breanna Detrick, CNP; Josh Bryant, CNP; and Paula Strebig. **Team Blue** (in West Liberty) includes Dr. Charles Kratz, MD; Leanne Spring, CNP; and Joshua Usserman, CNP. **Team Green** (in West Liberty) features Dr. Brian



Schmidt, DO; Justin Gildow, CNP; and Kristen Davis, CNP.

## Staff members are making a difference

The staff at Community Health & Wellness Partners are making a difference in not only our patients' lives but also other lives in our community.

CHWP recently crushed a company goal for United Way of Logan County, raising \$8,452 and finishing 24th in the Top 25 corporate and employee supporters. Logan County is the smallest community in Ohio to achieve a \$1 million United Way campaign.

Because of a successful first campaign with United Way of Logan County, all employees were given Christmas Eve off work, and those making pledges were entered in raffles for a chance to win gift cards, 4

hours of PTO, 8 hours of PTO, coupons to our CHWP online gift store, and an opportunity to wear a favorite school or team shirt.

Each month staff members take turns serving food on the first Thursday of every month at our Bellefontaine office through the Second Harvest Mobile Pantry. CHWP partners with the Second Harvest Food Bank of Clark, Champaign & Logan Counties, targeting hunger through the distribution of consumable surplus food.

Added to job descriptions this year is a goal to spend two hours of community service each year. Besides serving food for Second Harvest, additional

SEE STAFF – Page 2



TEAM

Continued from page 1

To help celebrate the Team Care model, staff members will have a Lunch Carry in on Monday, March 2 where they can share a food featuring one of the team colors: red, orange, blue, or green.

The teams and colors consist of:

- **Team Red (Bellefontaine):** Dr. Miller, MD; Breanna Detrick, CNP; Josh Bryant, CNP; and Paula Strebis, CNP.
- **Team Blue (West Liberty):** Dr. Charles Kratz, MD; Leanne Spring, CNP; and Joshua Usserman, CNP.
- **Team Green (West Liberty):** Dr. Brian Schmidt, DO; Justin Gildow, CNP; and Kristen Davis, CNP.
- **Team Orange (Russels Point):** Dr. Brian Schmidt, DO; Breanna Detrick, CNP; Justin Gildow, CNP; Josh Bryant, CNP, and Kristen Davis, CNP.

Each team will comprise of the following staff members to assist in patient care:

- Physician
- Nurse Practitioners (CNP)
- Clinical Coordinator (RN)
- Clinical Team Lead (LPN or RN)
- Patient Care Assistants (LPN or MA)
- Triage Nurse
- Referral
- Chronic Care Therapist
- Case Manager
- Psychiatry
- Pharmacy
- Dietitian
- Chronic Care Nurse

POSITION	TEAM RED WCHP	TEAM GREEN WCHC GREEN	TEAM BLUE WCHC BLUE WING
Physician	Dr. Miller	Dr. Schmidt	Dr. Kratz
Nurse Practitioner	Breanna Detrick	Justin Gildow	Leanne Spring
Nurse Practitioner	Paula Strebis	Kristen Davis	Joshua Usserman
Nurse Practitioner	Josh Bryant		
Clinical Coord	Michelle Zedeker, RN	Stefanie Leffler, RN	Stacie Jones, RN
Clinical Team Lead	LeAnn Brunson, LPN	Kandas Thompson LPN	Carol Buck, RN
Pt. Care Assistant	Trisha Burton, LPN	Brooke Marshall, LPN	Robin Connolly, MA
Pt. Care Assistant	Beth Wing, LPN	Lindsey Appel, MA	Megan Heimlinger, MA
Pt. Care Assistant	Stephanie Sylvia, LPN		
Pt. Care Assistant	Nicole Fulkerson, LPN		
Triage	Tammy Wallace RN	Marsha Barga, RN	Susan Cox, RN
Referral	Anissa Roesner	Kim Lehman	Stacey Johnston, LPN
Chronic Care Therapist	Abby Superchi, LSW	Ashley Speert	Ashley Speert
Case Manager	Mandy Wilber	Emma Southwick	Emma Southwick
Psychiatry	Dr. Shellabarger	Dr. Shellabarger	Tracy Detwiler
BH OA Coordinator	Danielle Smith	Danielle Smith	Danielle Smith
Outreach Coordinator	TBD	Melinda Smith	Melinda Smith
OA Bedside	TBD	Nikki Kessler	Jade Campbell
OA Front/Phone	TBD	TBD	Heather Schaffer
Outreach/Eligibility Specialist	Lyndsay Wisner	Lyndsay Wisner	Lyndsay Wisner
Pharmacy	Jason Martinez	Jason Martinez	Jason Martinez
Chronic Care Nurse	Alicia Stafford	Alicia Stafford/Susan Bechtel	Alicia Stafford/Susan Bechtel
Dietitian	Alyssa Kauffman	Alyssa Kauffman	Alyssa Kauffman
Informatics	Danielle Evans	Tim Johnson	Annette Kauffman
Billing	Jessica Page	Kim Broshes	Kim Broshes

- Outreach Coordinator
  - Outreach Associates
- Each team has established goals to help measure success of the Team Care model. Some of the goals – which differ by team – include same day utilization, improving No Show and Missed appointments, and increasing the number of Health Maintenance appointments.

## Employees are encouraged to participate in meetings

During our January 20 staff meeting, Tara Bair, President/CEO, encouraged the staff members to provide agenda items for our upcoming quarterly staff meetings and to participate in the various company meetings and community meetings. Displayed at right is a list of CHWP and community meetings the staff may contact for more details.

Meeting	Date	Time	Place	Contact person
<b>CHWP meetings:</b>				
Staff Meeting	Quarterly: 1/20, 4/21, 7/15, 10/15	Noon	BCHC Link Room	Send agenda items to Heidi Miracle
Lunch & Learn	Once a month (rotating schedule)	Noon	Microsoft Teams	Send topics to Alicia Stafford
Leadership	Tuesdays, every other week	7:30 AM	BCHC Conf Room A	Administration
Executive	Last Friday	8:00 AM	BCHC Conf Room B	CEO
Provider	Once a month (rotating schedule)	7:00 AM	BCHC Conf Room A	Dr. Miller
Policy & Protocol	1st Wednesday	8:00 AM	WLCHC Conf Room	Willie Stoltzfus
Quality	3rd Tuesday	Noon	BCHC Conf Room A	Beth Johnson
Clinical Implementation	Tuesdays, every other week	8:00 AM	BCHC Conf Room A	Jason Martinez
Behavioral Health	2nd Thursday	12:30 PM	BHCH BH Conf Room	Ashley Logan/Andy Stahl
Finance	Last Thursday	Noon	BHCH Conf Room B	Andrew Harshbarger
Education	Every other Friday as needed	2:00 PM	BCHC Conf Room A	Beth Johnson/Heidi Miracle
<b>Community meetings:</b>				
Access & Resource Coalition	4th Tuesday	11:00 AM	RTC Employment Services	Emma Southwick/Mandy Wilber
Housing Coalition	2nd Thursday	8:30 AM	TBD	Willie Stoltzfus
Continuum of Care-Homelessness	2nd Thursday	8:30 AM	Union Station	Willie Stoltzfus (same as above)
Medical Harm Reduction Team	2nd Tuesday	3:00-4:00 PM	MRH- N/S Conf Room	Jason Martinez and Abby Superchi
Prevention/Education Team	3rd Wednesday	3:30 PM	MHDAS Board	Ashley Logan
Treatment/Recovery Supports Team	1st Thursday	5:30 PM	First Lutheran Church	Ashley Logan
Healthy and Safe Children	4th Thursday	1:00 PM	Discovery Center	Emma Southwick/Abby Superchi
Suicide Prevention Coalition	1st Tuesday	3:00 PM	MHDAS Board	Ashley Speert
Full CORE	2nd Wednesday	6:00 PM	Union Station	Tara Bair/Ashley Logan
Adult Recovery Court	Every Thursday	1:30 PM	Court House	Mandy Wilber
Family Treatment Court	Every Tuesday	1:00 PM	Court House	Mandy Wilber
Opiate Response Team	TBD	TBD	TBD	As needed
Crisis Incident Stress Management	Quarterly, TBD	Noon		Lara Shoemaker
Logan County Loss Team	TBD	TBD	TBD	Erin Dye/Ashley Speert
FCFC Meeting	4th Thursday-Quarterly	9:00 AM	Larger Discovery Center	Ashley Logan/Tara Bair
COLCAS	Last Thursday	11:30 AM	Union Station	Lyndsay Wisner
Transition Framework Team (schools)	Quarterly, 3rd Wednesday	10:00 AM	Ohio Hi Point	Stintues Only
CAB	3rd Tuesday-Quarterly	1:30 PM	Mary Rutan Health center	Tara Bair
Chamber Coffee Mtg	1st Thursday	8:00 AM	Native/Sweet Aromas	Willie Stoltzfus/Beth/Lyndsay Wisner
Transportation Authority Board	4th Tuesday Quarterly	10:00 AM	RTC Employment Services	Andy Hershberger (January, April, etc.)

## STAFF

Continued from page 1

opportunities for community service activities are available by contacting Heidi Miracle, Administrative Assistant/Human Resources.

Employees are also encouraged to participate in one of the many committees the company offers such as:

- Quality Improvement,
- Education/Training,
- Policy & Protocol,
- Clinical Implementation,
- Strategic Planning, and
- AdHoc Committees as assigned such as Doors of Encouragement, National Health Center Week, Employee Thanksgiving Meal and other Special Events.

# CHWP welcomes new staff

Community Health & Wellness Partners welcomes 9 new staff members to our team.

Joining CHWP on December 9 was Ashley Speert, CM. She is working at our West Liberty office as a Chronic Care Therapist. In 2015, Ashley received an associate's degree in Western Equestrian Studies and a BS in Psychology from The University of Findlay. She is currently working to achieve a Master's Degree in Psychology with a specialty in Applied Behavior Analysis to become a Board Certified Behavior Analyst.

CHWP welcomed Kristen Davis, CNP, on January 13, and began seeing patients on February 3 at our West Liberty office. During her time as an RN, she went to graduate school to become a Family Nurse Practitioner, graduating from Ohio University in spring of 2017. Davis more recently has experience working at an Internal Medicine practice and in urgent care. Kristen will be working April 14, 21, and 28 at our Indian Lake office with Dr. Schmidt and then transition there every Tuesday beginning in May.

Also joining CHWP on January 13 were Kandas Thompson, LPN, Lindsey Appel, and Nicole Fulkerson, LPN. Kandas will be transitioning into a Clinical Team Lead position in May. Lindsey is serving as a MA-PCA (Medical Assistant, Patient Care Assistant), working with Kristen Davis at West Liberty. Nicole is the PCA for Breanna Detrick at our Bellefontaine office.

Outreach Associates who joined the staff this year include Darcy Ramsey, Maya Shelley, and Danielle Smith. Danielle is working with the Behavioral

Health pod at our Bellefontaine office.

Joining the team on February 10 was Mandy Wilber, Case Manager for Team Red at our Bellefontaine site.

Other changes within the staff include Anissa Roesner, who joined the Referral Department as a Referral Specialist effective February 1. She will be working on Team Red at the Bellefontaine site starting in March.

Melinda Smith will be the Outreach/Clerical Coordinator for both the Blue and Green teams at West Liberty. Until the position of Outreach/Clerical Coordinator for the Red Team is filled, Willie Stoltzfus, RN, BSN, and Michelle Zedeker, RN, will be available for Outreach supervisory questions and concerns.

Those serving on the Clinical Leadership Teams will be Michelle Zedeker, RN, and LeAnn Brunson, LPN, on Team Red; Stefanie Leffler, RN, and Kandas Thompson, LPN for Team Green; and Stacie Jones, RN, and Carol Buck, RN, for Team Blue.



ASHLEY SPEERT



KRISTEN DAVIS



KANDAS THOMPSON



LINDSEY APPEL



NICOLE FULKERSON



DARCY RAMSEY



DANIELLE SMITH



MAYA SHELLEY



MANDY WILBER

## Employees recognized for achievements

Josh Bryant, CNP, was chosen as the 2019 Employee of the Year at Community Health & Wellness Partners. Josh works at the Bellefontaine office Mondays, Tuesdays and Thursdays and at the Russels Point location on Wednesdays. The award was announced during the company's Thanksgiving meal on November 26.

Congratulations to Alicia Stafford, RN, CAN, on receiving Certification from The Ohio State University as an Ambulatory Care Nurse. Alicia is currently managing a caseload of 91 patients, industry standard if 60-75 patients. She will be rolling out a new model for Annual Wellness Visits (AWV) here in early 2020. This will influence several positive outcomes for CHWP; give patients increased time with a healthcare professional while free-

ing up provider time to treat more patients, increased revenue for CHWP and ensure our patients receive high quality of care and entitled benefits through the AWW, ensure the organization is capturing accurate data to be able to further risk stratify our patients.

Jason Martinez, PharmD, BCACP, has been nominated for the position of Care of Underserved Populations Coordinator with the American Pharmacy Association. Jason presented details about CHWP's Wholesome Rx program at the Ohio Association of Community Health Centers 2020 Annual Conference held in Columbus. Additional presentations include the Annual Pharmacy meeting in Washington DC in March 2020 and at the Ohio Nutrition Academy Annual Meeting with Ohio Department of Health in April 2020.

# Behavioral Health Team identifies goals for 2020

The month of January was a month of reflection for the CHWP Behavioral Health Team. In 2019 and so far in 2020, we have accomplished great things as a department. We were BLESSED to be able to add new staff this year.

We now have 2 full time psychiatric providers, a psychiatric RN, 9 Behavioral Health Providers (therapists), 2 Chronic Care Therapists and 1 (soon to be 2) Case Managers. We had almost 9,000 Behavioral Health patient visits and 1,064 of those were new patients! Our patients benefited from our depression screening and interventions. Depression symptoms improved by 60% when the patient received primary care at CHWP in 2019 and it is important to note that this was not just behavioral health patients. This counts patients who saw their Primary Care Provider and received medication or brief intervention.

Regarding Medication Assisted Treatment (MAT), we had another great year! Since start-

ing MAT in 2016, we have increased the number of patients we treated for a substance use disorder using MAT by 78%. We have also increased the number of patients we see for substance use disorders in therapy by 75% in the last year. Another big part of what we do in Behavioral Health is community engagement. We educate local agencies and community members on what a health center is and what CHWP does for our patients. We are also educating the community on prevention strategies they can take to ensure that them and their loved ones are able to stop chronic diseases. In 2019, we met with community members, community agencies and other health centers 68 times.

In 2020, we have identified 4 goals that will continue to carry out CHWP's mission, vision and values. The goals are as follows:

- To increase patient access to our services which will help us eliminate barriers and develop relationships in the community.
- To bridge patient barriers to care which will allow us to welcome patients and

listen to their needs with heart.

- To fill community gaps in care by providing services that are not offered at other agencies. This will allow us to serve with excellence and share best practices by making CHWP cutting edge in behavioral health care.
- Lastly, we are going to carry out the Team Care Model in all clinics and ensure access to all ancillary services using warm handoff appointments. This model hits all 7 areas of our Values.

Through the goals above, we hope to allow our patients — who have not been reached — get the opportunity to receive our services. We will effectively monitor and use our waiting list so that cancellations and rescheduled appointments can be filled.

Also we will lower our no show rate by offering attendance incentives, ensuring patient information for appointment reminders are accurate, using the PRAPARE tool to establish what areas patients need assistance with and tak-

ing action to assist them, and using other appointment options that are being worked out by the Behavioral Health Leadership and Management.

Next, we are planning to start two new programs that meet community needs that other agencies are not able to achieve. These programs are not offered anywhere near Logan County and are going to be a great way to integrate our care, not only within our CHWP clinics but also with other community agencies. Lastly, we want to use the Team Care Model to improve our warm handoffs within all clinics. Last year our warm handoffs went down by 11%. Through our data tracking, we know warm handoffs work so it is imperative to the success of our patients that we use them appropriately.

Overall, we are so very happy with how well 2019 was for Behavioral Health and the MAT programs and we are excited to see what 2020 may bring. We look forward to working more closely with the primary care teams to carry out our mutual goal: *To change lives within our community by eliminating barriers and providing a standard of healthcare that improves the well-being of the whole person.*



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## Parking project at BH Pod

A parking and sidewalk project started February 10 at the Behavioral Health entrance on Columbus Street, Bellefontaine. Link Construction is creating 12 new diagonal parking spaces in front of the Behavioral Health (BH) entrance. During construction, patients with a BH appointment should use the main medical entrance to check in and an associate will bring patients to the Behavioral Health waiting room/lobby area.





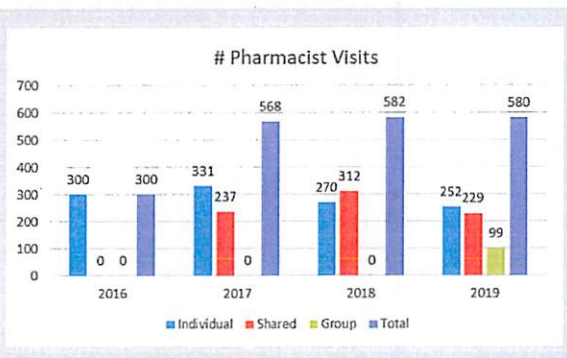
## Pharmacy Services Update

Jason Martinez, PharmD, BCACP



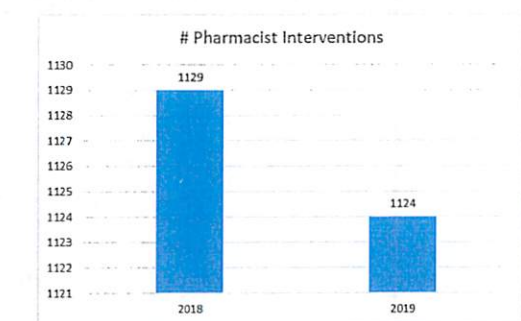
### Pharmacist Visits (Year End Report 2019)

Overall, the trend for Pharmacy Services at CHWP over the past two years has been to shift away from individual visits (shown below in blue) and conduct consultations outside of a visit or have shared medical appointments with a medical provider due to staffing multiple locations.



### Pharmacist Interventions

Prior to 2018, CHWP only tracked diabetes and hypertension patients. Started tracking all patients in 2018.



### Diabetes Education Program Aggregate Data

CHWP has an accredited - through the American Association of Diabetes Educators (AADE) - diabetes education program that providers can refer patients with diabetes to for intensified counseling and medication management. Program accreditation year runs March-March.

### 340b Update

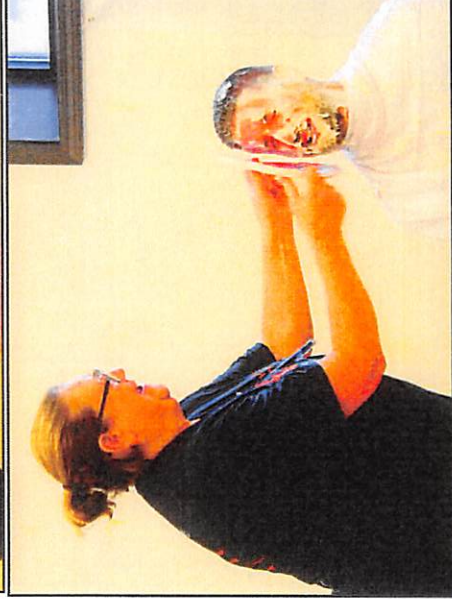
Through August 2019, since inception, program has saved patients \$4,400,000 compared to retail price. Total 340b scripts in 2019: 3,866 (QRT1), 3,892 (QRT2), 3,845 (QRT3), 3,925 (QRT4).

### Brief history and direction of Anticoagulation Services

In 2017, the clinical pharmacist here at CHWP started trending INRs looking at percent of patients in range of INR 2-3, which tended to hover 50-60% per month. During this time, there was also a standardized patient education document that was created and began being distributed to patients. In 2018, our pharmacist looked at various ways of calculating patient level control, rather than population wide, but tracking was proving to be difficult. During the last quarter of 2018, our clinical pharmacist began developing a spreadsheet that would allow for patient level tracking. In 2019, this patient level tracking was completed and is calculated using an advanced excel spreadsheet. Our clinical pharmacist was able to build a spreadsheet to import various data points from EclinicalWorks to help calculate what is commonly known as Time in Therapeutic Range (TTR%) which is a marker of patient level control and likelihood of treatment success. Overall, it is assumed that a higher TTR% is required for mitigating adverse drug events as well as ensuring efficacy, however there is lack of consensus for a benchmark threshold. The most common method in clinical studies is the Rosendaal linear interpolation method. This method adds each patient's time within the therapeutic range and divides by the total time of observation. This assumes that between-test INR varies linearly.

Results from 2018 show our TTR% across our population was 55%. This list was able to ranked by highest to lowest TTR% along with PCP name and number of INRs performed within the year.

During 2020, our clinical pharmacist will continue to trend TTR% and specifically target those patients with a TTR% < 50% for further education at upcoming visits in person/through telehealth. List of all patients, with those patients TTR<50% highlighted will be distributed to providers and Quality Improvement Committee. Our Disease Management team (AStafford, KAuffman, SBechtel, JMartinez) will focus education as deemed appropriate at regular PCP follow up appointments. Clinical pharmacist will continue to trend TTR% quarterly, and note any improvements. During Q1 2020, clinical pharmacist will also analyze all patients prescribed warfarin in 2019 by CHWP to ensure that they are being monitored appropriately. Any outliers will be forwarded to PCP.



## Thanksgiving celebration features meal and fun

The staff of Community Health & Wellness Partners were provided with a catered meal on November 26 in celebration of Thanksgiving. A committee helped provide fun games and prizes for staff members. The Employee of the Year was announced by Tara Bair, President/CEO and the event ended with a Pie in the Face Fund-raiser, with proceeds going to families in the community for Christmas. Pictured above is the Behavioral Health staff at a fun picture booth. Clockwise from upper right corner, is Kim Lehman, Referral Specialist, and Carol Buck, RN, competing in a game. Tammy Wallace, RN, smashes pie in the face of Justin Gildow, CNP. Andy Stahl, LPCC, gets Ashley Logan, BH Coordinator, with a pie in the face. Kenneth Miller, MD, and Andrew Hershberger, CFO, are all smiles during the event. Below are the Outreach Associates who greet patients at our three locations.



## Indian Lake office plans to reopen June 1

Community Health & Wellness Partners plans to unsuspend patient care at the Indian Lake Health Center located in Russells Point on June 1. Healthcare providers will return to seeing patients at the Indian Lake site.

The Indian Lake office temporarily suspended in-office visits at our Lake office on March 18 in response to the COVID-19 National Alert.

Patients have been redirected to our other 2 offices in Bellefontaine and West Liberty during the crisis.

## Patients asked to wear a face mask

Community Health & Wellness Partners is continuing to respond to the COVID-19 Pandemic by patient screening and the wearing of proper Personal Protective Equipment (PPE). We are encouraging all patients to wear a mask when coming to any of the CHWP locations.

Face masks prevent the person wearing the mask from spreading respiratory droplets when talking, sneezing, or coughing. Wearing a cloth face covering in public can reduce the risk of exposure to the Coronavirus (COVID-19). Since people can spread the virus before symptoms start, or even if people never have symptoms, wearing a cloth mask can protect others around you.

Patients who do not have a mask will be provided with one. Patients can create their own mask: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>.

## CHWP responds to COVID-19

In response to the COVID-19 crisis, Community Health & Wellness Partners created a Coronavirus Task Force (CTF) with a goal to help keep our patients safe and protect our staff and their families.

The CTF started meeting on March 6 to plan and protect our patients and staff, to review state and national orders, to track supplies and Personal Protection Equipment, to discuss best communication methods for the staff and patients, and to prepare for ways to work with local agencies should there be a surge of illnesses, which could result in a hotspot in our community.

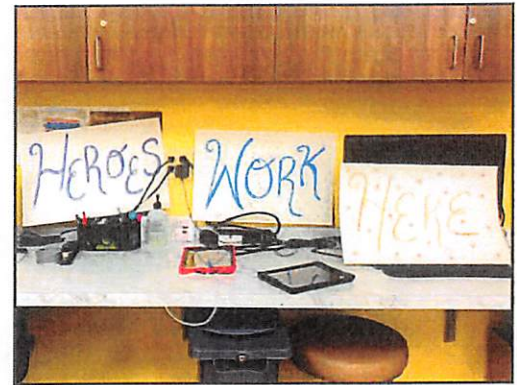
Members of the CTF have been following the symptoms and effects of the Coronavirus (COVID-19), processes at CHWP and in the community. Guidelines for the task force were established based on the direction of the Centers for Disease Control and Prevention (CDC) and Logan County Health District.

On March 17, CHWP implemented an Emergency Preparedness Plan. Community health centers are required to implement such a plan that provides clear direction in the event of a local, state, or national disaster.

Below is a timeline of CHWP's response to the COVID-19 crisis.

### March 17

Patients, visitors, and staff are screened before entering the office buildings. Screening tools include illness-related questions and a temperature check.



CHWP changed its hours of operation to 8AM to 5PM at both the Bellefontaine and West Liberty offices and cancelled evening hours.

Saturday hours were moved exclusively to the Bellefontaine office from 8AM until Noon. Our healthcare providers remain on call 24-7.

Walk-in visits were suspended.

Patients experiencing respiratory symptoms were seen in the afternoons at our Bellefontaine office. Chronically ill patients or those patients with non-respiratory illnesses were seen mornings at Bellefontaine or throughout the workday at our West Liberty office.

### March 18

Our Indian Lake office in Russells Point temporarily closed to patient care.

**SEE COVID-19 — Page 2**

## CHWP creates space for potential surge

In response to the COVID-19 National Alert, Community Health & Wellness Partners joined forces with the Mary Rutan Hospital Emergency Department and the Logan County Health District to create a "surge" clinic at our Bellefontaine facility.

The CHWP COVID-19 Clinic was created as a response to a sudden need of additional patient care in Logan County due to a surge of coronavirus-related illnesses at Mary Rutan Hospital Emergency Department.

The surge clinic is located in a rented space in the same building of the Bellefontaine Community Health Center (BCHC), 212 E. Columbus Ave., Ste. 1.

The clinic was divided into the following areas:

- Triage Station
- Check-in - 2 stations
- Patient waiting area
- 14 bays for patient visits
- Supply cart and PPE stations
- Handwashing station
- Check-out station



Although Logan County did not experience the type of surge that was predicted, the CHWP COVID-19 Clinic could still provide services on an as needed

**SEE SURGE — Page 2**

**SURGE**

Continued from Page 1

basis. If the COVID-19 clinic would open, the clinic would be staffed primarily by our Bellefontaine staff and regular office space will be closed. Our patients could still be seen at our West Liberty and Russells Point locations.

On April 15, the BCHC staff participated in a drill in preparation for a COVID-19 Clinic. The Bellefontaine staff reviewed the Surge Clinic Process, which was created by the CHWP Coronavirus Task Force Team and led by Chief Medical Officer Kenneth Miller, MD.



Chief Medical Officer Kenneth Miller, MD (far right) directs the Bellefontaine team on the Surge Clinic Process during an emergency drill on April 15 in preparation for a surge of ill patients.



The CHWP COVID-19 Clinic consists of 14 bays separated for patient visits (shown above), two check-in stations, a triage station, a patient waiting area, handwashing station, and check-out.



Patients would start at the check-in area.



After checking in, patients would be screened at a triage station.



Project Projects Officer Willie Stoltzfus, RN, provides a tour to Wendy Rodenberger and Mary Levan, MRH staff.

**COVID-19**

Continued from Page 1

Behavioral Health providers began working from home, providing Telehealth visits.

**March 19**

Justin Gildow, CNP, began seeing patients at our Bellefontaine location.

Parking lot visits were set up for patients with a fever or COVID-19 symptoms. Telehealth, curbside, and phone visits became other options for medical visits.

**April 1**

Dr. Brian Schmidt, DO, began seeing patients at our Bellefontaine site.

CHWP created a contract with Battelle for decontamination of N95 masks worn by our staff.

**April 6**

Paula Strebig, CNP, began seeing patients at our West Liberty location.

**April 10**

CHWP transitioned our Telehealth service to Doxy.me for Behavioral Health and medical visits.

**April 15**

CHWP held a COVID-19 Clinic walk through drill for the Bellefontaine staff.

**April 22**

Saturday morning medical appointments were moved to our Bellefontaine office going forward.

**May 12**

BCHC and WLCH will be open to see all patients, well and sick. Patients with respiratory illnesses suspicious for COVID-19 will be scheduled for afternoon appointments from 3-5PM at BCHC.

Chief Medical Officer Kenneth Miller, MD, will return to the Bellefontaine office for patient care.

Half of the Behavioral Health staff will return to their departmental offices, but Telehealth offices will continue until June 1.

**June 1**

ILCHC will unsuspend hours. Providers will return to the office to see patients at the Russells Point site.

Remaining Behavioral Health patients will return to their offices and in-office visits will return.

Team Care will resume.

Breanna Detrick, CNP, will return to Bellefontaine and see patients at the site.

# CHWP announces staff changes

This month as Ohio enters the first phase of de-mitigation, many of our employees who have been working from home will be returning to work.

In response of the COVID-19 National Alert, Community Health & Wellness partners implemented an Emergency Preparedness Plan on March 17. CHWP's Behavioral Health staff and several other CHWP employees began working from home to help with social distancing.

Behavioral Health providers have been providing mental health services through phone visits and Telehealth, using an web-based application called Doxy.me.

## May 4, 2020

Kristen Davis, CNP, assumed care of Dr. Brian Schmidt's former patients effective May 4. Davis is very experienced in managing diabetes and chronic illnesses, and she will see patients of all ages and has a reputation of being a very caring and knowledgeable provider.

## May 12, 2020

Starting May 12, half of the Behavioral Health staff returned to their departmental offices, but continue to see patients with Telehealth. There will be no in-office visits for mental health services until June 1.

Also the week of May 12, four other staff members returned to their offices:

- Chief Medical Officer, Dr. Kenneth Miller, MD;
- Pharmacist Jason Martinez, PharmD, BCACP;
- Dietitian Alyssa Kauffman, MS, RDN; and
- Danielle Evans, Document Management.

## June 1, 2020

Late hours will be brought

back at our Bellefontaine and West Liberty offices beginning June 1. Also, medical providers will return to seeing patients at the Indian Lake site Mondays through Thursdays from 8 am to 5 pm.

Also that week, the remaining half of Behavioral Health staff who were working from home will return to their departmental offices. Other staff members returning to work include:

- Chronic Care Manager, Alicia Stafford, LPN.
- Respiratory Therapist Arlis Gascho, and
- Assistant Medical Officer Breanna Detrick, CNP.

As we move back to a sense of normalcy, CHWP is resuming team care as of June

1. We will be consolidating Team Care into two teams: Red Team for the Bellefontaine staff and Blue Team for West Liberty.

Red Team will consist of Dr. Kenneth Miller; Breanna Detrick, CNP; Josh Bryant, CNP; and Justin Gildow, CNP.

Blue Team will include Charles Kratz, MD; Leanne Spring, CNP; Joshua Usseman, CNP; Kristen Davis, CNP; and Paula Strebeg, CNP.

Jenny Stanford is now the Medical Manager overseeing the medical providers.

Michelle Zedeker, RN, will serve as Clinical Coordinator Supervisor, providing nursing support to both teams.

Stephanie Leffler, RN, will transition to Clinical Coordina-

tor of the Red Team. Stacie Jones, RN, will continue as Blue Team Clinical Coordinator.

Kandas Thompson, LPN, will transition to the Clinical Lead of the Blue team. Leanne Brunson, LPN, will stay as Clinical Lead of the Red Team.

Carol Buck, RN, will be the Triage Clinical Team Lead, providing support to both teams.

Ashley Logan will continue as Behavioral Health Manager. Emma Southwick will be Blue Team Case Manager/eligibility, while Mandy Wilber will be with the Red Team.

Ashley Speert will be full time at our Indian Lake office doing Case Management as well as Chronic Care Therapy.

Abby Superchi will be Red Team Chronic Care Therapist.

## CHWP offers Telehealth visits using Doxy.me

While Community Health & Wellness Partners continues face-to-face appointments, we have expanded our services to offer telehealth visits for all medical and behavioral health providers.

CHWP recently switched its Televisit software to Doxy.me. Doxy.me does not require the use of an app and will work on any device connected to high speed Internet. With its simplicity, you can be up and running in a matter of minutes.

### HOW IT WORKS:

- Call CHWP at 937-599-1411 option 2 to make an appointment with a CHWP provider. Make sure to specify that you would like a telehealth visit and verify that we have your correct cell phone number or email address.
- Patients will receive a voice call with the appropriate link for their telehealth appointment approximately 2 days prior to the appointment. Patients who have approved to receive text messages from CHWP, will also receive a message with the Doxy.me link.
- Once you are in the virtual waiting room a CHWP staff may connect with you to verify demographic information and the reason for



your visit prior to the provider joining appointment.

Most, if not all major insurance companies, including Medicare, have made provisions telehealth in the primary care setting. The cost to you should be no different than a visit in our office.

For the most part, Telehealth visits will require the use of high speed internet and a smartphone/tablet/computer that will enable you to have audio and video capabilities.

If you do not have this available, we can provide an iPad for use in the parking lot of our Bellefontaine or West Liberty locations.

For more assistance, call 937-599-1411 or visit <http://www.chwplc.org/telehealth/> or <http://www.doxy.me>.



# Behavioral Health responds with Telehealth

In the wake of COVID-19, CHWP's Behavioral Health team quickly reacted to serve patients effectively using Telehealth services on March 17, 2020.

By implementing this service, it has allowed for patient care to continue without pause and has ensured the health of patients by allowing the visit to take place from the safety of their home. CHWP's mission has always been to meet patient's where they are, with the addition of telehealth services CHWP has done that seamlessly.

To attend an appointment via Telehealth, patients are sent a link to the virtual Behavioral Health waiting room where the Outreach Associate check's them in, nurse will talk to them

briefly if they are receiving psychiatric services and then the provider will meet with them for their regularly scheduled appointment. If the patient needs assistance from case management to get connected to community resources or other internal CHWP services, this can be done via the same process.

So far, telehealth has been going very well and patients have voiced that the process is very easy and helpful. CHWP Behavioral Health staff have seen a benefit from this service as well.

Throughout this pandemic, Behavioral Health Staff were able to see more patients than the previous month. Overall, from March 17 to April 21, 2020, CHWP Behavioral Health saw an increase in the amount of people to follow through with



**CHWP's Behavioral Health team quickly reacted to the state's COVID-19 Stay-at-Home orders by offering phone and Telehealth visits. Our staff will continue to offer Telehealth as an option.**

their appointments by 12 percent (compared to February 2020).

CHWP has taken one more step toward eliminating barriers

to patient care in rural Ohio, and CHWP Behavioral Health is excited to continue to make a difference in Logan and Champaign counties.

## Self-care techniques in the midst of chaos

Throughout the COVID-19 pandemic, stress levels continue to rise as all Americans are living in a constant state of change and unknowns. This is additionally difficult for those in the health care and behavioral health fields who continue to work amongst the change as well as try to balance their home life responsibilities. For many, those home life responsibilities have continued to get bigger and bigger with each change we are presented as a result of COVID-19, which in turns causes our stress to multiply exponentially.

So, what can you do to take care of yourself so that you can care for your patients and your family?? So much is posted online and talked about in the media about "Self-care" but what does that mean for you? How do you make that happen amongst the constant push and pull of your new normal?

Below are some ideas on how you can take care of you. Some are short (5 minutes or less) ideas, while others take more time, but all are equally effective. It's important to remember, exactly as we tell our behavioral health patients, just because this intervention didn't work today doesn't mean it won't work tomorrow! So, try, and then try again before giving up.



Some places to start are as follows:

- Make a list of all the things that you know how to do that help you recover when you are under stress (i.e. coping skills you have used in the past). Once you have written that list, set your pencil down, and then pick it back up after a deep breath. Now, write down when you last used that coping skill. Chances are it's been awhile!
- Create a calendar of what you are doing with your self-care... plan it like you do your patient appointments!
- Turn your work notifications off on your phone when you are not working.
- Eliminate the extras! STOP SCROLLING!!! Social Media is often a key cause to most people's anxiety.
- Delegate and Outsource: Quit trying to do it all yourself! Share your chores with your spouse, or responsibilities with your coworkers.

**CHAOS** \_\_\_\_\_ Continued from page 4

- Short and sweet options include something like 15-minute sessions of chair yoga, early morning yoga, 15 minute mindfulness sessions, YouTube exercise videos, Yaymaker.com, Pelaton app (free for 90 days), and Beachbody On Demand also has a free trial.
- Sleep is essential!
- Do a virtual lunch with coworkers via TEAMS. Remind yourself, you can also do virtual visiting with friends and family through apps like FaceTime, Snapchat, Facebook, etc..
- What can you do in 2 minutes??? Stretch, look out the window, tell a joke, give yourself a compliment, etc. These 2-minute breaks can be done ANY time of day!
- Get back to the basics of routines... take care of your hierarchy of needs:
  - \* Take time to just breathe, look outside, remind yourself it is all going to be ok, even if it doesn't feel like it.
  - \* Did you shower?
  - \* Is your workspace clean? (helps ease anxiety).
  - \* Make time to be with your thoughts.
- Socially, something we all need to remember to do is to think before you speak.
  - \* Is what you are saying true, is it helpful, is it inspiring, is it necessary and is it kind?

## Pharmacy Services Update

Jason Martinez, PharmD, BCACP



**WHOLESOME Rx** — Wholesome Rx has shifted to an online format at [www.chwpwellness.com](http://www.chwpwellness.com) where participants will be able to watch videos, download handouts and recipes, and take surveys to receive their vouchers. The program has cancelled its group classes due to restrictions on large gatherings. All participants have been contacted regarding this change. Enrollment for the program ended May 1.

**TELEHEALTH**—Jason Martinez, PharmD, BCACP; Alicia Stanford, RN; and Alys-a Kauffman, MS, RDN; have all transitioned to offering services via Telehealth – phone call or video chat through doxy.me and patients have been receptive of this. We have the opportunity to follow up with patients in a convenient manner between their normally scheduled office visits with their PCP.

**DIABETES EDUCATION** — Our diabetes education program met the national reaccreditation requirements and we maintain our accreditation through 2022. Diabetes education is recommended by the American Diabetes Association for all patients with diabetes at least once per year, when first diagnosed, and if patients aren't meeting their treatment goals. If patients are interested in receiving updates on their diabetes care they should speak with their PCP about being referred. Benefits include more frequent contact between PCP visits and optimization of their treatment regimen.



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**Indian Lake:**  
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**West Liberty:**  
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**Phone: 937-599-1411**  
Fax: 937-599-4128  
Website: [www.chwplc.org](http://www.chwplc.org)



**WE'RE ALL IN THIS TOGETHER** — With many of the non-clinical staff working from home during the state's COVID-19 Stay at Home order, our staff quickly responded with ways to support one another through photo collages, videos, instant messaging, email, morning prayers, and this colorful chalk design by the Behavioral Health staff.



## COMMUNITY HEALTH & WELLNESS PARTNERS

*Care... To Live Life Fully*

**FOR IMMEDIATE RELEASE**

November 25, 2019

**Community Health & Wellness Contact:**

Tara Bair, President and CEO  
Community Health & Wellness Partners  
937-887-1013  
tara.bair@chwplc.org

**PR Contact:**

Michele Lemmon  
GREENCREST  
614-885-7921  
mlemmon@greencrest.com

## Community Health & Wellness Partners releases annual Community Report

*Statistics illustrate health center's impact on patient health  
through innovative programs and community collaboration*

**BELLEFONTAINE, Ohio. (Nov. 25, 2019)** — Community Health & Wellness Partners, an independent, federally qualified health center that provides primary care and other wellness services to the residents of Logan and surrounding counties, has released its annual Community Report, detailing — through story and statistics — the health center's impact on the health and wellness of the community it serves.

The Community Report, which was distributed to the public through local newspapers, proves through numbers how Community Health & Wellness Partners is improving the community's overall health and removing barriers to quality care, according to Tara Bair, president and CEO of Community Health & Wellness Partners.

The report contains statistics from 2018, the last year for which complete statistics are available. The statistics are pulled from the Uniform Data System Report that the health center is required to file each year with the Health Resources & Services Administration.

"Since its inception five years ago, Community Health & Wellness Partners has raised the bar with our approach to health care and our vision of providing an affordable health care option for all citizens of Logan and surrounding counties," Bair said. "The statistics illustrate the impact we are having on our patients."

- 65 percent — The percent of patients enrolled in the Diabetes Education Program who reduced their A1C levels
- 78 percent — The percentage increase in the number of patients treated through the Medication Assisted Treatment program from 2016 to 2018
- \$173,426.50 — The amount that the health center's Ohio State Insurance Assistance Program volunteer was able to save community members as they were choosing their health plans during the insurance open enrollment period
- \$4.46 million — Total medication cost savings to patients since inception using the 340b program

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[chwplc.org](http://chwplc.org)



In addition, Community Health & Wellness Partners points out the economic impact its existence has had on the community. Total patient visits have grown from 7,218 in 2014 to 28,842 in 2018; total full-time equivalents have increased from 15 in the first year to 54 in 2018; and total gross employee wages have increased from \$715,000 in 2014 to \$3,236,000 in 2018.

The report also contains information about other initiatives at Community Health & Wellness Partners: the development of a team-based approach to health care, the growth of the behavioral health program, the health center's participation in the Wholesome Rx program and the center's collaboration with Second Harvest Food Bank of Clark, Champaign & Logan Counties.

"The Wholesome Rx Program is a perfect example of how Community Health & Wellness Center aims to treat the whole person-whole community," Bair said.

Patients who enrolled in the program attended education classes on healthy eating and were provided "prescriptions" to redeem for fresh fruits and produce at local markets. Preliminary results prove the success of the program, as 50 percent of the patients who enrolled with uncontrolled A1C were able to reach their A1C goals. The patients who enrolled and participated lost a cumulative 240 pounds, and many of them reported that their family members benefited indirectly from the program through a change in their family eating habits.

"As we move into 2020, we are looking forward to breaking barriers again by fully implementing our integrated model of team-based care so that patients who come to us for their primary medical care can also have other services integrated into their overall health care plan," Bair said. "Directed by their primary care provider, our patients are able to get all aspects of care at one visit, in one location and by one team including behavioral health, pharmacy, nutrition and other service providers. As the health care industry moves toward this integrated model of care, we intend to be a leader in demonstrating the benefits of this approach."

#### **About Community Health & Wellness Partners**

Community Health & Wellness Partners opened its doors in March 2014 in West Liberty and Indian Lake. Its mission is to provide quality, whole person, patient-centered medical care to the residents of Logan and surrounding counties. The non-profit organization's services include primary care, integrated behavioral health care, clinical primary care pharmacy services, nutrition services and more. Community Health & Wellness Partners offers patients a team-based approach to their care, supporting their primary care provider so that the patient can experience a more well-rounded approach to addressing their health care needs. As a federally qualified health care center, Community Health & Wellness Partners delivers care to patients regardless of their age, gender, income level, insurance or ability to pay. For more information, visit [www.chwplc.org](http://www.chwplc.org).

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COMMUNITY HEALTH  
& WELLNESS PARTNERS  
*Care... To Live Life Fully*

# Community Report

For more than five years, we have been providing care that improves the health and wellness of our community. By removing the barriers to quality care, we know that we are making a significant difference in the lives of our friends and neighbors.

## WE ARE CHANGING LIVES IN OUR COMMUNITY

### Innovative Approach to Team-Based Care

At Community Health & Wellness Partners, we have raised the bar with our approach to health care, and in 2019 we remained a leader in the effort toward implementing an innovative model of team-based care to treat the whole person, whole community. In this integrated approach to care, teams of primary care, behavioral health and other health care professionals work together with patients to provide a more cost-effective, efficient and patient-centered model of care.



Tara Bair,  
President and CEO

By reorganizing the team to better manage patient flow and efficiency, we know that our patients' entire health, including physical, mental, social and chronic care issues, are addressed by a cohesive team. This team-care approach ensures that our patients who come to us for their primary medical care can also have other services integrated into their overall health care plan. This approach ensures that patients can get all aspects of their care at one visit, in one location and by one team that includes the primary care provider, behavioral health provider (therapist/counselor), psychiatry provider, case manager and any other service provider. By working

as a team, for example, our health care providers can coordinate patient medications and monitor drug interactions.

As the health care industry moves toward this integrated model of care, Community Health & Wellness Partners will be a leader in demonstrating the benefits of this model: increased efficiency, improved clinical outcomes, better quality visits, decreased staff and physician fatigue, better use of the top skill levels of all providers and more satisfied patients.

### Expansion of Behavioral Health Program

In the past year, Community Health & Wellness Partners has experienced great growth in our Integrated Behavioral Health Program by encompassing behavioral health, substance use and medication assisted treatment into the primary care visit.

Using two grants that we received, we hired additional therapists and psychiatry providers, enabling our team to see more patients. In 2018, we served 643 patients in behavioral health with one full-time therapist, two part-time therapists and a psychiatrist working one day a week. In 2019, the team expanded to five full-time therapists, two part-time therapists and three full-time psychiatric providers.

## WHOLESOME RX PROGRAM: A PRESCRIPTION FOR HEALTHY EATING

In 2019, Community Health & Wellness Partners participated in the Wholesome Rx Program, made possible by a grant from the Ohio Department of Health and with support from Wholesome Wave, a national organization dedicated to ensuring affordable access to fresh produce. We enrolled 129 patients in the program, which included group education classes from March through September for those with pre-diabetes and diabetes. The program also enabled us to provide "prescriptions" that patients could redeem for fresh produce at Community Markets (Bellefontaine), Thoman's IGA, Logan County Farmers Market and Indian Lake Farmers Market. This program truly defines treating the whole person, whole community, as we saw the benefits of the program change the eating habits of our patients' families.



**71%**

Patients attending classes who had no change or saw a decrease in their A1C, since enrollment, with an average decrease of 0.8%

**50%**

Patients enrolled in Wholesome Rx who are now at their A1C goal who entered the program with uncontrolled A1C (A1C>9%)

**40 pounds**

Total weight loss reported by one patient enrolled in WholesomeRx, with 11 patients losing more than 10 pounds

**72**

Number of patients who attended at least one education class

**240 pounds**

Total weight loss of patients enrolled in Wholesome Rx

## GROWTH IN NEW SERVICES

Since its inception in 2014, Community Health & Wellness Partners has pushed the boundaries of the traditional way of delivering health care. In our quest to provide the highest level of care and fulfill our mission of treating the whole person and whole community, we have expanded services beyond primary care and continually examine other services that will help our patients live healthier, fuller lives.

### General Primary Care

- Health Maintenance Exams/Physical Exams
- Chronic Care Issues
- Acute (Sick/Urgent) Illnesses
- Women's/Men's Health (All Ages)
- Infant/Children/Adolescent
- Post-Hospital Follow-Up

### Chronic Disease Management

- Diabetes
- High Blood Pressure
- High Cholesterol

### Integrated Behavioral Health

- Depression and Anxiety
- Family and Child Issues
- Substance Use Disorders
- Other Mental Health Issues

### Pharmacy

#### Medication-Assisted Treatment Program

- Substance Use and Addictions
- Vivitrol and Suboxone Prescriptions

### Nutrition

#### Dental (Referral)

#### Discounted Drug Program (340B)

#### Family Planning

#### Immunizations (Free for Uninsured Children)

- Vaccines for Children (VFC) Program

#### Laboratory/EKGs

#### Shared Visits with Provider

#### Respiratory Therapy

#### Sports Physicals

#### Vision Screenings

#### Social Services

#### Outreach Eligibility for Marketplace

#### Community Outreach Events



## PHARMACY

# \$4.46 million

Total medication cost savings to patients since inception using 340B program

# 18%

Patients tested who were using a medication that their body could not process for the intended effect

## MEDICATION ASSISTED TREATMENT

# 78%

Increase in patients treated from 2016 to 2018



# \$173,426.50

Amount that our Ohio State Insurance Assistance Program volunteer was able to save community members as they were choosing their health plans during the insurance open enrollment period



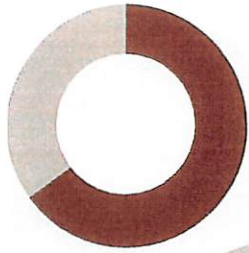
## NUTRITION

# 994 pounds

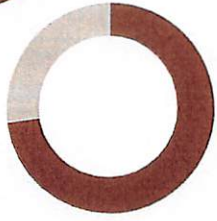
Total patient weight loss to date



## DIABETES

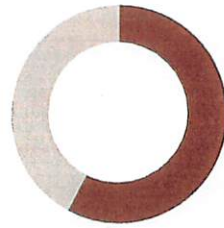


**65%**  
Patients enrolled in Diabetes Education Program who reduced their A1C levels



**73%**  
Patients enrolled in Diabetes Education Program who had weight reduction

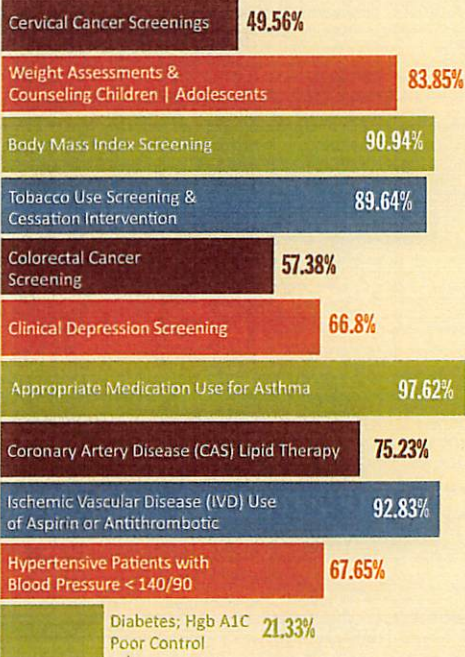
## HYPERTENSION



**58%**  
Patients enrolled in Diabetes Education Program who reduced their blood pressure

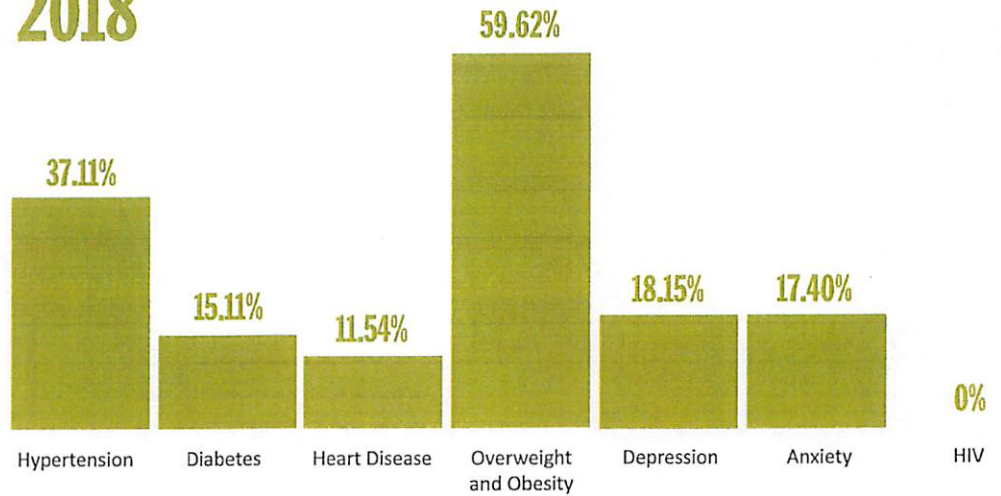


## PREVENTATIVE HEALTH SCREENING & SERVICE



## MEDICAL CONDITIONS

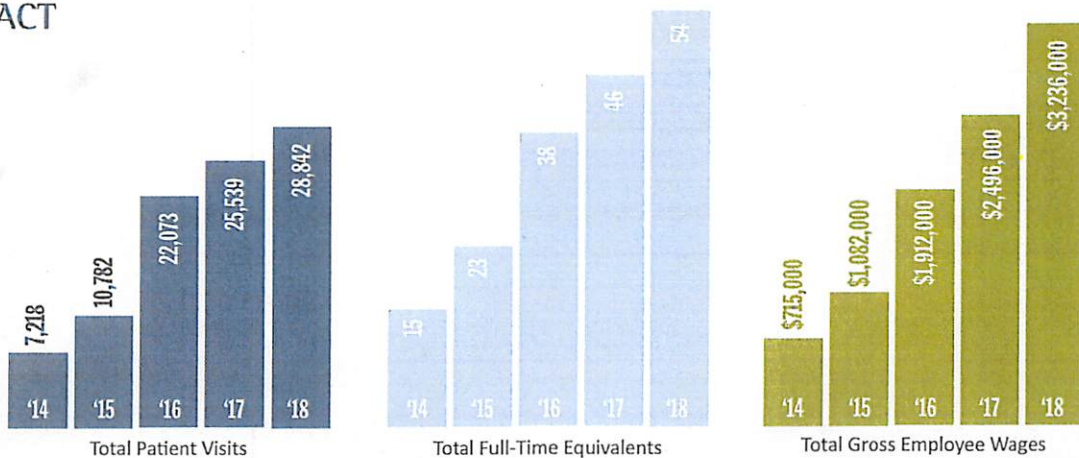
**2018**



## BEHAVIORAL HEALTH PATIENTS SERVED



## ECONOMIC IMPACT



# TEAM CERTIFICATIONS

## **MAT Data Waiver (can prescribe suboxone)**

Justin Gildow, CNP  
Paula Strebiger, CNP  
Josh Bryant, CNP  
Breanna Detrick, CNP  
Charles Kratz, MD

## **Nexplanon Certification**

Josh Bryant, CNP  
Breanna Detrick, CNP  
Leann Spring, CNP  
Kenneth Miller, MD, Chief Medical Officer  
Josh Usserman, CNP  
Charles Kratz, MD

## **LCDCIII Certification**

Abby Superchi, LSW

**Telephone Triage: Best Practices & Systems for Telehealth Nursing Certification**  
All Triage Nurses

**Certified Application Counselors/Certified Marketplace**  
Emma Southwick, LSW  
Lyndsay Wisner, OEC

**EMDR & Tobacco Treatment Specialist Certification**  
Erinn Dennis-DaCunha, LPC-C

**LICDC License and Bi-Feedback Certification**  
Kenneth Stahl, LPC-C

**Training in Trauma Informed Care Mental Health First Aid Certification**  
Many Community Health & Wellness Partners Employees

## PATIENT SATISFACTION

**Patients who would send family and friends to Community Health & Wellness Partners**

# 99.3%



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Information reported is through Dec. 31, 2018

## WE ARE ELIMINATING BARRIERS

Our vision is to change lives within our community, and one way we are doing that is by collaborating with Second Harvest Food Bank of Clark, Champaign & Logan Counties. Our Bellefontaine office is now a routine stop from Noon to 1 p.m. on the first Thursday of every month for the Second Harvest Food Truck.

*I believe the food trucks are important for many reasons. For some, it's their major source for food. For others, it's a great way to socialize. It's a way for people to help each other.*

**Becky Payseur**

*I just started coming to this, and it has helped us out a lot. I am on Medicare, Social Security and only get \$76 in food stamps. So this is really helping.*

**Donna Lethcoe**



## WE ARE HERE TO SERVE YOU

At Community Health & Wellness Partners, we are passionate about changing the lives of the residents of our community by providing a level of health care that improves the well-being of the whole person and eliminates economic and other barriers to obtaining medical care.

We serve all residents – those in need of primary care and/or chronic disease management, those fighting addiction, depression or other behavioral health issues affecting everyday family life. We strive to make sure that no resident gets turned away or left unattended. Our team of health care professionals works at multiple locations throughout Logan County, with providers on call 24-7, to ensure that no patient is ever without access to care.

**To learn more, stop by, call us or visit our website — [www.chwplc.org](http://www.chwplc.org). We welcome everyone.**

## **The Mission of Community Health & Wellness Partners**

*To provide quality, whole-person, patient-centered medical care to anyone and everyone in our community.*

