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# RISING WELL

# 2026

## Provider Service Plan

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**RISING WELL**  
**2554 West 25<sup>th</sup> Street Cleveland, Ohio 44113**

**CY 2026 PROVIDER SERVICE PLAN**

**History:**

In response to a shortage of safe, decent, and affordable housing for low-income women with multiple barriers to housing who were trickling in and out of emergency shelters, four sisters from the Congregation of St. Joseph founded Transitional Housing Inc. (THI), which opened its doors to residents on January 17, 1986. With a mission to end female homelessness. This organization has been a 501 (c) (3) non-profit homeless services organization since 1986 and has an extensive history of providing services to vulnerable populations in Cuyahoga County. THI has 29 years of experience in providing critical services to its county's homeless community with populations presenting with Domestic Violence, Mental Health, Substance Abuse and addictions, criminal histories, and long-time homelessness as a transitional housing program.

Based in the cities near West Side in a former motel that was transformed into a 60-unit residence, the organization provided temporary housing for homeless women. THI was one of the first transitional housing programs in the United States for women living alone. THI served over 3,000 homeless women and children with a 98 percent success rate of clients moving into permanent housing.

In 2010, THI began retooling its delivery model as a direct result of the HEARTH Act (1) and the changing landscape of its local continuum of care (2), which focuses on providing a permanent solution to ending the cycle of homelessness. By the end of 2011, THI had fully embraced the national best practice model of Housing First(3) and converted 10 of its 60 transitional housing units to permanent supportive housing (4) for chronically homeless disabled women. THI established a collaborative relationship with Emerald Development Economic Network (EDEN) to provide rental subsidies for these units.

In 2017, Front Steps expanded their services to include the provision of Behavioral Health services. The individuals served, had life experiences that included trauma, living with mental illness, substance use disorders, and chronic homelessness. With the provision of high quality behavioral health services; and a caring and dedicated team; Front steps was able to assist clients to live their best lives.

In 2026, Front Steps became Rising Well. Rising Well offers a comprehensive range of clinical services that address the social drivers of health, focusing on residential services, substance use, behavioral health, case management, and crisis intervention services. Our dedicated team of professionals is committed to providing compassionate care and support to individuals and families in Cleveland. Through our evidence-based approaches and client-centered practices, we strive to empower individuals, promote recovery, and foster holistic well-bein

## EXECUTIVE SUMMARY

Leading with Purpose. Expanding with Vision.

Rising Well is a non-profit organization with a Vision Guided by compassion, accountability, resilience and engagement. We are committed to creating meaningful and measurable outcomes that change lives for the better. Since its inception in 1986, the organization has impacted the community by serving over 3600 individuals and families. To date, as a result of support services, 95% of those served have maintained housing, income, sobriety and family reunification.

Front Steps Housing and Services is stepping into a new era. What began as a mission to provide supportive housing has evolved into a broader commitment to address the complex realities of behavioral health, addiction, trauma, and housing instability. A new strategic plan reflects that growth and sets a bold course for impact over the next three years. The 2026–2028 Strategic Plan was developed through a highly participatory process that included leadership, staff, board members, clients, and community partners. Facilitated by Gladegy Consulting, grounded every priority in data, lived experience, and the realities facing Cleveland communities today.

At the heart of this plan are four strategic objectives that position Rising Well to lead with integrity and innovation:

**Organizational Alignment:** *Through a clear, consistent, and confident brand that reflects the organization's mission, values, and identity.*

**Organizational Excellence:** *Strengthen internal systems, invest in the workforce, and elevate the quality of services through a culture of continuous improvement.*

**Organizational Partnerships:** *Build relationships that expand reach and deepen trust across sectors, including health, housing, and community-based services.*

**Organizational Sustainability:** *Diversify funding, expand service lines, and grow leadership capacity to secure the organization's long-term future.*

This plan is not just about stability. It is about transformation. The behavioral health needs of the community are growing, and the urgency for whole-person, integrated care has never been greater. Rising Well is ready to meet that moment with clarity, commitment, and collaboration. This is not a slight shift. It is a redefinition of what the organization can achieve. This plan is a clear call to move forward with purpose.

## VISION, MISSION & CORE VALUES

### Our Mission

Rising Well's mission is to empower individuals and families by providing integrated care that addresses mental health, substance use, and social challenges, helping them build stable and fulfilling lives.

### Our Vision

Guided by compassion, accountability, resilience and engagement;  
We are committed to creating meaningful and measurable outcomes that change lives for the better.

### Our Core Values

- Compassion and Community
- Accountability and Impact
- Resilience and Growth
- Engagement and Excellence

### Diversity and Inclusion

Rising Well is committed to developing and maintaining a diverse organization that reflects, is responsive to, and embraces the diversity of the individuals we serve, respecting and valuing all people. Rising Well is dedicated to serving as an inclusive, equitable, and accessible organization where every client, volunteer, staff member, and board member can realize their potential and have their contributions valued. Based on these principles, Front Steps is working to identify needs, promote honest discussion about diversity, equity, and inclusion, and drive change by taking the steps needed to build and sustain an inclusive, open, and welcoming environment. We are establishing strategies that promote the importance and value of an inclusive environment and culture by facilitating an open discussion about disparities.

### Populations Served

Rising Well primarily serves **adults aged 18 and older** residing in **Cuyahoga County and surrounding areas** who are facing multiple barriers to housing stability, wellness, and recovery. Individuals served often have complex needs requiring **integrated behavioral health treatment, supportive housing, and case management services** delivered in a trauma-informed, person-centered, and recovery-oriented environment.

Rising Wells' target population includes adults who may experience one or more of the following:

- **Homelessness or risk of homelessness**, including individuals exiting shelters, treatment programs, or unstable living situations.
- **Substance use disorders and/or co-occurring mental health disorders**, requiring integrated dual-diagnosis treatment and recovery supports.

- **Severe and persistent mental illness (SPMI)** such as schizophrenia, bipolar disorder, or major depression impacts daily functioning.
- **Economic disadvantage and housing instability** are often linked to underemployment, poverty, or a lack of affordable housing options.
- **Justice involvement or community re-entry needs**, including individuals transitioning from incarceration who need housing and social reintegration.
- **History of trauma or victimization**, including domestic violence, abuse, or community violence, requiring trauma-responsive therapeutic care.
- **Co-existing chronic medical or psychiatric conditions** that require coordination between physical-health and behavioral-health providers.
- **Ageing-related needs, social isolation, or disability** require supportive housing and daily living assistance.

Rising Well provides a **comprehensive, integrated continuum of care** that includes:

- **Individual, group, and family therapy** delivered by licensed clinicians using evidence-based, recovery-oriented, and trauma-informed practices.
- **Substance use and co-occurring disorder treatment**, including Intensive Outpatient Programming (IOP), relapse prevention, and peer-support integration.
- **Case management and service coordination**, connecting residents to behavioral health, medical, employment, educational, and social-support resources.
- **Permanent supportive housing**, including 68 private one-bedroom apartments at **St. Joseph's Commons**, with 24-hour staff presence and on-site services.
- **Life-skills training and daily living support**, emphasizing budgeting, nutrition, self-care, and interpersonal skill development.
- **Health and wellness activities**, including the **Aging in Action** program, exercise opportunities, and health-education workshops.
- **Employment and community-integration support**, including job readiness, volunteer opportunities, and transportation assistance.
- **Recreational, social, and spiritual activities**, promoting community connection, peer engagement, and overall well-being. Services are offered in both **on-site and community-based settings**, and therapy is available **in person or through secure telehealth platforms**. Participation in services is **voluntary**, consistent with the **Housing First philosophy**, and individualized to each person's goals, strengths, and preferences.

### ***Commitment to Inclusion***

Front Steps serves **all persons without discrimination**, regardless of **race, color, national origin, ethnicity, gender, gender identity, sexual orientation, faith, age, disability, veteran status, or socioeconomic background**. The organization upholds the principles of diversity, equity, inclusion, and belonging of **Ohio Mental Health and Addictions Services (OHIOMHAS)** and **CARF**, ensuring that every person served is treated with dignity, respect, and compassion in a safe and supportive environment.

## Geographic Service Location

Front Steps primarily serves **Cuyahoga County**, including:

- Cleveland (Ohio City, Downtown, Tremont, West Side)
- Lakewood
- East Cleveland
- Nearby suburban areas within 25 miles of the Cleveland metropolitan area

For services provided via **telehealth or information and communication technology (ICT)**, Front Steps may serve any individual **residing in the State of Ohio**, contingent upon licensure and payer regulations.

## Service Settings

Front Steps provides services in the following environments:

- **On-site clinical offices:** 2554 West 25th Street, Cleveland, OH 44113
- **Community-based housing units:** St. Joseph's Commons and other supported housing sites
- **Virtual/telehealth platforms:** via HIPAA-compliant video conferencing systems (Zoom for Healthcare, or Microsoft Teams)
- **Community outreach settings:** shelters, hospitals, treatment centers, and partner agencies

## Hours of Operation

PROGRAM / SERVICE AREA	DAYS OF OPERATION	HOURS OF OPERATION	FREQUENCY
ADMINISTRATIVE / INTAKE	Monday – Friday	8:30am – 5:00pm	Continuous
CASE MANAGEMENT / COORDINATION	Monday – Friday	8:30am – 5:00pm	As assigned (Minimum of 1 time per month)
COMMUNITY HOUSING SERVICES	Monday – Friday	8:30am – 5:00pm	Ongoing 24/7 housing support
OUTPATIENT COUNSELING (SUD AND / OR MH)	Monday – Friday	9:00am – 7:00pm	1 – 3 Sessions per week
INTENSIVE OUTPATIENT (IOP)	Monday – Friday	9:00am – 8:00pm	3-5 Sessions per week
PSYCHOEDUCATION	Monday – Friday	Variable (Day / Evening)	Based on Schedule
AFTER HOUR CRISIS RESPONSE	Seven days per week	24 hours per day	As needed via on call line
ART THERAPY	Fridays	3:00pm – 5:00pm	4 sessions per month
MUSIC THERAPY	Mondays	1:30pm – 2:45PM	4 sessions per month
AGING IN ACTION	Wednesdays	10:00am – 12:00PM	4 sessions per month
REFERRALS AND INFORMATION	Monday – Friday	9:00am – 12:00pm	Varies. The Majority of services are typically by phone. Calls and voicemail messages can be made to <b>216-327-7075</b> . Appointments can also be scheduled at the Rising Well office.

**Services Provided:** Rising well delivers the following integrated behavioral health and supportive housing programs, either directly, by contract, or through referral partnerships:

PROGRAM AREA	POPULATION SERVED	SERVICE DESCRIPTION	DELIVERY METHOD	DIRECT / CONTRACT / REFERRAL
<b>CASE MANAGEMENT / SERVICE</b>	Adults with Co-occurring Conditions	Comprehensive coordination of behavioral health, housing, and social services, including assessments, treatment planning, and linkage to care.	In Person or Telehealth	Direct / Referral
<b>COORDINATED SUD &amp; MH (ADULTS) COMMUNITY HOUSING</b>	Adults with SPMI or Co-occurring Disorders	Permanent supportive housing, tenancy support, and housing stability interventions.	Onsite, Community Based	Referral
<b>ADULT SUD OR SUD WITH MH INTENSIVE OUTPATIENT SERVICES</b>	Adults with SUD or Dual Diagnosis	Group and individual counseling (minimum 9 hours/week), relapse prevention, and recovery education	In Person or Telehealth	Direct / Referral
<b>ADULT SUD OR SUD WITH MH: NON INTENSIVE OUTPATIENT TREATMENT 1</b>	Adults with SUD or Dual Diagnosis	Individual and group therapy, medication management, relapse prevention, and SUD case management	In Person or Telehealth	Direct / referral
<b>ADULT SUD OR SUD WITH MH: OUTPATIENT 2</b>	Adults with SUD or Dual Diagnosis	Psychoeducation, relapse prevention, harm reduction, and wellness programming, including expressive and experiential interventions.	In Person or Telehealth	Direct / Referral
<b>ADULTS WITH MH OR MH AND SUD: INDIVIDUAL THERAPY</b>	Adults with MH or MH with Co-occurring disorders	Individual and / or group therapy	In Person or Telehealth	Direct/ Referral
<b>DEVELOPING PARENTING SKILLS TO ADULTS WITH MH AND OR SUD</b>	Adults with MH and / or SUD needing de	Parenting Classes	In Person	Direct / Referral
<b>SPECIAL PROGRAMMING FOR WELLNESS</b>	Adults in the community with MH and or SUD	Art therapy and Music Therapy to promote emotional healing, communication, and resilience.	In Person	Direct / Referral
<b>SENIOR WELLNESS PROGRAM</b>	Adults 55 years and older with MH and or SUD	addresses 6 domains of wellness including Physical, Social, Spiritual, emotional, mental and fiscal	In Person	Direct/ Referral

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PROGRAM AREA	Population Served	Service Description	Delivery Method	Direct / Contract / Referral
<b>REFERRAL AND INFORMATION SERVICES</b>	Adults with Mental Health or SUD needs	<p>The Referral and Information (R&amp;I) staff member is responsible for determining what resources and services are available to address the needs identified by the individual seeking assistance. A resource and information data base is maintained and updated as need arises. It includes agencies such as Family Promise, Famicos, Tri-C, Alliant and more. The R&amp;I staff member will review options and assist with linking individual to services and resources desired. This can be done through a 3 way call to link individual. A list of services and resources can also be emailed or mailed to the individual based on their desire.</p> <p>After approximately 30 days, the R&amp;I staff member will contact individual to find out the individual's satisfaction with the referral and information resources</p>	Telephone or Scheduled appointment Phone: <b>216-327-7075</b>	Direct /Referral

### PROVIDER SERVICE MANUAL UPDATES

The Rising Well Provider Manual will be updated annually and as changes occur

