

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

## **(CHAPS)**

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### **CHAPS Psychiatric Rehabilitation Program Annual Report 7/1/21 – 6/30/22**

#### **Outcomes for Psych Rehab**

The primary source of referrals to the psych rehab 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, 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 MPR or Clubhouse 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.

#### **Mobile Psychiatric Rehabilitation (MPR)**

The mobile psych rehab program served 192 consumers in the last year. The average length of stay for the mobile program is 6 to 12 months. There were 117 discharges form the mobile 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 form the service area, or they have transferred programs within the agency. Consumers also have been discharged because they have completed their plan goals. They have gained more independence, become employed, secure safe affordable housing, are managing their overall wellness independently and many other achievements.

#### **The Journey Center Clubhouse**

The Journey Center Clubhouse served 77 member this year, 27 of them were discharged. There is not an average length of stay for the Clubhouse as it is a lifelong membership, and they will remain an active member as long as the person can identify recovery goals they want to continue working on. If members were discharged it was because they stopped attending or moved from the service area. The Journey Center makes weekly outreach calls to member to try to increase attendance and assure the members are ok if they have not been attending regularly. In the past year, 45 Journey Center members were employed at 26 local businesses. Members worked a total of 21,367.75 hours and earning approximately \$202,805.

#### **Pathfinders:**

We have 19 youth who have been opened in Pathfinders in 2021-2022. We currently have 13 who attend group regularly and we have 2 pending referrals as on 7/14/22. We are continuing to focus on the 8 dimensions of wellness and identifying strengths and weaknesses in each dimension to help create balance in our lives. Youth have participated in activities in these domains such as emotional exploration through music, budgeting, connecting to community resources, practicing mindfulness, creating resumes, and participating in physical exercise

activities such as walking, basketball, and yoga. We will continue to work on therapeutic group activities by focusing on one dimension each month. Youth have worked together on an anti-stigma poster contest for the PAPRS conference, and one participant won second prize of \$75.00 gift card. Youth collaborated to create a mental health awareness message for our local radio ads and were able to record the message that was played throughout the month of May 2022. Youth attended a Youth Move PA Wellness Day at Presque Isle where they met other peers from this region and worked together on an “all about me” exercise, tie-dye shirts, and socialization. We are continuing to work on identifying feelings, learning and practicing coping skills, group decision making, creating a menu, budgeting, ordering ingredients, prepping, cooking and serving dinner while enjoying fellowship with a shared meal.

### **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. 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. Legibility of documentation is also an ongoing discussion with some staff. This challenge will be resolved once we switch over to electronic records.

### **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.

#### **• MPR – 42 satisfaction surveys completed**

- 97.6% felt they received support, assistance, and information relevant to needs
- 90.5% felt they made progress on their goals
- Things they like about MPR:
  - “Having someone I can trust and help me focus on bettering myself”
  - “The ability of the caseworker to meet me where I am at”
  - “They’re helpful and kind and there when you need”
- 9.5% had recommendations for changes to the MPR Program:
  - Longer appointment times
  - More virtual/phone check ins

- Specify how long each appointment will be
- Level of Satisfaction: 57.1%-5, 26.2%-4, 11.9%-3, 4.8% - 1
- 92.9% said they would recommend MPR services to others

• **The Journey Center Clubhouse – 47 satisfaction surveys completed**

- 74.5% felt they are more productive since attending the JC
  - Helped me to get a job and supported me during those jobs
  - Almost always feel better when I get there
  - Gives me an outlet, less isolation
- 78.7% felt they made progress towards their goals
  - Learning boundaries
  - Have more confidence in myself
  - Able to stay sober and active in the community
- Things they like about the JC:
  - Like doing art and the newsletter and affordable lunches
  - Interacting with other members, enjoy the friendly atmosphere and positive staff
  - Teaches me responsibility
- 25.5% suggested changes:
  - Healthier lunches
  - Bigger space
  - Improve outreach to members who haven't been attending
  - Would like to see more people here
  - More one-on-one time with staff
- Level of satisfaction: 57.4%-5, 21.3%-4, 12.8%-3, 6.4%-2, 2.1%-1
- 93.6% would recommend Journey Center to others
  - Especially if someone is getting out of the hospital they can come here
  - Believe its a real asset to the community
  - Good people and good food
  - They can help you to achieve goals that you wouldn't think you could possibly do
  - Good and safe place to be while going through things.

• **Pathfinders – 8 satisfaction surveys completed**

- 100% felt they received support, assistance, and info relevant to their needs
- Improvement to quality of life: 25%- 5, 50%-4, 25%-2

- Improvement to individual satisfaction: 37.5%-5, 25%-4, 25%-2, 12.5%-2
- Improvement in community and educational involvement: 37.5%-5, 25%-4, 25%-3, 12.5%-2
- Improvement in participating in meaningful activities: 37.5%-5, 37.5%-4, 25%-3
- Improvement in social relationships: 62.5%-5, 25%-4, 12.5%-3
- Improvement in peer and community support: 50%-5, 12.5%-4, 12.5%-3, 25%-2
- 87.5% felt they made progress in regards to personal goals
- Things they like about Pathfinders:
  - The structure, the staff are always kind and understanding
  - Hanging out with friends and new people
- Level of Satisfaction: 75%-5 and 25%-4
- 100% said they would recommend Pathfinders 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 prescription for services.

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

The compliance committee reviewed the Psych Rehab and Peer Support service descriptions on 3/15/22. They are satisfied that services are being provided as described within the documents. 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. The Quality Assurance committee will also have the chance to review the document at the next annual meeting.

### **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 and gather outcomes data for all programs.
- Increase staff productivity targets.
- Prepare for regulatory suspensions to be lifted.
- Enroll at least 4 staff in CRPR prep course and then take certification exam.
- Increase attendance to pre-COVID levels in the Journey Center