



Crisis Intervention Services



**Annual Quality Report
July 1, 2022 – June 30, 2023**

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Service Description

- Crisis Intervention Services are intended to provide screening, problem resolution, and referrals before situations escalate to an emergency or higher level of intensity and service.
- The Guidance Center provides three levels of Crisis Intervention Services in McKean County:
 1. Crisis Telephone/Telehealth Services: provides immediate response on a 24-hour basis. The staff assists by offering assessment, crisis intervention, suicide prevention, crisis resolution, and referral to a vast array of local agencies and support groups.
 2. Crisis Walk-in Services: provides immediate response to individuals who are in need of an urgent face-to-face consultation at The Guidance Center located at 110 Campus Drive in Bradford, PA. Face to face services continue to decline due to the COVID-19 pandemic.
 3. Mobile Crisis: provides early intervention prior to the situation escalating. Consultation services are also provided to individuals, support systems, and behavioral health providers.
- Services are provided in a variety of ways based on the individuals needs and circumstances. Services incorporate consumer self-help approaches and are provided in a manner that allows clients to retain the greatest possible control over their own lives. A main component in Crisis Services is to focus on client strengths and to maintain a sense of identity, dignity, and self-esteem.

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 the distinction of being a Certified Community Behavioral Health Clinic (CCBHC). The goal of CCBHC is to improve access to care, enhance service coordination, and improve service quality in order to reduce hospitalizations and inpatient facility use and to reduce suicide and suicide attempts.

CCBHC's are required to provide the following nine core services:

1. Crisis Services –available 24 hours a day, 7 days a week
2. Treatment Planning
3. Screening, Assessment, Diagnosis, & Risk Assessment
4. Outpatient Mental Health & Substance Use Services
5. Targeted Case Management
6. Outpatient Primary Care Screening and Monitoring
7. Community-Based Mental Health Care for Veterans

8. Peer, Family Support & Counselor Services
9. Psychiatric Rehabilitation Services

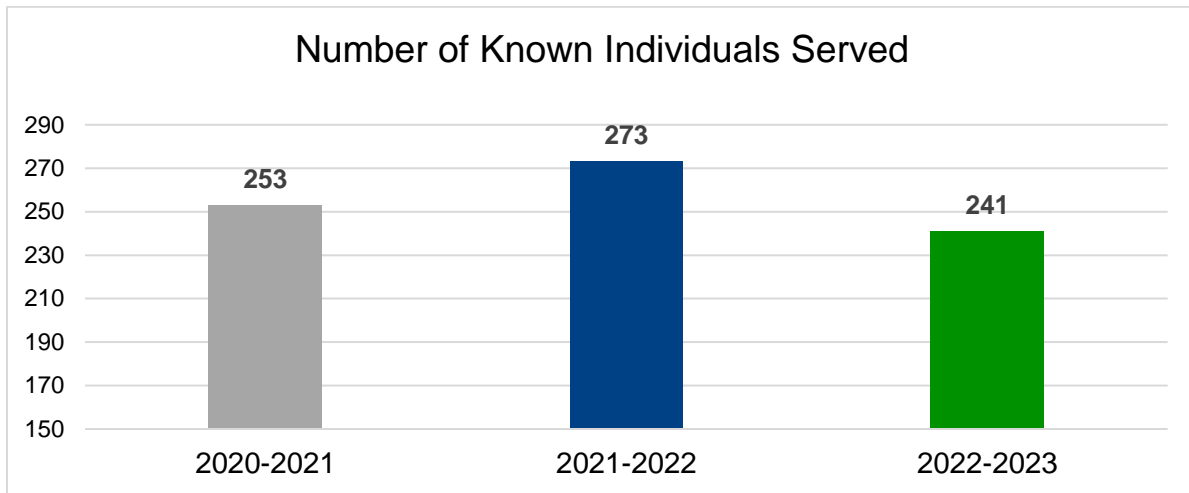
- The Guidance Center is a designated North Central Trauma Informed Care Center through the Behavioral Health Alliance of Rural Pennsylvania (BHARP) for expertise in trauma informed care practices, specific treatment modalities, supervision, and program management.
- On May 11, 2023, the federal Public Health Emergency (PHE) declaration expired, however, it did not mean the virus no longer existed. The agency continued precaution measures when necessary while still providing optimal service delivery within the Crisis Intervention Services. Because we have progressed from the COVID-19 pandemic and restrictive social distancing guidelines, during this period of review, almost all services were delivered face-to-face.
- Quality improvement plans are made based upon internal compliance audit results and feedback surveys to improve quality outcomes. Clients are offered feedback surveys at various intervals throughout treatment. Additionally, the agency added signs in each office location with a QR code where anyone at any time can provide feedback which goes directly to the Quality Director. Furthermore, The Guidance Center works collaboratively with other agencies throughout the county for various reasons. Surveys are dispersed routinely to applicable agencies to provide feedback on Crisis Services provided by The Guidance Center. Survey results are compiled and analyzed for quality performance and improvement. Survey results are shared with the Senior Management and the Agency Board of Directors.
- Data for this Quality Report is from July 1, 2022, through June 30, 2023.

Demographics

Demographics for Crisis Intervention Services are captured from the reported data collected. It is not uncommon for individuals to stay anonymous while receiving Crisis Intervention Services. The data below is based upon the collected demographic data.

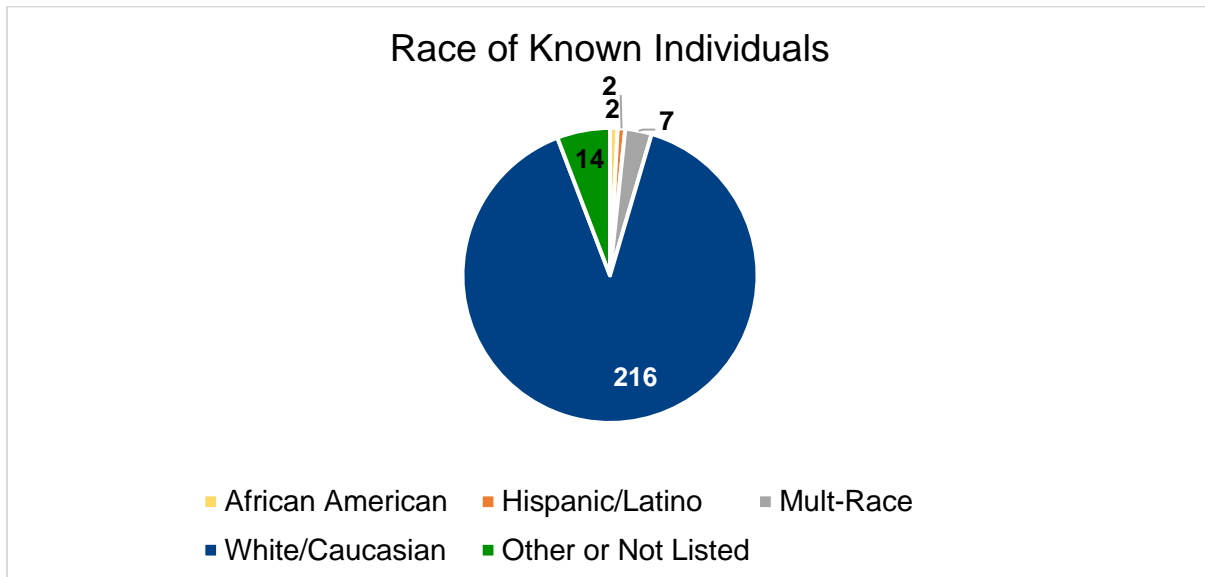
Number of Individuals Served

The number of known individuals served is captured in the graph below. There was a slight decrease in number of known individuals served in the program.



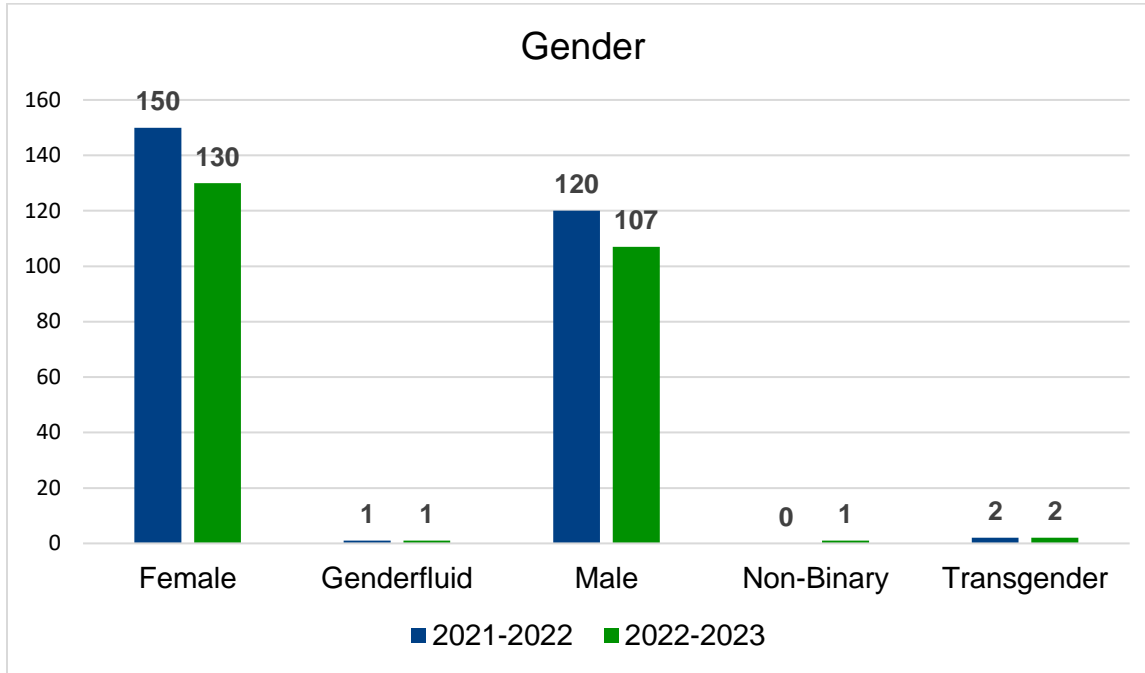
Race

Majority of the individuals receiving Crisis Intervention Services were White/Caucasian. The following graph indicates the percentage of race of individuals served.



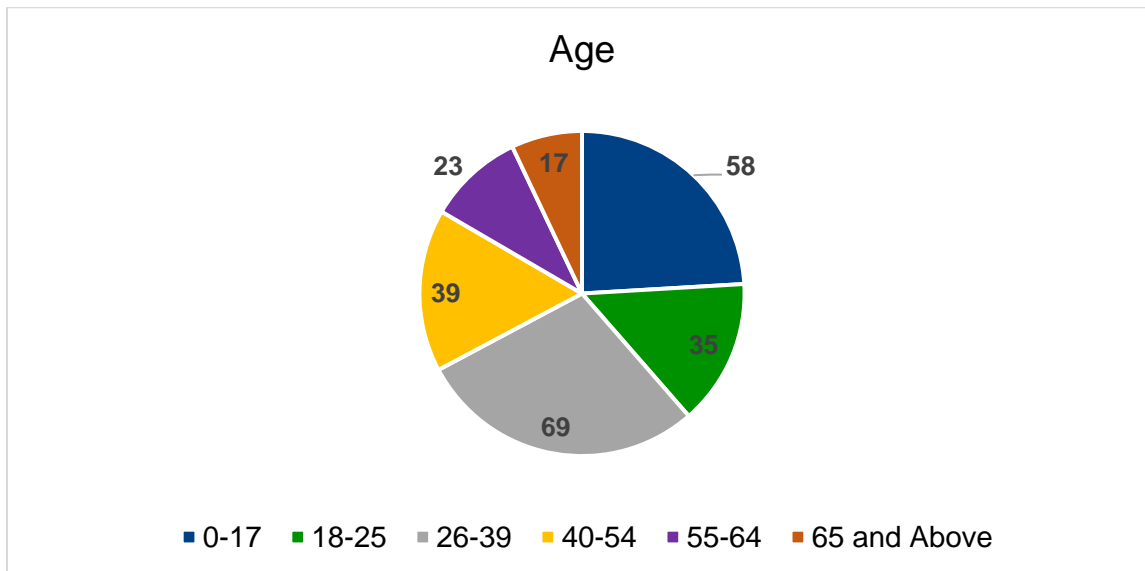
Gender

There are greater number of females have been served in Crisis Intervention Services during this review, followed by the male gender. One individual identified as Genderfluid, one individual identified as non-binary, and two individuals identified as Transgender. The graph below depicts the percentage of each gender.



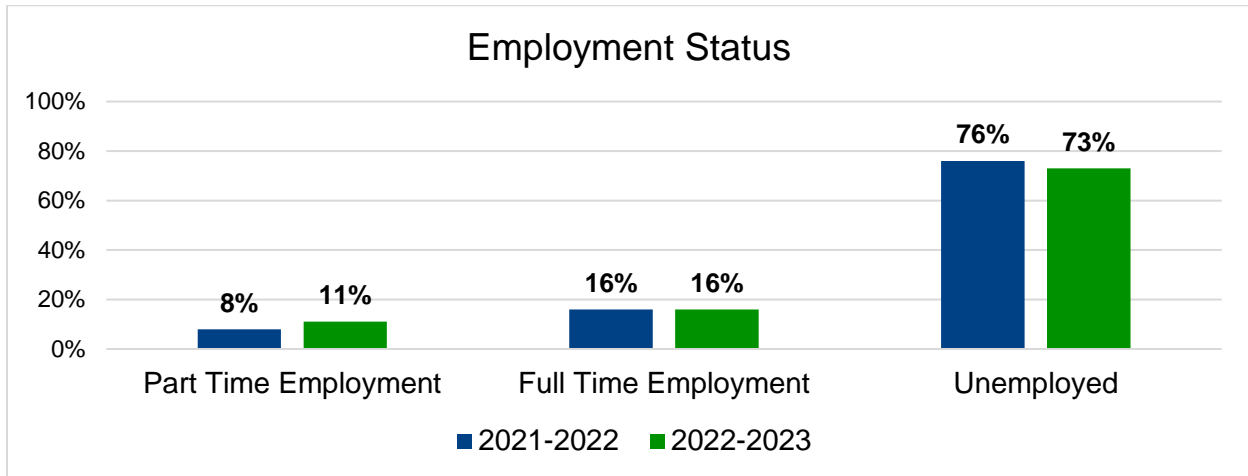
Age

The majority of identified individuals served were between the ages of 26 and 39. The following table demonstrates the age of individuals served.



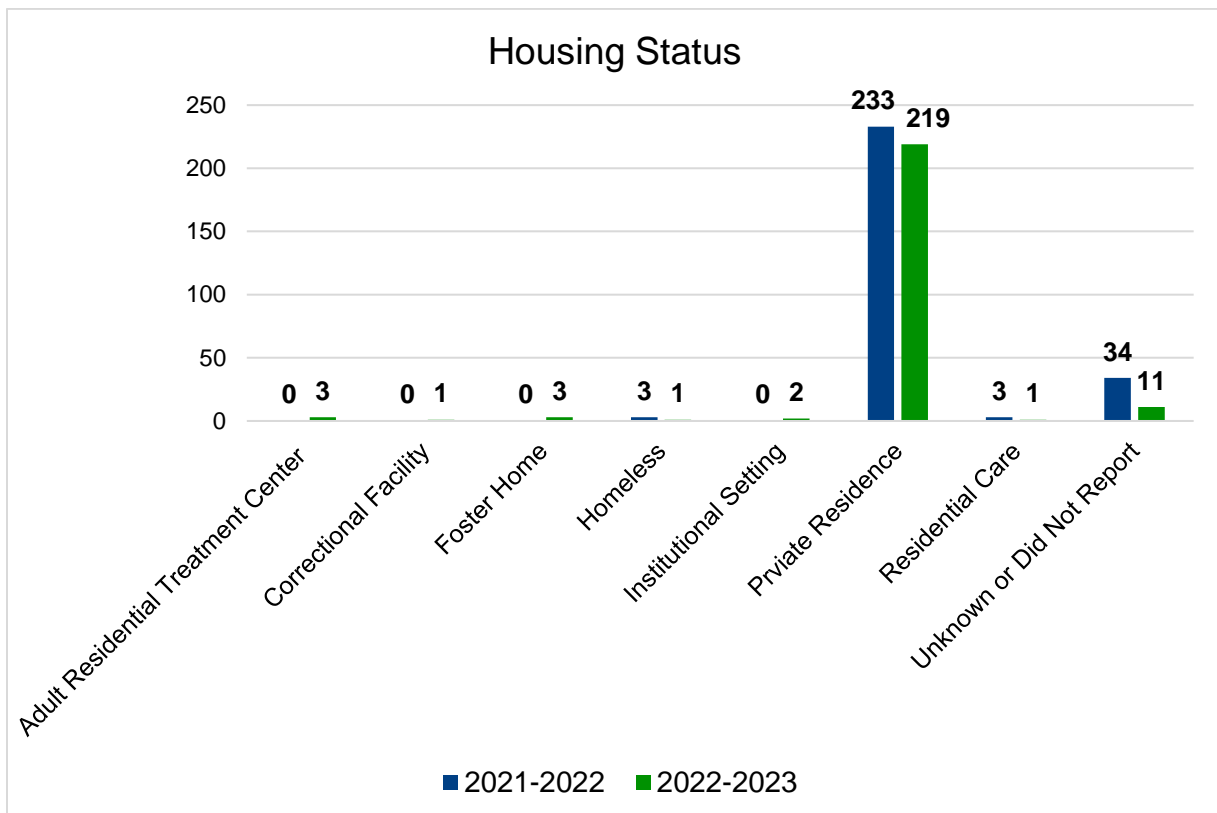
Employment

Some individuals reported their employment status. Of those individuals, the chart below depicts the employment status. There was an increase in individuals reporting part-time employment from the last review.



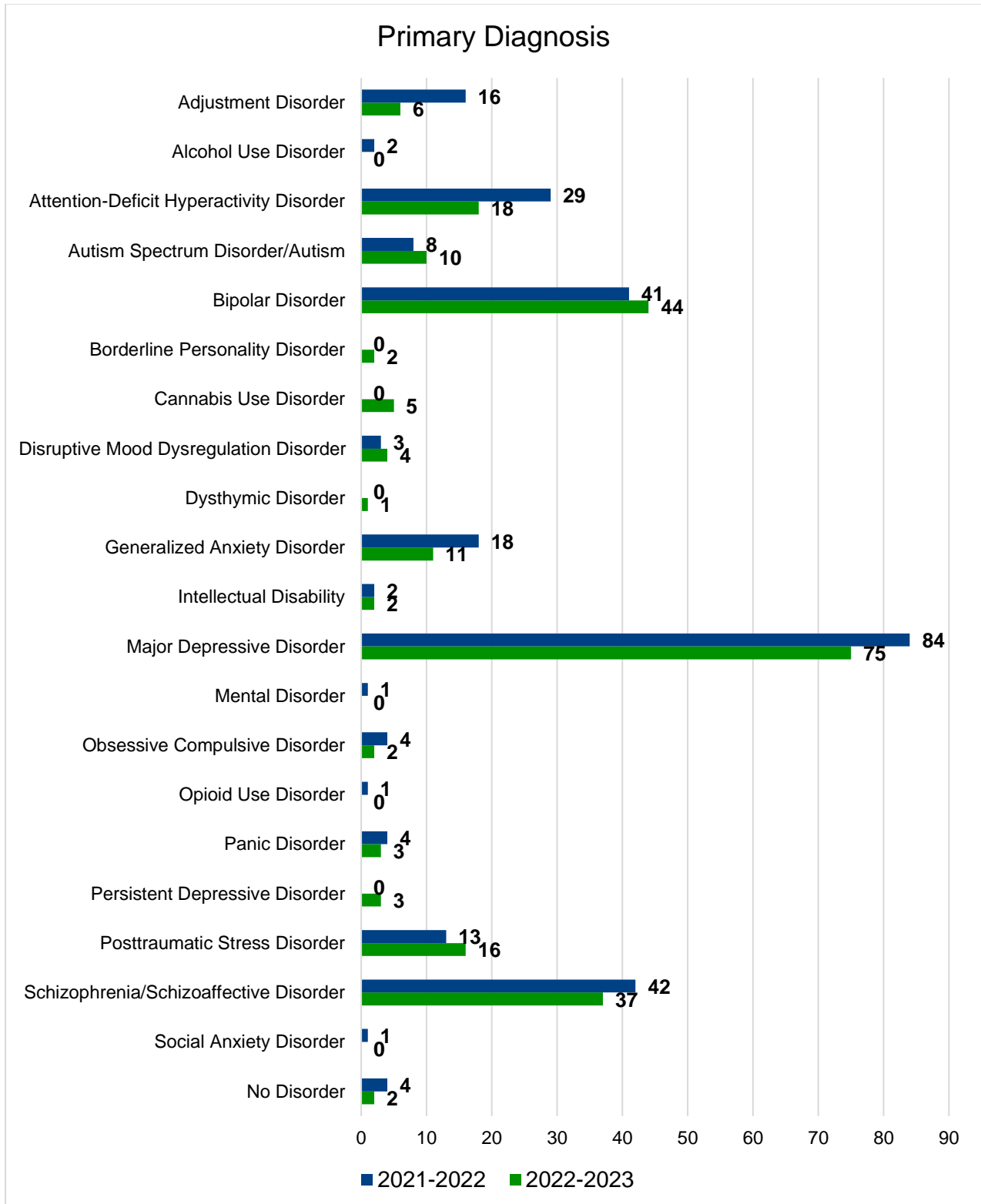
Housing Status

The chart below indicates the percentage of individuals' housing status. The majority of known individuals served in the program live in a private residence.



Primary Diagnosis

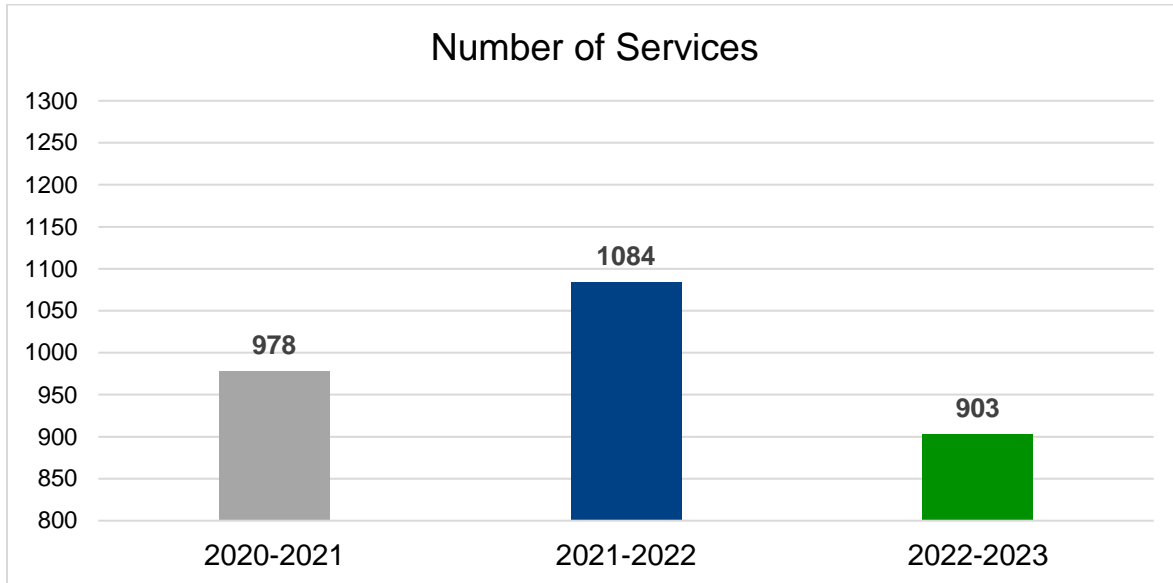
Consistent with the last review, Major Depressive Disorder is the most common primary diagnosis among individuals served.



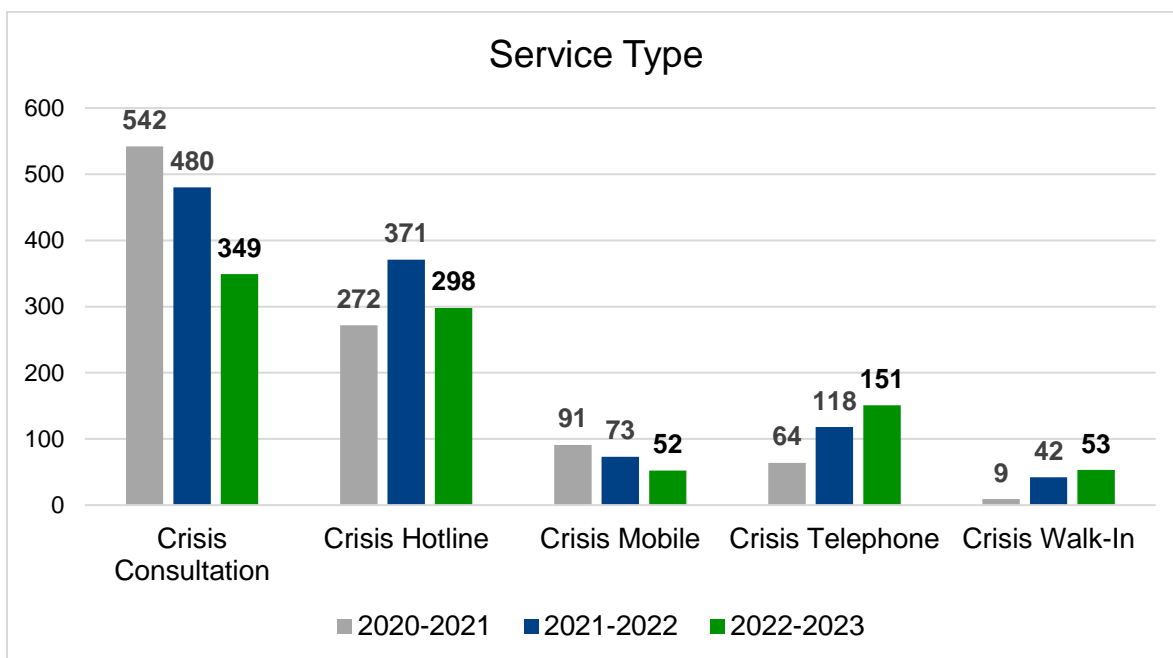
Service Data

Number of Services

During this review, there were 903 services completed which is a slight decrease from the last review.

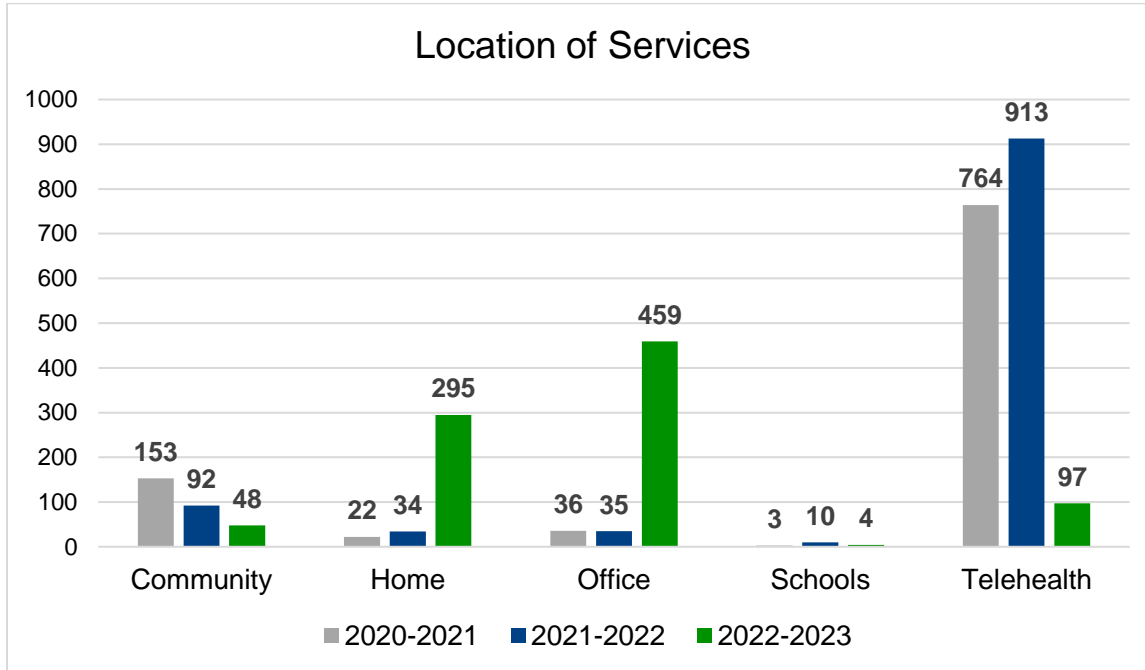


Majority of services delivered were Crisis Consultation. We are seeing an increase in Crisis Walk-In numbers since the beginning of the COVID-19 pandemic. We anticipate to continue to see an increase in Crisis Walk-In Services.



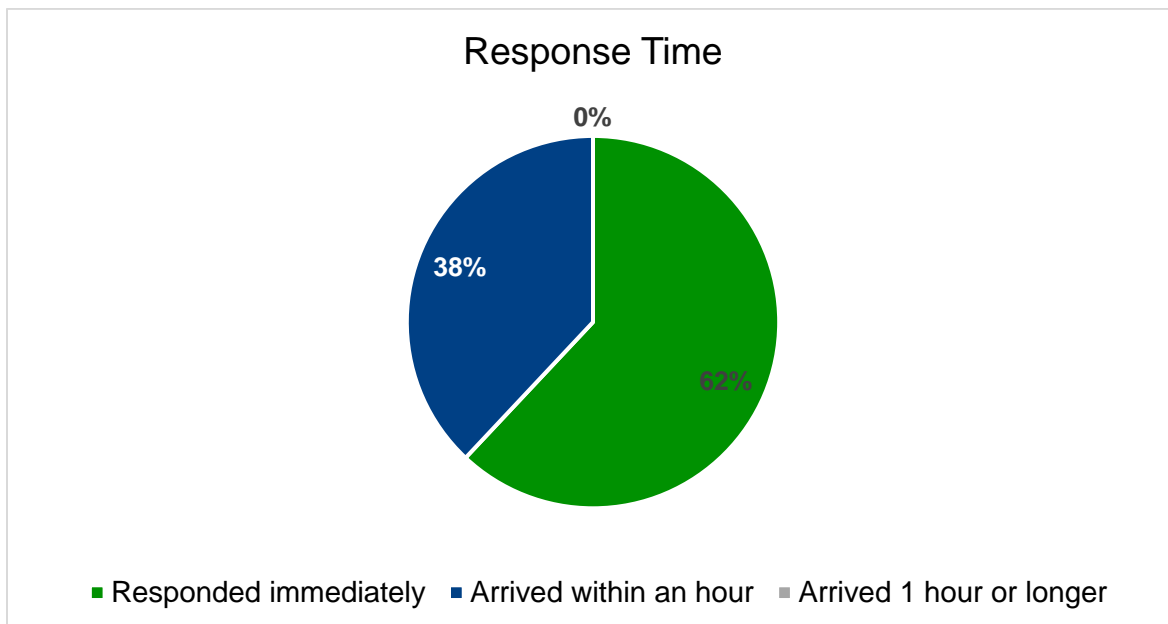
Location of Services

Since social distancing guidelines have been discontinued, we have seen a drastic increase of services being heled in the home and office settings. However, there were still some telehealth services that did occur during this program year.



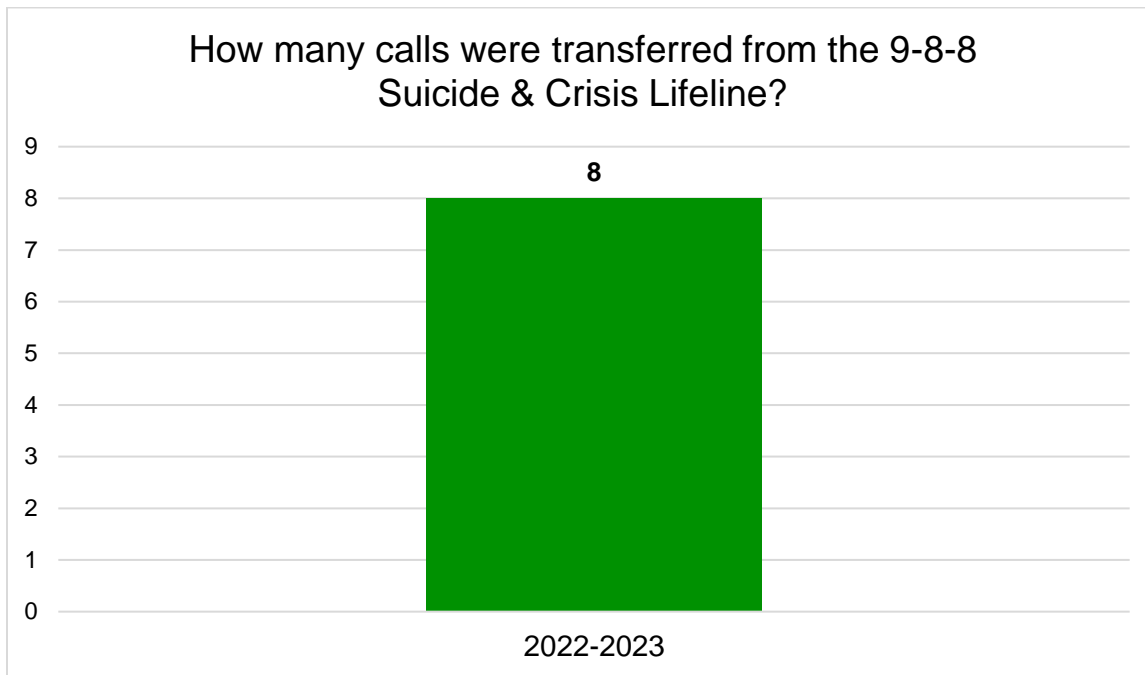
Response Time

The program is monitored for the response from the time a crisis matter is reported until the time crisis staff respond. The chart below indicates all responses occurred within one hour.



9-8-8 Suicide & Crisis Lifeline

In 2020, Congress developed the 988-telephone number which was previously known as the National Suicide Prevention Lifeline. This lifeline offers a 24/7 call, text, and chat services to a trained crisis counselor who can help people experiencing suicidal ideations, a mental health crisis, and/or any other kind of emotional distress. At the agency, we started monitoring the number of phone calls our crisis hotline receives that are transferred from the 9-8-8 Suicide & Crisis Lifeline. During this period of review, there were 8 phone calls.



Program Adherence

To ensure that Crisis Services adhering to the program requirements, multiple routine record audits as well as intensive supervision is utilized.

Additionally, a comprehensive annual quality review is conducted by the Quality Director to evaluate compliance with the service description. Program goals are determined when quality improvement areas are identified during quality reviews and compliance internal audits.

The agency formed a Client Advisory Committee in 2020. Clients or family members of clients of the agency are invited to join the committee to provide feedback for quality initiatives. The 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 any program at the agency are invited to participate.

Audits

Program Director completes internal chart reviews on a regular basis. Additionally, the Compliance Coordinator conducts internal compliance audits on a biannual basis.

Methodology

Methodology for selected charts to be internally audited by the Compliance Coordinator on a biannual basis is by random selection.

Internal Compliance Audit Results

Results from the two internal audits completed by the Compliance Coordinator during this time of review are below:

Internal Quality Review			
Program	Crisis Services	Date of Audit	7/11/22
Number of Charts Reviewed	50 Randomized Charts	Audit Schedule	Biannually – Q1 & Q3
Total Number of Indicators	3 Quality Indicators		

Category	Score	Goal
1. Response in Timely Manner	100%	80%
2. Risk Assessment Conducted or was Safety Established	100%	80%
3. Was Follow up Information Identified	100%	80%
Indicators that fell below 80%:		
none		

Internal Quality Review			
Program	Crisis Services	Date of Audit	1/16/2023
Number of Charts Reviewed	50 Randomized Charts	Audit Schedule	Biannually – Q1 & Q3
Total Number of Indicators	3 Quality Indicators		

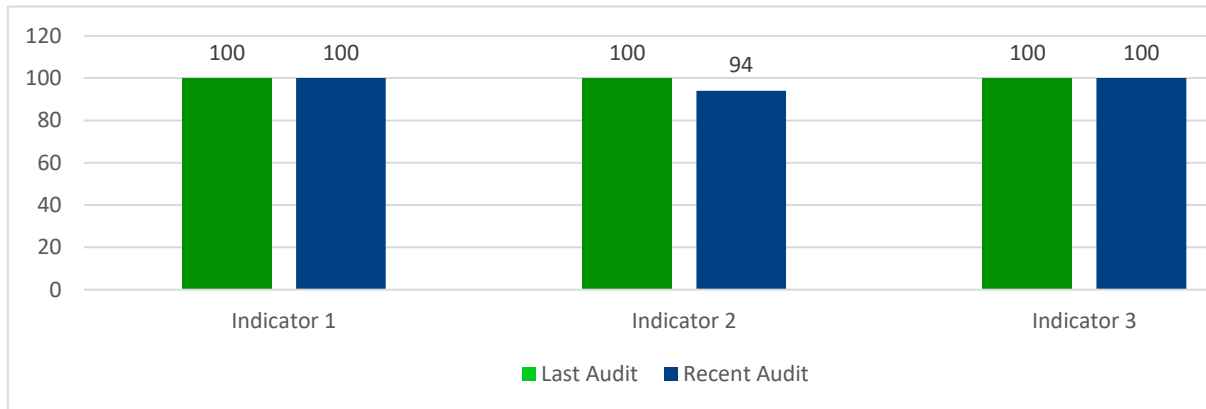
Category	Score	Goal
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1. Response in Timely Manner	100%	80%
2. Risk Assessment Conducted or was Safety Established	94%	80%
3. Was Follow up Information Identified	100%	80%
Indicators that fell below 80%:		
none		

Notes from Audit:

- **Indicator 2:** 3 Crisis services didn't have the Risk Assessment conducted or a note regarding safety being Established.

Comparison of Since Last CRISIS Services:



Internal compliance audits indicate the program is operating within the program description and is compliant with regulations. The agency plans to add quality indicators for quality monitoring for upcoming compliance audits.

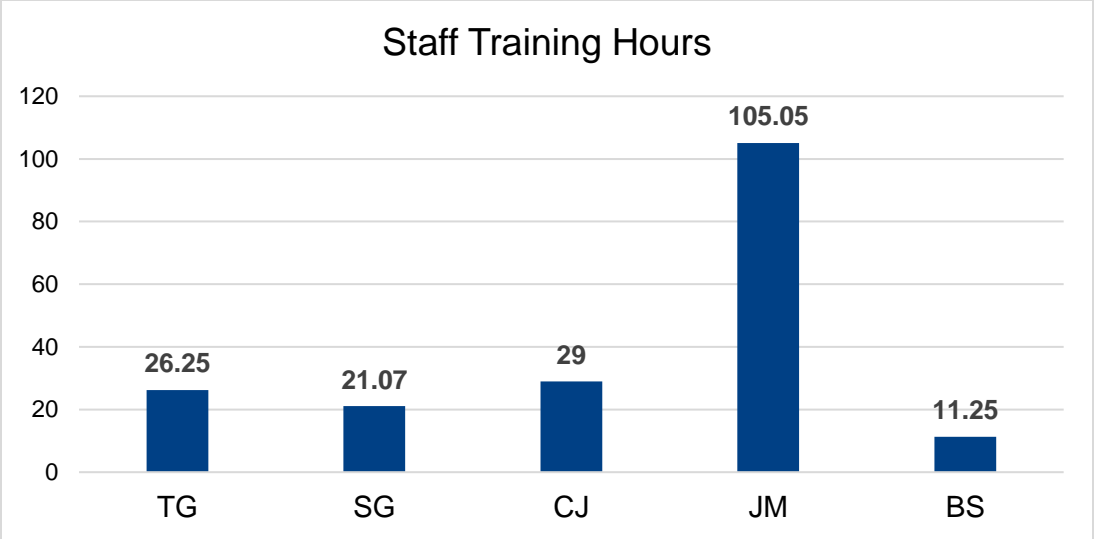
Staff Supervision

Ensuring that staff receive appropriate and timely supervision is a critical focus of the program. Formal supervision with staff occurs on a regular basis. Additional supervision occurs as needed. Daily contacts between staff and Program Director occur on a regular basis.

Staff Training

Staff trainings continue to be a key component in Crisis Services. Staff have completed various trainings during this review. A complete list of current staff training records are included in the Quality Binder.

The following table represents the number of training hours completed for each staff member listed by their initials.

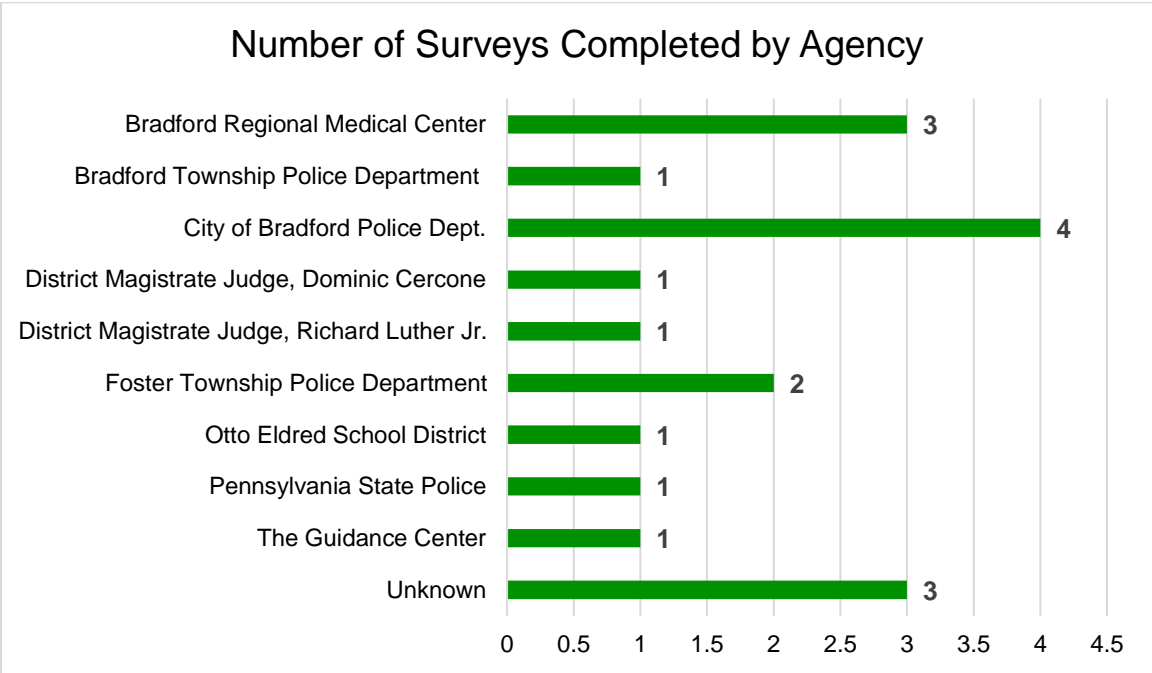


Quality Assurance Surveys

The Crisis Intervention Services asked partnering agencies that has assisted Crisis Intervention team members during this review for their feedback on the services provided by The Guidance Center. Eighteen surveys were completed by several different agencies within the community.

The following depicts the number of surveys completed by each agency.

Survey Results



All eighteen survey responses indicated they have requested assistance or consultation with one of The Guidance Center’s Crisis Intervention Services at least once in the past 12 months.

Additionally, agencies were asked to indicate their impression of our Crisis Intervention efforts as they relate to the service or assistance they have received. Agencies were asked to rate services based on poor, fair, good, or excellent rating scale.

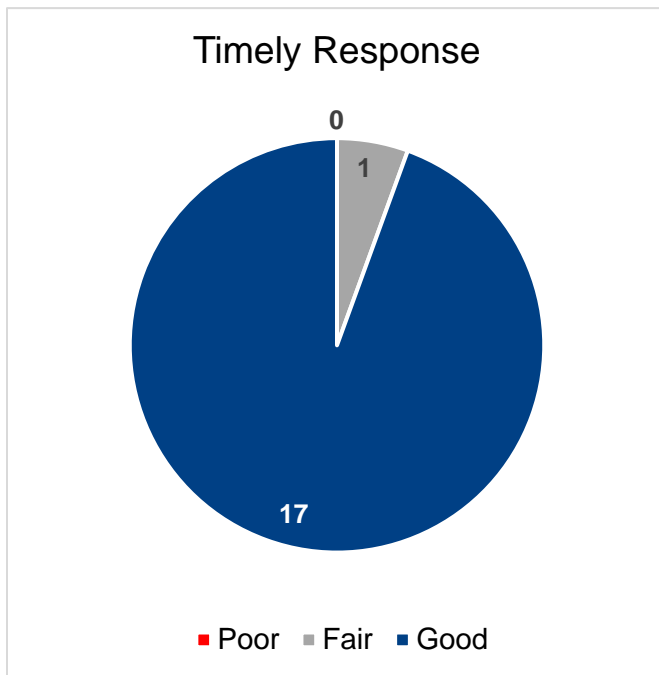
Questions:

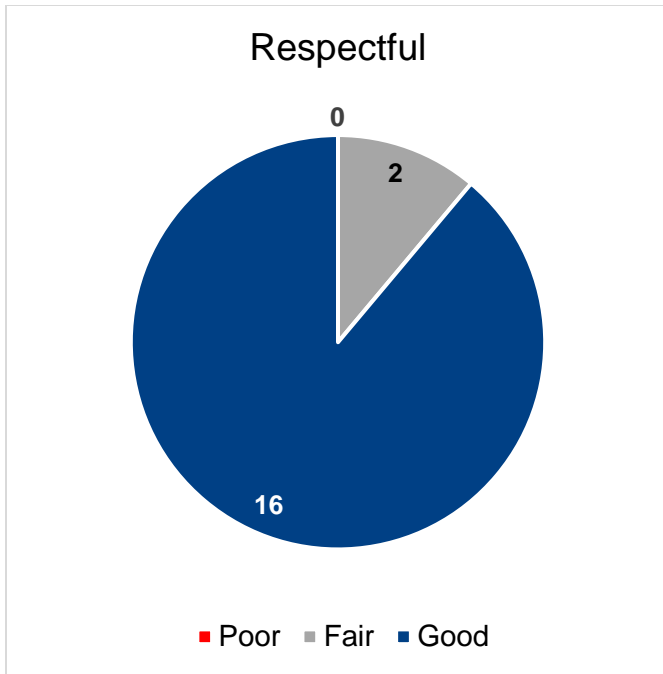
Indicate your satisfaction of the services received from Crisis Intervention Services at The Guidance Center in the following areas:

Q1	Timely Response
Q2	Knowledgeable
Q3	Respectful
Q4	Helpful

Surveys could be answered with “poor”, “fair”, and “good”. The results of the survey questions are captured in the graphs below.

Results





The majority of the agencies rated services as providing good services in the identified four areas.

Comments

The last section of the survey allows community agencies to share their comments and thoughts on Crisis Services in the community. The following word cloud depicts the comments that were offered:

