



Peer Support Services



**Annual Quality Review
July 1, 2020 – June 30, 2021**

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Service Description:

The Peer Support Program of The Guidance Center is a service that assists eligible adults who have been diagnosed with a serious, persistent mental illness in improving their functioning level within their life domains. The person's psychiatric disability has resulted in significant levels of functional impairments. The Peer Support Program offers an array of behavioral health service activities that focus on each individual's recovery plan.

Service delivery provisions of The Guidance Center are guided by principles of recovery, as detailed in the OMHSAS guiding principles; least restrictive care, accessibility, and timely responsiveness to the needs of the individuals being served.

The Peer Support Program's overarching goal is to empower individuals to choose a path in life that provides a balance of self-worth, wellness, instills hope, and acceptance. Certified Peer Support Specialists support individuals in the community, in their homes, and other settings. Individual access will be self-directed and driven by the consumer.

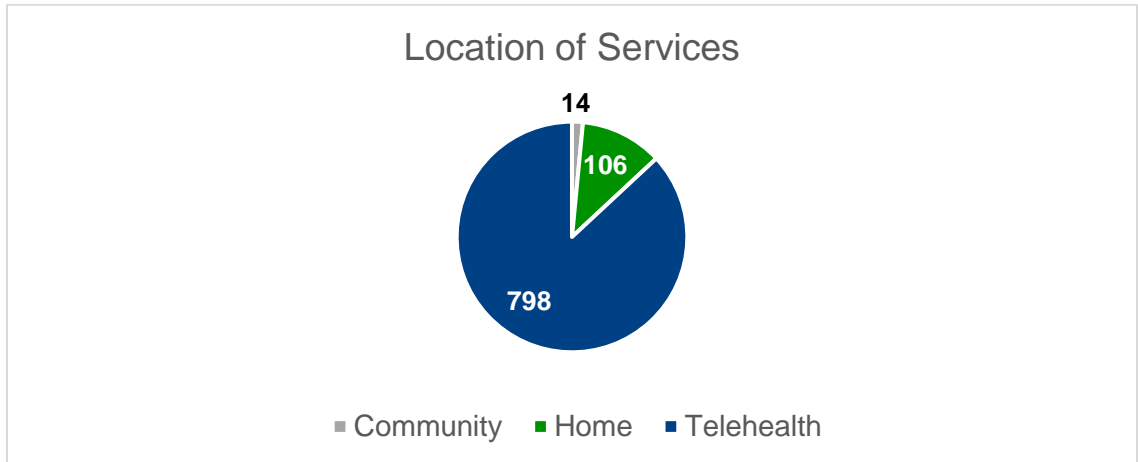
The program will provide opportunities for individuals to teach and support acquisition and utilization of skills needed to facilitate the individual's recovery, to promote the knowledge of available resources within their community as well as facilitate the development of sense of wellness and self-worth. The primary focus of the program includes the following:

- Provide opportunities for individuals receiving services to direct their own recovery and advocacy processes
- Teach and support acquisition and utilization of the skills needed to facilitate an individual's recovery
- Promote the knowledge of available service options and choices
- Promote the utilization of natural resources within the community
- Facilitate the development of a sense of wellness and self-worth

Overview:

- The Guidance Center continues to monitor the COVID-19 pandemic and adhere to CDC guidelines and the Pennsylvania Department of Health guidelines along with the program guidelines and the agency's policies and procedures. As we have endured many changes throughout the pandemic, client safety and their well-being has remained a top priority while serving our clients. Although majority of sessions were delivered via telehealth, some sessions were held face to face in the community or in the home following CDC guidelines and recommendations.
- Peer Support is a vital service for the individuals we serve as they work towards their recovery. There were 28 individuals enrolled in Peer Support Services during this time of review. This is an increase of 6 individuals from the last review. It is evident that this necessary service is an important aid for individuals who are struggling with their mental health disorder.
- To monitor the effectiveness & satisfaction of the program, individuals were offered feedback surveys. Survey results were given to the Quality Department where results of the surveys were reviewed. After review, it is reported that clients feel supported and satisfied with their services.

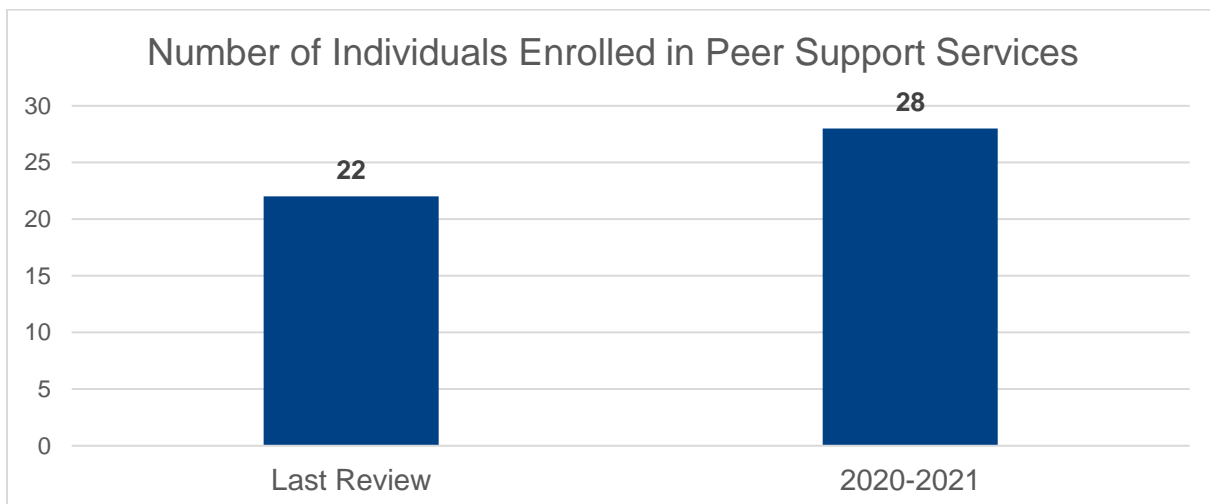
- The Guidance Center was awarded the Certified Community Behavioral Health Clinic (CCBHC) Expansion Grant in the second quarter of 2020. The Guidance Center was one of four agencies accepted to continue in the CCBHC Expansion Grant.
- During the period of review, there were 28 individuals enrolled in Peer Support Services. There were 918 sessions delivered during this review which is an increase of 67 sessions from the previous fiscal year. The table below depicts the location of service delivery during this period of review.



- Recognizing the importance of coordinating care, the program monitors involvement with crisis services and supporting those who have been hospitalized. During this review, it remains the same that 5 individuals receiving Peer Support Services had contact with crisis services. Additionally, 8 individuals required psychiatric hospitalizations which is a slight increase of 2 individuals since the last review.

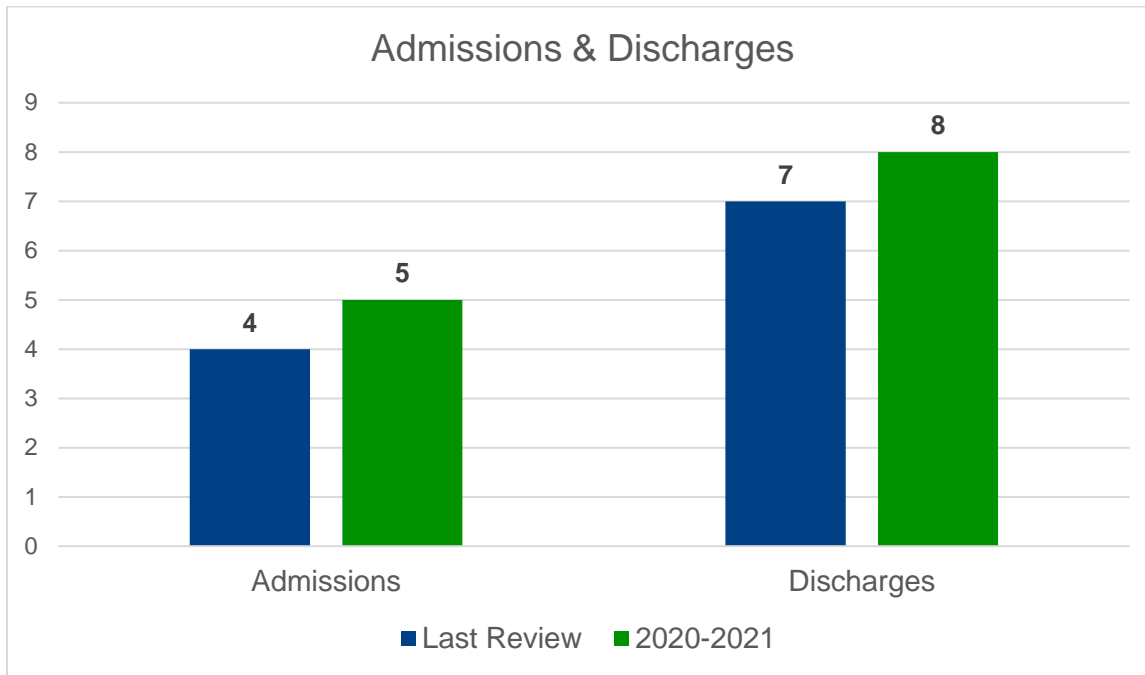
Demographics

There were 28 individuals served in Peer Support Services for Fiscal Year 2020-2021. This is an increase of 6 individuals from our last review.

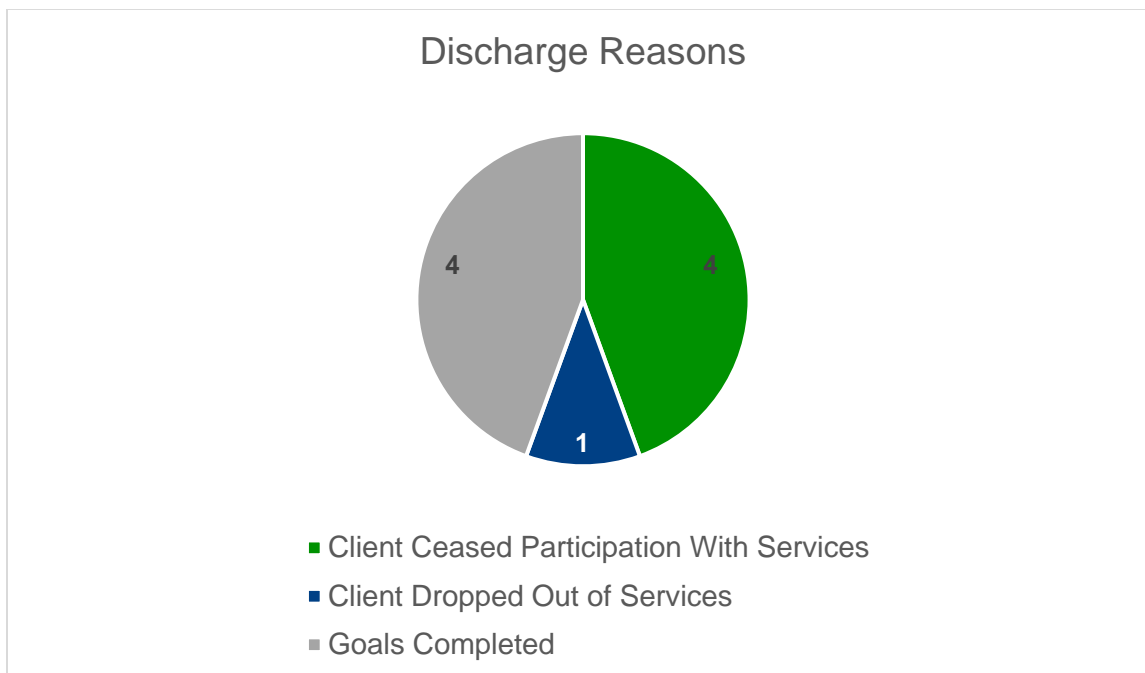


Admissions & Discharges

There were 5 admissions and 8 discharges during this review.

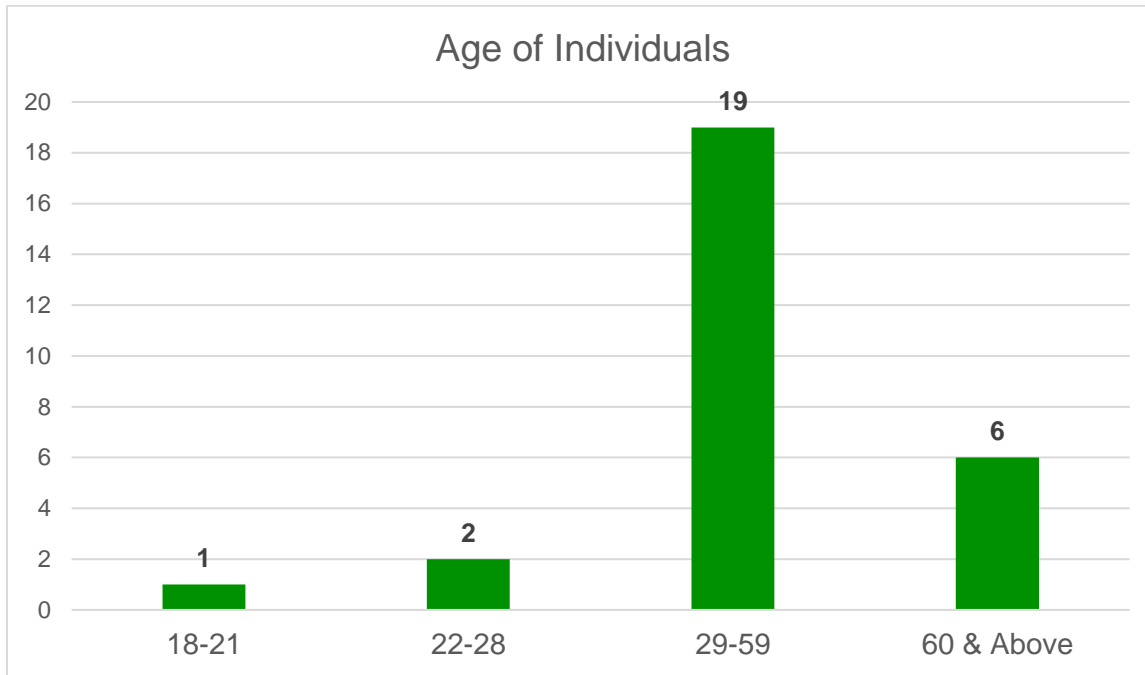


Discharge Reasons

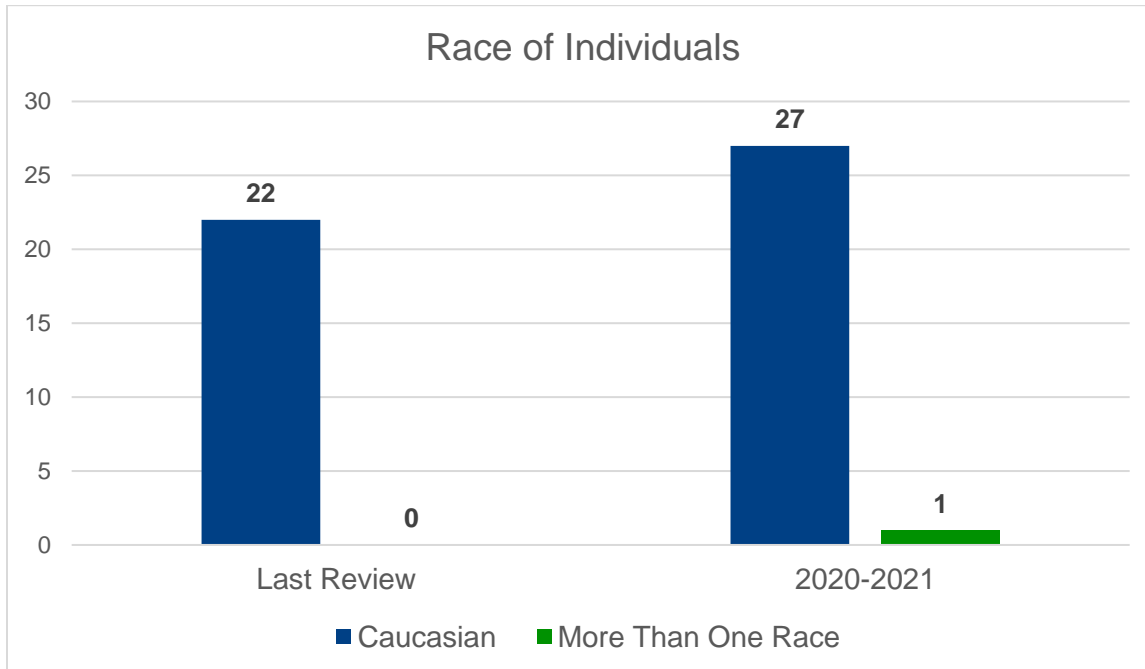


Four of the participants who discharged from services met their goals and were successfully discharged from the program.

Age

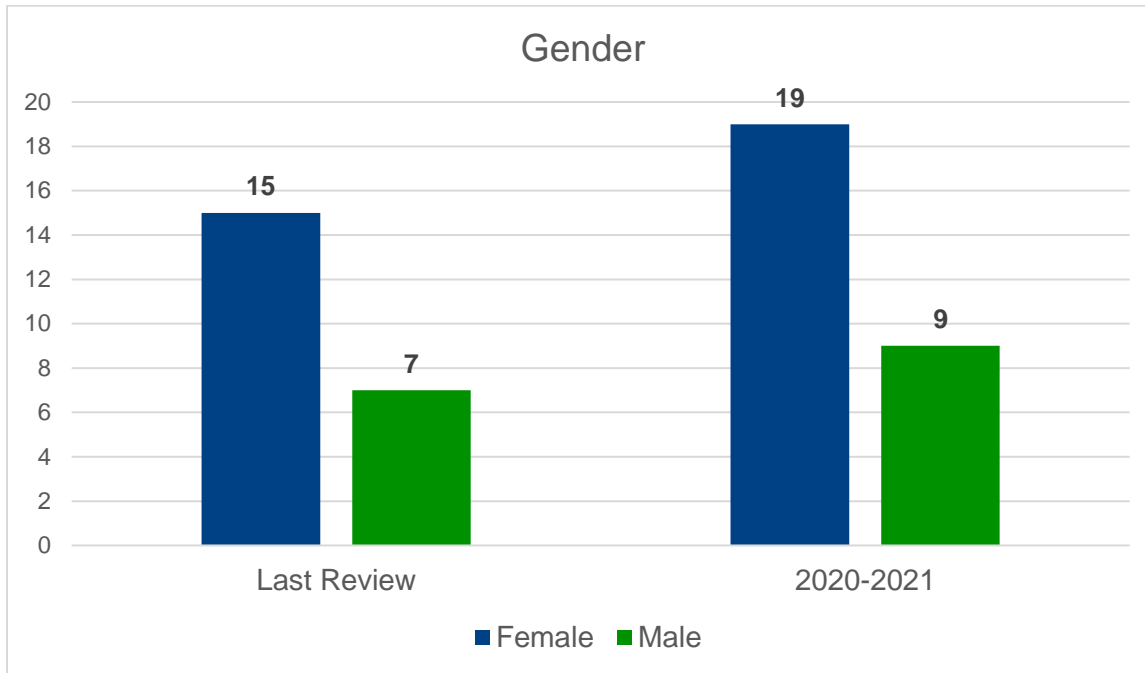


Race



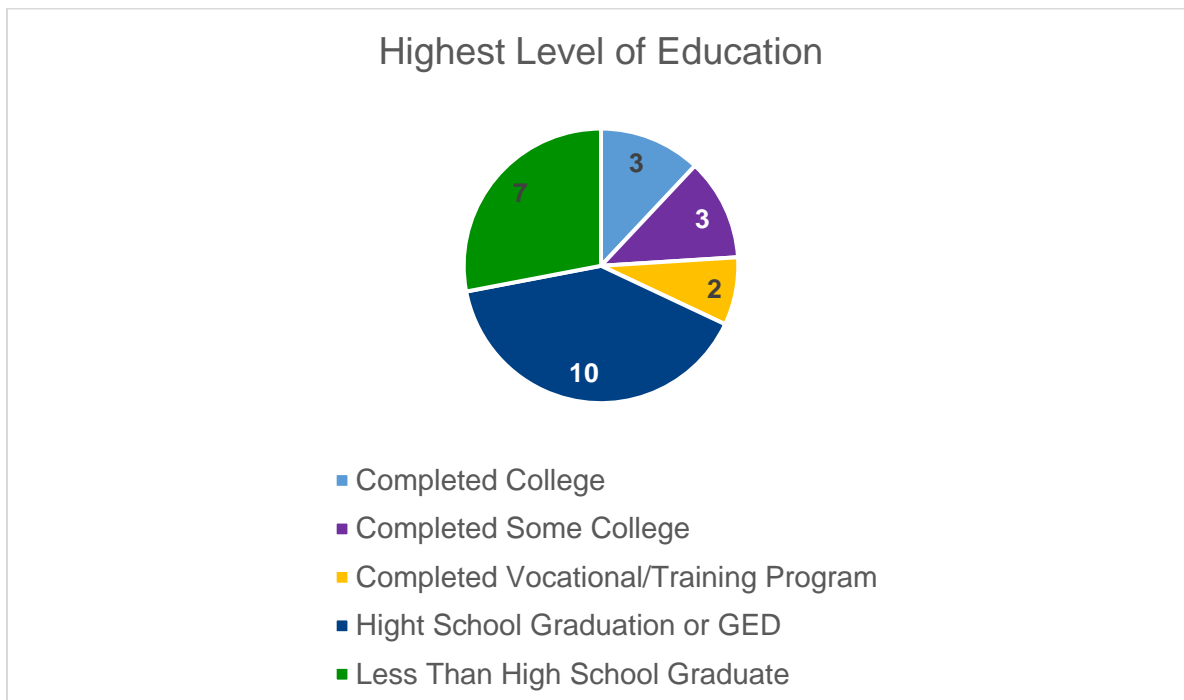
Last review, all individuals were White/Caucasian. This review, one individual identified as more than one race.

Gender

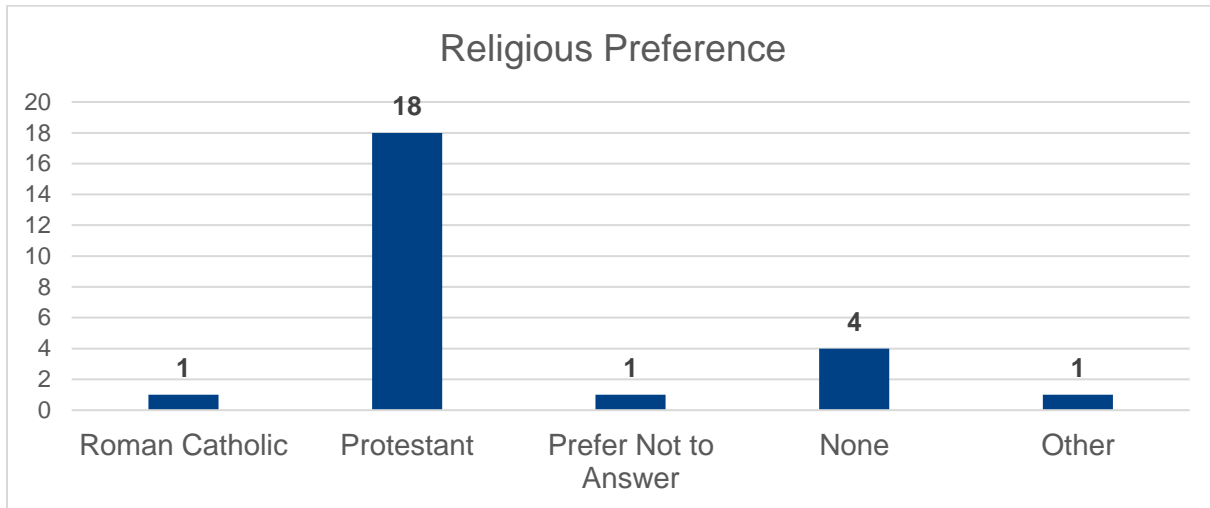


Consistent with the last review data, the program serves more females than males. No other gender was identified by individuals enrolled.

Highest Level of Education

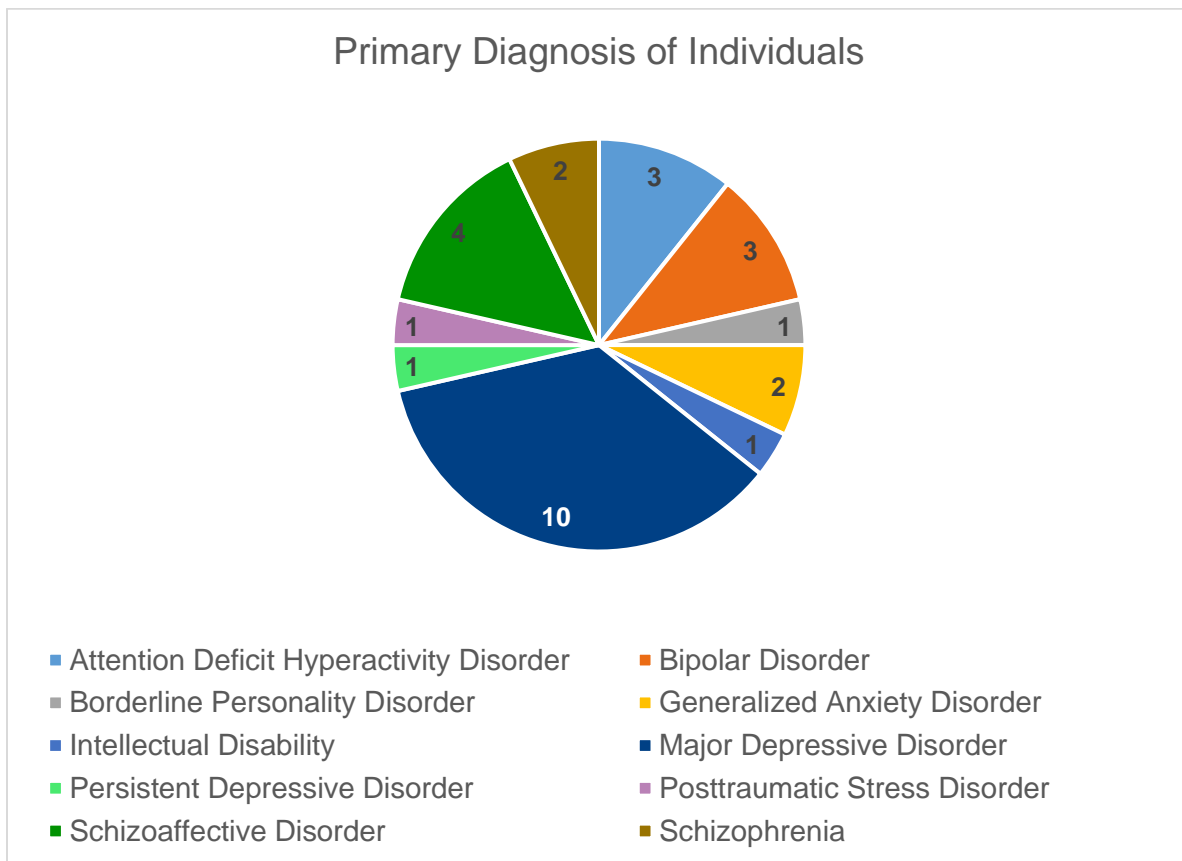


Religious Preference



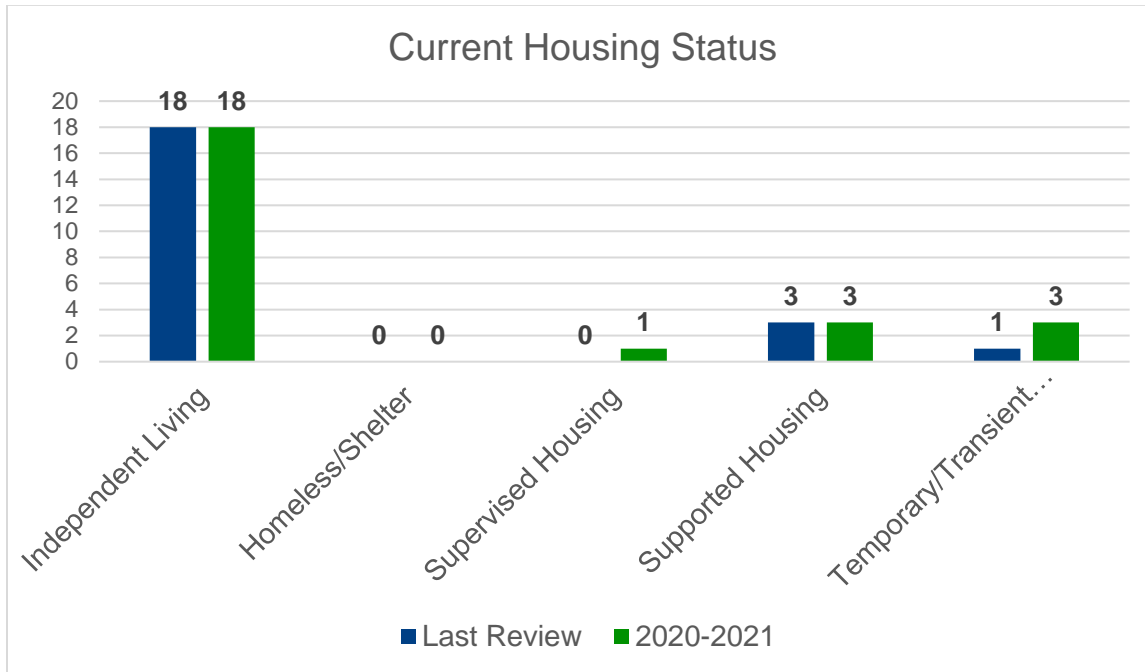
Primary Diagnosis

Major Depressive Disorder remains at the most common primary diagnosis among the individuals served. In the last review, 12 individuals' primary diagnosis was Major Depressive Disorder.



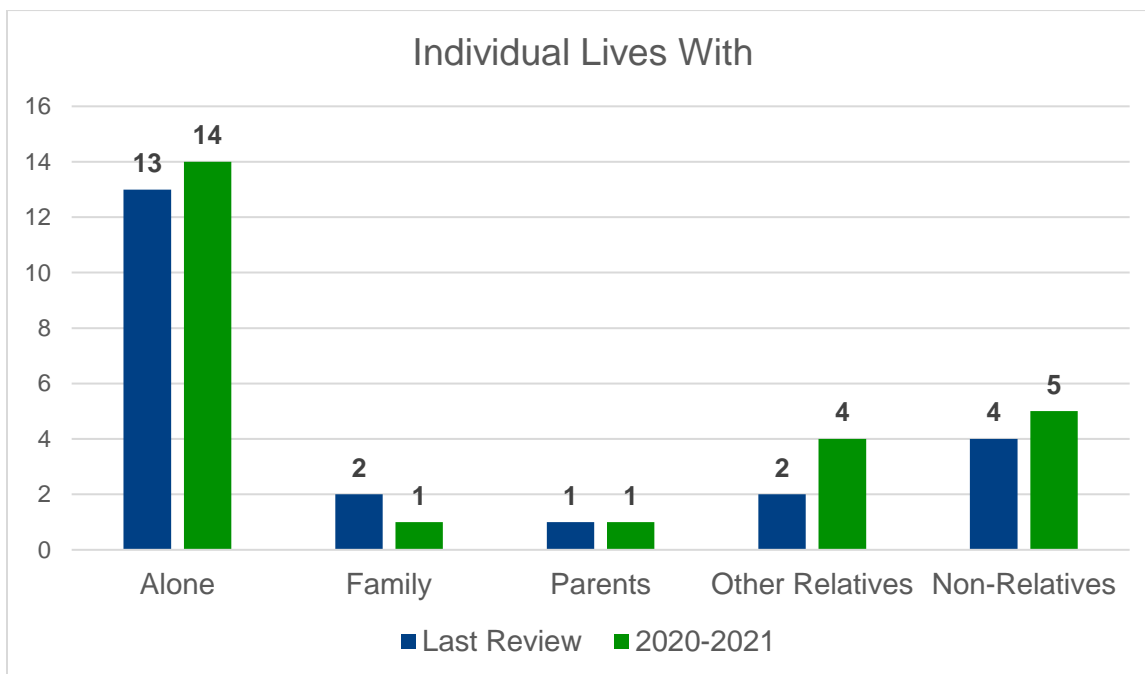
Current Housing Status

Majority of individuals within the program continue to live independently. In conjunction, no individuals were homeless or living in a shelter.



Individual Lives With

Consistent with the last review, many of the individuals within the program live alone.



Peer Support Measures Survey

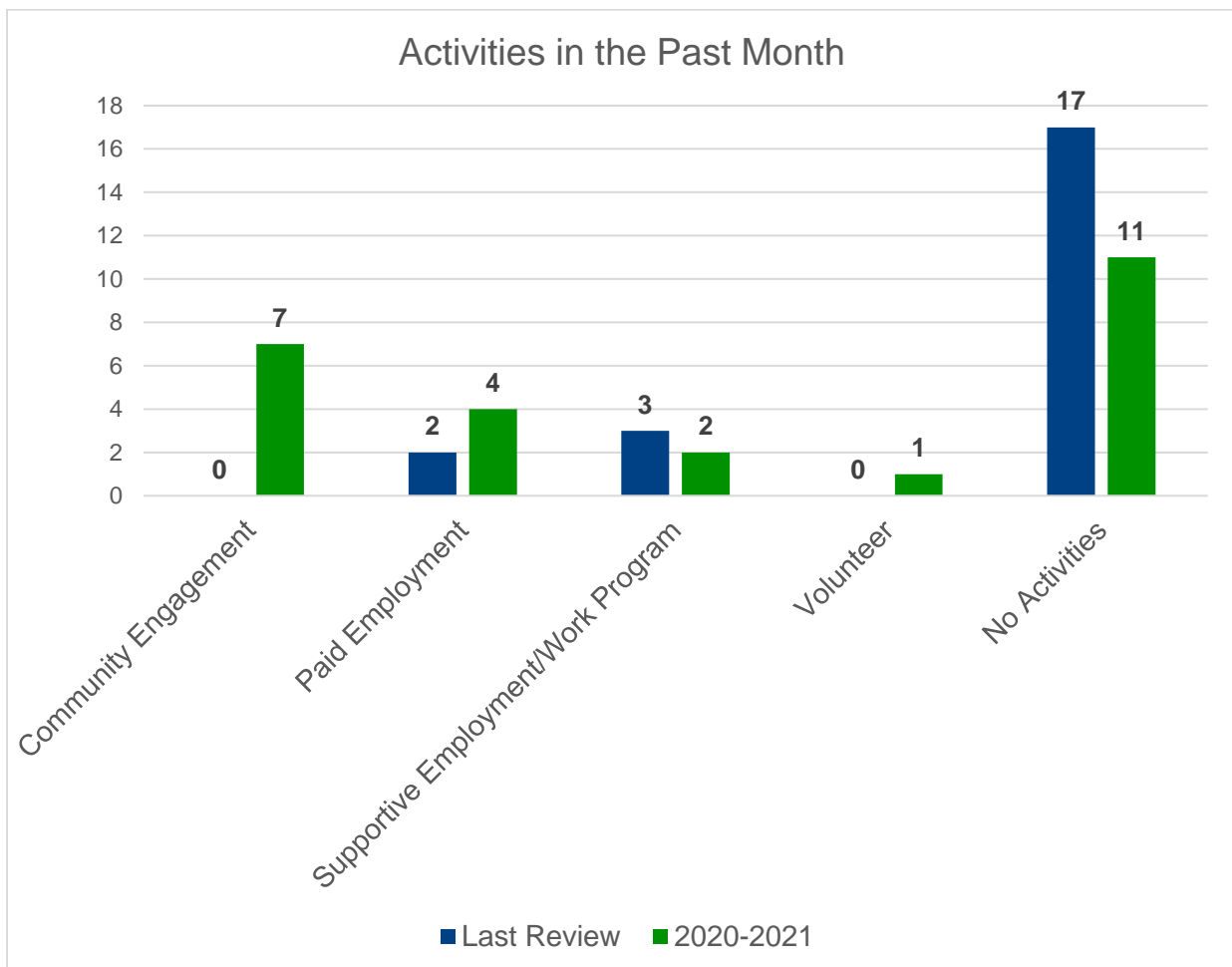
The data used from the Peer Support Measures Survey was pulled from the last survey completed in the 2020-2021 Fiscal Year. The data from the measures is used to improve care that individuals receive in the program along with developing training and supervision for staff. This tool also allows for individual comparison. The Peer Support Measures Survey is given in the months of April and October.

For this reporting period, there were 25 individuals who completed a Progress Measure. Three clients did not complete a Progress Measure during this review due to being enrolled in the program less than 90 days during the fiscal year.

Several different areas from the Survey are included in the quality reporting and summarized in the following tables.

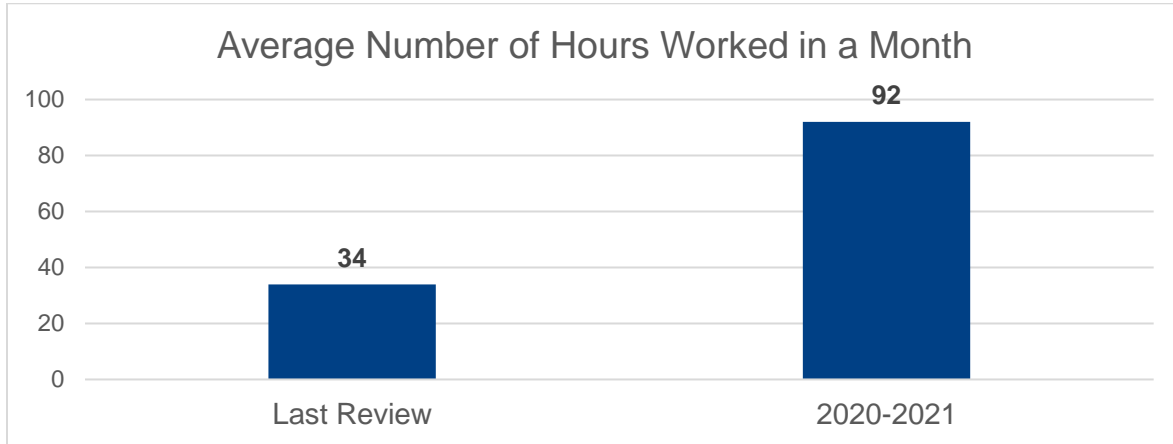
Activities in the Past Month

This question on the survey allows for individuals to respond to the type of activities in which they engage. Majority of the individuals are not participating in activities. However, we did see an increase in individuals participating in community engagement activities.



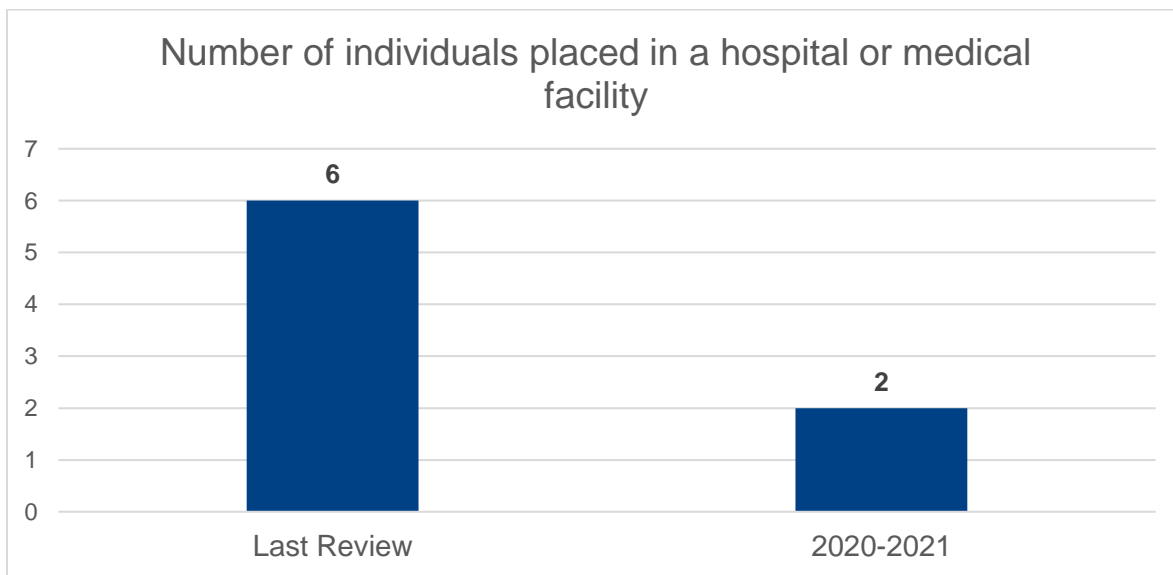
Paid Employment

Individuals who reported they had paid employment or supportive employment/work program involvement, reported their number of work hours in the month. The chart below depicts the total number of hours per month from the last review to this current review.



Number of Days Spent in a Facility

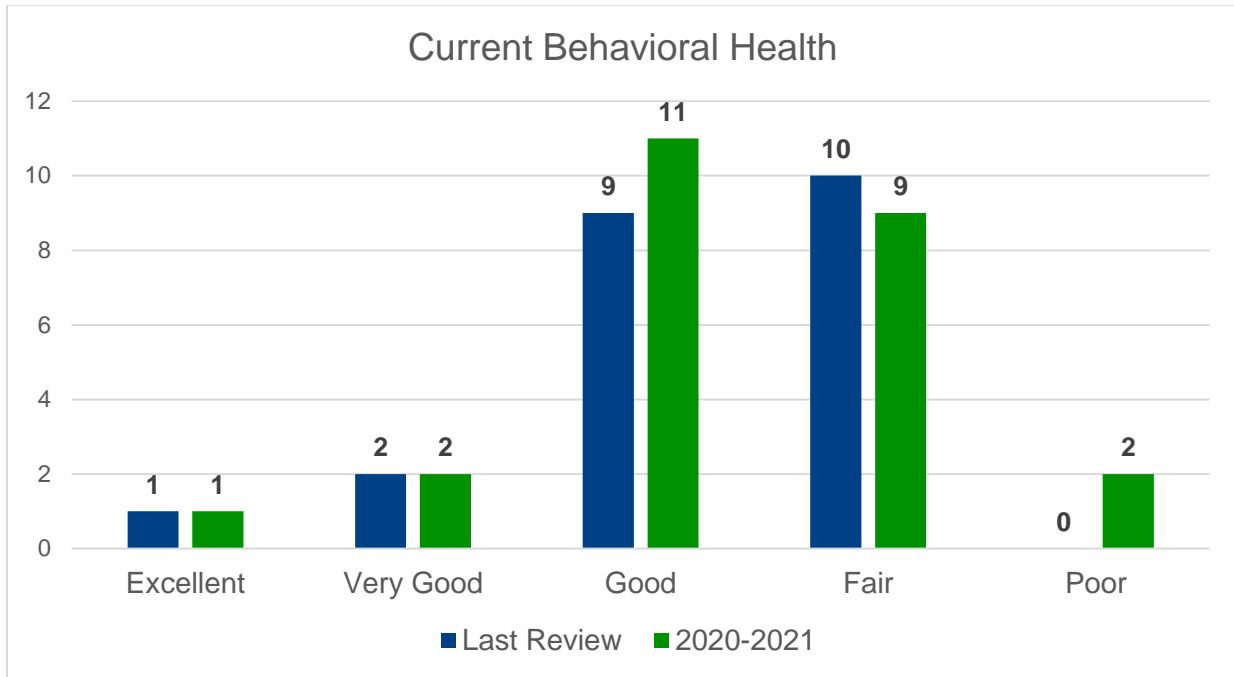
Since our last review, by self-report, the number of individuals placed in a hospital or medical facility decreased from 6 to 2.



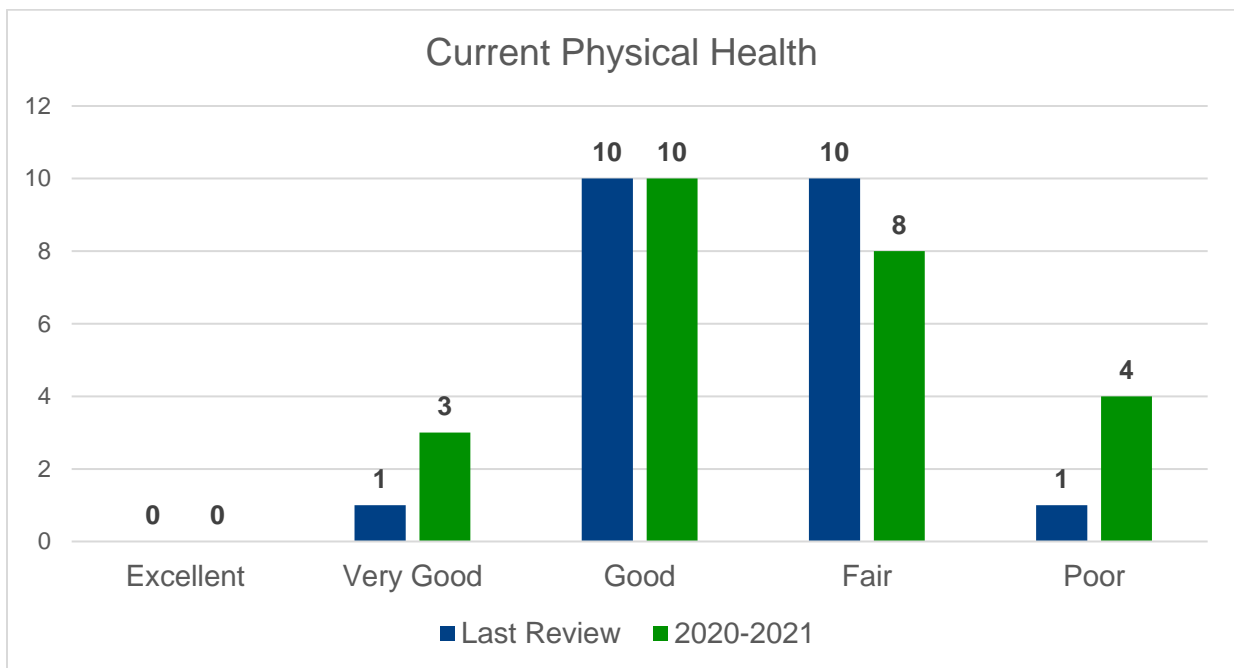
Self-Report Measures

Individuals are asked to report on their perception regarding their current behavioral health and physical health. Individuals can choose poor, fair, good, very good and excellent.

Since the last review, we have seen an increase of individuals reporting they perceive their current behavioral health as good.



Consistent with the last review's numbers, most individuals report they perceive their current physical health as good.



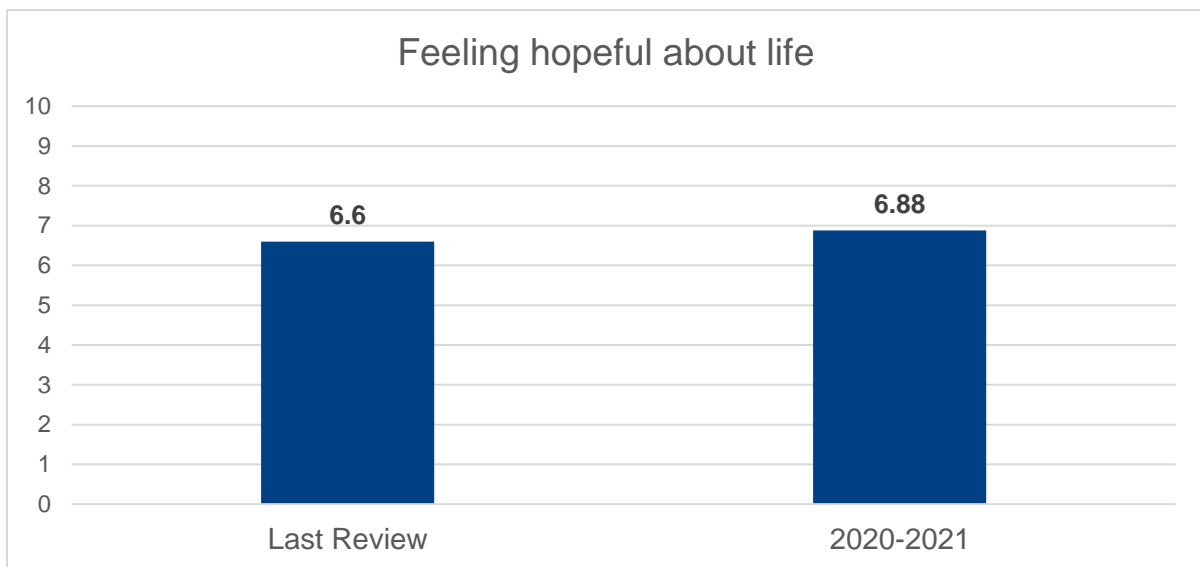
Satisfaction with Care

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 individuals 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 increased slightly since our last review.

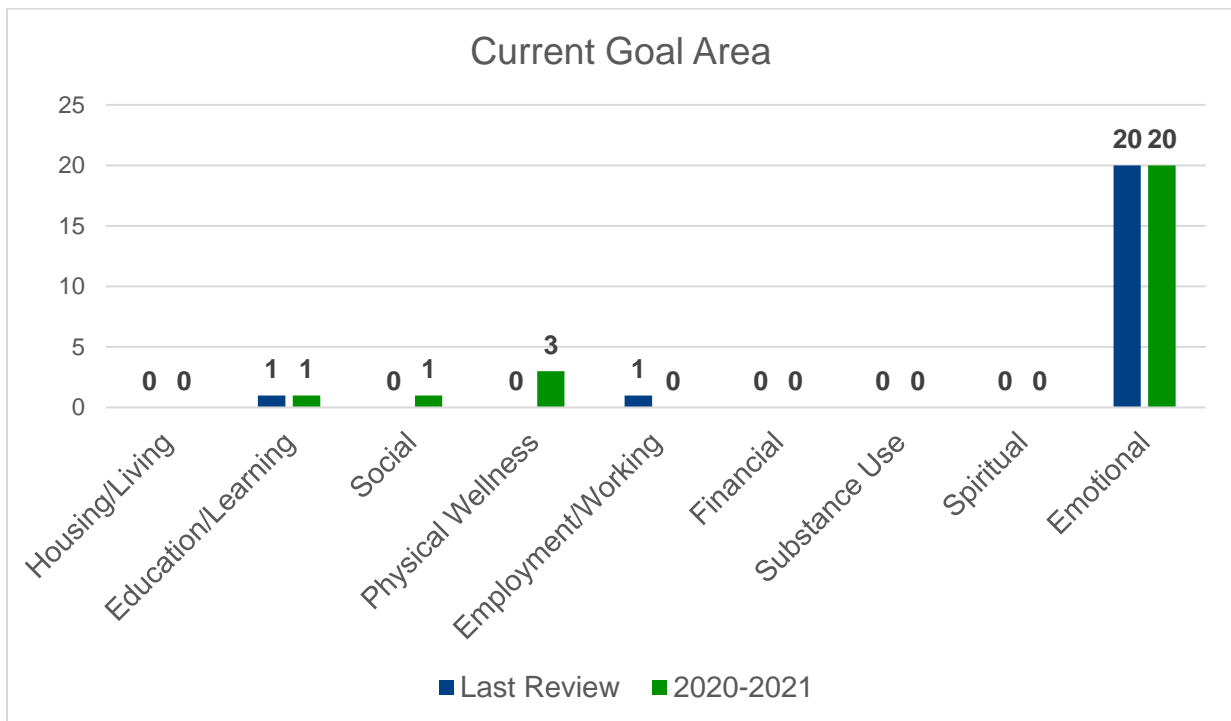


Goals

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.

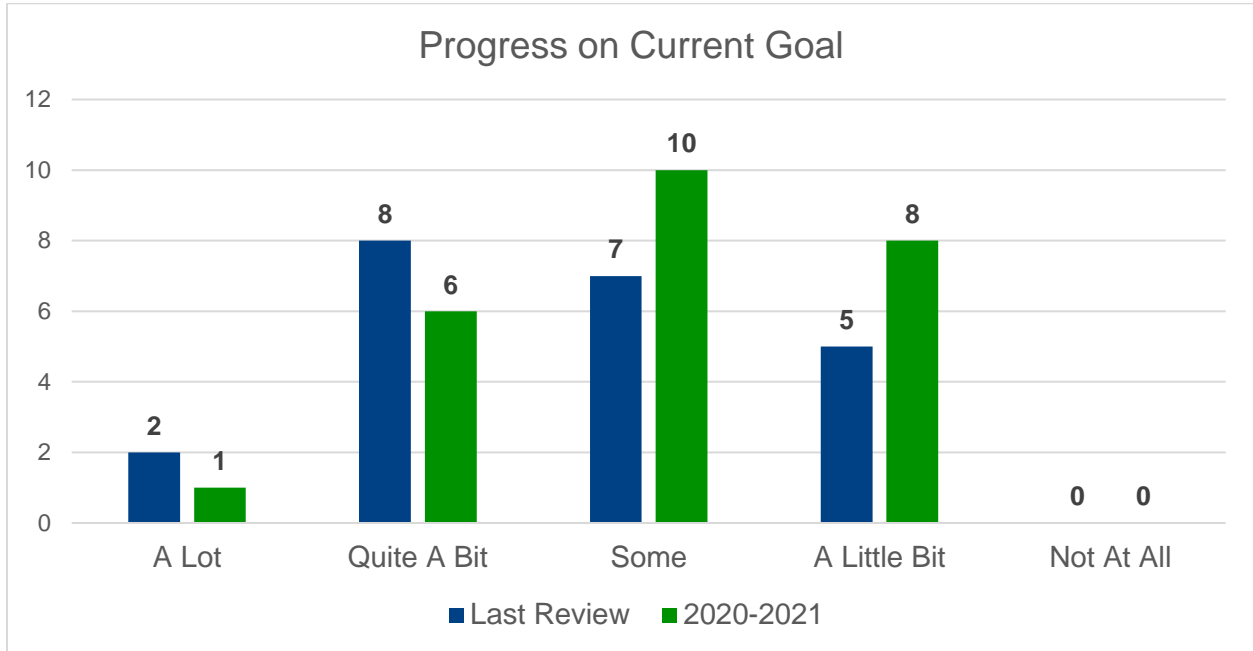
Current Goal

The majority of the program participants focused on the goal of Emotional. Additionally, education/learning, social, and physical wellness were other key areas of concern.

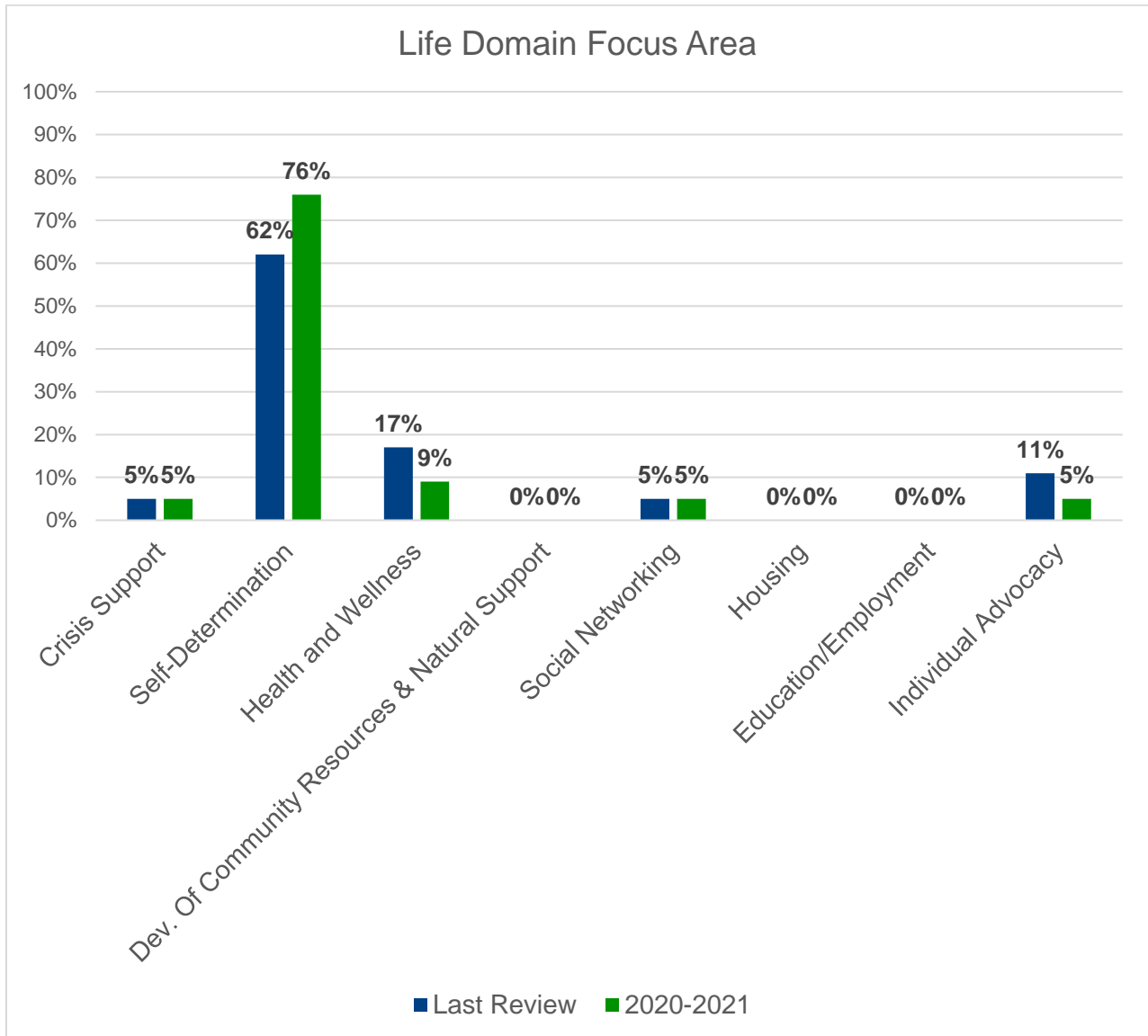


Progress on Current Goal

Individuals are asked “In the past month, to what extent have you made progress on your current goal? Most individuals indicated that they were making some progress in their current goal area.



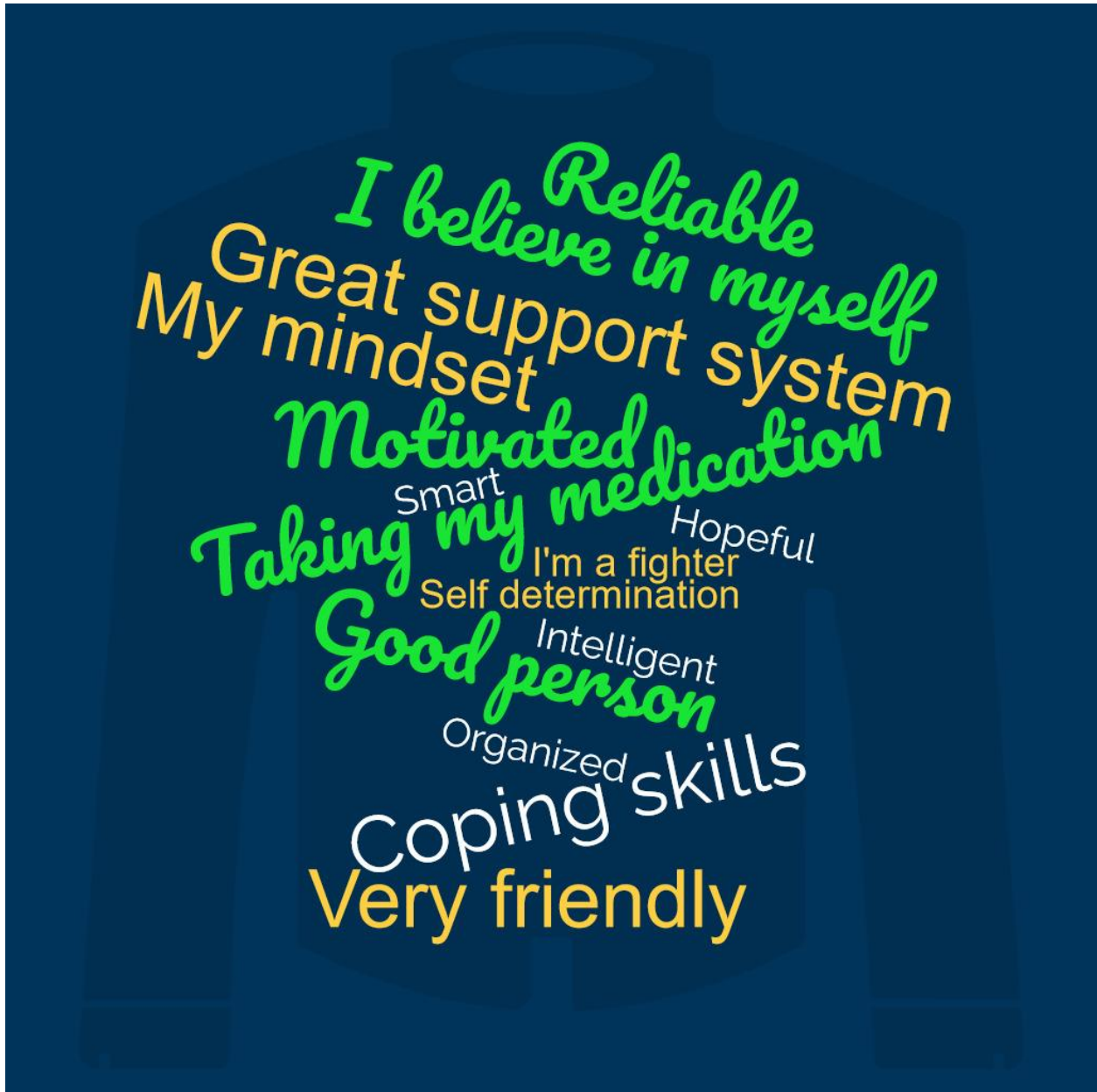
Life Domain Focus Area



Consistent with the last review, self-determination remained the highest life domain focus area. The Quality Committee developed a Plan Do Check Act (PDCA) to diversify the life domain focus area among participants. The focus will continue to be to review and train CPS staff during supervision regarding each life domain area and supporting the individuals' choice of goal by using Motivational Interviewing Techniques. Staff will review with participants 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. Additionally, a quality review is conducted by the Quality Director to evaluate that the program is complying with the service description. Program goals are determined when quality improvement areas are identified during a quality review.

Moreover, the agency formed a Quality Advisory Committee in 2020. Clients of the agency are offered to join the committee to provide feedback for quality initiatives. Quality Director reviews the quality initiatives at the monthly agency Quality Meetings with the Executive Director and Senior Management.

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 audited internally by the Compliance Coordinator on a biannual basis. In addition to internal audits by the Compliance Coordinator, the Program Coordinator reviewed all charts on a quarterly basis.

Results from the most recent internal audit completed by the Compliance Coordinator during this time of review are below.

On May 6, 2021, 21 Peer Support charts were reviewed for 30 quality indicators. Results for the 21 charts are below.

<u>Category</u>	<u>Score</u>	<u>Goal</u>
Eligibility	100%	80%
Service Agreement/Grievances/Rights	99%	80%
SBA and 90 Day Review	100%	80%
Progress Measure and ISP	100%	80%
Encounter Form	100%	80%
Discharge	N/A	80%

Documentation

100%

80%

All indicators met or exceeded the goal of 80%.

Program Goals

The Peer Support Program has continued 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

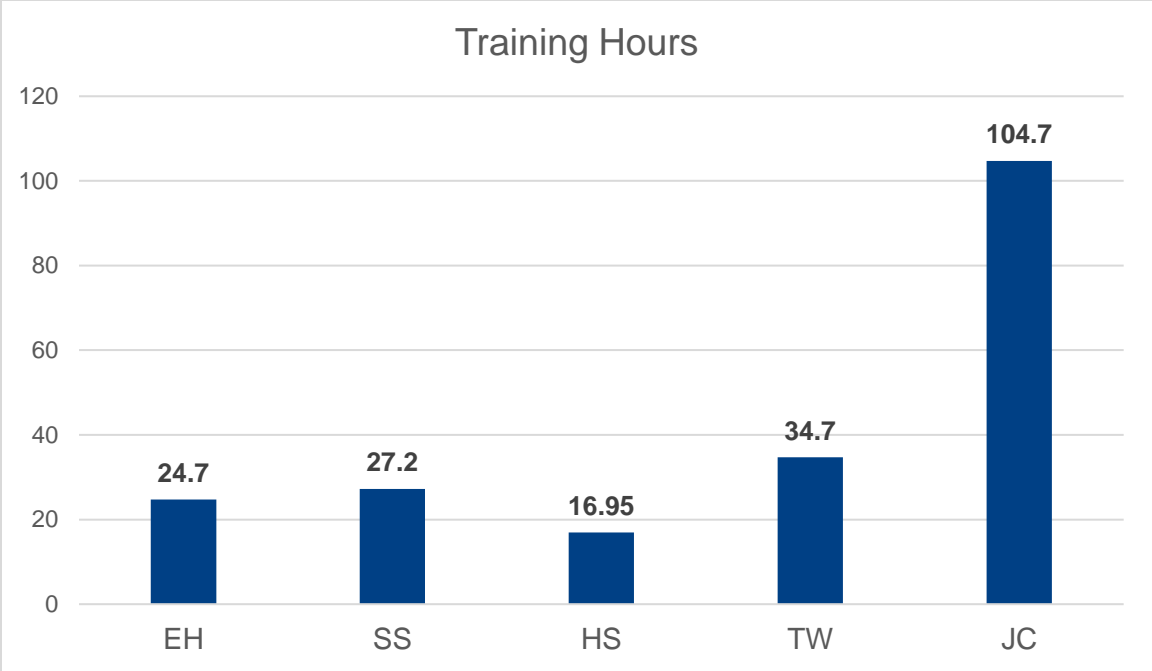
Ensuring that staff receive appropriate and timely supervision is a critical focus of the program. Staff receive one hour of weekly supervision and are also provided with group supervision. Staff supervision was provided face to face and virtually during this period. During supervision, client cases 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
- Agency Compliance Plan
- Fraud, Waste, & Abuse
- 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 offered to all participants enrolled in the Peer Support Program. Surveys were administered and given to the Quality Department to compile the data. The feedback collected is reviewed by the Quality Committee and any improvisations identified are made.

Fourteen surveys were completed during this period of review. Participants were asked how satisfied they were in the categories below. The answers ranged on a scale from 1 to 4. One represents not satisfied and 4 represents very satisfied. The numbers have been averaged and results of the survey are as follows:

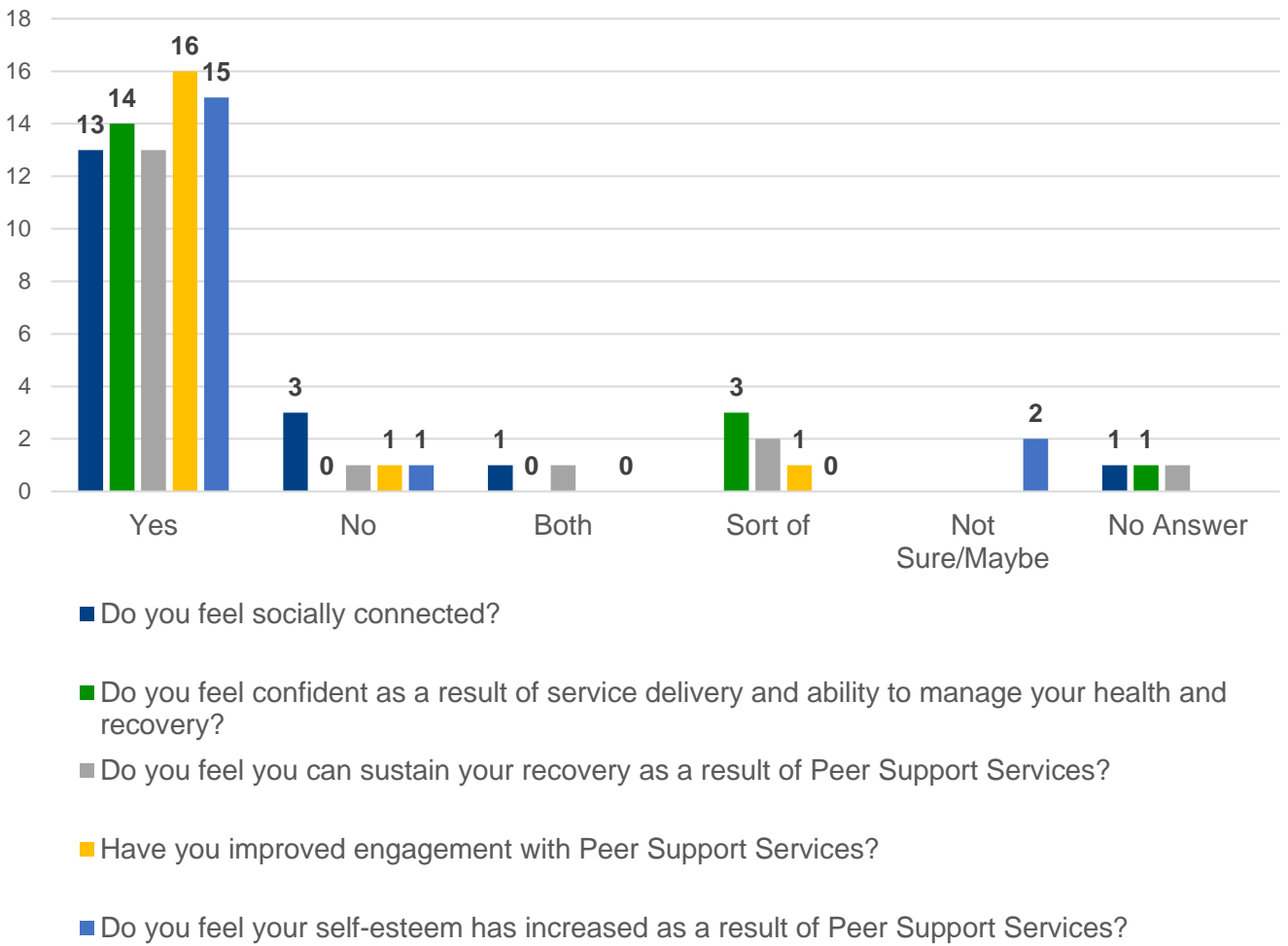
Participants were asked the following questions “On a scale of 1 to 4 with 1 being very unsatisfied and 4 being very satisfied, rate the following questions. How satisfied are you with...?”

Survey Results	
1. Timeliness of our response to your initial request for this service?	3.30
2. The setting where services are provided?	3.75

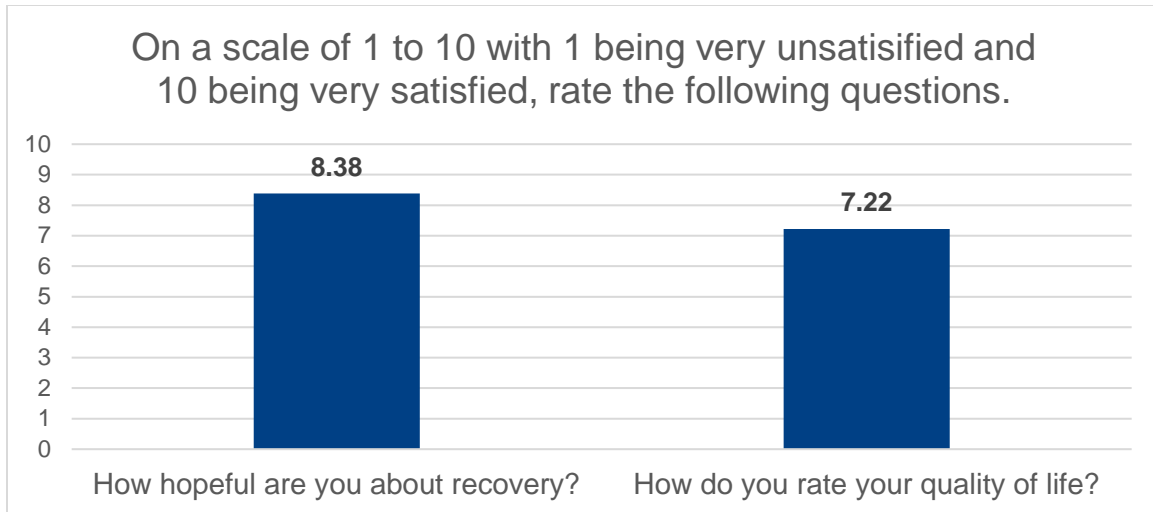
3. The courtesy and respect shown by your Peer Support Specialist?	4
4. The level of confidentiality?	4
5. Do you feel you're an active participant in service planning?	3.70
6. How satisfied are you with Peer Support Services?	3.76
7. Do you feel you have attained or met your personal goals within the program?	3.26
8. The frequency and convenience of contacts.	3.52
9. Did Peer Support Services address your specific cultural background in a respectful manner?	3.94
10. Rate your overall wellness satisfaction	3.47

Additionally, participants were asked the following questions.

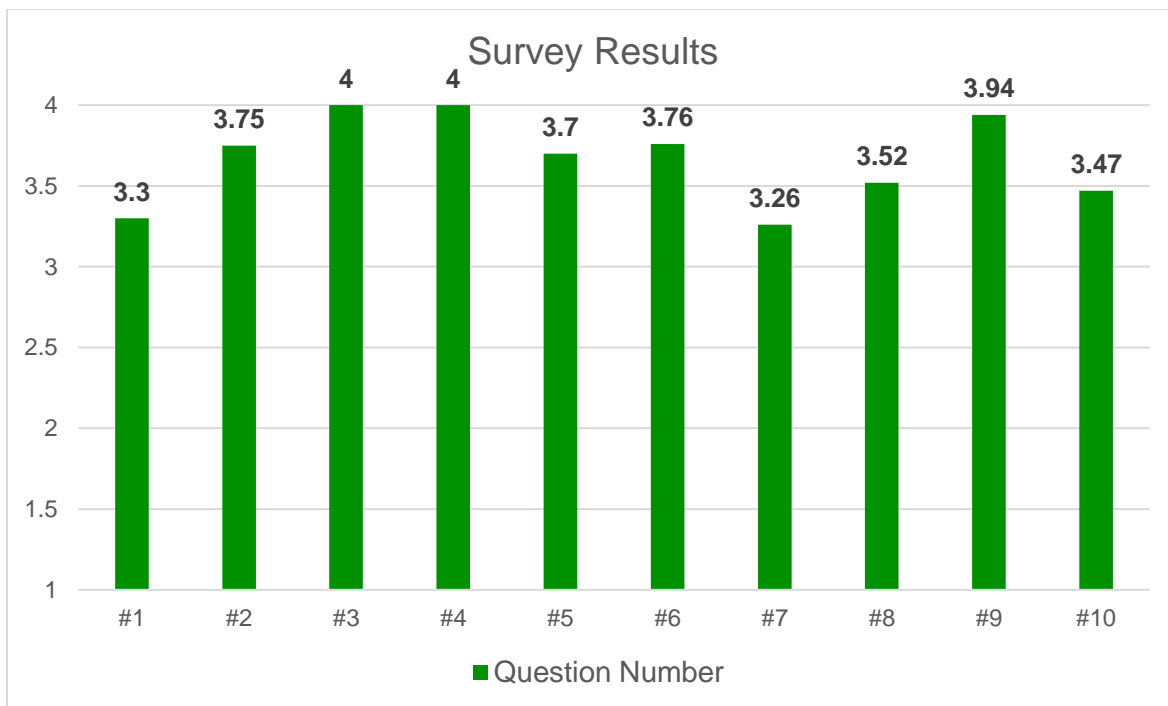
Additional Survey Questions



Some participants feel they are not socially connected during this period of review which can be correlated to the participants protecting their own health and safety by social distancing amidst the COVID-19 pandemic.



Majority of participants feel hopeful about their recovery and feel positive about their quality of life.



Many of the participants reflected on how helpful Peer Support Services have been. Common reflections included participants are learning to cope with their illnesses, and they enjoy having someone they can talk to who can relate to their illness. Moreover, participants mentioned working on a WRAP has been helpful in their recovery and also having a strong support system. Overall, surveyed participants reported they feel supported and more self-sufficient by being in the Peer Support Program.