

# **Crawford County Mental Health Awareness Program, Inc.**

## **(CHAPS)**

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### **CHAPS Peer Support Program Annual Report 7/1/21 – 6/30/22**

#### **Outcomes for Peer Support**

The primary source of referrals to the peer support programs are people waking into the agency asking for assistance. However, we also receive regular referrals from the inpatient mental health unit, many other provider agencies, BCM's, CYS, schools and community members. Inter-agency referrals are also made as needed to provide the most comprehensive services to the consumer. Once the referral is assigned to Peer Support the verification of eligibility is received form the LPHA. Referrals are assigned to staff and the initial call to schedule the intake is made within seven days. All attempts to contact the consumer are documented to support outreach attempts.

#### **Peer Support Program (CPS)**

The CPS program served 99 consumers in the last year. The average length of stay for the CPS program is 6 to 12 months. There were 49 discharges form the CPS program. In the majority of discharges, the consumer stop following through with services and we are unable to locate or contact them. It is then documented that we are unable to reach them on the signature line of the discharge. Other discharge reasons include incarceration, the consumer has moved from the service area, or they have transferred programs within the agency to better meet their needs. Consumers also have been discharged because they have completed their plan goals. They have gained more independence, become employed, are managing their overall wellness independently, improving personal relationships, practicing self-advocacy skills, become more social and many other achievements.

We have served 31 youth in COMPASS in 2021-2022 and we are currently serving 13 individuals. Most participants are also attending Pathfinders as well. Transportation and housing continue to be the biggest barrier in this program. CPS are working more closely with families and treatment teams with their youth peers (many are involved in multiple youth serving systems). We continue to notice more youth who are about to turn 18 and graduating (or not finishing school) who would like to access their own housing to live independently from their family, though there are few options for under 18 and limited options for youth up to age 26 who have few resources and limitations with lack of independent living skills necessary to live independently.

#### **Individual record reviews**

Supervisor's review two files per employee each month, this is completed in supervision. The majority of file work is completed within regulatory time frames. Peer support only has 30 days to complete an IRP which is a tight time frame to work within, especially if the consumer is not following through regularly. Any documentation that is late has a reason documented as to why. For example, the consumer missed appointments and the plan or quarterly update was not completed within the appropriate timeframe. Other common findings are that consumers do not

always date their signatures, that many consumers do not want to comment on their services for the day, and staff do not always complete the name and date of birth at the top or bottom of each page. We find the notes are sufficient in most cases however some staff will write too much information while missing the interventions they provided. It is an ongoing discussion of capturing the valuable work they do through their documentation.

### **Individual satisfaction**

Consumer satisfaction survey are completed yearly for each program within the agency. We aim to survey at least 50% of program participants. The surveys are completed by interns and work study students beginning in early March and ending in mid-April. A survey results presentation is conducted in the Drop-in-Center for staff, members and stake holders. The results are available to review by all interested parties. We also hold focus groups yearly as well. This gives consumers the opportunity to share their thoughts and suggestions on the programs they receive services in. These groups have resulted in changes to programming, new program development and other changes to improve the experience consumers have while in our building and while receiving services.

### **CPS-54 satisfaction surveys completed**

-100% felt they received support, assistance, and info relevant to their needs

- Staff are thorough and understanding and provide insight and wisdom
- Helps me to make phone calls
- Motivates me to get unpleasant things accomplished
- Gives me new ideas of how to cope with mental health
- “I grow as a person and learn to socialize with others”
- 94.4% felt they made progress on their goals
- “I’m better able to manage myself in social environments”
- “I’ve gone from a lack of self confidence to believing that I am capable of successful employment”
- Learned to put myself before others
- More self aware

- Things they like about CPS

- I feel supported and encouraged
- Everyone is nice and understanding, kind, patient and polite
- They don’t judge me and I have someone to look out for my best interests

- 18.5% had recommendations for changes to CPS Program:

- Longer visit times
- Adding more staff
- More money for workers

- Level of Satisfaction: 75.9%-5, 20.4%-4, 3.7%-3

- 96.3% said they would recommend CPS services to others
  - If I can benefit, everyone can
  - It's very helpful for people who struggle with mental health
  - It offers solutions or steps to reach goals
  - Already recommended it to people

### **COMPASS – 8 satisfaction survey completed**

- 100% felt they received support, assistance, and information relevant to needs
  - Improvements in quality of life: 37.5%-5, 25%-2, 37.5%-3
  - Improvements in individual satisfaction: 37.5%-5, 12.5%-4, 37.5%-3, 12.5%-2
  - Improvements in community and educational involvement: 50%-5, 25%-4, 25%-3
  - Improvements in participating in meaningful activities: 50%-5, 37.5%-4, 12.5%-3
  - Improvements in social relationships: 37.5%-5, 25%-4, 25%-3, 12.5%-2
  - Improvements in peer and community support: 37.5%-5, 50%-4, 12.5%-3
- 100% felt they made progress on their goals
  - Things they like about the COMPASS program:
    - Flexible, kind, and non judgmental staff
    - Opening up to others
- 12.5% had recommendations for changes to the COMPASS program:
  - Give staff more breaks and attend more often
  - Level of Satisfaction: 62.5%-5, 25%-4, 12.5%-3
- 87.5% said they would recommend the COMPASS program to others

### **Use of exceptions**

We have no use of exceptions to admissions and continued stay requirements in the past year.

We continue to access our local mental health outpatient providers as well as Dr. Susan Maloney to provide the LPHA verification for services.

### **Evaluation of compliance with the agency service description**

The Quality Assurance committee (which include two consumers) reviewed the current service description on 7/18/22. There are no changes needed at this time. We will adjust the service description as regulations require us to do so. These changes will be submitted for approval to

OHMSAS and Beacon Health options when necessary.

**Action steps**

- We are in the process of contracting with Credible for electronic records and hope to be using the system by the end of 2022.
- Increase visibility and marketing of agency within the community, increase community outreach efforts.
- Explore other retention and recruitment efforts for new and existing staff.
- Continue to follow CDC recommendations and adjust as needed to address the COVID pandemic.
- Explore tools to simplify gather outcomes data for all programs.
- Increase staff productivity targets.
- Prepare for regulatory suspensions to be lifted.
- Recruit more youth certified peer supports to meet growing demands
- Reach out colleges to post job opportunities
- Advocate for more CPS trainings closer to this area or allow for virtual training
- Explore rate increase with the county and Beacon to remain sustainable