

**Dickinson Center, Inc. Peer Support Program
Quality Assurance Annual Report Fiscal Year 2016/2017**

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 2016. 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. They met on Wednesday May 31, 2017. The county facilitated this meeting. Staff took the opportunity to attend.

Training: All staff have completed the necessary requirements for training hours this past fiscal year. William Ashker attend the Forensic Peer Support training. Alvin Loveless attended the Mental Health First Aid USA . Program Director and Alvin Loveless has been involved with the Behavioral Health Alliance of Rural Pennsylvania (BHARP) Trauma Institute initiative.

Staff Changes: New Staff-5
Staff Lost- 7

Total served: 139
Elk/Cameron: 63
Potter-43
Forest/Warren:-31
Clearfield/Jefferson: 2

Admissions total of all counties: 72
Elk/Cameron: 33
Potter: -19
Forest/Warren: 18
Clearfield/Jefferson: 2

Discharges total of all counties: 76

Elk/Cameron: 38
Potter: Female-15
Forest/Warren: 19
Clearfield/Jefferson: 2

Average Length of Stay: 438.46 of all counties

Elk/Cameron: 336.63
Potter: Female-316.27
Forest/Warren: 341.00
Clearfield/Jefferson: 87.50

Policy Changes: None to report

Satisfaction Surveys: Satisfaction surveys were mailed out January and June with a self-addressed stamped envelope. These are a 22 question form including a 1—5 Likert scale. The January 2016 survey resulted in an average score of 4.59. The surveys sent out in June 2016 resulted in an average score of 4.52. Questions that resulted below a 4.0 were addressed during quality assurance meetings to include consumer feedback. Overall positive comments regarding the Peer Support Program.