

**Dickinson Center, Inc. Peer Support Program
Quality Assurance Annual Report Summary Fiscal Year 2017/2018**

Introduction: Peer Support Services are specialized therapeutic interactions conducted by self-identified current or former consumers of mental health services. The peer specialist is trained and certified to offer support and assistance in helping others in their recovery and community-integration process. Peer Support is intended to inspire hope in consumers that recovery is not only possible, but also realistically achievable. The program philosophy is that all peer specialists are examples of hope and can enlighten people as to what recovery is and can teach the skills to help facilitate their wellness journey. Recovery pathways give people direction and assistance in achieving individualized goals. It offers recovery principles and wellness tools to provide ways to maintain wellness and divert possible problems. Services are based on support and respect. Peer encounters provide opportunities for rapport building, role modeling, companionship, and a common ground.

Peer Networking: Peers had the opportunity to attend the Recovery “In the Stix”, consumer conference that was held at the Johnsonburg Fire Hall in Johnsonburg, Pa. in May 2018. This is a great place to network with other peers and providers. This was a great educational experience. Cameron/Elk County Behavioral and Developmental Programs invited peers from these counties to meet and network with other peers from different agencies. The county facilitated this meeting. Staff took the opportunity to attend. We had two staff members who became WRAP Facilitators in May 2018. They attended a 5 day training on WRAP Seminar Two Wellness Recovery Action Facilitators Training developed by Mary Ellen Copeland, PHD. This was provided by Behavioral Health Services of Somerset & Bedford Counties, Inc. Staff are always encouraged to network with other peers.

Training: All staff have completed the necessary requirements for training hours this past fiscal year. Program Director has been involved with the Behavioral Health Alliance of Rural Pennsylvania (BHARP) Trauma Institute initiative. Program Supervisor has been extremely involved with the implementation of the Decision Support Center and ongoing support/supervisor of the DSC Center. This opened began at DCI January 15, 2018. Program Director has also been a part of the implementation and ongoing support.

Staff Changes:

New Staff- 4

Staff Left- 3

Total served: 127

Elk/Cameron: 63

Potter-43

Forest/Warren:-31

Clearfield/Jefferson: 2

Admissions total of all counties:

Elk/Cameron: 38

Potter: -11
Forest/Warren: 10
Clearfield/Jefferson: 0

Discharges total of all counties: 70

Elk/Cameron: 31
Potter: 27
Forest/Warren: 12
Clearfield/Jefferson: 0

Average Length of Stay: 400.32 average days of the Elk/Cameron, Potter, and Forest/Warren Counties

Elk/Cameron: 375.97
Potter: 550.26
Forest/Warren: 274.75
Clearfield/Jefferson: N/A

Policy Changes: All Certified Peer Specialist are to become Pennsylvania Board Certified (PCB). As of June 19, 2018 all Certified Peer Specialists have their PCB Certifications.

Satisfaction Surveys: Satisfaction were handed out to each consumer in December 2017 and June 2018. There were 23 questions and were scored on a 1—5 Likert scale. The December 2017 survey resulted in an average score of 4.63. The surveys sent out in June 2018 resulted in an average score of 4.38. There were no questions that resulted below a 4.0. Therefore no specific question that needed addressed at the quality assurance meeting. We did review the data on at the January 11, 2018 Quality Assurance Meeting. Overall we received positive comments regarding the Peer Support Program.