



# Peer Support Services



**Annual Quality Review**  
**July 1, 2021 – June 30, 2022**

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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

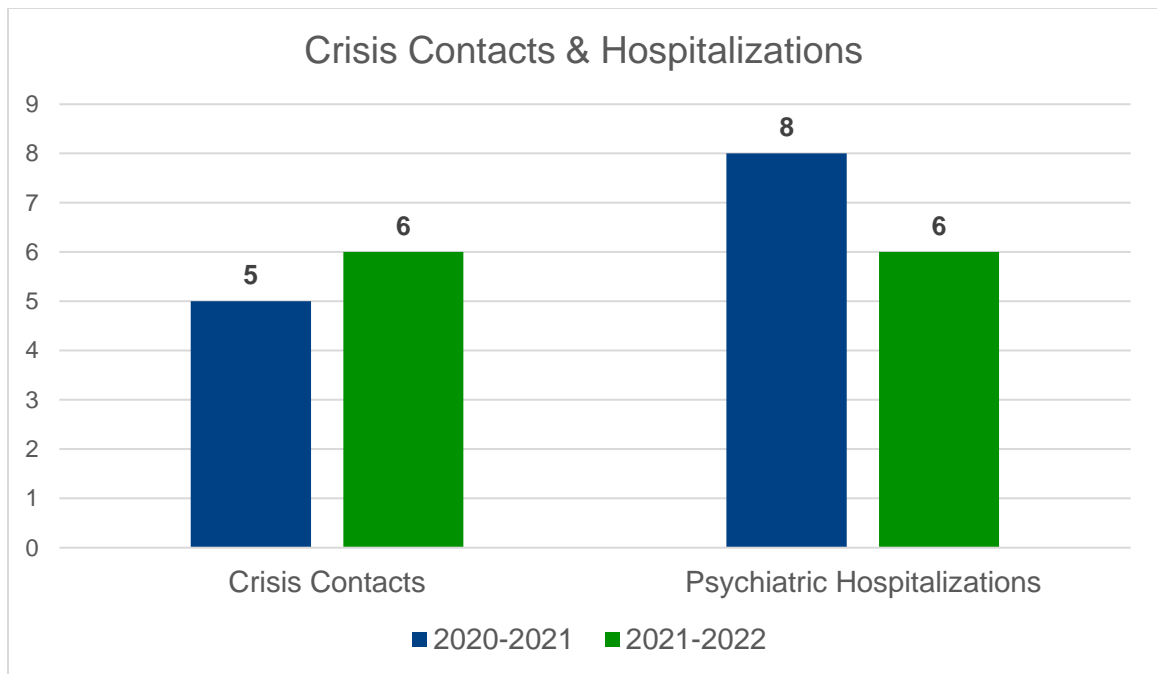
The Guidance Center's Quality & Compliance Department continuously evaluates the Peer Support Services Program to ensure the program operates within the descriptive outline.

## Overview:

- The Guidance Center operates under the mission of developing and providing comprehensive, quality mental health and substance use treatment, intellectual disability services, education, prevention, and community outreach services, guided by principles of least restricted care, cost effectiveness, accessibility, and responsiveness to individuals, families and communities served.
- The Guidance Center has continued to provide optimal service delivery within the Peer Support Program throughout the ongoing challenging times of the COVID-19 pandemic. As we maneuvered through the pandemic, our nation came to be in a stronger place with the utilization of tools such as vaccinations, boosters, and treatment. With these protective measures, there was reduction in illness severity, hospitalizations, and deaths related to COVID-19. Therefore, our agency provided more in-person sessions to the individuals served during this period of review. Additionally, we saw an increase in the individuals served participating in social activities. The Guidance Center continues to

adhere to the CDC and State guidelines and will make accommodations to policies and procedures when necessary.

- Peer Support is a vital service for the individuals we serve as they work towards their recovery. There were 33 individuals enrolled in Peer Support Services during this time of review. This is an increase of 5 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.
- Recognizing the importance of coordinating care, the program monitors involvement with crisis services and supporting those who have been hospitalized. During this review, there were 6 individuals who had contact with crisis services which is an increase of 1 individual since the last review. Additionally, 6 individuals required psychiatric hospitalizations which is a decrease of 2 individuals since the last review.

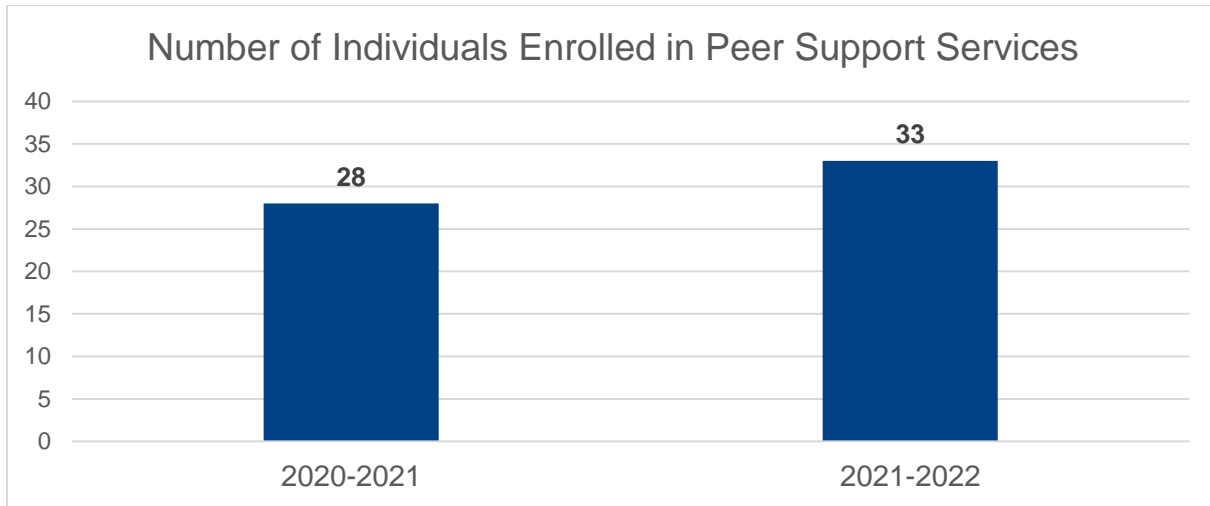


- Quality Improvement plans are made based upon internal Compliance audit results and client feedback surveys to improve quality outcomes. Client feedback survey results provide necessary data to ensure The Guidance Center is delivering optimal care in the Peer Support Services Program. Peer Support clients were offered a feedback survey regarding the services they receive. Individuals were asked to report their satisfaction on services. Survey results are shared with the Program Director, Senior Management, Executive Director, and the Agency Board of Directors. If areas of concern are identified, a quality improvement and monitoring process is developed.
- The average length of stay was 28.18 months.
- Data for this quality report is from July 1, 2021 to June 30, 2022.

## Demographics

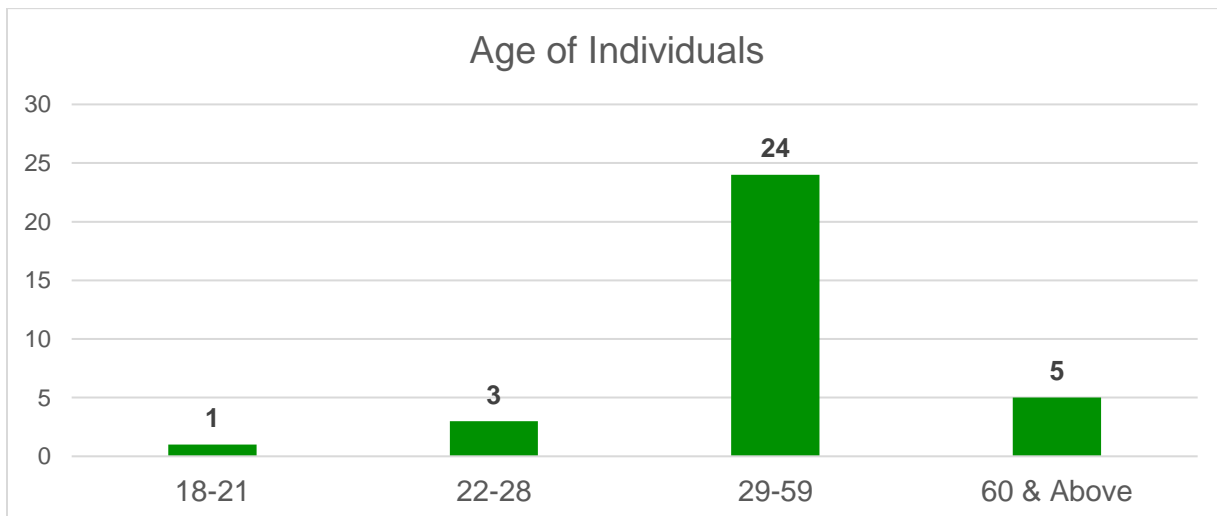
### Number of Individuals Served

There were 33 individuals served in Peer Support Services during this review. This is an increase of 5 individuals from our last review.



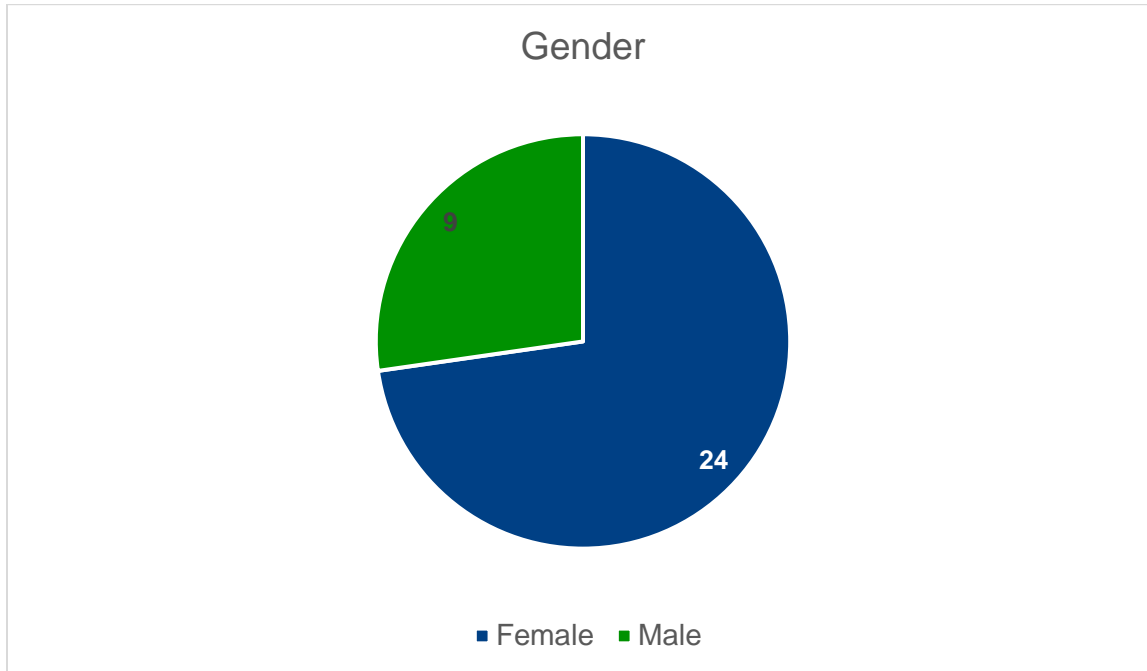
### Age

Majority of individuals served in the program are between the ages of 29 and 59.



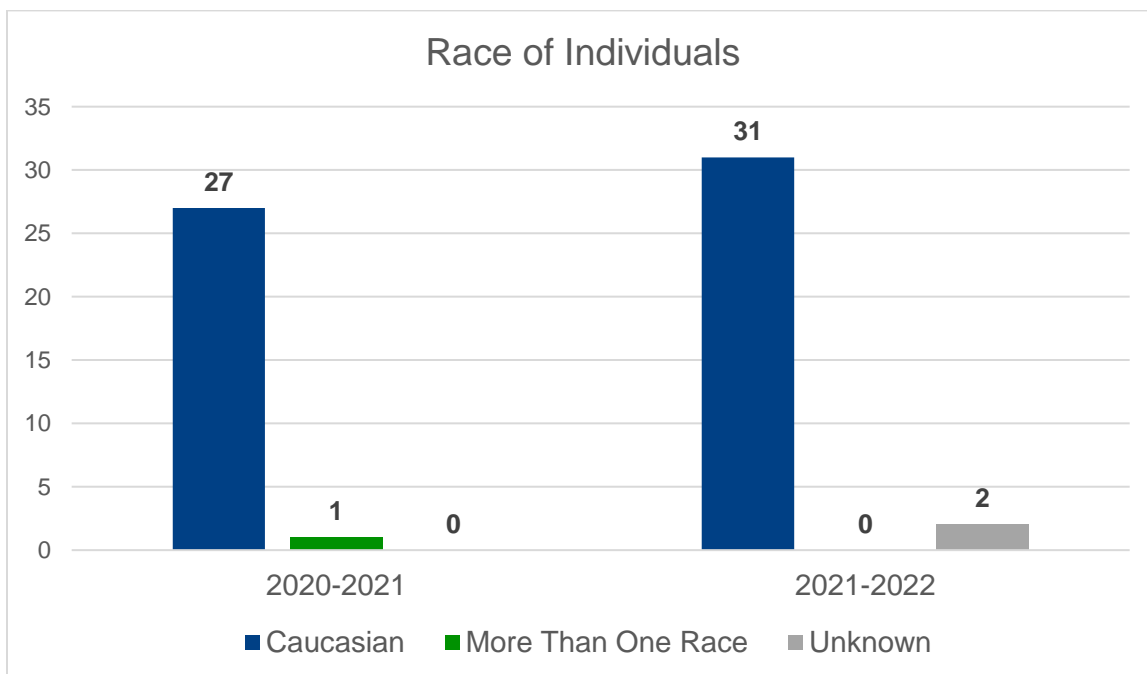
## Gender

Majority of individuals served in the program are female.



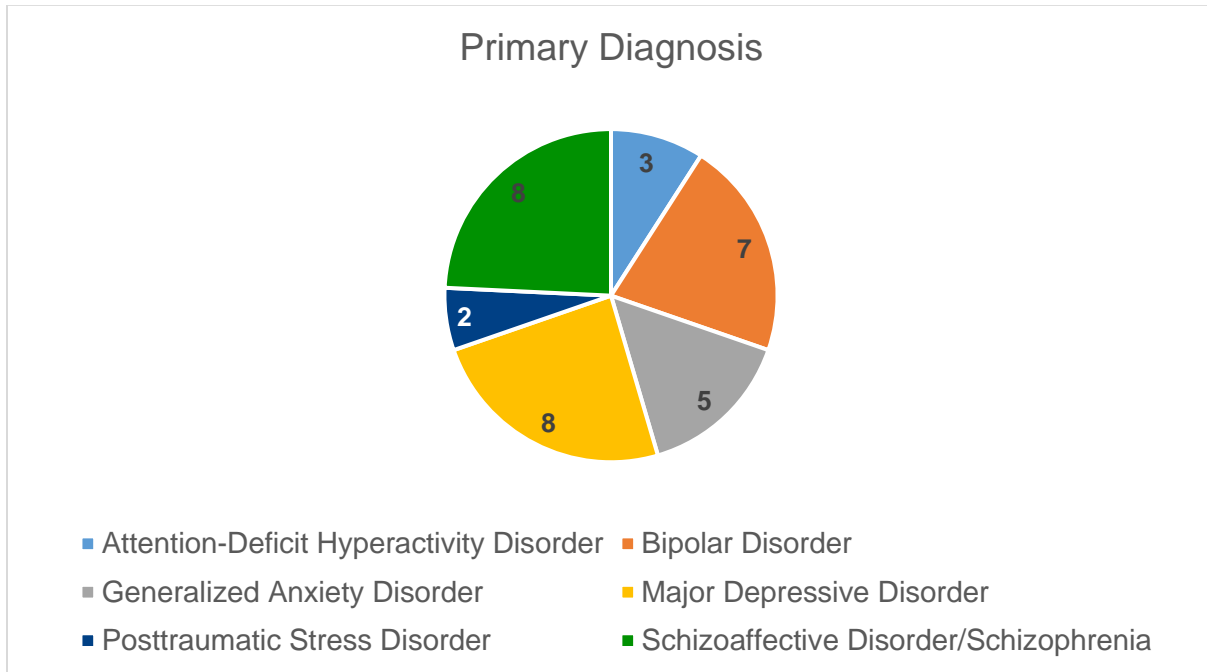
## Race

Consistent with last review, majority of individuals enrolled in the program are Caucasian.



## Primary Diagnosis

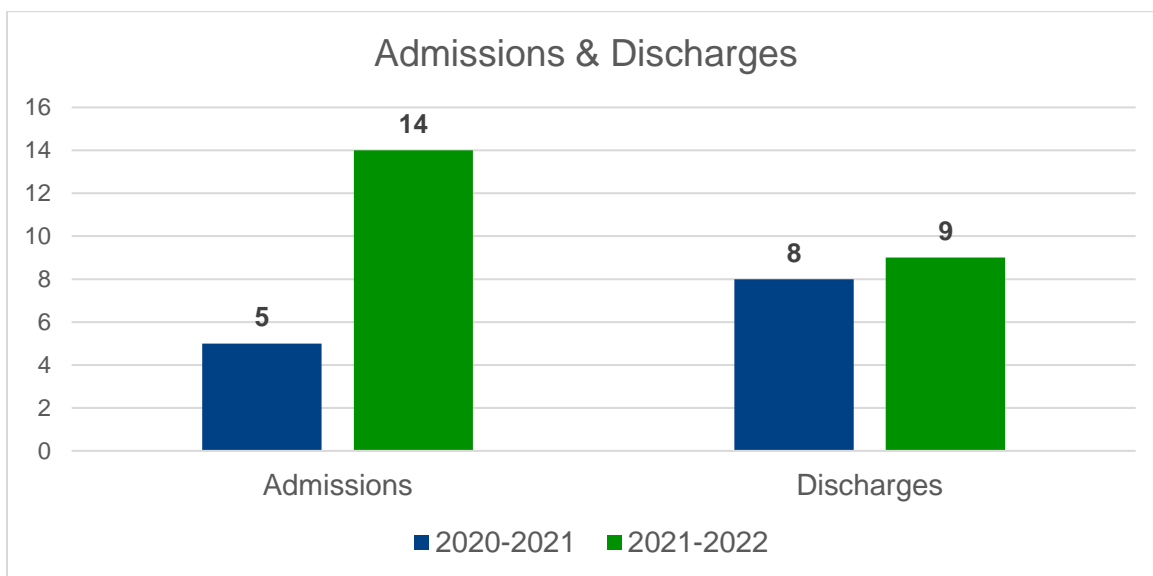
Major Depressive Disorder and Schizoaffective Disorder/Schizophrenia are the most common primary diagnoses among the individuals served in the program.



## Service Data

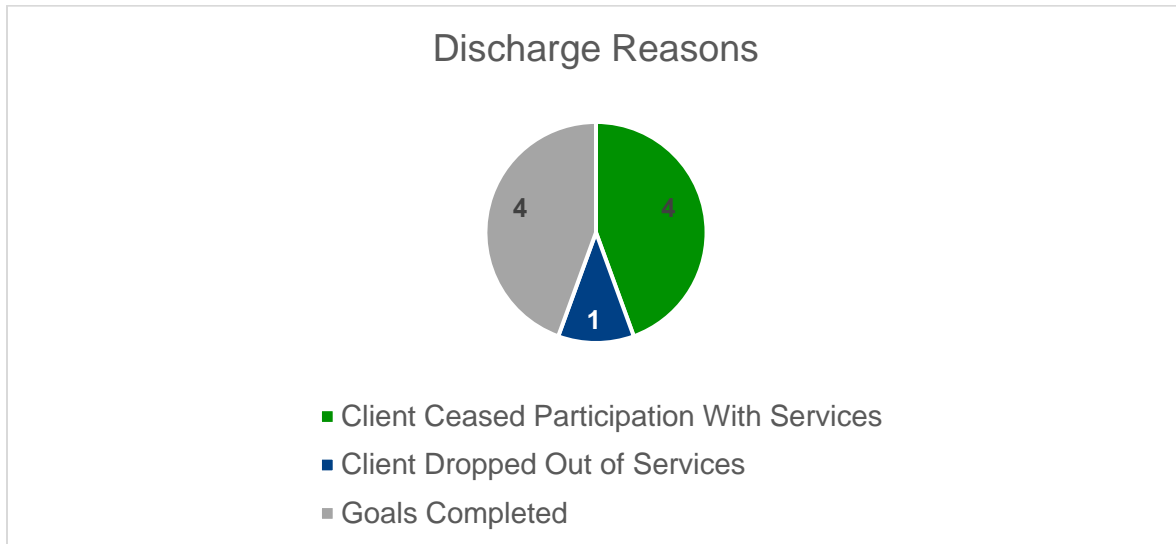
### Admissions & Discharges

There was an increase in both admissions and discharges during this review. There were 14 admissions and 9 discharges during this review.



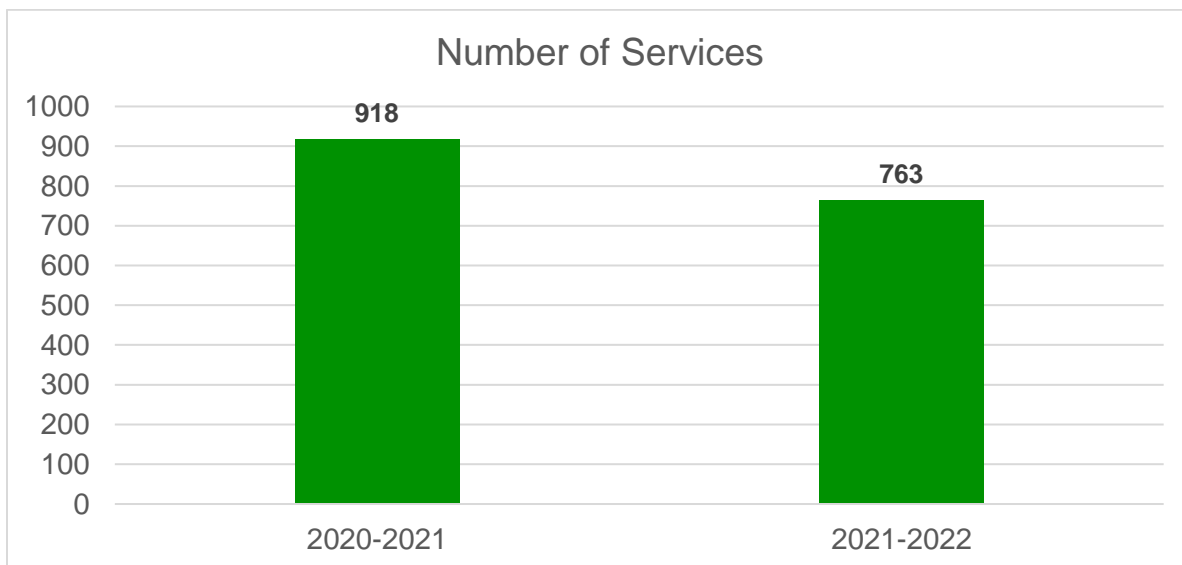
## Discharge Reasons

Discharge reasons vary for the individuals served in the Peer Support Program. Majority of individuals discharged from the program because they ceased participation with services or they dropped out of services. However, one individual was discharged from the program because their goals were met.



## Number of Services

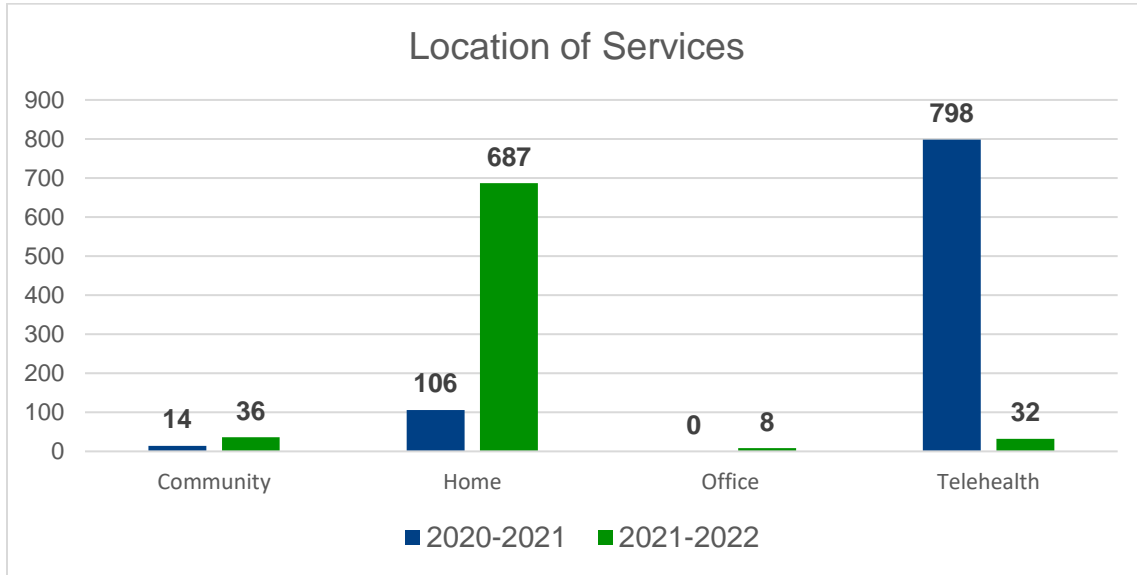
Number of services completed decreased since the last review. This was consistent with other agency programs as well. We predict the reason for a decrease in services could be related to individuals facing transportation barriers, individuals going out in the community more and missing appointments, or other contributing factors.





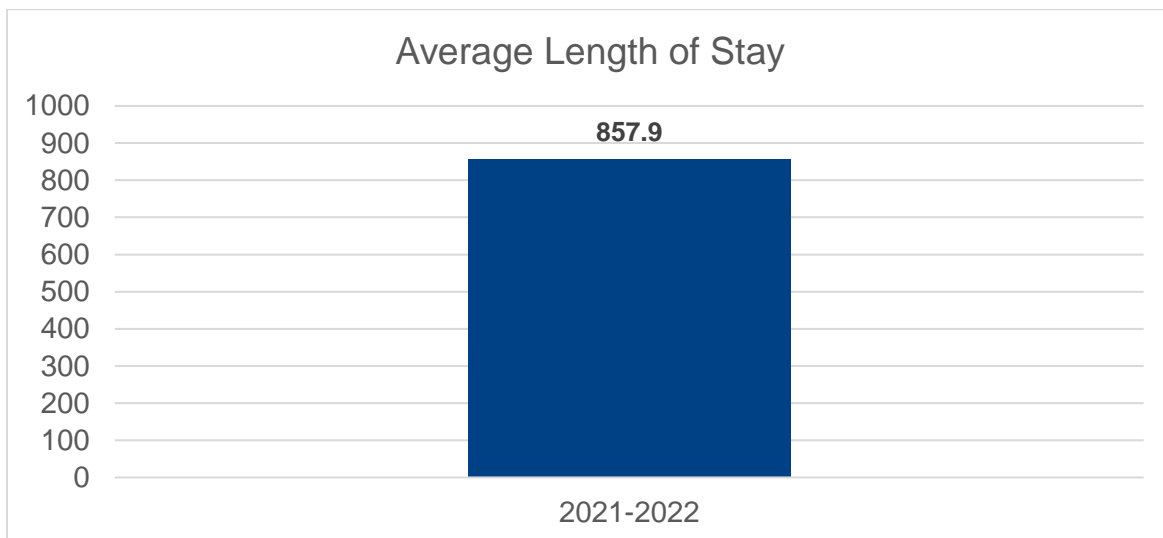
### Location of Services

During the last review, service location was primarily via telehealth. During this review, majority of services were held in the individual's home. As the COVID-19 pandemic progressed, number of cases were reduced which resulted in social distancing guidelines decreasing. Services transitioned from a virtual model to an in-person model again.



### Length of Stay

The average length of stay in the Peer Support Services Program is 857.90 days with days ranging from 8 to 4074.



## Peer Support Measures Survey

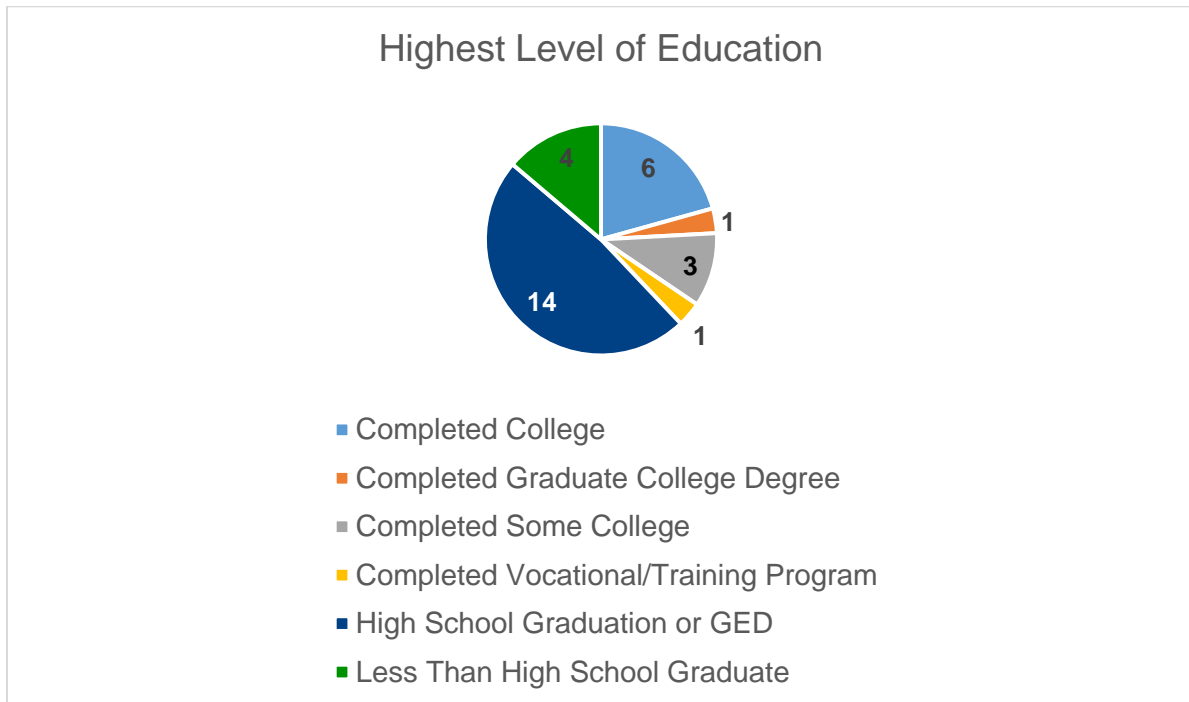
The data used from the Peer Support Measures Survey was pulled from the last survey completed in the 2021-2022 Fiscal Year. The data from the measures is used to improve care that individuals receive in the program along with developing training and supervision for staff. This tool also allows for individual comparison. The Peer Support Measures Survey is given in the months of April and October.

For this reporting period, there were 29 individuals who completed a Progress Measure. Four 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.

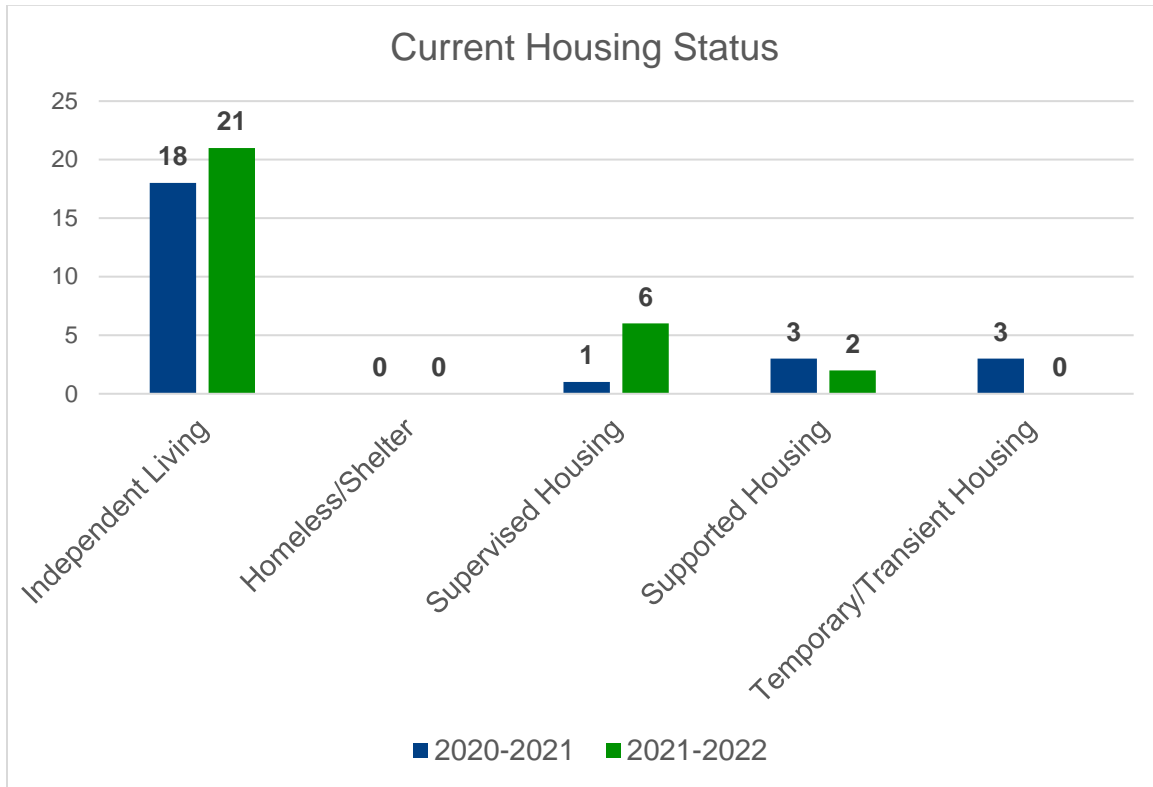
### Highest Level of Education

Majority of the individuals served in the program are a High School Graduate or has a General Educational Development (GED).



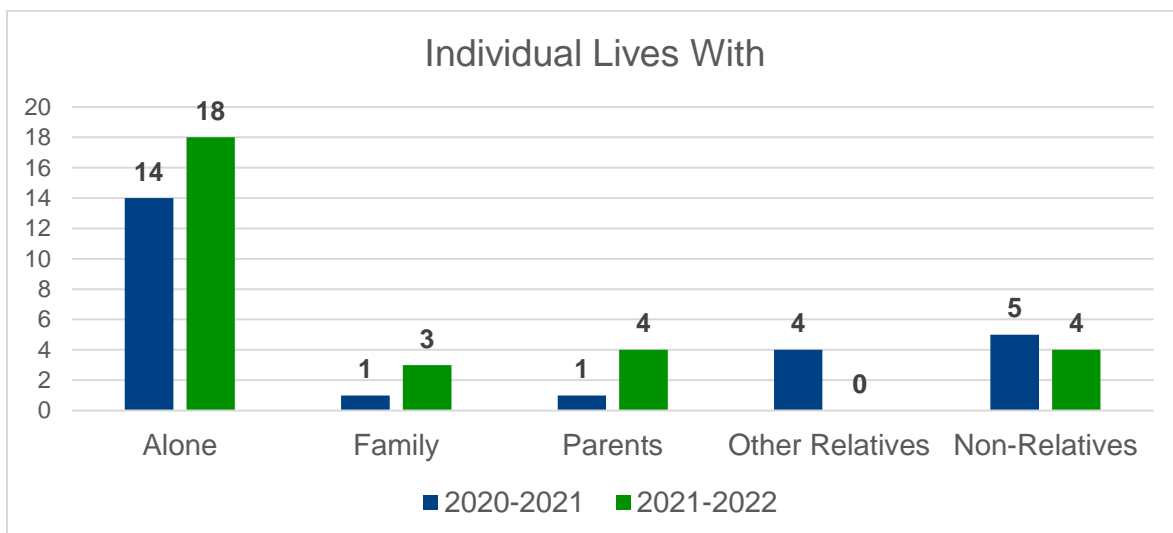
### Current Housing Status

Consistent with the last review, majority of individuals within the program continue to live independently. In conjunction, no individuals were homeless or living in a shelter.



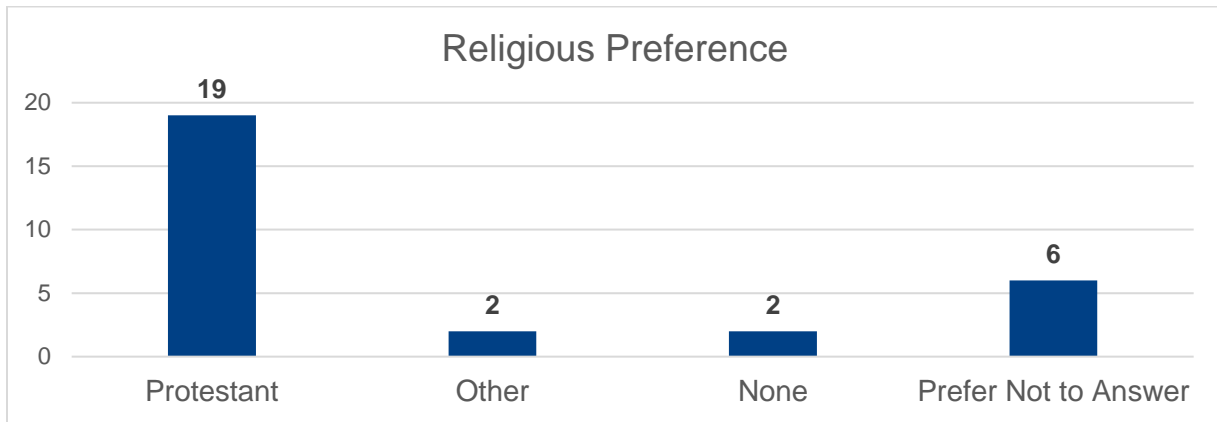
### Individual Lives With

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



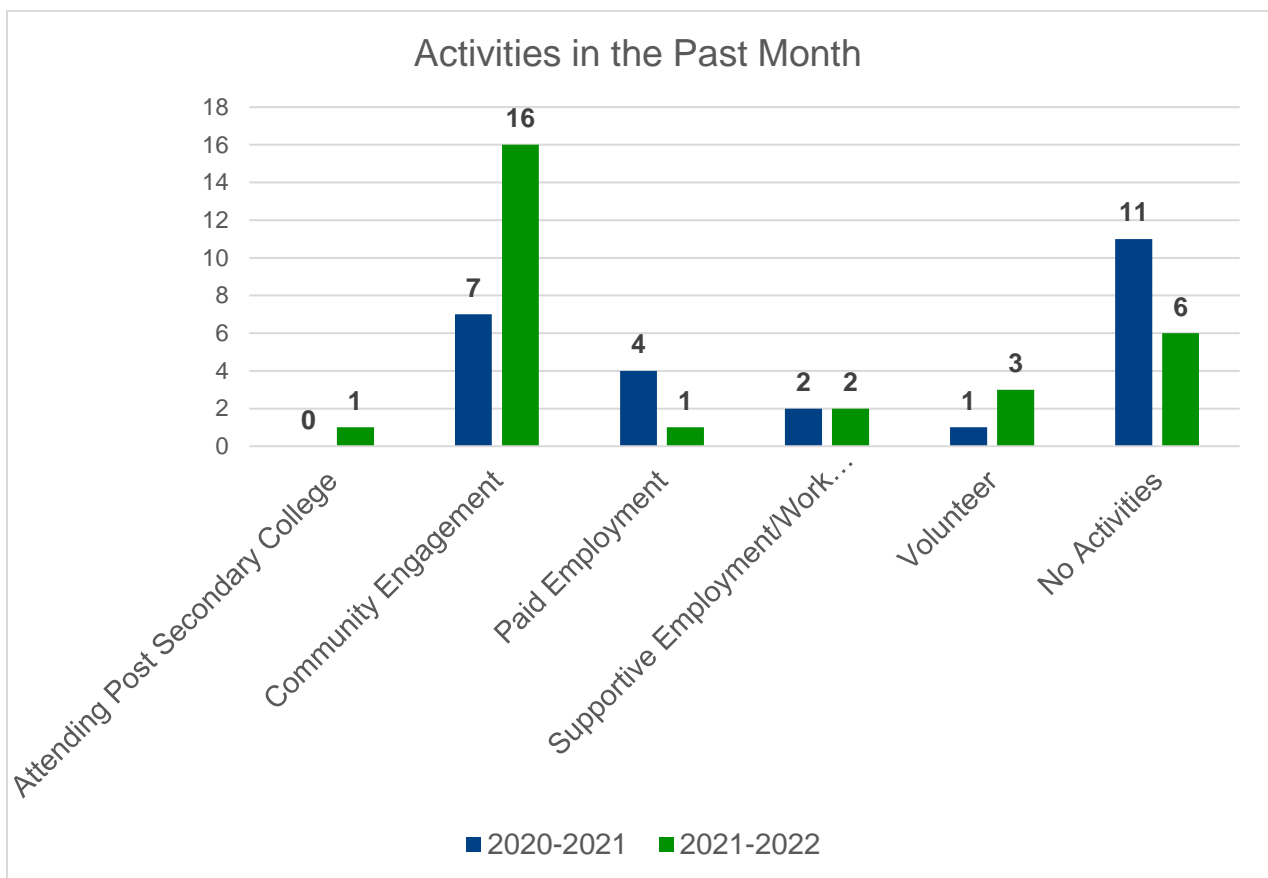
## Religious Preference

Majority of individuals served in the program are Protestant.



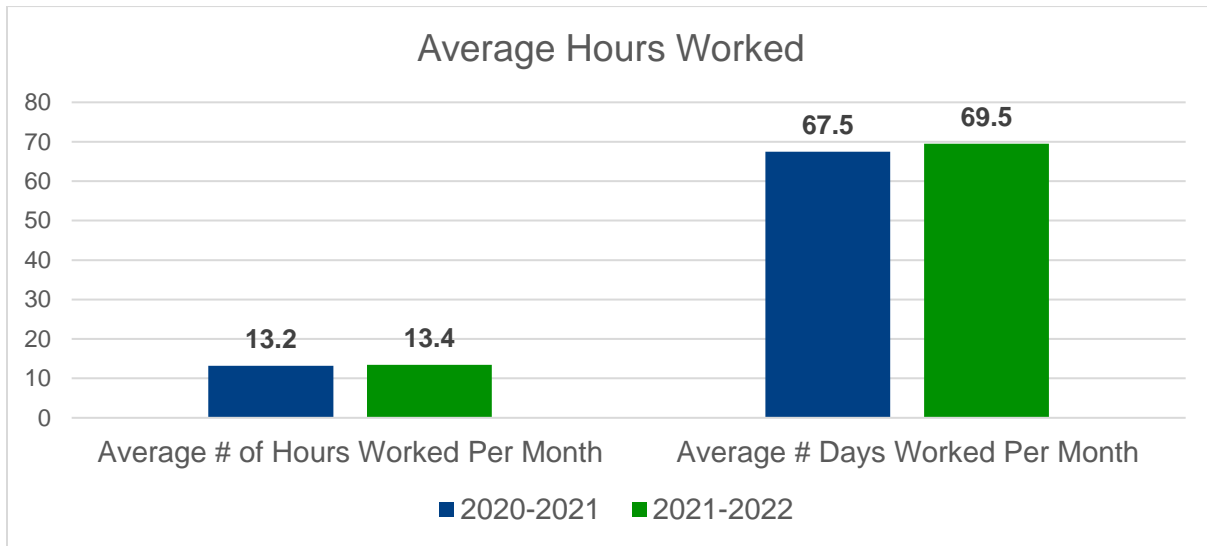
## Activities in the Past Month

This question on the survey allows for individuals to respond to the type of activities in which they engage. During this review, we saw an increase of individuals participating in activities. Majority of individuals participate in community engagement activities. Moreover, we had an increase of individuals who participate in volunteering.



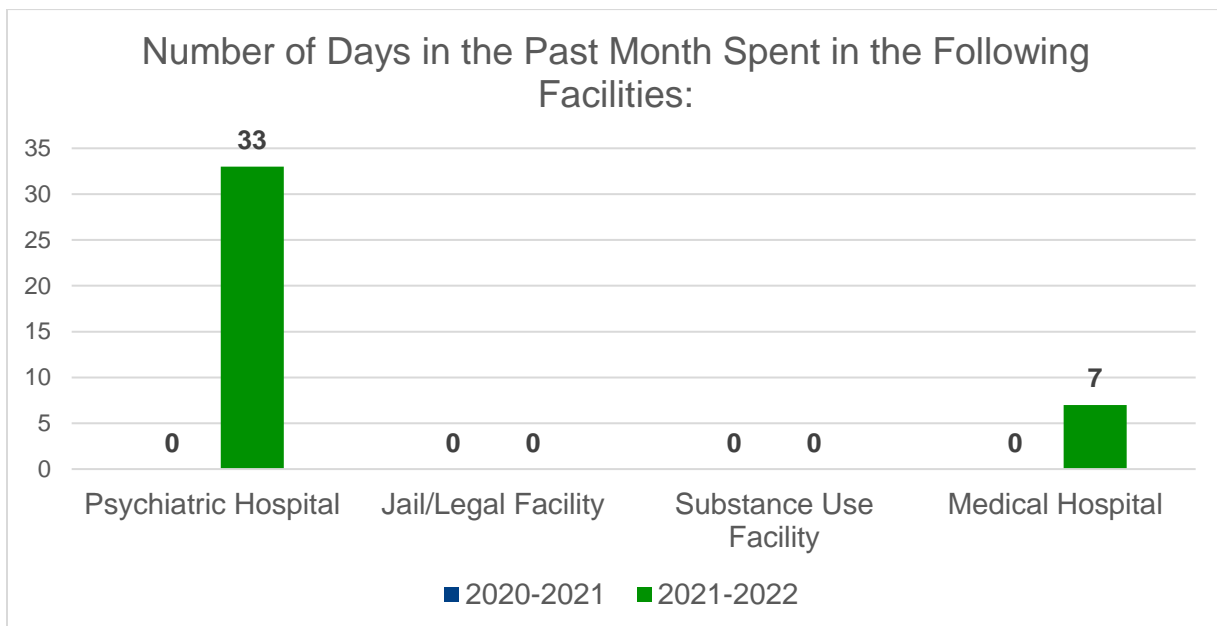
## Paid Employment

Individuals who reported they had paid employment or supportive employment/work program involvement, reported their number of work hours and work days in the month. The chart below depicts the total number of hours per month from the last review to this current review. There was a slight increase in both average number of hours worked per month and average number of days worked per month.



## Number of Days Spent in a Facility

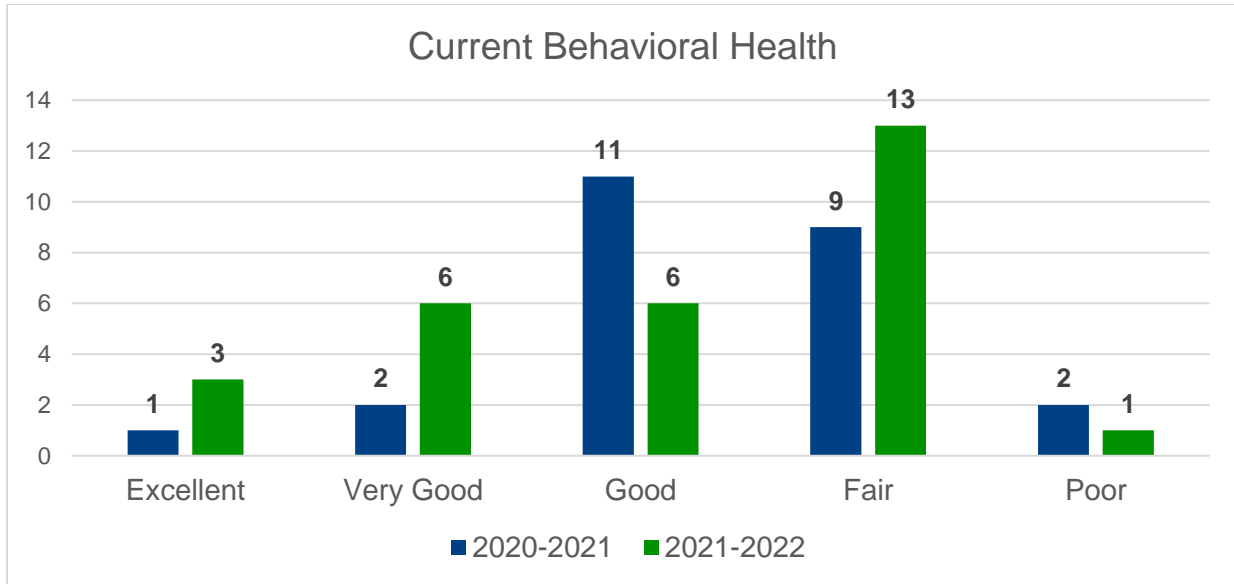
Since our last review, by self-report, the number of individuals placed in a facility within the past 30 days of the Progress Measure Survey increased in two areas. One individual spent 33 days in a Psychiatric Hospital Facility and one individual spent 7 days in a Medical Hospital Facility.



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.

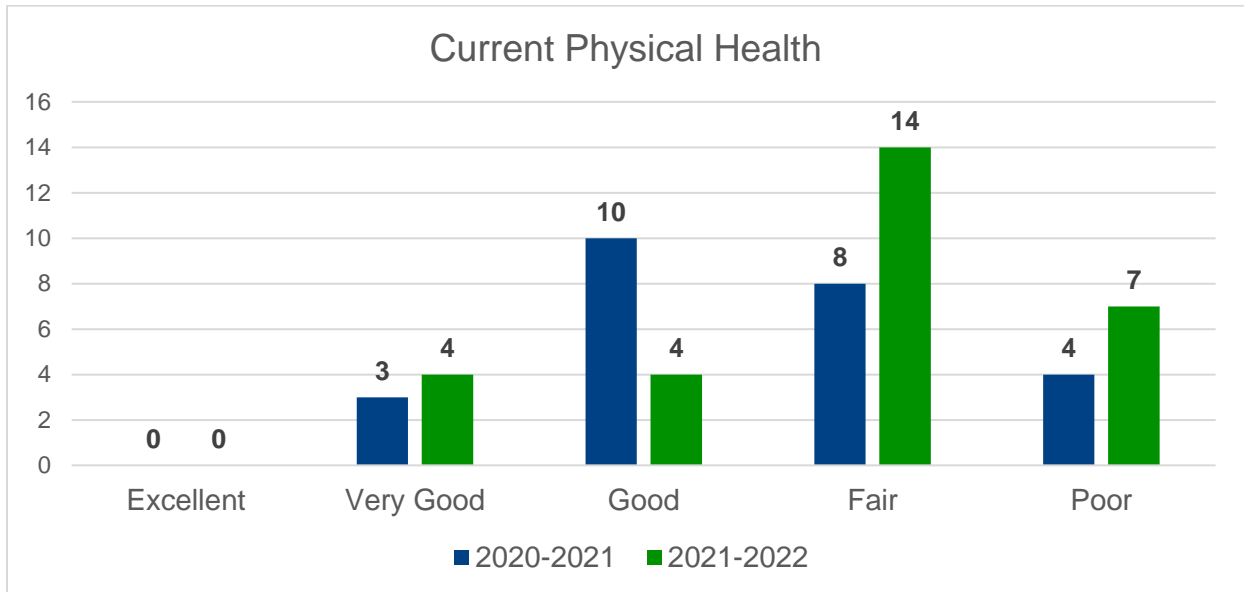
Since the last review, we have seen an increase of individuals reporting they perceive their current behavioral health as excellent or very good.

### Current Behavioral Health



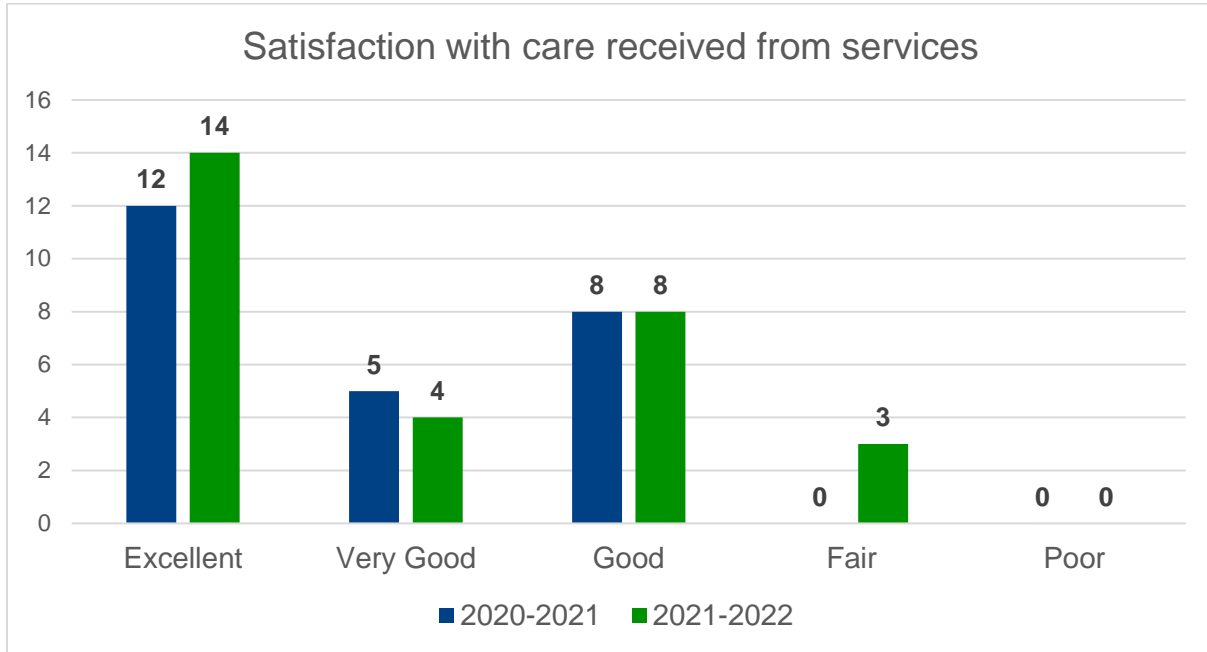
### Current Physical Health

More individuals reported they perceive their current physical health as fair during this review. Consistent with last review, no individuals perceive their current physical health as excellent.



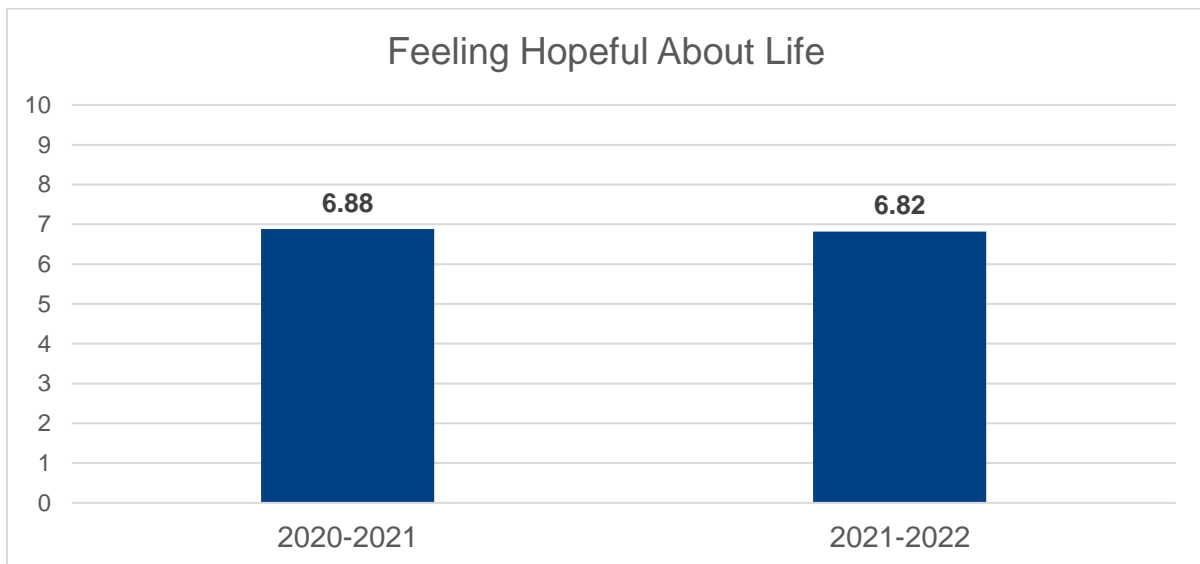
### Satisfaction with Care

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 excellent, very good, good, and fair. 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 slightly decreased from the last review.

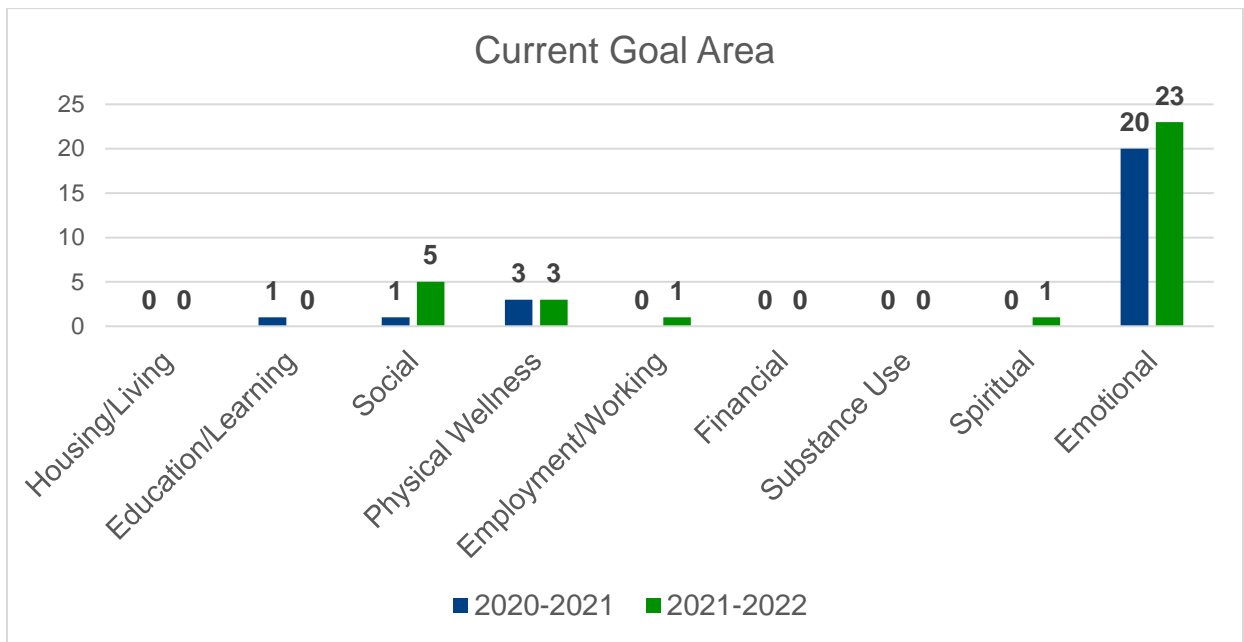


## Goals

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

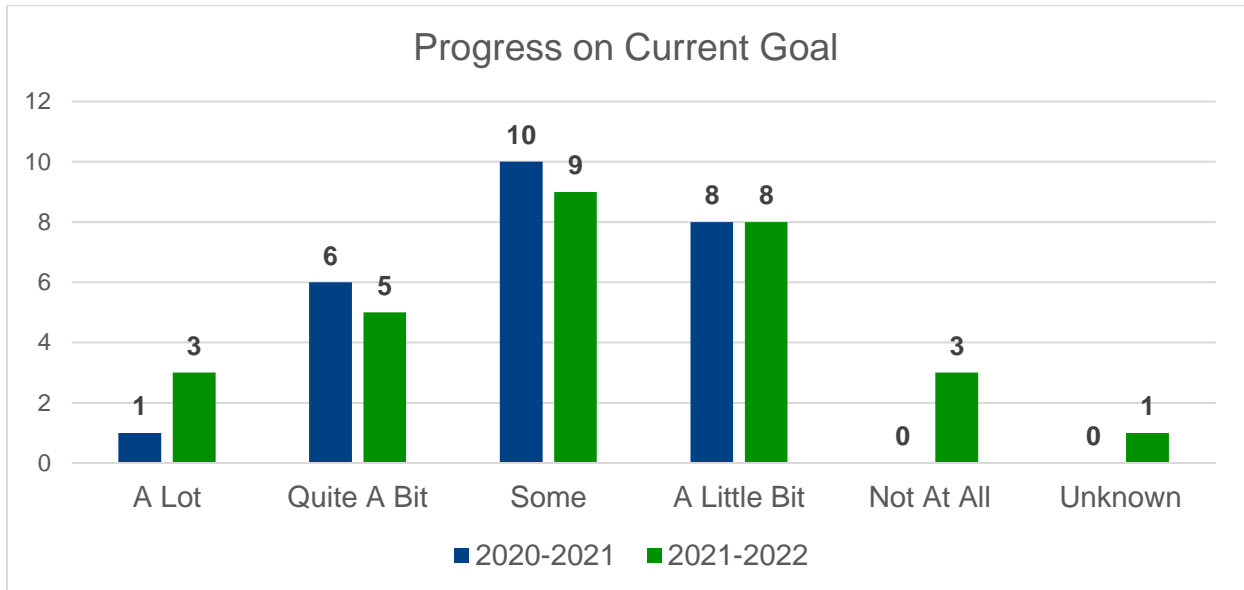
Consistent with the last review, the majority of the program participants focused on the goal of Emotional. Additionally, education/learning, social, physical wellness, employment/working, and spiritual were other key areas of concern.



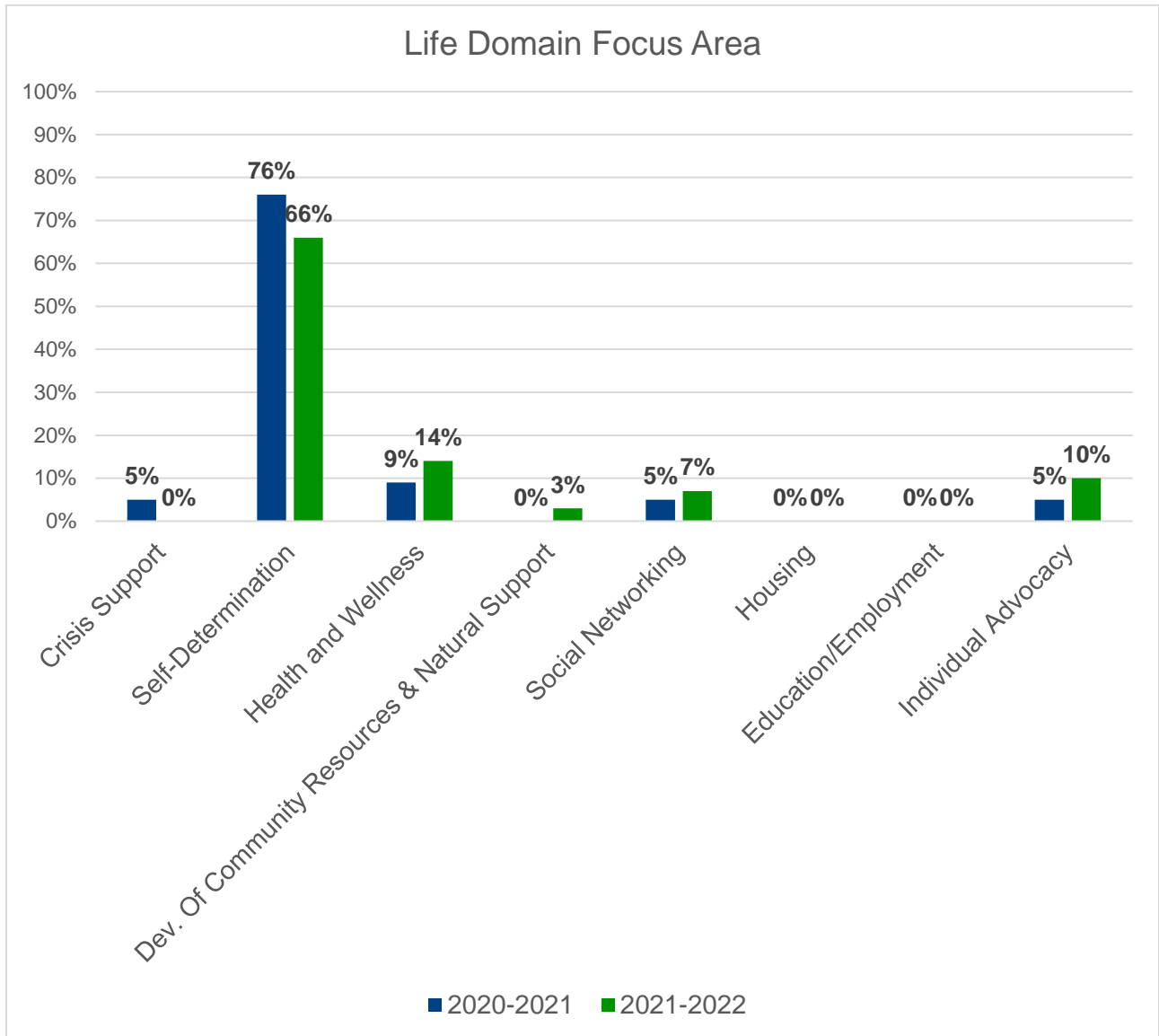


### Progress on Current Goal

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



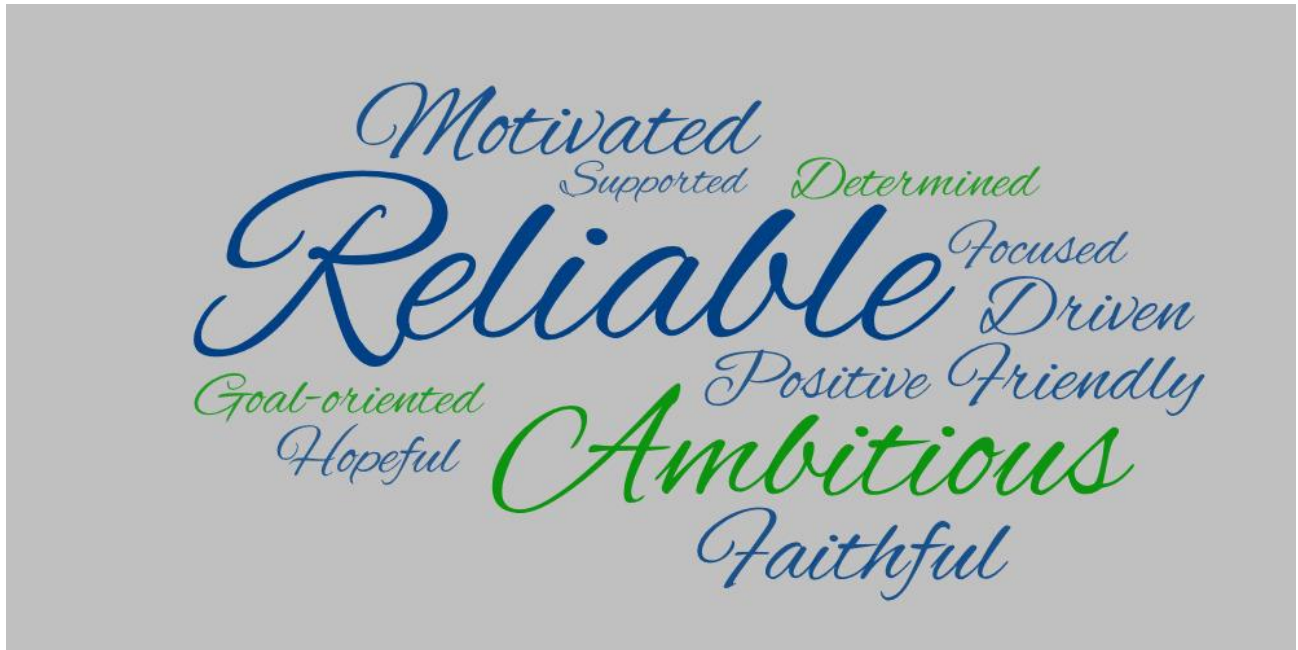
## Life Domain Focus Area



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 quarterly 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 Peer Support Program is adhering to the Program Model, multiple strategies are utilized. The agency's Quality & Compliance Department evaluates the Peer Support Program to ensure the service description is followed and the needs of the individuals are being met.

Program adherence efforts are monitored by quality reviews, internal compliance audits, intensive supervision, and staff training.

The following auditing methods are completed in the Program:

1. Internal biannual audits by Compliance Coordinator
2. Internal chart reviews by Program Director

The agency formed a Client Advisory Committee in 2020. Clients of the agency are offered to join the committee to provide feedback for quality initiatives. Currently, there is one participant in the Peer Support Program who serves on the Client Advisory Committee. Quality Director reviews the quality initiatives at the monthly agency Quality Meetings with the Executive Director and Senior Management. Recruitment for clients participating in the Client Advisory Committee are made regularly and clients of the Peer Support Program are encouraged to participate and join the committee.

## Audits

Evaluation of compliance is completed by the following methods:

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

## Methodology

Charts are randomly selected by the Compliance Coordinator to audit internally on a biannual basis. In addition to internal audits completed by the Compliance Coordinator, the Program Coordinator reviews a random sample of charts on a quarterly basis.

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

## Internal Compliance Audit Results

### Peer Support Services

On April 26, 2022, 11 Peer Support charts were reviewed for 30 Quality Indicators.

### Results for 11 Charts:

Category	Score	Goal
Eligibility	100%	80%
Service Agreement/Grievances/Rights	100%	80%
SBA and 90 Day Review	94%	80%
Progress Measure and ISP	78%	80%
Encounter Form	100%	80%
Discharge	100%	80%
Documentation	98%	80%

### Indicators that fell below the 80%

All areas of 90-Day Review Form completed, signed, and dated by Client, CPS, Coordinator, and Director 75%

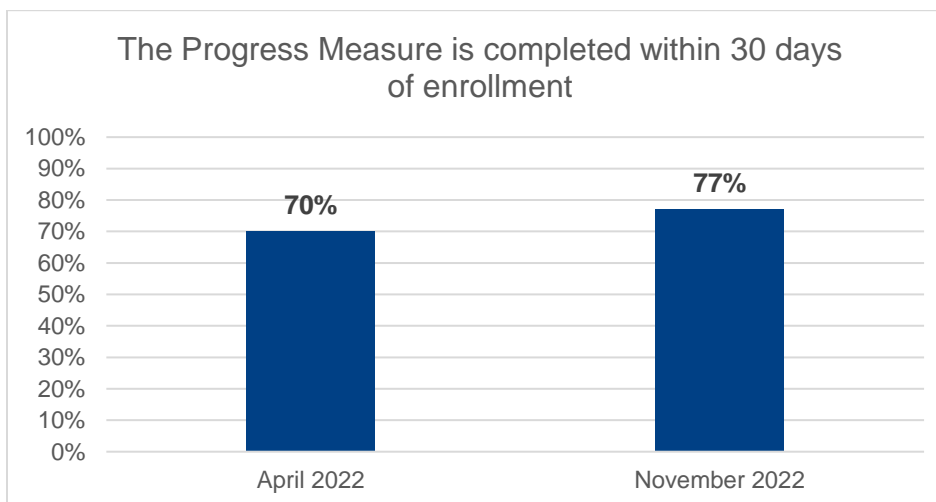
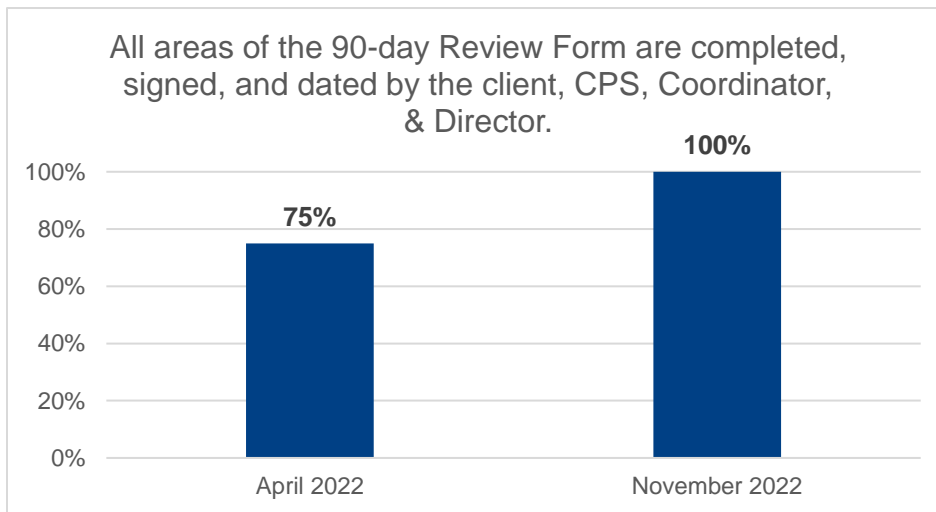
Progress Measure Completed within 30 days of initial appointment? 70%

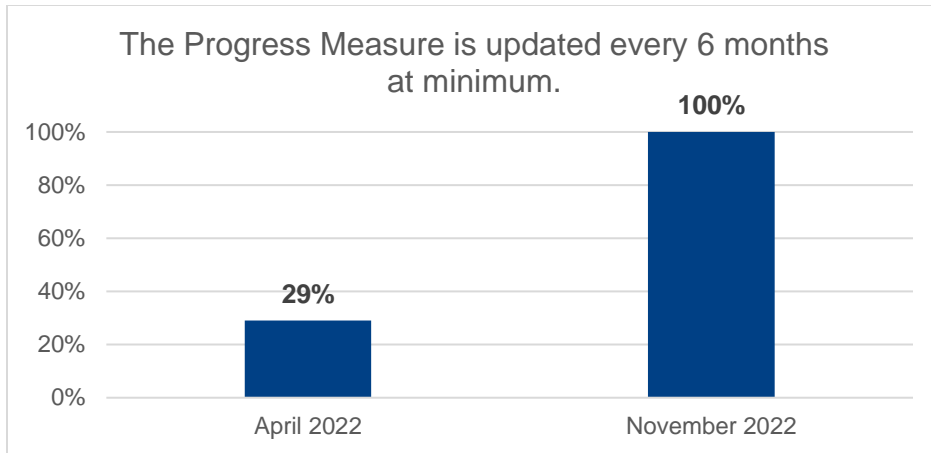
Progress Measure Updated every 6 months at minimum 29%

## Program Goals

When internal compliance audits indicate areas for improvement, the quality team meets to define a corrective action plan using the Plan Do Check Act (PDCA) Model to develop program goals. The quality team consists of Senior Director of Recovery and Support Services, Program Director, Quality Director, and Compliance Coordinator. A comprehensive overview of each indicator is performed, and a corrective action plan is made. Since the PDCA's went into effect, all three indicators have increased. Two of the indicators have increased to 100% and have been retired. One indicator is still being monitored for quality improvement since it still falls slightly below the goal of 80%. However, we anticipate seeing this area exceed the goal at our next internal compliance audit.

Graphs for each of the indicators that were monitored for quality improvement through the PDCA Model are shown below.





### Staff Supervision

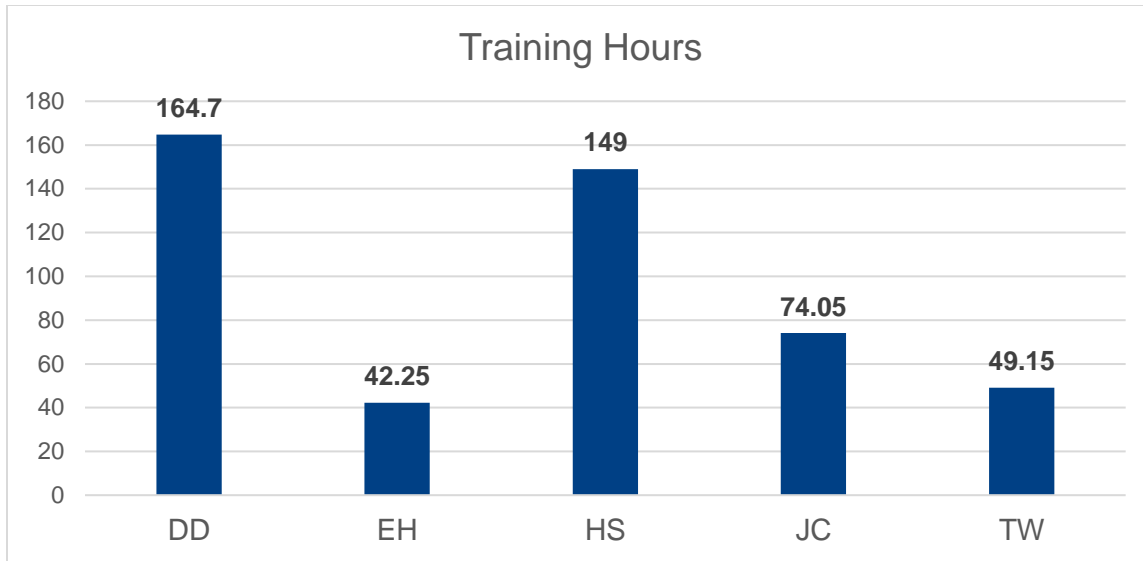
Ensuring that staff receive appropriate and timely supervision is a critical focus of the program. Staff receive one hour of weekly supervision and are also provided with group supervision. Staff supervision was provided face to face and virtually during this period. During supervision, client cases 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 supervision records 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
- Agency Quality Plan
- Agency Compliance Plan
- Fraud, Waste, & Abuse
- Cultural Competency – Military & Poverty
- Ethics for Certified Peer Based Professionals
- 18 hours of Peer Support and Recovery Training

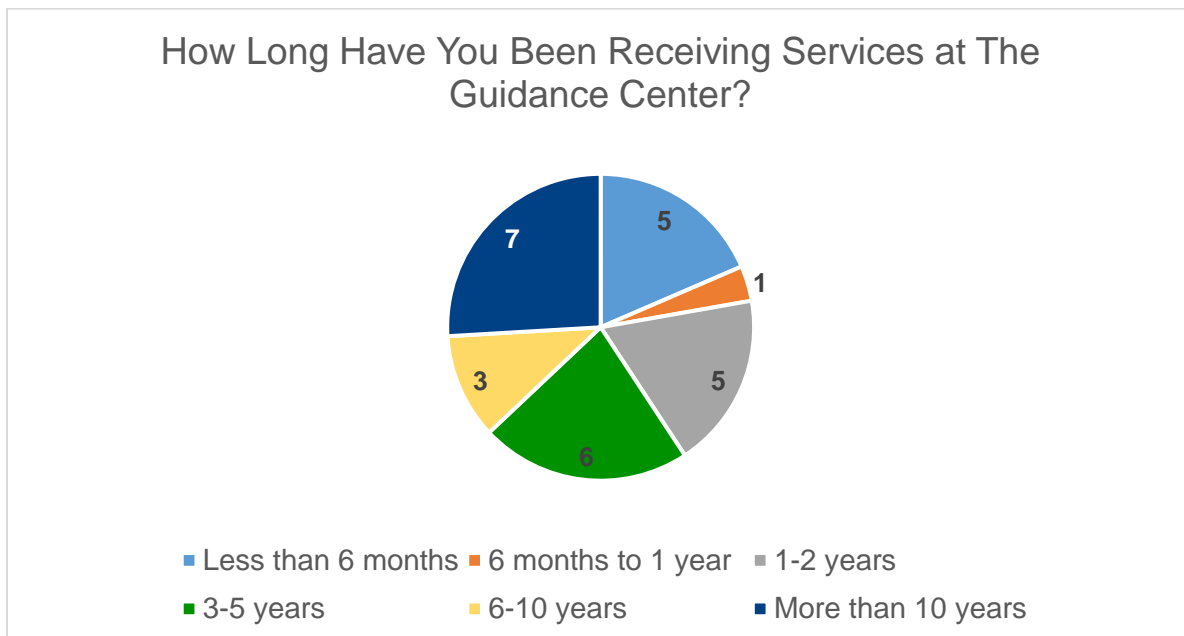


## Survey Results

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.

Twenty-seven surveys were completed which is an increase of 13 surveys that were completed during the last review.

Questions 1 & 2 asked participants to identify who their provider was for service and how long they have been receiving services at The Guidance Center. The chart below indicates the amount of time individuals have been receiving services.

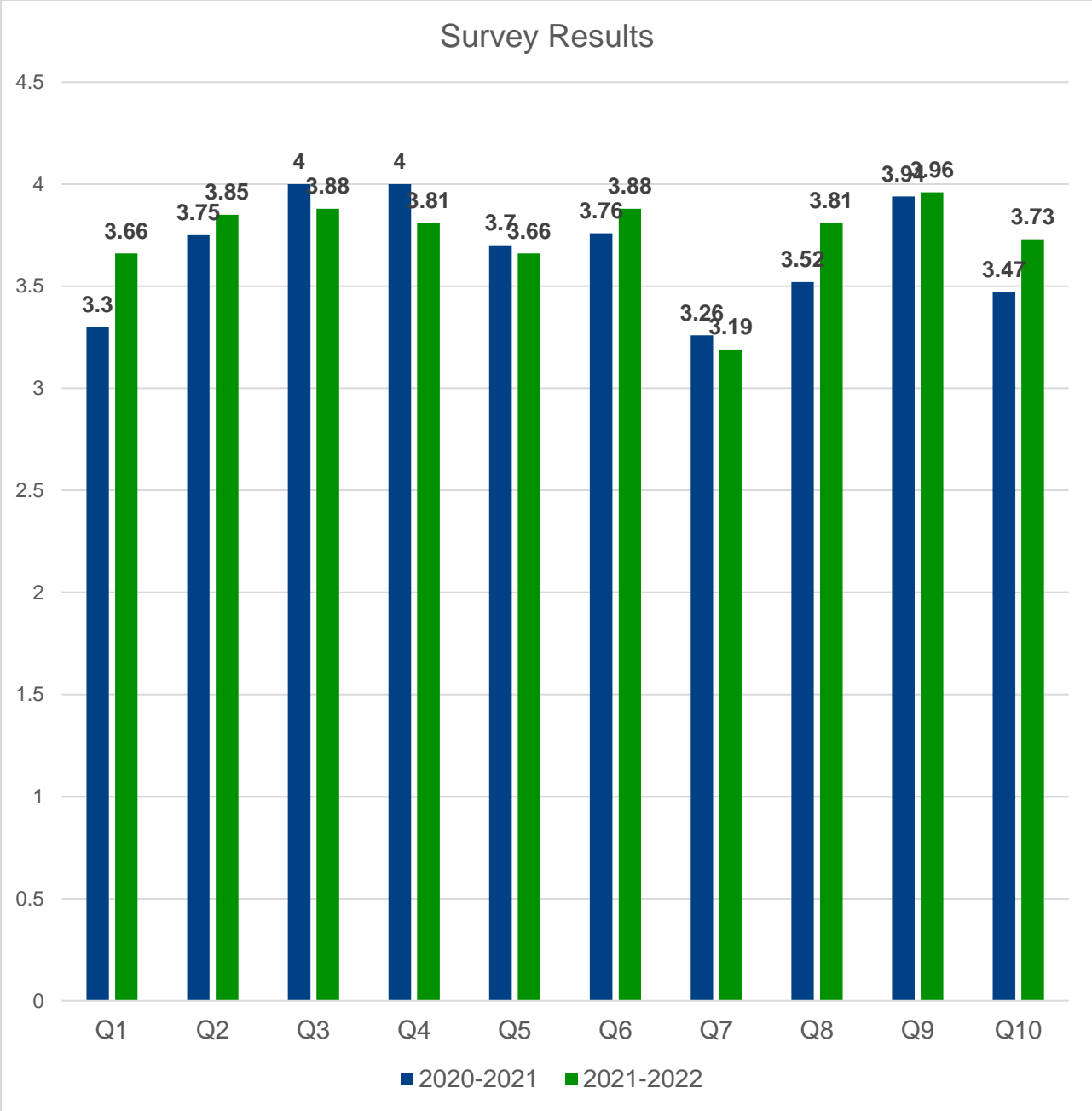


Questions 3-12 asked participants how satisfied they were in the categories below. The answers ranged on a scale from 1 to 4. One represents not satisfied and 4 represents very satisfied. The numbers have been averaged and results of the survey are as follows:

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...?”

<b>Survey Results</b>	
3. The timeliness of our response to your initial request for service?	<b>3.66</b>
4. The setting where services are provided?	<b>3.85</b>
5. The courtesy and respect shown by your Peer Support Specialist?	<b>3.88</b>
6. The level of confidentiality?	<b>3.81</b>
7. Do you feel you're an active participant in service planning?	<b>3.66</b>
8. How satisfied are you with Peer Support Services?	<b>3.88</b>
9. Do you feel you have attained or met your personal goals within the program?	<b>3.19</b>
10. The frequency and convenience of contacts?	<b>3.81</b>
11. Did your Peer Support Specialist address your specific cultural background in a respectful manner?	<b>3.96</b>
12. Rate your view of your overall wellness satisfaction.	<b>3.73</b>





Results slightly increased from the last review. In the fiscal year 2020-2021, the total average score was 3.67 which is an increase to 3.74 during this review.

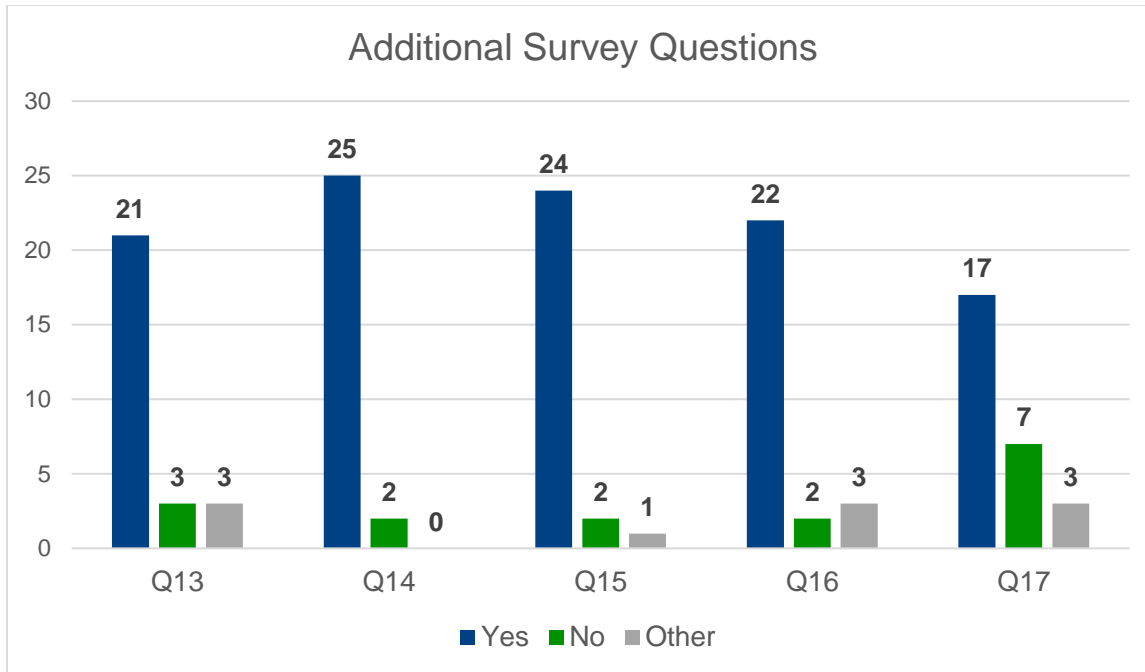
Questions 13-17 asked additional feedback and were given a yes/no option. Participants were asked the following questions:

- 13. Do you feel socially connected?
- 14. Do you feel confident as a result of service delivery and your ability to manage your health and recovery?
- 15. Do you feel you can sustain your recovery as a result of Peer Support Services?

16. Have you improved engagement with Peer Support Services?

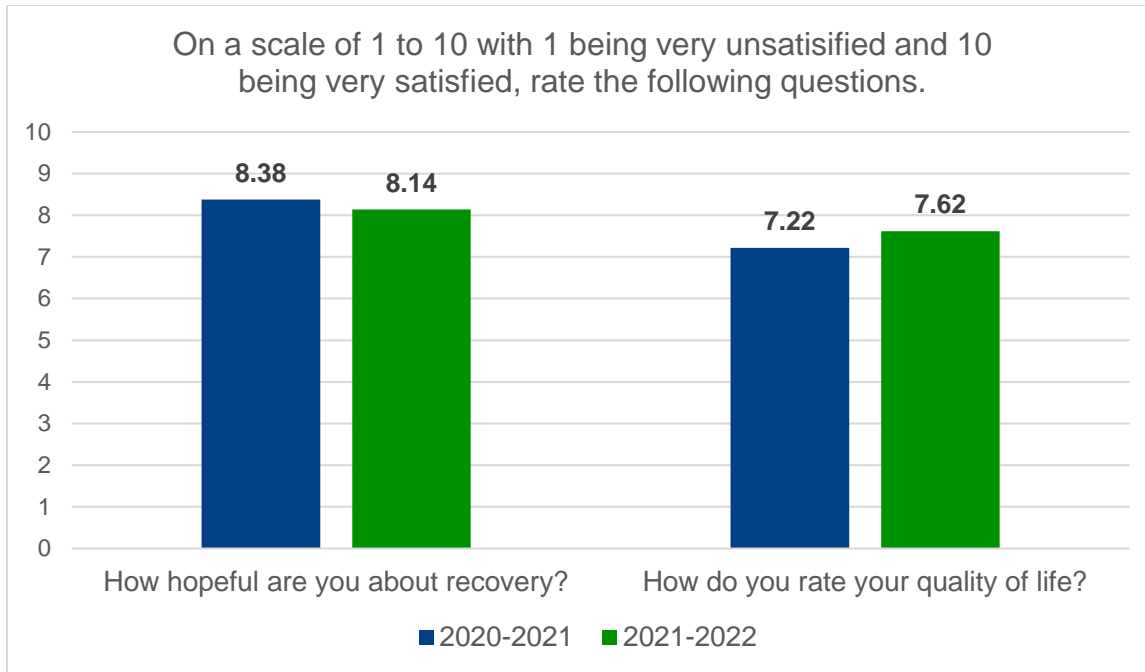
17. Do you feel your self-esteem has increased as a result of Peer Support Services?

Results of the additional survey questions are below.



Majority of individuals feel they are socially connected, feel they are able to manage their health and recovery, feel they are able to sustain their recovery, and feel they've improved engagement with services. Some individuals indicated they do not feel their self-esteem has increased as a result of receiving Peer Support Services.

Some individuals commented on their surveys that services have just begun, and they were unsure of their satisfaction of the program at this point.



Consistent with the last review, majority of participants feel hopeful about their recovery and feel positive about their quality of life.

Finally, participants were given an opportunity to provide feedback on what has been the most helpful thing about the services they have received in the last 6 months or any additional comments they wanted to provide. Below are some comments that were captured:

*“PSS helps me see things different.”*

*“The help my PSS gives me in life is there is hope and I can do anything I put my mind to, and I am thankful for that.”*

*“Learning to use coping skills when I’m having a very bad day.”*

*“I have support during a crisis and move forward in my mental health by meeting my goal and challenging myself.”*

*“Having a person who understands what I go through.”*

*“It’s going to be a lot of work, but she [my PSS] believes in me, so I’ll do my best to believe in me too. And I’ll do my best to get better.”*

*“She [my PSS] showed me that I have a voice in my life, and I’ve taken my life back by using Personal Bill of Rights.”*

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