



Team A.R.R.I.V.E.
Achieving Recovery and Rehabilitation with Individual Vision and Excellence
A Program of Resources for Human Development

Annual Report January 1st, 2015- December 31st, 2015

Program Evaluation

Program Statistics

<u>Description</u>	<u>MPRS</u>	<u>CPS</u>
Number of Currently Active Participants	137	154
Average Number of Participants Serviced per Day	14	16
Number of Admissions	69	60
Number of Discharges	39	106
Number of Graduations	6	12
Total Number of Participants Served	182	272
Average Length of Stay of Current Participants	753 days	917 days

Hours of Operation

Office Hours: Monday through Friday 8:30am to 5:00pm
Evenings and weekends available by appointment as needed

RHD PSR will maintain office hours, service coverage and availability at a minimum of five days weekly Monday through Friday from 8:30am to 5pm. Services and supports are available during non-traditional hours and weekends as identified in individualized support plans. Operational hours and availability of staff are subject to change based on an individual's need for the service.



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(i) Outcomes for Team ARRIVE Services

Number moved into independent housing: 49

Number Goals Completed by Psychiatric Rehabilitation Domain:

- Living: 68

- Obtained Independent Housing
- Connected with Resources in the Community
- Joined a Gym
- Purchased a Vehicle
- Completed a WRAP
- Reunited with family
- Coping skills
- Medication Management
- Gained SSI
- Obtained Driver's License
- Lost Weight
- Sobriety
- Lessened Stress

- Learning: 33

- Budgeting
- GED
- Driver's Exam
- OVR Training
- Traveling on Public Transit
- College
- Completing class assignments
- Learning about medical diagnosis
- Attended CPS training
- Adult education courses
- Learning to write a check
- Improving reading
- Computer skills
- International Travel



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- **Working: 23**
 - Occupational skills
 - Volunteering
 - Skills to seek employment
 - Communication Skills
 - Obtained Employment
 - CPS Training Graduation
 - Attended Job Club
- **Socializing: 39**
 - Building Natural Supports
 - Attended Community Events Independently
 - Learned to Start Conversations
 - Finding Free Activities
 - Interpersonal Skills Training
 - Reunited with daughter
 - Communicating effectively
 - Public Speaking

Number of hospitalizations:

- 17 Psychiatric Hospitalizations
- 19 Drug and Alcohol Treatment
- 2 Crisis Residential Stays

(ii) Individual Record Reviews

- Individual records are reviewed during individual supervision with Mobile Psychiatric Rehabilitation and Certified Peer Specialist staff members.
- There were also Monthly Clinical Reviews of Charts throughout the year.
 - 56 Participant Charts were reviewed. These charts were selected randomly and included both MPR and CPS services.
 - The average chart compliance was rated at 74%.
 - Areas needing improvement are communicated to the leadership team after monthly audits so that any deficiencies could be addressed.



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(iii) Individual Satisfaction

There were 49 satisfaction surveys returned in 2015.

- 38% of the questions received the response “Strongly Agree” as being satisfied with services.
- 36% of the questions received the response “Agree” as being satisfied with services.
- 16% were answered with neutral satisfaction.
- 3% of the questions were answered as being dissatisfied.
- 3% of the questions were answered as being strongly dissatisfied.
- 4% of the questions were answered as Not Applicable.

There were 100 Quality Assurance/ Participant Satisfaction phone calls made to participants this year. These calls were used to inform the Leadership Team of areas for service improvements and confirm the length and frequency of service provision.

Advisory Committee: The Participant Advisory Committee has been implemented for quality assurance purposes. Participants are invited by mail and by their supports.

- There have been at least 12 different participants and family members who attended the committee.
- Participants were offered the opportunity to complete satisfaction surveys at each meeting.
- There were 6 meetings attended during the year.

(iv) Use of Exceptions to admission and continued stay requirements:

There were no exceptions made this year.

(v) Evaluation of Compliance with the MPRS Description

Scope of Services

- Staff members are completely mobile and all services are completed in the field.
- At this time MPRS staff members have not been offering group services.



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- Service Eligibility
 - All participants are 18 years of age or older.
 - All participants involved in the individual record audit all had a diagnosis of a serious mental illness.
 - All participants complete *Consent to Services* form at intake and choose to participate. This was filed in all of the audited charts.

Service Outcomes

- The MPRS program currently collects the following information:
 - Basic demographic information
 - Intakes, Discharges, Graduations
 - Employment
 - Housing
 - Hospitalization
 - Education
 - Attachment to natural community resources
 - Involvement with criminal justice system
 - Goal Achievement in Living, Learning, Socializing, and Working Domains

Service Planning and Delivery

- **Assessment**
 - Vision Assessments were completed with participants every six months in 2015.
- **Individual Rehabilitation Plan**
 - According to the Service Description:
 - Plans are completed within the first 60 days after the initial contact is made.
 - Plans will be revised every 90 days.
 - To improve quality of services, Individual Rehabilitation Plan training was provided to all staff members in 2015.
 - When the Chart Audit was completed, there were some instances of late Individual Rehabilitation Plans. There was a new system implemented in 2015 to inform staff members before plans are due.



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- Individual Rehabilitation Planning has been a part of the supervision process for all staff members to reinforce the skills learned in the Individual Rehabilitation Plan Training.
- Plans improved throughout the year to be measurable, specific, time limited and realistic.
- All plans reviewed included responsibilities of staff and participants.
- **Plan Update**
 - According to the Service Description:
 - All Plans must be reviewed every 90 days.
 - The review should include information about progress and changes.
 - Service Plan review process is included in the Individual Rehabilitation Plan training.
- **Daily Entries**
 - The Chart Audit found all entries to include the dates and times of services, location of services and signatures.
 - A majority of the notes reviewed described interactions that were related to Individual Rehabilitation plans.
 - It was indicated in notes when there were meetings that included other providers or supports.
 - In 2015, the staff members were trained in Data, Intervention, Response, Plan notes. As part of the chart audit process, daily notes were reviewed and found to follow this new format.
- **Continued support planning**
 - Staff members meet with participants who are going to be discharged from services for a discharge planning.
 - Discharged forms are mailed to participants who do not want to meet.
 - The continued supports and contacts are listed on discharged forms.
- **Agency Structure**
 - The staff team meets the qualifications listed on the job description forms.
 - The Program Director and Assistant Unit Directors have Masters level degrees and are all CPRPs.
 - There are 4 Team Leaders/ Psychiatric Rehabilitation Specialists. These 4 staff members have bachelor's degrees and 3 are CPRPs.



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- There are 10 Psychiatric Rehabilitation Workers employed that fit the job description of a High School Diploma/ GED and at least one year of experience in mental health services or have Bachelor's Degree.
- 38% of psychiatric rehabilitation workers, specialists and supervisors team have CPRP's.
- All current Mobile Psychiatric Rehabilitation and Certified Peer Specialist positions are Full Time.