

Lackawanna/Luzerne/Susquehanna/Wyoming Counties
Adult Psychiatric Rehabilitation
Annual Report
July 2019-June 2020

Prepared for
Northeast Behavioral Health Care Consortium
August 2020

Introduction

The HealthChoices Program, overseen by the Department of Public Welfare’s Office of Mental Health and Substance Abuse Services, has been implemented to ensure that Medical Assistance recipients receive quality care and timely access to mental health and/or drug and alcohol services. The goal of the Advocacy Alliance’s (TAA) Consumer and Family Satisfaction Team (CFST), in keeping with the intent of the HealthChoices Program, is to ensure early identification and resolution of problems related to service access, timeliness of service delivery, and appropriateness of services and treatment outcomes. The CFST also wants to ensure that this is accomplished through a process that holds respect, dignity, and hopefulness as integral to the overall provision of services.

The CFST is comprised of consumers of mental health and/or substance abuse services, persons in Recovery or family members, and family members of children and adolescents with serious emotional disturbances and/or substance abuse disorders. The CFST is dedicated to the belief that individuals’ and families’ Recovery and Resiliency processes are directly related to their satisfaction with the services they receive. The CFST gathers information through face-to-face, telephonic or focus group discussions with adult and older adolescent Members and/or family members of children and adolescent members receiving mental health and/or substance abuse services through Community Care Behavioral Health Organization (CCBHO).

Following the Department of Public Welfare’s Appendix L, guidelines for consumer/family satisfaction teams and member satisfaction surveys, the information gathered by the CFST is used to make recommendations for system improvements and includes a feedback loop that informs service providers how services can effectively support Recovery for adults and resiliency in children and adolescents.

Process

CFST produces provider specific/level of care specific quarterly and annual reports. On quarterly basis, providers receive reports which include responses for each question and a cumulative total that includes all provider responses for the specific level of care. Quarterly, CFST continues to color code reports for providers who have 10 or more surveys completed with a specific level of care. Red indicates that individuals expressed 79% or less level of satisfaction, yellow indicates that individuals expressed 80%-85% level of satisfaction, and green indicates 86%-100% level of satisfaction.

Annual reports are produced at the end of the contract year and include the results of all of the surveys that were completed from July 2019 through June 2020. For Psychiatric Rehabilitation services there were 5 providers and 96 surveys completed. Annual reports include provider specific satisfaction levels and cumulative network satisfaction levels for each section of the survey tool. If responses to a section fall below 80% level of satisfaction, the report will include the provider’s results for all questions of that section of the survey tool. Annually, CFST continues to color code reports. Red indicates individuals expressed 79% or less satisfaction, yellow indicates individuals expressed 80%-85% level of satisfaction, and green indicates 86%-100% level of satisfaction. The CFST will meet with providers annually to review report findings, discuss positive results, and opportunities for improvement.

Demographics

Please check the county in which you live.				
Lackawanna	Luzerne	Susquehanna	Wyoming	Total
41	55	0	0	96

What is your age group?				
18-21 Years	22-35 Years	36-60 Years	61+ Years	Total
2	18	44	32	96

What is your gender?		
Male	Female	Total
41	55	96

How do you identify your racial background?							
African American	Caucasian	Asian	Hispanic	Native American	Bi-Racial	Other/Specify	Total
6	82	0	5	1	2	0	96

Survey Results

2019-2020 Satisfaction Levels	Total for All Providers of Psychiatric Rehabilitation
Staff, Treatment & Services	97%
Empowerment	82%
Physical Health	91%
Behavioral Health	100%
Satisfaction with Psychiatric Rehabilitation Services	93%

Treatment Outcomes

Is the building where you receive services clean, safe and comfortable? If No, please explain:

- Floors need to be cleaned.
- Not safe for a handicapped person, handicap door is never open (front door is locked). Door would be too heavy.
- Clean around floors and table more often.
- Need softer chairs not hard plastic ones.

Has this provider discussed Mental Health Advanced Directive, WRAP, Crisis or Safety Plan? If Unsure or No, please explain:

- Can't remember provider discussing a MHAD with me.
- I can't remember if discussed Mental Health Advanced Directive with me.
- My son died so I have to work on a MHAD, as he always handled everything for me.
- I can't remember.
- Can't remember discussing.

Do you have a current Mental Health Advanced Directive, WRAP, Crisis or Safety Plan? If Unsure or No, please explain:

- I don't really know what a Mental Health Advanced Directive is.
- I never had a Mental Health Advanced Directive.
- I didn't want a Mental Health Advance Directive at the time.
- My son died so I have to work on a MHAD as he always handled everything for me.
- I can't remember.
- I didn't get around to working on them yet.
- Don't know if I have a MHAD, crisis or safety plan.

Please check the areas you are currently working on. If Other, please list:

- Cooking, self-esteem.
- Driving.
- Volunteer opportunities.

Has your staff offered you assistance with substance abuse issues? If no, please explain:

- It's there if we need it.
- No substance abuse.
- Because I'm doing it ok with it myself.
- I have been in recovery for over 10 years.
- It's there if we need it.

What skill in particular is your worker helping you with?

- Living / Housing, living on my own.
- Budget, apartment, getting a job.
- Budgeting, wellness, housing.
- Being creative, being understanding, being cooperative. I'm honest.
- Living skill: getting my own place, budgeting, nutrition, social skills.
- Appointments.
- Shopping for groceries.
- Self-esteem.
- Getting a job and a car.
- Telling me to calm down at times.
- My GED and I am getting help on my anger.
- Either volunteering or getting a job. Physical Health, go to the YMCA.
- Getting an apartment, budgeting, employments.
- Appreciating myself more. Writing.
- Getting on the bus by myself. Learning new things or trying to explore new places.
- Mind fullness, living independently, social skills, budgeting.
- Anger management.
- Art, music, and mindfulness.
- Social, budgeting.
- Budgeting, self-maintenance, living.
- Self-compassion.
- Social, how to get along with people, other group members and staff.
- Self-maintenance, social
- Socialization.
- Self maintenance.
- Right now just trying to self-maintenance since Covid 19 hit, my anxiety increased.
- Learning about nutrition. Hobbies like crocheting.
- Cooking, budgeting, coping skills.
- Self maintenance.
- Socialization, communicating with others.
- Working on utilizing my resources, cooking, taking care of and managing my home.
- Self-maintenance, maintaining mental health wellness.
- Writing letters to veterans.
- Social skills, learning to speak with people.
- Education, my G.E.D., Living, find housing
- Housing, independent - affordable housing
- Social anxiety, coping techniques to deal with my mother.
- Socialization.
- Confidence boosting. Helping me be more disciplined with following through on goals.
- I'm trying to get my GED.
- Helping me with my writing skills, my motivation for myself hygiene and giving me hope that I will accomplish my goals.
- Social, speaking up. Ask for more questions.
- Connecting with my family, building communication skills and wellness.
- Working on my GED, working on mosaics.
- Independence
- Self-awareness, more physically active, low carb diet.
- Self-confidence help to have more positive attitude.
- Social. Going out into the community to Griffin Pond.
- Employment, working at the Drop-in Center. Self-maintenance, getting mental health in check.
- Education, learning how to read. Budgeting, writing checks out.
- Social.
- Learning more about myself.
- Self-Maintenance, losing weight, taking care of me. Depression, Social.
- Computer, education.
- Social.
- Communication, driver's license, job.
- Independent, budgeting money.
- Social skills, education-reading and writing.
- Employment - just became a CPS. Physical health.
- #1 Social, living.
- My wellness, trying to get in better shape and quit smoking.

- Independent living, self-maintenance.
- Socializing.
- Social, intellectual domains.
- Helping me move myself as I have no one now. My counselor is helping fill out medical forms, goes with me to appointments until I get used to asking questions. Helping me learn to read better.
- Dealing with my day to day life.
- Working on assertiveness.
- Socialization skills.
- Assertiveness.
- Wellness (Physical), smoking and weight loss.
- Socialization, wellness.
- Socialization, oxygen tank makes it difficult to go certain places.
- No.
- I am working on socialization.
- I am working on socialization, living.
- Socialization skills. So, I can become more comfortable around people. This is the most important skill I feel.
- Employment since I am doing better.
- Assertiveness, Self-maintenance.
- They are helping me with job placement. Teaching me how to work on the computer.
- Employment, interviews, resources.
- Social skills, I need to learn how to others better.
- Living on my own. Working, I'd like to get back to working again.
- Social, socialize better, have trouble talking with strangers.
- Social, working on being more kind and thoughtful.
- Cooking classes.
- Social, cooking, finding a part time job.
- Helps prepare food in kitchen here, building social skills, ability to be self-sufficient.
- Cooking, art.
- Anger management.
- Socialization and how to wait until it's my turn to talk.
- Taking care of my apartment.
- Employment-Part time and social skills.
- Finding new housing. Social skills.
- Socialization.
- Social skills.

What skill have you achieved since attending the Psychiatric Rehabilitation program?

- I am learning how to socialize and going grocery shopping.
- Budgeting, housing search.
- I've been less intrusive and more understanding. I only speak when spoken to.
- Working steady on my goals. Haven't been in the program too long.
- Socializing.
- Housing-keeping my place to live clean
- How to deal with mental illness.
- Started working 2 days a week through the Goodwill.
- Controlling my outburst, employment, cooking.
- I handled my anger a lot better. I channel my anger through boxing and exercise.
- How to cook. How to live on my own, budgeting.
- Moved up from Partial and now in Psych Rehab. A part of the newsletter. Learned about coping with anger.
- Publish my 3rd book!
- Getting out of the house. Going for walks, attending church, volunteering at church.
- Learned how to cook new things. Learned leisure activities, art, reading, budgeting. I've improved a lot.
- Becoming a better person.
- Socializing with people.
- Saving money.
- Socialization.
- Living.
- I've made friends here.
- Budgeting, healthy eating.
- Living, helped me start living on my own. I budget better.
- Able to socialize more with people, I'm better at budgeting.
- Learned about our area history. Nutritional values.
- Cooking, budgeting, coping skills.

- I'm more social than I was.
- Education learned math. Better with socialization and cooking skills.
- I have achieved my independence and taking care of my home. I learned how to balance my budget.
- Started volunteering at the Senior City Accessing resource, example, ride to church.
- That I can write. Showering on my own.
- Interaction with people.
- Learning how to do different artwork.
- Housing, social skills, mental well being
- I'm able to make friends easier.
- I've gotten better with talking to people.
- Learning different coping skills to keep self-maintenance.
- I read a lot better than before.
- Getting better at socializing.
- More confidence, speak my mind.
- Education.
- Reading, socializing, hold conversations.
- More assertive.
- Took the 1st step to applying for a job.
- Setting boundaries.
- Write poems.
- Independent living, social skill, daily living skills.
- Just developing changes to social / living.
- Ability to socialize and ask for help.
- Social outlet.
- Socialization, more social community.
- I've gotten more social, employment.
- Going on without my son, living one moment at a time and taking my time if I need to.
- Regained some sanity, because I am so much better. I've started working a few hours at the Hazleton Drop-in Center.
- Getting along with other people. How to interact with other people.
- Trusting people, listening instead of assuming.
- Social skills, living maintenance.
- High School.
- Self-maintenance, socialization.
- Cooking.
- I am much better at socializing with roommate / friend.
- I have improved with socializing.
- I have put some job applications in a few places.
- Still working on social skills.
- I am no longer suicidal. Have a 6-hour job at the drop in, it gives me confidence and positivity.
- I have my resume all together! They helped me with that.
- Social skills.
- Budgeting my spending money.
- Developing motivational skills. How to motivate myself. Connecting with people and being more open.
- My people skills. I do the snack cart. I'm able to interact with people.
- My self-hygiene has gotten better in the last month, with motivation from here. They tell me how it will be beneficial to you, they work through my fears. They provide me with reassurance about my anxiety.
- Learned responsibility, job, clean up, garbage. Learned how to cook better. Started to volunteer at food pantry. Learned to interact with peers.
- Connecting with my sister, brother in law and nephews.
- Working on mosaics and painting pictures.
- Moving and living on my own.
- Art
- Meeting new people, socializing, different resources.
- I get out a little bit and make friends.
- Working towards getting a job. Good hygiene.
- Budgeting better, eating healthier.
- Learn to speak to people better.
- Started working, happy that I'm working again.
- Feels obligated to come every day instead of sleeping.
- Social skills improved since coming.
- I have made a lot of progress with my anger management. I have a lot more patience with people now.
- I got an apartment and have learned to clean and keep it nice. I have made friends and I could say hi on the weekends.
- Better cleaning skills.
- Employment at the Scranton Times.

- I've only gone a short time but I'm working towards my goals.
- Budgeting.
- Improved social skills.

What groups would you like to see offered to help you reach your Psychiatric Rehabilitation goals?

- I like the groups.
- Pool and bowling.
- Help with employment. Help with getting a new place.
- They provide all the groups I need.
- Budgeting and housing.
- More budgeting groups, vocational, hygiene.
- I'm happy with my groups.
- More role-playing groups. Real life situations. Have more groups about socializing and social anxiety.
- The current groups are perfect for me.
- A nutrition group, healthy eating. A grocery shopping group that helps with budgeting and healthy eating.
- A computer group on more than one day of the week.
- The Mental Illness Substance Abuse Group. If it was still offered, I'd come 5 days a week.
- Team building, healthy relationships and mindfulness.
- Learn how to use the computers.
- I'm satisfied with the current group.
- I would like to see a grief counseling group.
- I'm happy with the groups.
- Continue to work through the current program groups.
- Continue with the current groups.
- Painting.
- Good as it is.
- More talking about mental health issues.
- Everything is covered.
- More craft classes.
- I'd like to see the Drop-in Center grow.
- Happy with all the groups.
- More video's.
- There is a full spectrum of groups for everyone and they are very open to suggestions.
- Not familiar, just started.
- Etch education group. A lot of members don't know how to use a computer or cell phone, help them learn.
- More exposure of community with staff per diagnosis.
- More groups that are smaller, groups that focus on domains. More client run groups.
- Anger Management.
- Satisfied with everything.
- Content.
- Socialization groups.
- More employment assistance. Resume and interview practice.
- Crafts, art projects.
- I am happy with what is offered now.
- Advance computer class other than on Fridays.
- I am satisfied right now.
- No, I love the groups.

Please list what you like about your Psychiatric Rehabilitation Program.

- I like the groups here. I like playing games, outings.
- Get to meet new friends. I really like staff. She is great!
- Likes staff because she takes care of him and other very well.
- They teach you how to behave in society, socializing.
- Meeting new people. The staff help me. I feel comfortable here. Everyone in the program is very nice. Staff is always approachable and very supportive.
- My friends.
- Basic cooking.
- They find different ways to teach things in games.
- I feel cozy here. I like staff a lot. She has a very bubbly personality and a good sense of humor. It's very clean here. I like the computer classes. Enjoy them. Psych rehab has really helped me.

- More secure than before, there is a security guard.
- The staff. They are always there for you. Debbie is the momma bear, really like her. Very supportive staff.
- Gives me something to do. Gets me out of the house. It helps my mental health. I like the socialization. I like Kylee the practitioner.
- Very educational, they teach you what you need to learn. Always improving your health. They just made a new library. Socialization, able to see friends in the program.
- Love the team. All the practitioners really are a team. If I'm not doing well, I can go to people. I like that it is forward thinking. Debbie is great!
- I love it. It's really helped me get out of the house and conquer my fears. I enjoy all the workshops, music, cooking, computers.
- I'm getting so much out of the program. The workshops are great they have really improved the program. The workshops are very good, library, art workshop, cooking workshop. I've learned a lot.
- Therapists are always there when you need them.
- Meeting new people. I have made friends the staff and my peers are very helpful. Always teaching me something.
- The program helps me, and others manage your mental health.
- I like having the peer support, learning from each other, sharing experiences.
- Positive environment, very structured, I have good friends here.
- They teach you a lot of things on various subject matters.
- If I didn't have the program, I'd be so bored.
- Everything.
- The staff really care! The workshops are so helpful. I miss seeing face to face, but the telehealth groups are helpful.
- I like that even though this pandemic I'm still connected to the staff and my peers.
- I like how caring the staff are! they are still offering group opportunities via telehealth; it feels good to stay connected with people
- The staff always talk with me.
- I learn new skills and always have someone to talk to about things.
- The staff are always available if I need them.
- When I ever have a problem, the staff are always available. They give us choices and help us. Since COVID-19 we still talk as a group every other day. It's nice to still be able to connect with people.
- Grief support group. The staff is nice. Very welcoming, friendly. Doctor is very good at explaining the meds. It's a clam, peaceful setting. Painting, artwork.
- The people are friendly, both staff and peers. I like [the doctor]. I like to make stuff, wreaths. Learned how to paint here, I found I really like it.
- We all pitch in. Work on different skills, growing vegetables.
- Really, really enjoys art / craft projects.
- I get to socialize with everyone. I like to do the different artwork. I'm glad I'm working on my GED.
- Learned how to say 'no' to bad people, life skills. Gained a positive outlook, independence. People and staff are friendly.
- I like that they always discuss what is going on with me mentally and help me make me happy with who I am. Always helping me make new goals and help to provide the resources to obtain those goals.
- [Staff] is awesome! It kept me out of the hospital for 5+ years. I love the people. The staff are awesome. Awesome program all around.
- Surrounded by people like me. We help each other. There are so many activities here that help boost my confidence level.
- I can be myself here! The people and staff.
- I like the socialization and the support I receive here both from the staff and my peers.
- I'm around people more. It gets me out of the house.
- Everybody is friendly. [Staff] is excellent, if I have a problem, I can tell her, and she will try to help me solve it.

- I like that I can come here every day and have socialization with the other clients. I like the work and projects we do.
- The people. I enjoy the program.
- People are nice, staff is nice.
- Acceptance.
- Helps me get out of the house and deal with my problems.
- I like that everything is confidential. I like that staff really listen and help us. I live all the staff.
- It helps me a lot. I like all the staff and members. We are like a family. Everyone helps each other.
- Working on the computer. The staff member [staff]! She is great!
- You can be yourself.
- Gives me an opportunity to achieve my goals. Meeting new friends to new people. Learning how to socialize.
- Getting out of the house, meeting people.
- The camaraderie, the interaction with staff and peers.
- I like all the groups, setting boundaries, eating healthy.
- All the people here.
- Writing workshop, love having structure.
- Writing class, getting out of house, making friends, learning to be a better person.
- [Staff] is very helpful and encouraging! I like that the staff are truly concerned about everything here. I like that I feel heard and validated.
- Socialization, sitting with people eating. We are like a family here.
- Creative Freedom.
- I like the staff, very informative and helpful. I like the peers. The groups are very interactive and helpful.
- The memory or suggestion box where I can put things in that will be discussed. Ex., my son.
- They are there to help me with anything I need.
- The staff.
- They have really helped me.
- Seeing so many other people get help. I have come a long way. Now they have hired me to cook.
- Gives life structure.
- Everything.
- Relaxed atmosphere, nice counselors.
- Helpful with socialization.
- Very helpful. (2)
- The staff.
- The staff are great. The groups are very helpful.
- It saved my life!
- They stress independence.
- There are always others to talk with.
- The staff are very helpful.
- My staff are very nice and helpful.
- Friendly, staff help me a lot. They see if I'm not doing well and reach out to me. Very supportive.
- Being around others, socialization! Learn to be a better cook.
- Cooking classes, staff is very nice here.
- Staff help me out a lot.
- Seeing the people, talking to staff, treated like an equal.
- I like getting out of the house. I like the socialization and the groups. There is always someone to talk to if I'm having a bad day.
- I like my computer class, volunteering class and practical living class.
- Things we can do to help our brains get more information and be smarter in math.
- It is helping me with my social skills where I have difficulty around groups of people I do not know.
- It's really nice to be involved in social activities.
- Pre-Covid 19, I liked getting out and seeing people.

Please list what you dislike about your Psychiatric Rehabilitation Program.

- The workers are very busy, I'd like more information. Less board games.
- I feel when I ask a question the teacher gets rude and has a hissy fit. It makes me have upset

feelings. I then have to deescalate, but I've ended up 3 times with police and hospital. I want to get discharged.

- We don't get to go out when the weather is bad.
- People don't wash their hands or use the hand sanitizer.
- No dislikes.
- The girl's bathroom could use to be cleaned better.
- I wish there were more opportunities to deal with the skeletons in my closet.
- The day is long.
- I don't dislike anything. Very happy with the program.
- I don't have any.
- The cigarette butts on the ground. The doorbell ringing during group time.
- Nothing, I miss not being able to attend group in person.
- No
- The transportation makes me feel marginalized because I can't climb into a van.

- Nothing.
- Nice people.
- The length of the program, 6 hours. Having to get up early for the van.
- Some of the members constantly talk about marijuana use and I don't like to hear that.
- Nothing!
- Really feels this has benefited and enriched his life. He feels as though he will only get better with the more time and attendance.
- Member profanity.
- More separation between higher functioning people and lower functioning people.
- Group (members not counselors) wasn't friendly toward me.
- No.
- They could get more up to date computers.
- The chairs are hard and uncomfortable.
- The new changes have been too much at once and have me nervous. New director of program.
- The foods we make in cooking class aren't so healthy.

Please list recommendations to improve/changes the program.

- I'm very happy with the program. They are helping me. No changes needed to the program.
- More outside activities.
- More one on one time with worker. More time with discussing employment options, more volunteer work.
- Just keep doing what they are doing. It's a helpful program.
- Have a peer specialist added to the program.
- Can't think of any.
- Wish more people were involved in groups.
- I'm happy with everything!
- Different color walls fix the TV's and computer in each program.
- To continue to open door policy. Allow the staff more opportunity to be hands on, less paperwork for staff.
- Since new staff took over the program has greatly improved. So many new workshops! I love them all!

- If it ain't broke, don't fix it.
- Bring back Mental Illness Substance Abuse (MISA) Group, it's no longer here.
- Have a bi-monthly meeting instead of just once a month to express our needs and concerns with staff.
- They do a very good job! I enjoy coming here.
- I really like the program! I can't wait until we can go back in person.
- Since a therapist left, the staff does not really talk to us about many things as a group. it gets very boring. we need to have some educational groups.
- I am very satisfied.
- Keep it the way it is! I don't like change.
- I think everything is good. The staff is always brain storming new ways to help and support us.
- Improve the temperature. It's an open space and sometimes chilly.

- Have more art resources to complete different projects.
- I would like to see them have a car to pick me up and take me home. They need to find ways to provide proper transportation for handicap people.
- I'm happy with the program just the way it is.
- Keep continuing to make improvements. New tile floors instead of carpets.
- Everything is perfect.
- Good as is.
- Cafeteria, heat, but I know they can't control other tenants share building.
- More transportation availability for Drop-in Center and group outings. More lunches.
- I like it how it is!
- He would refer people here for treatment.
- Everything is good! I really like the program.
- Transportation for the Drop In.
- Start at 10 AM.
- I feel that the program is very solid.
- This is a great place to come to. The staff are wonderful here! Have the van drivers show up on time!
- Raise money to buy tech equipment, game night.
- Motivate group members. Members clean kitchen stove after cooking.
- Have more than one group go on at a time, not just one group. Get a partial program back.
- For other individuals to follow their program.
- They need to get faster working computers.
- Better chairs.
- Discuss different topics more often.
- In the cooking class, make healthier foods.

Question	Face-to-Face	Mail	Telephone	Total
Survey was completed by:	66	0	30	96