

**Dickinson Center, Inc. Peer Support Program
Continuous Quality Improvement (CQI) Plan Annual Report
Quality Assurance Annual Report Fiscal Year 2018/2019**

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 specialist 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” annual consumer conference that was held at the Johnsonburg Fire Hall in Johnsonburg, Pa in May 2019. This was a great place for peers to network with other peers and providers. We also have increased our group staffing’s in order to encourage more peer to peer interaction. Some peers attended various conferences throughout the year and gained more networking opportunities.

Training: Program Director attended the following trainings outside of our Relias Learning Computer trainings.

- Supervision of Peer Recovery Support Specialist- CCBH (Learning Collaborative)
- 2019 PAPRS Conference entitled “Opening the Door to Wellness: Inclusive Practices in Recovery”
- Healing Voices- PAPRS
- CommonGround Software
- LGBTQIA: Transgender 101 - The Meadows/Universal Community Behavioral Health (UBH)
- Engaging individuals with Opioid Use Disorder: The impact of Medication- Assisted Treatment CCBH
- Trauma & Anxiety Approaches: EMDR, Brain spotting & Tapping- The Meadows/Universal Community Behavioral Health (UBH)
- Motivational Interviewing -The Meadows/Universal Community Behavioral Health (UBH)

The program Director has been actively involved with the Behavioral Health Alliance of Rural Pennsylvania (BHARP) Trauma Institute Initiative. The program supervisor has been actively involved with the Supervision of Peer Recovery Support Specialist Learning Collaborative.

Peer Support staff attended some of the various trainings including: Healing Voices, Pa Peer Support Documentation Training, Certified Peer specialist Item Writing Meeting, and Recovery In the Stix Consumer Conference

All current staff that were hired prior to 4-15-19 received their Pa Certification Board in June 2018. All staff who currently are not certified through the PCB will submit application if they meet the criteria to be grandfathered by 8-31-19. All other staff will have to take the test and submit the application.

Staff Changes:

New Staff: 3

Staff Left: 4

Total Served: 107 (104 unduplicated)

Elk/Cameron: 65

Potter: 21

Forest/Warren: 22

Clearfield/Jefferson: 0

Admission total of all counties:

Elk/Cameron: 31

Potter: 9

Forest/Warren: 11

Clearfield/Jefferson: 0

Discharge total of all counties:

Elk/Cameron: 32

Potter: 11

Forest/Warren: 17

Clearfield/Jefferson: 0

Average Length of Stay: closed/active

Elk/Cameron: 305.00 days/160.90 days

Potter: 733.73 days/237.95 days

Forest/Warren: 384.94 days/61.22 days

Clearfield/Jefferson: 0

Policy Changes: All Certified Peer specialist are to become Pennsylvania Board Certified (PCB). Staff who are eligible and submit proper application prior to August 31, 2019 will become grandfathered. All other staff will need to take the test and submit application after this date.

Satisfaction Surveys: Satisfaction surveys were handed out to each consumer in December 2018 and June 2019. There were 23 questions and were scored on a 1—5 Likert Scale. The result of the December 2018 survey resulted in an average score of 4.57. The surveys sent out in June 2019 resulted in an average score of 4.63. One question resulted in a 3.95 which was discussed during quality assurance meeting. Overall we received positive comments regarding the Peer Support Program.