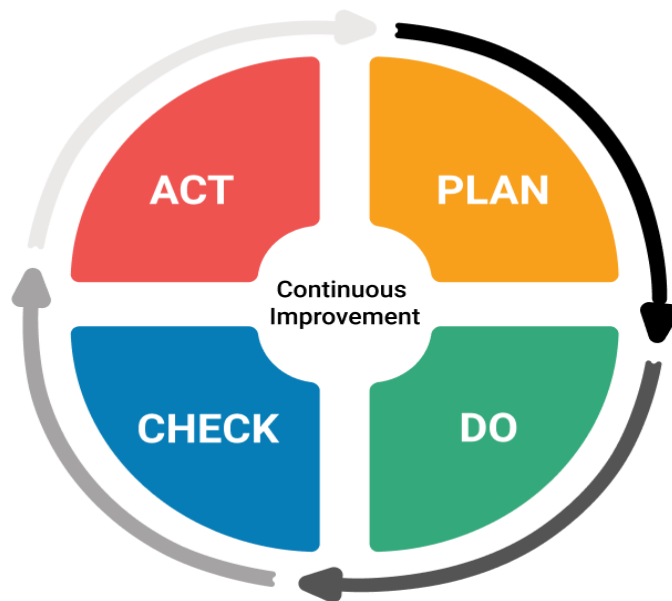


The Guidance Center

Certified Peer Support Program Annual Quality Review

January 1, 2020 – December 31, 2020



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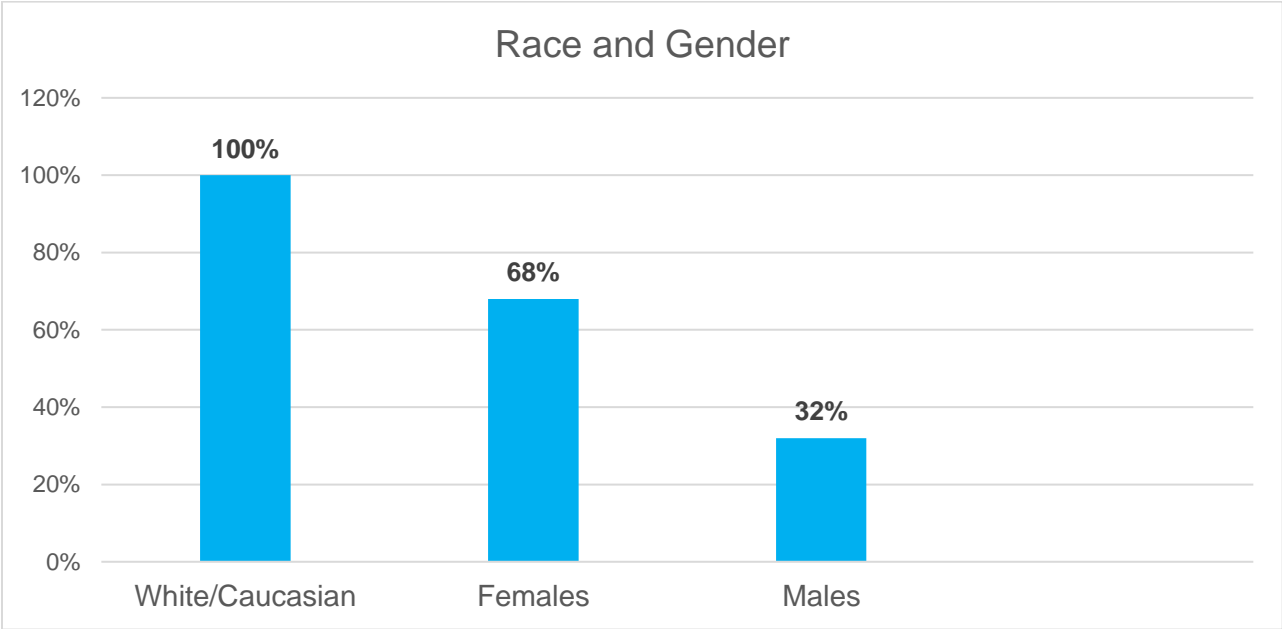
Overview:

- The unique year of 2020 brought many unprecedented obstacles for not only Mental Health Services, but for our entire world. With the global pandemic of COVID-19, The Guidance Center was faced with many unforeseen challenges. What we didn't know is that these "challenges" would make our agency stronger and more prepared for future hurdles we may face. The Guidance Center staff persevered and quickly adapted to the challenges. Directors of the agency came together to implement COVID-19 policies and procedures. On March 16, 2020, Governor Tom Wolf implemented social distancing measures across the entire state of Pennsylvania. Additionally, The Guidance Center followed the Department of Health & CDC recommendations. Staff transitioned from an in-person model to a telecommunication model service delivery. Peer Support clients were offered continued support through a different service delivery model and they persevered and adapted to the change. Clients within the program were offered a feedback survey. Clients understood the precautions The Guidance Center established to continue offering this essential service in a safe and effective approach for both the client and the staff.
- The Guidance Center was awarded the Certified Community Behavioral Health Clinic (CCBHC) Expansion Grant. The Guidance Center was one of four agencies accepted to continue in the CCBHC Expansion Grant.
- A client evaluation survey was created and offered to current clients. Clients were contacted to complete the survey over the phone by the Quality Department. This methodology allowed individuals to easily answer questions on a confidential basis. Data is extracted based upon program specific questions. Completed survey results are included within this report.
- For calendar year 2020, there were 4 admissions and 7 discharges in the Peer Support Program.
- Currently, there are 22 individuals enrolled in the Peer Support Program.
 - Ages 17-21 : 1
 - Ages 22-28 : 3
 - Ages 29-59 : 14
 - Ages 60 - : 4
- Average Length of Stay : 25.8 months
- Recognizing the importance of coordinating care, the program monitors involvement with crisis services and supporting those who have been hospitalized. During 2020, 5 individuals receiving Peer Support Services had contact with crisis services. Additionally, 6 individuals required psychiatric hospitalizations.

Demographics

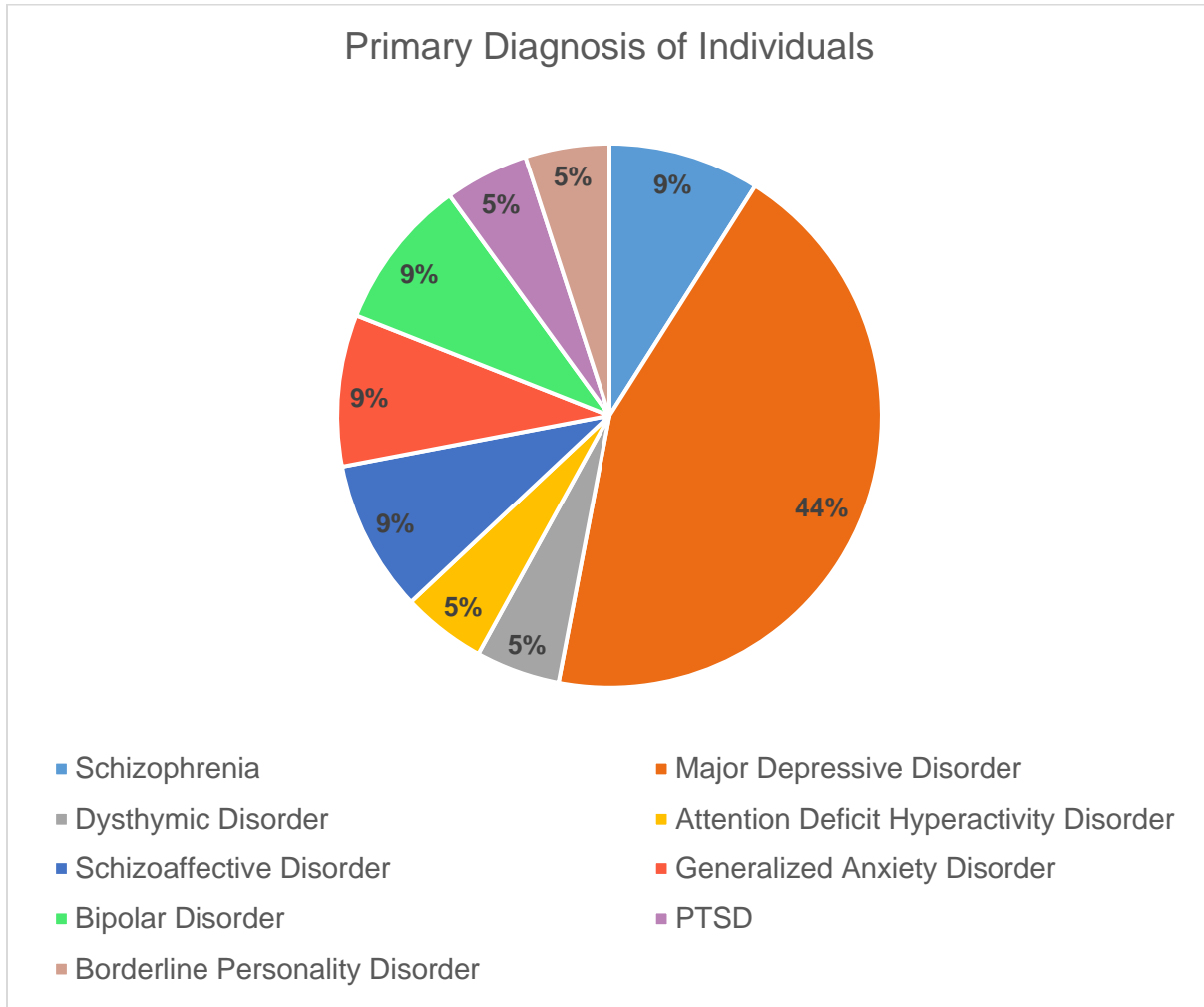
Program Members Race and Gender:

Individuals within the program are mostly female. All individuals are Caucasian.



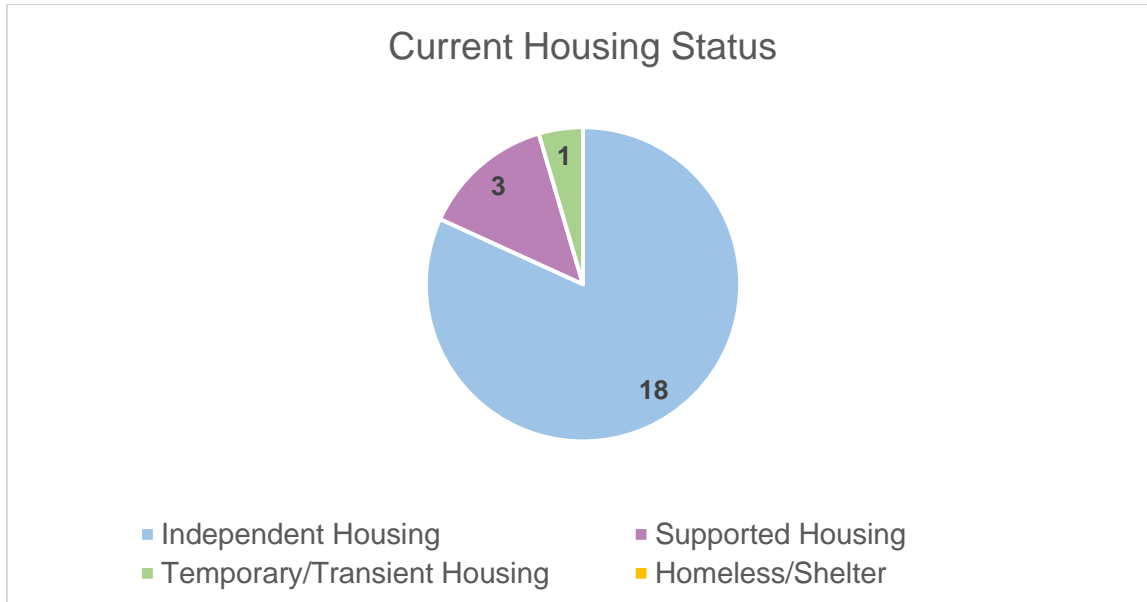
Program Members Primary Diagnoses:

Major Depressive Disorder is the most common primary diagnosis of individuals within the program.



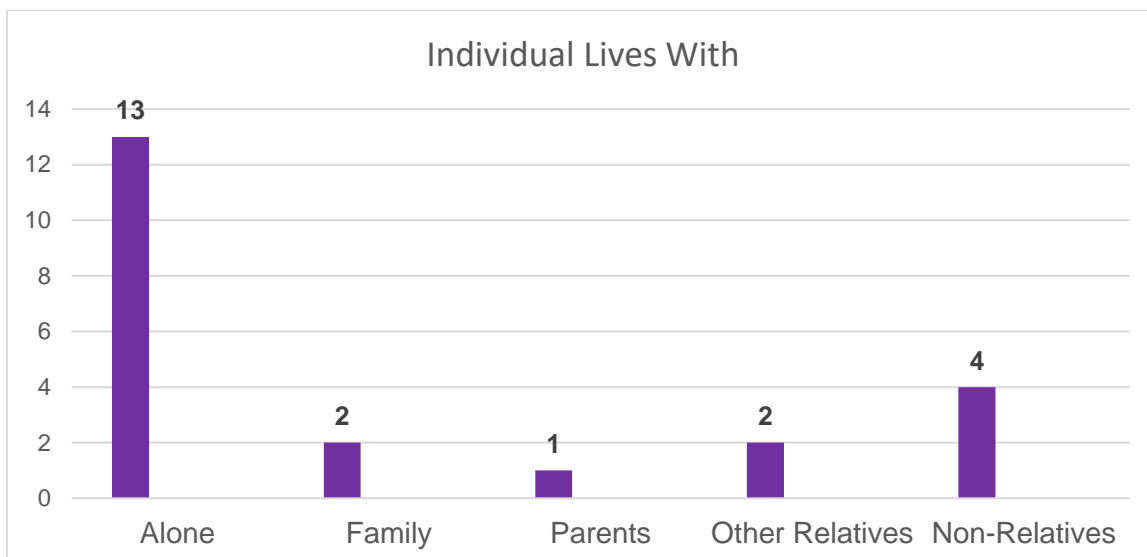
Current Housing Status:

A majority of the individuals within the program live independently. It is reported that no individuals were homeless or living in a shelter this year.



Individual Lives With:

Many of the individuals within the program live alone.



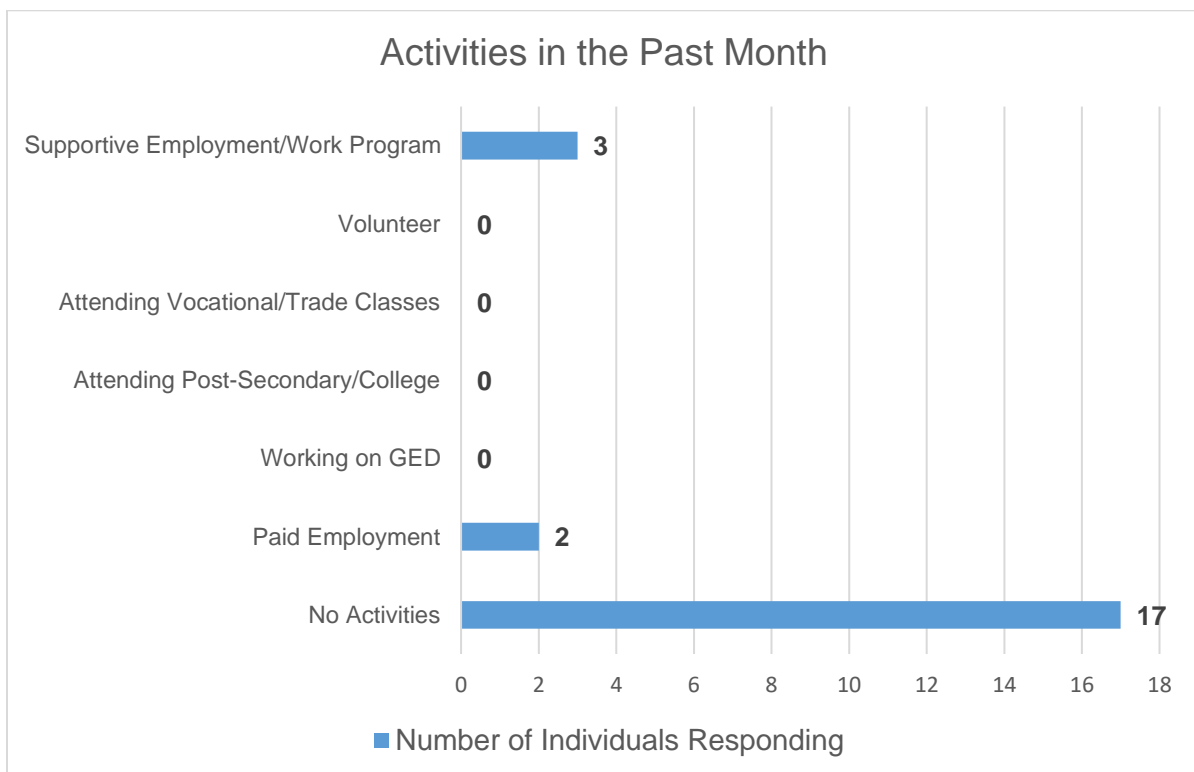
Peer Support Measures Survey:

The data used from the Peer Support Measures Survey was pulled from the last survey completed in 2020. The data from the measures is used to improve care that individuals receive in the program along with developing training and supervision for staff. This tool also allows for individual comparison. The Peer Support Measures Survey is given in the months of April and October.

For this reporting period, the survey was completed by 22 individuals in October 2020. Several different areas from the Survey are included in the quality reporting and summarized in the following tables.

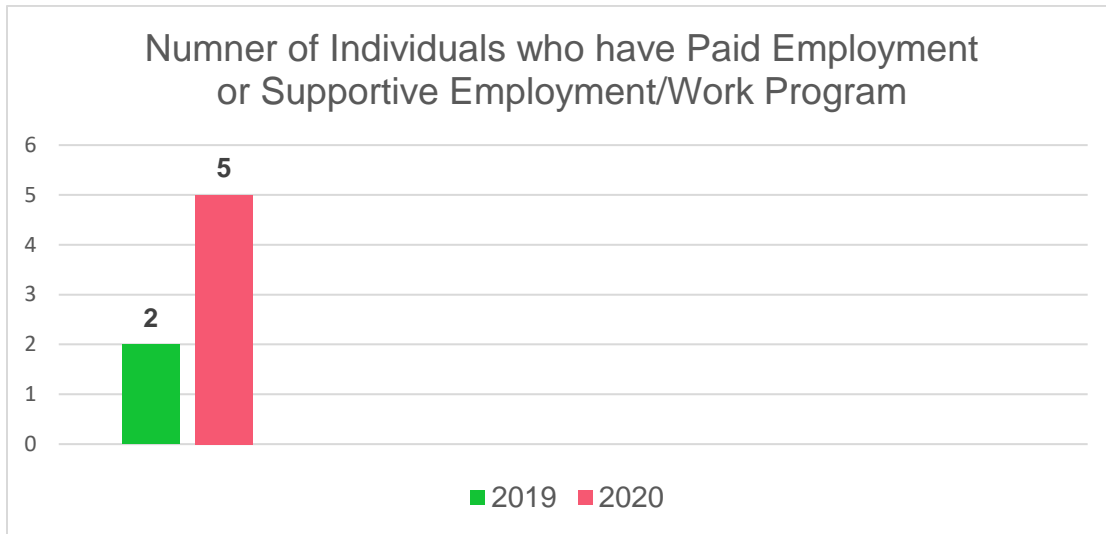
Activities in the Past Month:

This question on the survey allows for individuals to respond to the type of activities in which they engage. A majority of the individuals are not participating in activities.



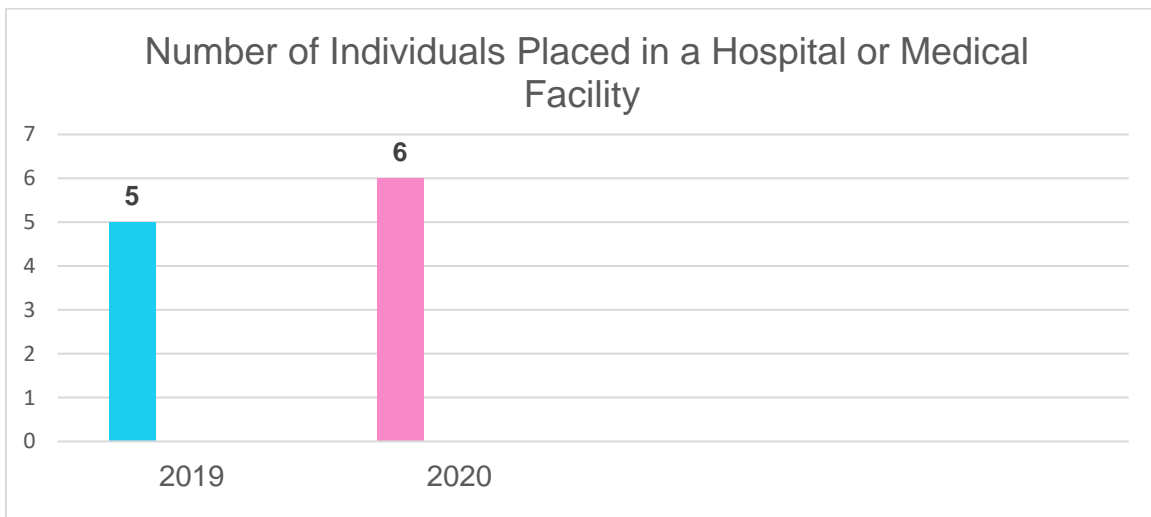
Paid Employment:

Five individuals reported paid employment or Supportive Employment in the past month. One reported working 20 hours, three reported working 12-15 hours, and one reported working 8 hours in the past month.



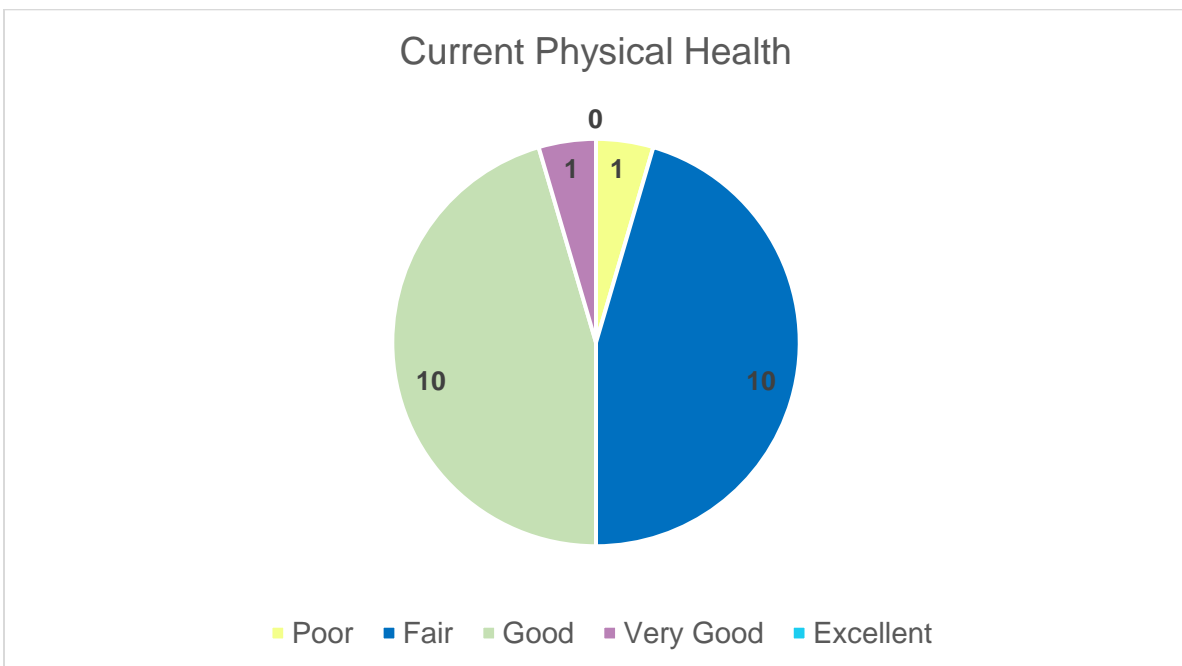
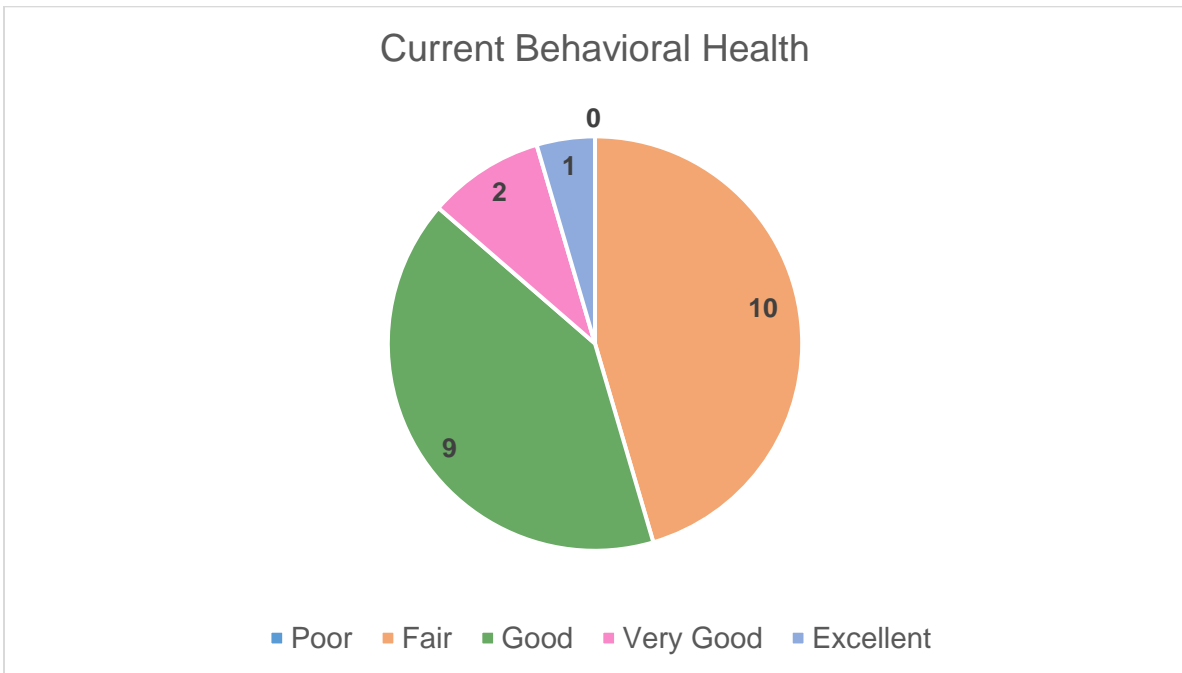
Number of Days Spent In Facility:

In 2019, 5 individuals were placed in a hospital or medical facility. In 2020, the number increased by one from 5 to 6 individuals.



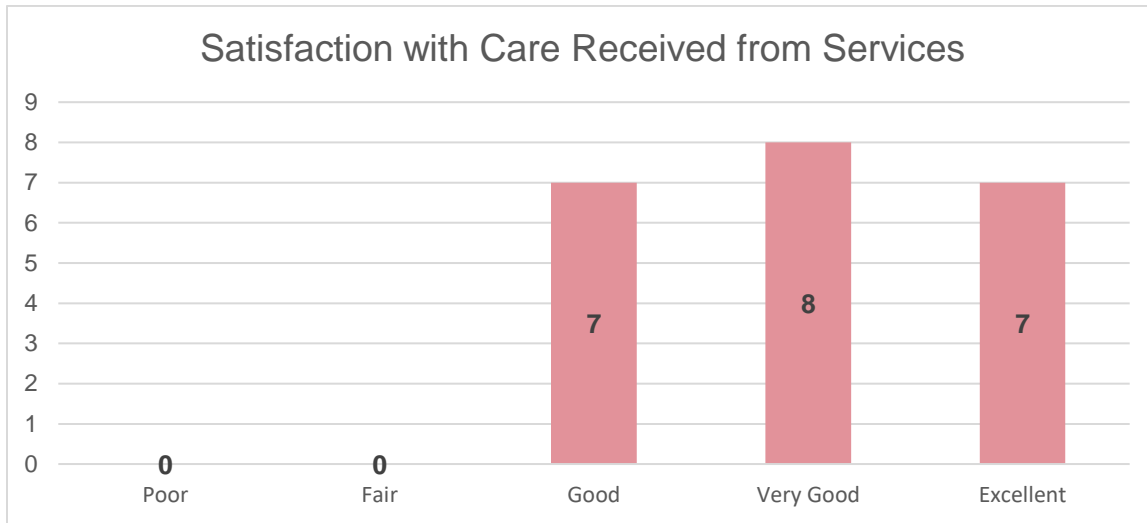
Self-Report Measures:

Individuals are asked to report on their perception regarding their current behavioral health and physical health. Individuals are able to choose poor, fair, good, very good and excellent. Majority of the individuals report fair behavioral health. Meanwhile, majority of the individuals report fair and good physical health. The results are as follows.



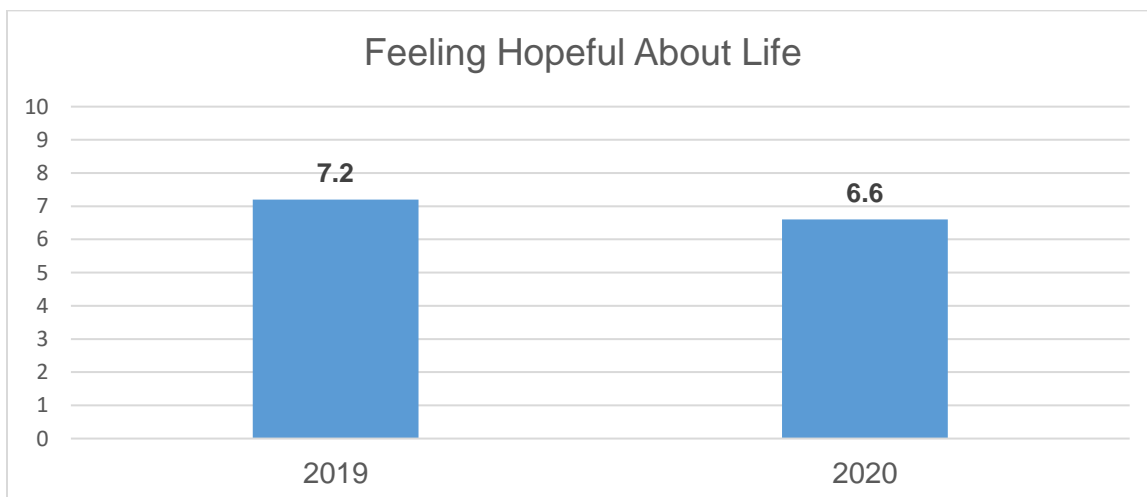
Satisfaction with Care:

At the time of Peer Support Measures Survey completion, individuals could rate their feelings regarding satisfaction with care received using the scale of poor, fair, good, very good or excellent. All report feelings of good, very good, or excellent. Results are listed below:



Hopefulness:

In the Measures Survey, individuals are able to assess their feeling of hopefulness about life. The following graph depicts their self-assessment. The average of hopefulness decreased slightly from 2019 to 2020. Many individuals related their decrease to the COVID-19 pandemic through client feedback surveys.

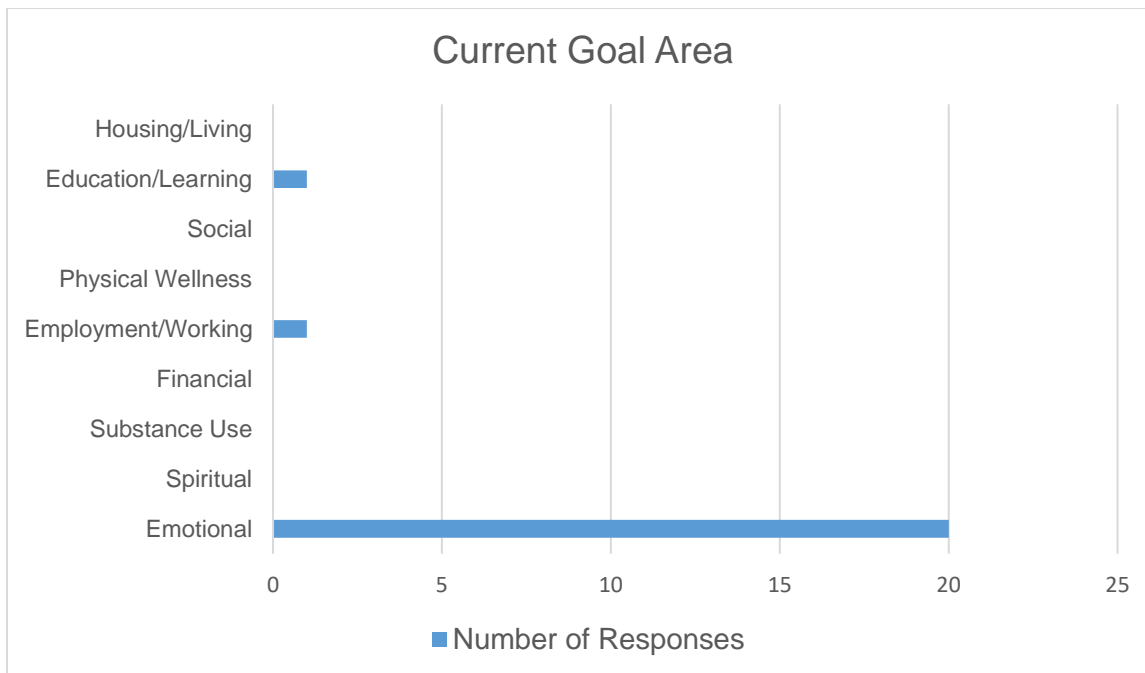


Goals:

Individuals are given the opportunity to state their primary goal area with the choices being housing, education, social, physical wellness, employment, financial, substance use, spiritual and emotional. They also are able to indicate if they feel that they are making progress on their goals. The following charts show goals and progress reported. For goals, individuals are able to select more than one primary goal on which to focus.

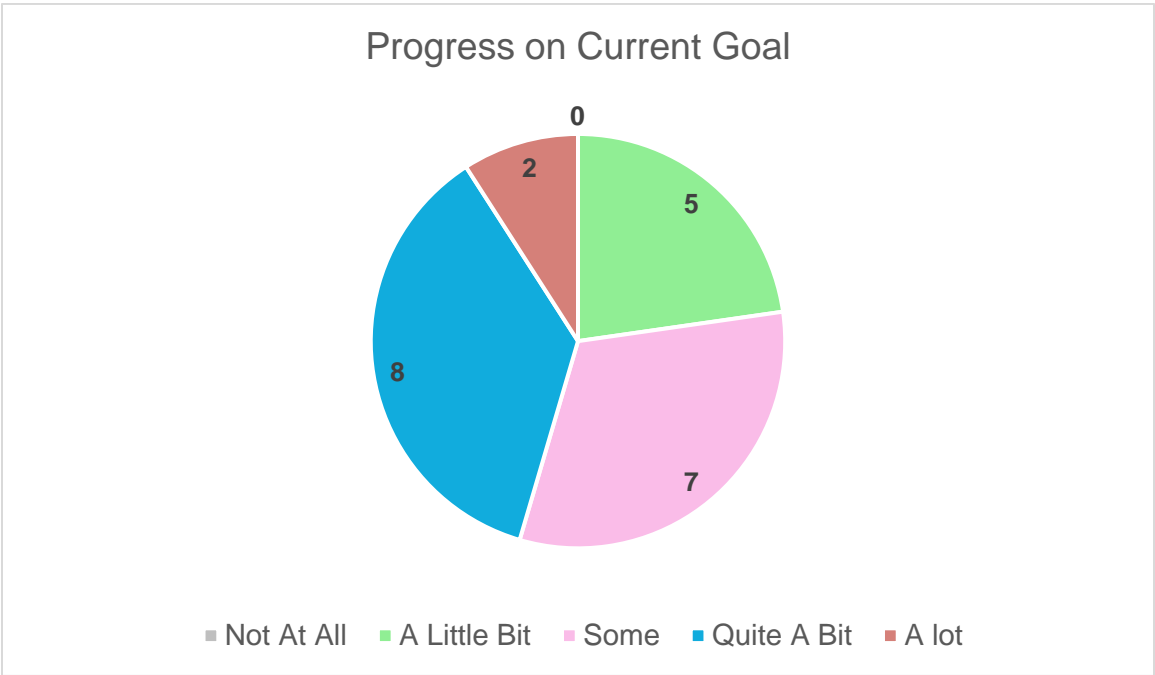
Current Goal:

The majority of the program participants focused on the goal of Emotional. Additionally, education/learning and employment/working were key areas of concern.

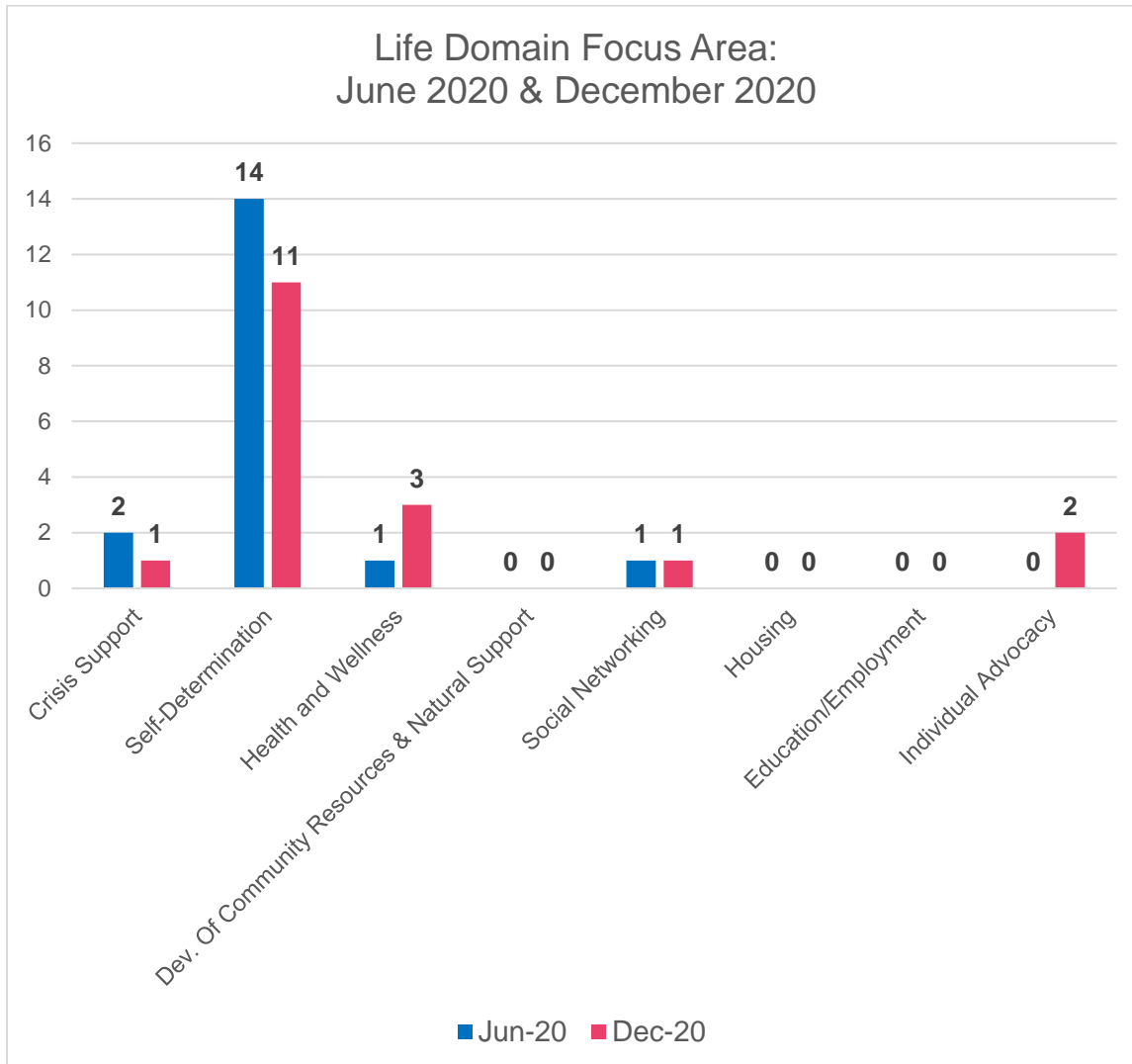


Progress on Current Goal:

Individuals are asked “In the past month, to what extent have you made progress on your current goal? Most respondents indicated that they were making progress with most reporting quite a bit or some progress.



Life Domain Focus Area:



Self-determination remained the highest life domain focus area for both June & December 2020. The Quality Committee created a Plan Do Check Act (PDCA) to diversify the life domain focus areas among clients. The focus this year will be to review and train CPS staff during supervision regarding each life domain area and supporting individuals' choice of goal by using Motivational Interviewing techniques. Staff will review with clients the 8 dimensions of wellness and strength-based assessment prior to goal planning.

Strengths:

Individuals in the program are asked to identify their strengths. The following word cloud depicts some of their responses.



Program Adherence:

To ensure that the Certified Peer Support Program is adhering to the program requirements, routine record audits as well as intensive supervision is utilized.

Audits:

The following auditing methods are completed in the program:

1. Quarterly chart reviews completed by Program Coordinator
2. Biannual chart reviews completed by Compliance Coordinator
3. Annual county quality review

Methodology:

All charts were reviewed due to current open charts being less than 30. The following areas were reviewed, but not limited to: referral eligibility, opening paperwork, assessments, recovery plans, discharges, and documentation. Chart audit results were communicated to staff during supervision and staff meetings.

Twenty-two Peer Support Services charts were reviewed in December 2020 from our Compliance Coordinator.

Program Goals:

The Peer Support Program has set two goals as focus areas for quality improvement.

1. Working to increase community engagement among clients
2. Diversify the life domain focus areas among clients

Staff Supervision:

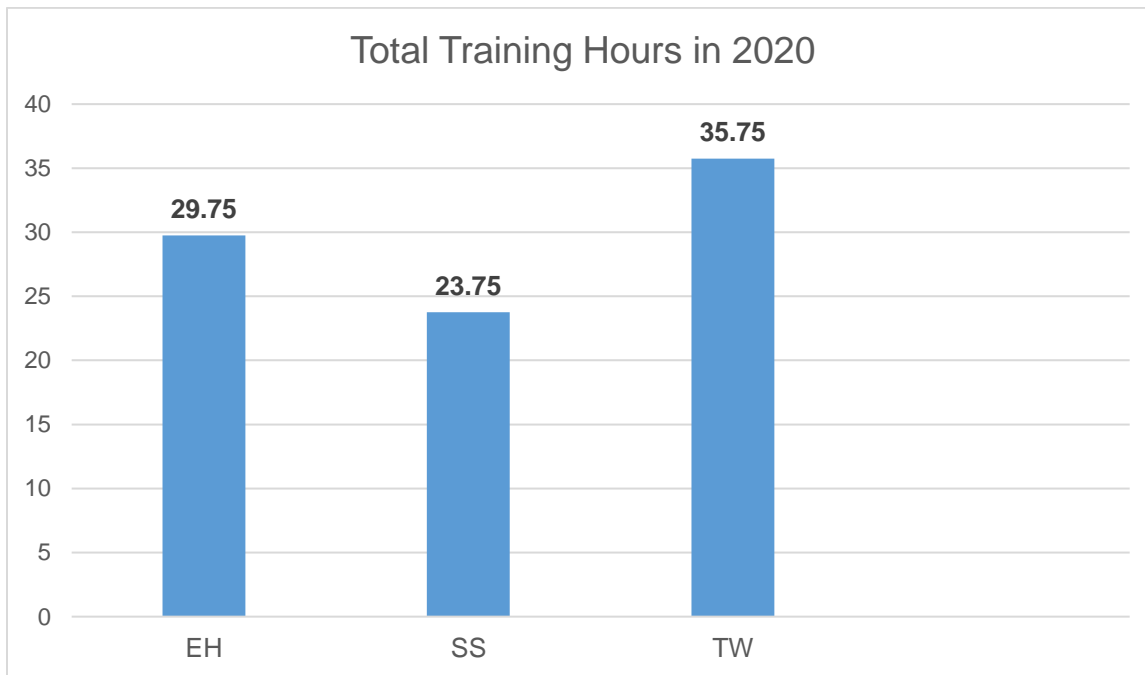
Ensuring that staff receive appropriate and timely supervision is a critical focus of the program. Staff receive one hour of weekly supervision and are also provided with group supervision. Staff supervision was provided face to face and virtually during this period. During supervision, client cases are reviewed with the Program Coordinator and quality initiatives are practiced.

The goal is for 100% of the staff to receive weekly supervision. If supervision does not occur reasons are documented. The records of supervision are maintained by Program Coordinator.

Staff Training:

Peer Support staff complete required regulatory training hours. Some of the different categories of trainings are as follows, but not limited to:

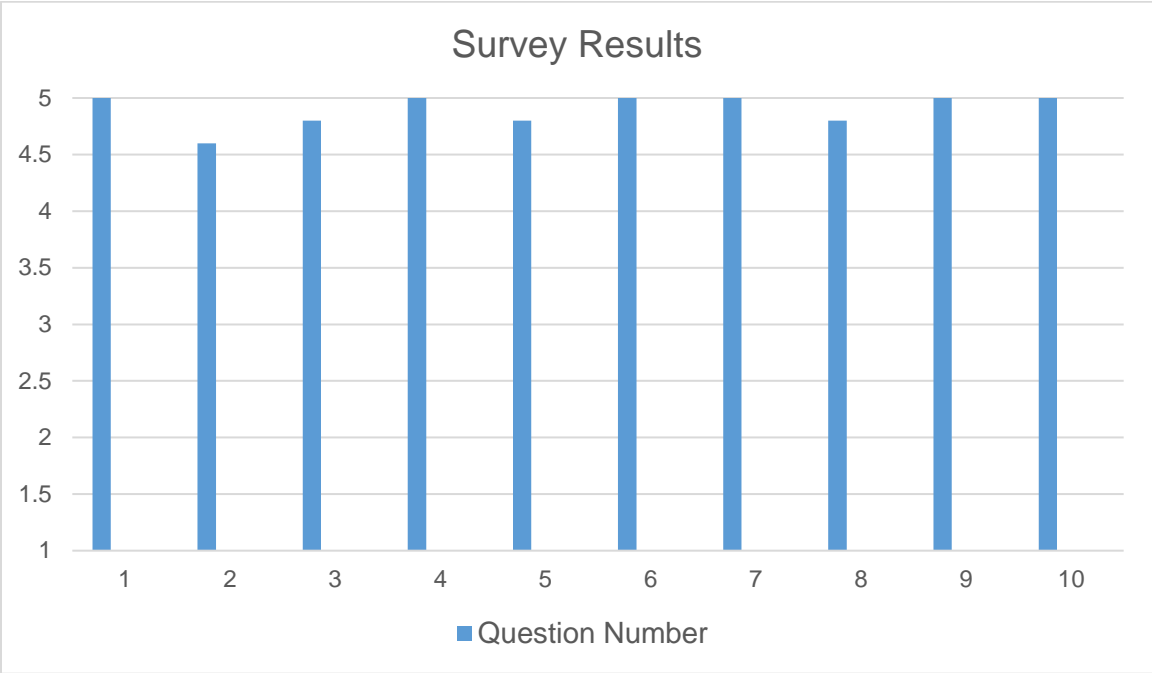
- Crisis Engagement Strategies
- Behavioral Health Care for Transgender and Diverse People
- Quality Improvement
- Cultural Competency – Military & Poverty
- Ethics for Certified Peer Based Professionals
- COVID-19 Policies and Procedures
- Telehealth models
- 18 hours of Peer Support and Recovery Training



Survey Results:

Surveys were completed with participants of the Peer Support Program. Ten surveys were completed. Participants were asked how satisfied they were in the categories below. The answers ranged on a scale from 1 to 5. One represents not satisfied and 5 represents very satisfied. The numbers have been averaged and results of the survey are as follows:

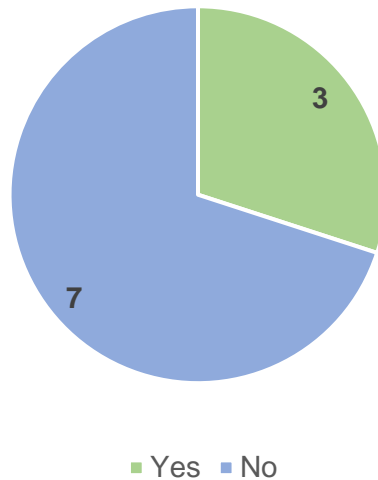
Survey Results	
1. Timeliness of our response to your initial request	5.0
2. The setting in which the services are provided.	4.6
3. The courtesy and respect shown by clerical staff.	4.8
4. The courtesy and respect shown by your Peer Support Specialist.	5.0
5. The level of confidentiality	4.8
6. Your participation in the development of a treatment plan that met your needs.	5.0
7. Your Peer Support's ability to help you and your family.	5.0
8. Your ability to handle your situation as a result of receiving services.	4.8
9. The frequency and convenience of contacts.	5.0
10. Did Peer Support Services address your specific cultural background in a respectful manner?	5.0



Many of the Peer Support Services clients referenced the COVID-19 pandemic in their survey. Clients reflected on some of the challenges they faced but were grateful there were no gaps in service.

Clients were asked if they participated in any community engagement activities within the last month. The chart below shows the number of individuals who participated in at least one community engagement activity in the past month from the date of survey.

In the past month, have you participated in any community engagement activities?



Three individuals reported they had participated in at least one community engagement activity within the last month. Meanwhile, seven individuals reported they had not participated in any community engagement activities within the last month. Many individuals related their struggle in finding community engagement activities to the COVID-19 pandemic. Because of the pandemic and social distancing efforts, individuals are not looking for activities within the community.

Peer Support Services staff recognize that participation in community activities is a segment in the clients' recovery and created a Plan Do Check Act (PDCA). It is a goal that Peer Support clients will be connected to participate in more community activities including virtual opportunities.

Overall, surveyed clients reported they feel supported and more self-sufficient by being in the Peer Support Program.