2019 Crisis Academy
“Building on Our Strengths”

October 28, 2019
Columbus, Ohio
I am excited to welcome you all to the first Ohio Crisis Academy. The theme of this year's academy is “Building on Our Strengths,” and was designed to explore the full array of services available in an effective state crisis-response model. We will also provide technical assistance to community partners in implementing a crisis continuum locally. Fortunately for us, collaboration is a main strength of Ohio’s behavioral health system. And crisis response is one aspect of our overall continuum of care that will truly benefit from the collaboration of all community sectors.

Each year, nearly 2.3 million Ohioans experience a mental health condition, and approximately 1.5 million have a history of substance use disorder. At times, these individuals will experience severe symptoms such as psychosis, suicidal thoughts, aggression, substance withdrawal, or overdose. In many communities, they will arrive in emergency departments, which may lack the resources to adequately assess, stabilize and integrate them back into the community. Aware of this reality, Governor Mike DeWine and the RecoveryOhio Advisory Council recommend incorporating crisis services into the existing continuum, focusing on managing patients' medical, psychological, and social needs in an integrated fashion.

The Ohio Department of Mental Health and Addiction Services, because it is committed to offering culturally competent, sustainable, person-centered services in the least-restrictive settings possible, is excited to work with local communities to establish a full range of crisis services for adults, youth, and families. Thank you for attending!

Lori Criss, Director
Ohio Department of Mental Health and Addiction Services

Wayne W. Lindstrom, Ph.D.
Wayne W. Lindstrom, Ph.D., currently serves as the vice president of the Western Region for RI International, Inc. From 2014 to 2019, he was the Director of the Behavioral Health Services Division within the Human Services Department and the CEO of the BH Collaborative for the State of New Mexico. He also served as president of the National Association of State Mental Health Program Directors. Prior to this, he was the president and CEO of Mental Health America in Washington, D.C. Before joining Mental Health America, he was the CEO of a children’s behavioral health provider organization in Ohio and managed a national organizational development consulting practice. His organizational clients included public authorities, service providers, health systems, pharma, and private companies. In the 1980s, he directed addiction services for the State of Ohio and subsequently held a variety of leadership positions in managed behavioral health care. He went on to function nationally as the director of Public Sector Operations for United Behavioral Health which included overseeing the implementation of public sector contracts. His career began in the 1970s when he served as an officer in the United States Air Force where he implemented and managed a drug treatment program during the Vietnam War. He has worked in community mental health settings, hospitals, emergency departments, corporate environments, and private practice, while also teaching at the undergraduate and graduate levels. Dr. Lindstrom has 48 years of behavioral health experience. His doctoral degree is from Case Western Reserve University and his M.S.W. is from the University of Pittsburgh.
**Speaker Biographies**

**Margaret Balfour, M.D., Ph.D.**
Margaret (Margie) Balfour, M.D., Ph.D., is a psychiatrist and national leader in quality improvement and behavioral health crisis services. She is the chief of Quality and Clinical Innovation at Connections Health Solutions, which provides 24/7 access to mental health and substance use care throughout Arizona, and helps clients throughout the country improve their behavioral health services. Dr. Balfour was named “Doctor of the Year” by the National Council for Behavioral Health for her work at the Crisis Response Center in Tucson, where she led an organizational change initiative that greatly improved the quality and timeliness of care.

Dr. Balfour is also an assistant professor of psychiatry at the University of Arizona, and frequently publishes and speaks on topics including outcome measurement, emergency psychiatry, and law enforcement responses to mental illness. She is a co-author of the book *People with Mental Illness in the Criminal Justice System: Answering a Cry for Help*. She serves on the board of directors for numerous organizations including the American Association of Community Psychiatrists, the American Association for Emergency Psychiatry, and National Alliance on Mental Illness of Southern Arizona, and is a member of the American Psychiatric Association Council on Quality of Care.

Prior to joining Connections, Dr. Balfour directed the quality program for behavioral health at Parkland Health and Hospital System, the safety-net health provider for Dallas, TX. She received her M.D. and Ph.D. in Neuroscience from the University of Cincinnati and completed residency and fellowship in Public Psychiatry at the University of Texas Southwestern Medical Center in Dallas.

**Thom Craig, M.P.A.**
Thom Craig, M.P.A., is the director of the Mental Health Program of Peg’s Foundation, the largest mental health funder in Ohio. Peg’s Foundation promotes the implementation of a stronger, more effective, compassionate and inclusive health care system for all. Since 1991, Peg’s Foundation has granted more than $45 million to mental health, education, and the arts. In his role, Mr. Craig collaborates with non-profits, community leaders, families and persons with lived experience of mental illness seeking ways to improve access to care and recovery. He evaluates the outcomes of grants and program investments, and develops program ideas. Mr. Craig consults with grant seekers to ensure alignment with the foundation’s strategic areas of focus. He pursues methods to increase cross-systems collaboration to activate community solutions.

Mr. Craig has a background in social services, public health, intellectual disabilities, public education and mental health. Over the past 30 years, he has interacted with many non-profit and philanthropic organizations in implementation of services and program development. Mr. Craig received his bachelor’s degree in psychology from Borromeo College Seminary in Cleveland and holds a master’s degree in Public Administration from the University of Akron.

**Aaron Foster, M.A., L.A.C., C.R.C., C.R.S.S.**
Aaron “Arrow” Foster, M.A., L.A.C., C.R.C., C.R.S.S., is recovery services administrator of the RI Career Center and the director of education at the Recovery Education Center at RI International. Mr. Foster is the director of RI’s licensed private vocational school in Phoenix. Mr. Foster earned his certified recovery support specialist credential in 2011, his certified rehabilitation counselor credential in 2014, and his licensed associate counselor credential in 2017. Mr. Foster has held two large mental health awareness programs in 2007 and 2009, co-authored a book chapter for The Psychiatric Rehabilitation Association’s textbook *Best Practices in Psychiatric Rehabilitation, 2nd Edition*, and assisted in the successful execution of two psychiatric rehabilitation courses offered at the University of Arizona. Mr. Foster presents on the efficacy of recovery education and peer support in the American integrated health system.
Agenda — October 28, 2019

9:00 a.m. - 9:30 a.m.  
Registration

9:30 a.m. - 10:00 a.m.  
**Ohio’s Plan for Crisis Services**  
Lori Criss  
*Director, Ohio Department of Mental Health and Addiction Services (OhioMHAS)*

10:00 a.m. - 11:00 a.m.  
**Overview of Crisis Services — A National Perspective**  
Margie Balfour, M.D., Ph.D.  
*Chief, Quality and Clinical Innovation, Connections Health Solutions, Arizona*

11:00 a.m. - 11:30 a.m.  
**Crisis Response — Statewide Developments**  
Thom Craig  
*Director, Mental Health Program, Peg’s Foundation*

11:30 a.m. - 12:00 p.m.  
**Peers Working in Crisis Services**  
Aaron Foster  
*Recovery Services Administrator, RI International, Inc., Career Center*

12:00 p.m. - 1:00 p.m.  
**Lunch and Luncheon Speaker**  
Wayne Lindstrom, Ph.D.  
*Vice President, Western Region, RI International, Inc.*  
*Lunch generously sponsored by Peg’s Foundation*

1:00 p.m. - 1:30 p.m.  
**Family Experience**  
Regina Hillman  
Christine Wierman

1:30 p.m. - 2:45 p.m.  
**Crisis Response — A Local Perspective**  
John Aller  
*Executive Director, Stark County MHAR Board*

Michelle Allison-Smith  
*Chief Officer, Coleman Crisis Services — Stark, Coleman Professional Services*

Elaine Georgas  
*Interim Director, Lorain County MHARS Board*

Eric Morse  
*Executive Director, The Nord Center*

Kythryn Carr Harris  
*Vice President, Clinical Services, ADAMH Board of Franklin County*

King Stumpp  
*Netcare*

Helen Jones Kelley  
*Executive Director, Montgomery ADAMHS*

2:45 p.m. - 3:15 p.m.  
**Local Planning**  
County Teams

3:15 p.m. - 3:30 p.m.  
**Wrap-Up**  
Alisia Clark  
*Assistant Director, Community Planning and Collaboration, OhioMHAS*