

Crawford County Mental Health Awareness Program, Inc.

(CHAPS)

944 Liberty Street~ Meadville, PA 16335 ~ (814) 333-2924~ Fax: (814) 337-0008

Focus Groups 2023

Program: Drop In Center

1. *What services are available through this program?*
 - Offers meals
 - Socialization
 - Warm place to be
 - Connection to resources/programs

2. *What are the benefits of participating in this program?*
 - Friendly workers
 - Bingo/Games
 - Socialization with others
 - Safe space for everyone
 - Accepting of people

3. *What improvements could be made at the program?*
 - Expanded time for meals
 - More volunteers
 - More hours/expand
 - More movie times
 - More drug and alcohol supports
 - Scavenger hunt
 - Obstacle course
 - Time to clean up as a group
 - More crafts

Crawford County Mental Health Awareness Program, Inc.

(CHAPS)

944 Liberty Street~ Meadville, PA 16335 ~ (814) 333-2924~ Fax: (814) 337-0008

Focus Groups 2023

Program: **Warmline**

1. *What services are available through this program?*
 - Offers support for callers
 - Problem solving
 - Crisis diversion

2. *What are the benefits of participating in this program?*
 - Help anyone who calls

3. *What improvements could be made at the program?*
 - More hours

Crawford County Mental Health Awareness Program, Inc.

(CHAPS)

944 Liberty Street~ Meadville, PA 16335 ~ (814) 333-2924~ Fax: (814) 337-0008

Focus Groups 2023

Program: **Housing**

1. *What services are available through this program?*
 - Affordable housing
 - Ongoing support
 - Connections to landlords
 - Connection to sub. housing
 - Help to address or avoid eviction
 - Assistance with paperwork/applications

2. *What are the benefits of participating in this program?*
 - Encouragement from workers
 - Nice place to live (lodge)
 - Feel secure once housed
 - Help moving on to a new place
 - Partnerships/Teamwork
 - Likes electronic records
 - Enjoys roommates at the lodge

3. *What improvements could be made at the program?*
 - CHAPS Uber
 - More staff/volunteers
 - Addressing domestic violence issues
 - Get mail sooner
 - Fundraisers to help with cost of moves

Crawford County Mental Health Awareness Program, Inc.

(CHAPS)

944 Liberty Street~ Meadville, PA 16335 ~ (814) 333-2924~ Fax: (814) 337-0008

Focus Groups 2023

Program: **CHIPP**

1. *What services are available through this program?*
 - Medication delivery
 - Medication call reminders
 - Help with appointments
 - Coordinate with other programs
 - Advocacy
 - Connect to other programs
2. *What are the benefits of participating in this program?*
 - Helps to stay well
 - Encouragement
 - Someone to talk to each day
3. *What improvements could be made at the program?*
 - Get people out more (DIC) on weekends
 - More support hours/scheduled hours

Crawford County Mental Health Awareness Program, Inc.

(CHAPS)

944 Liberty Street~ Meadville, PA 16335 ~ (814) 333-2924~ Fax: (814) 337-0008

Focus Groups 2023

Program: **Clubhouse**

1. *What services are available through this program?*

- Cooking skills
- Job readiness
- Resumes
- Social skills
- Choices of activities
- Peer to peer support
- Learn to be more independent
- Transportation to Journey Center
- Monthly newsletters
- Great staff at Journey Center
- Job interview skills
- Good meals
- Meals everyday
- Member input – decision making
- Teamwork

2. *What are the benefits of participating in this program?*

- Gives a sense of being needed
- Increases responsibility
- Make friends
- Companionship
- Makes members feel heard
- Problem solving
- Always willing to help
- Sense of community
- 52 members with jobs
- Fellowship
- Staff thankful for members
- Help through many life challenges
- Families appreciate Journey Center

3. *What improvements could be made at the program?*

- Bring back art
- Need more staff
- More groups – or specific groups

Crawford County Mental Health Awareness Program, Inc.

(CHAPS)

944 Liberty Street~ Meadville, PA 16335 ~ (814) 333-2924~ Fax: (814) 337-0008

Focus Groups 2023

Program: **Rep-Payee**

1. *What services are available through this program?*
 - Budgeting
 - Spending money for the month
 - Rent/bills are paid each month
 - TruLink cards are very helpful
 - Stabilize housing/less evictions
 - Connections to resources like DPW, Section 8, PCAP, LIHEAP, and other utilities
 - Help to resolve landlord issues
 - Opens up more housing options
 - Manages money when struggling

2. *What are the benefits of participating in this program?*
 - Sense of relief
 - Save for vehicle
 - Save for special events/items
 - Less stress about bills

3. *What improvements could be made at the program?*
 - Stay up to date on newest laws
 - Expansion of the program

Crawford County Mental Health Awareness Program, Inc.

(CHAPS)

944 Liberty Street~ Meadville, PA 16335 ~ (814) 333-2924~ Fax: (814) 337-0008

Focus Groups 2023

Program: **MPR/CPS**

1. *What services are available through this program?*

- Helps to plan next steps
- Works side by side
- Staff available for support/check in
- Connections to resources
- Assistance with overall health and wellness (Physical and mental health)
- Assists with attending appointments

2. *What are the benefits of participating in this program?*

- Helps get through trials and tribulations
- Helps people find direction
- A lot of support

3. *What improvements could be made at the program?*

- Mentoring
- More groups
- Expansion to weekend hours
- Better internal communication
- Family night

Crawford County Mental Health Awareness Program, Inc.

(CHAPS)

944 Liberty Street~ Meadville, PA 16335 ~ (814) 333-2924~ Fax: (814) 337-0008

Focus Groups 2023

Program: **Waiver**

1. *What services are available through this program?*

- Gives motivation
- Like a family
- Helps with everything
- Support with keeping appointments/coordination
- Outings in the community
- Socialization
- Building peer relationships
- Keep housing stable
- Advocacy/communication

2. *What are the benefits of participating in this program?*

- Thankful for staff
- Positive relationships

3. *What improvements could be made at the program?*

- Bigger vehicles

Crawford County Mental Health Awareness Program, Inc.

(CHAPS)

944 Liberty Street~ Meadville, PA 16335 ~ (814) 333-2924~ Fax: (814) 337-0008

Focus Groups 2023

Program: **Youth Housing**

1. *What services are available through this program?*
 - Ongoing support
 - Helpful/fast paced
 - Problem solving
 - Knowledgeable staff
 - Assists emotionally and financially
 - Coordination with other services
 - Connection to resources
 - ID/Birth certificate
 - Help with employment
 - Assistance getting needed items

2. *What are the benefits of participating in this program?*
 - Very welcoming
 - Have a home
 - Someone to talk to

3. *What improvements could be made at the program?*
 - More transportation
 - 24 hour support/emergency line