



# Program Outcomes Report

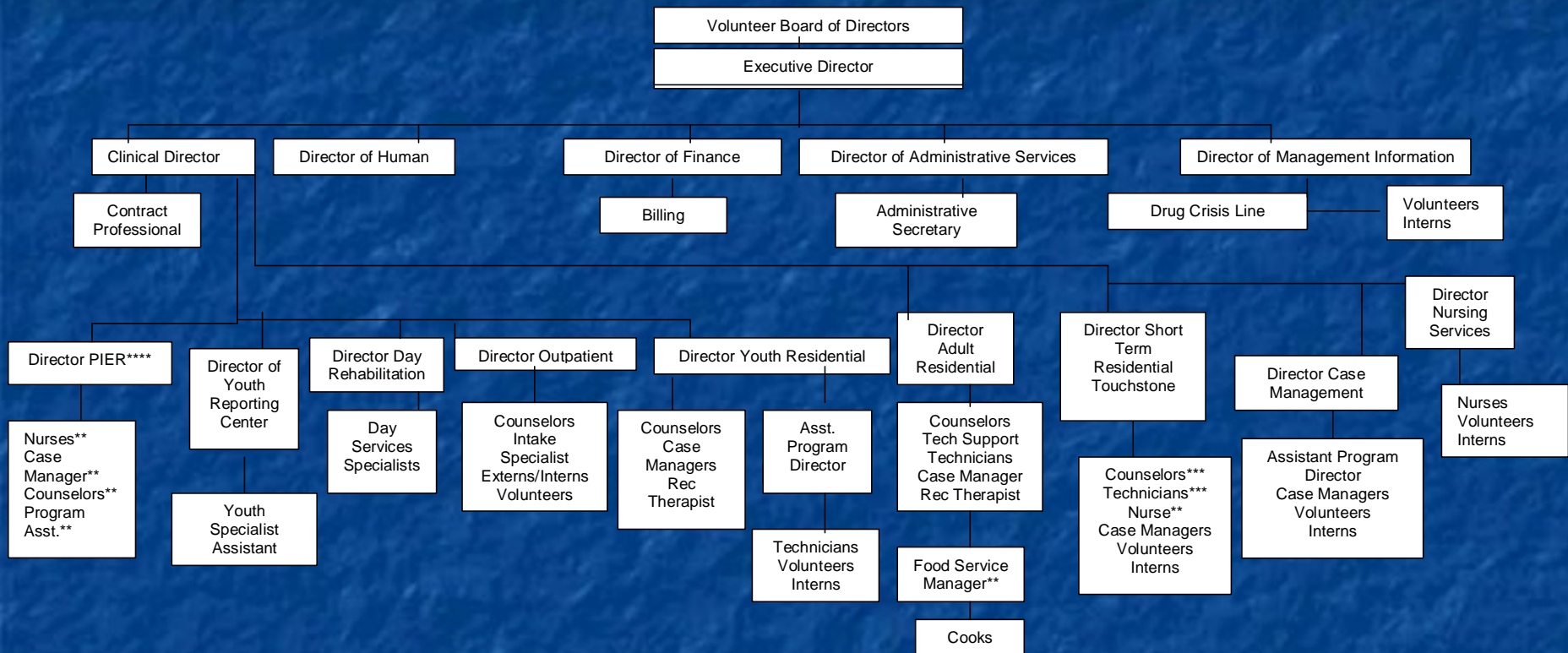
Fiscal Year 2004-2005

# Scope of Services Who We Are



- 87 Employees, 10 contract professionals, 40 volunteers
- \$5.1 million annual budget
- 350 people receiving services at any given time; 765 people served per year
- 2000 calls for information or crisis assistance per year
- 5 locations

# Organizational Chart



\*Contract Professionals Include: Psychiatrists, Psychologists, Nurse Practitioner, PC Physicians (Public Health), Registered Dieticians,  
 \*\*Co-Supervised Positions, \*\*\*Houses of Hope Employees, \*\*\*\*Community Mental Health Center Employees



# Adult Residential Outcomes Report

## Fiscal Year 2004-2005

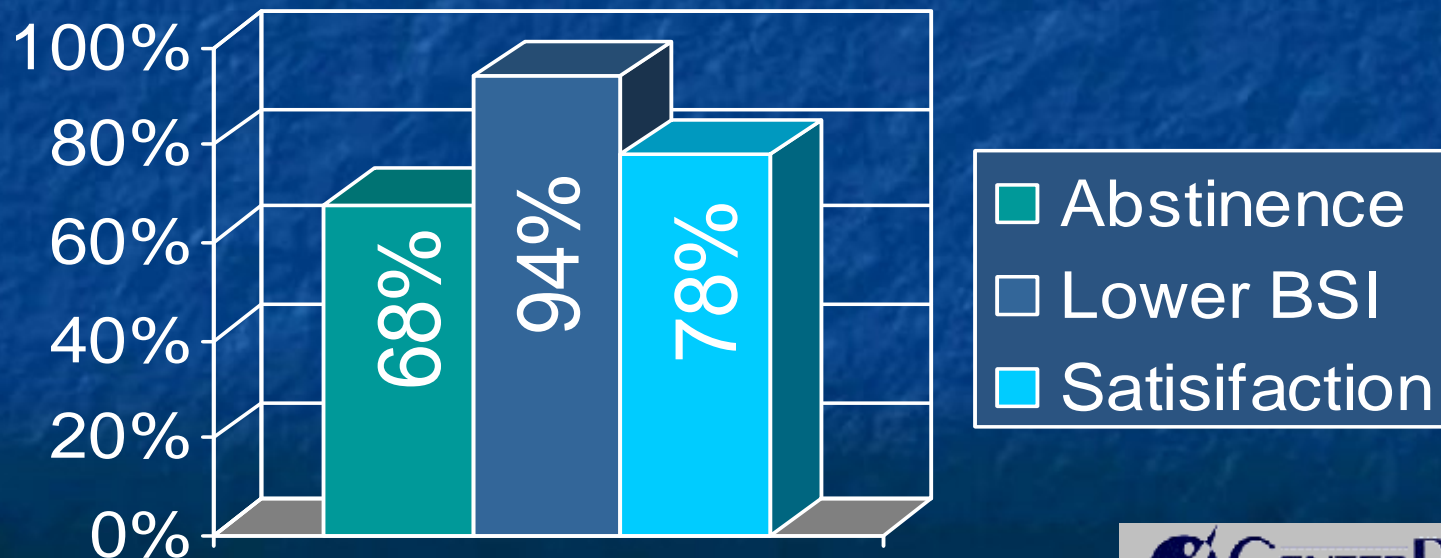
- Program Description: The program is a facility based, 24 hours per day, 7 days a week, residential service for adults disabled by severe mental illness and a co-existing substance use disorder. Providing simultaneous integrated treatment for these co-occurring disorders, it restores a consumer's functioning, helping the person to reside in the community with minimum professional intervention.
- 41 Consumers served
- 20 Males and 21 Females
- 33 Consumers were admitted
- 25 Consumers were discharged

# Adult Residential Staffing Structure

- Mary Howell, LMHP, LADC, Program Director
- Linda Paugels, LMHP, PLADC, Counselor
- Ann Williams, LMHP, LADC, Counselor
- Michelle Stopak, CRT, Recreational Therapist
- Stephanie Johnson, Clinical Specialist
- Mike Bialas, Technician Supervisor
  - 13 Technicians
- Jennifer Dean, RN, Nurse

# Adult Residential Effectiveness:

- Consumers are reporting longer durations of abstinence upon 90 day follow-up after discharge.
- Consumers are reporting decreases in Brief Symptom Inventory (BSI) scores at discharge.
- Consumers are reporting satisfaction with the program.





# Youth Residential Outcomes Report

Fiscal Year 2004-2005

- Program Description: A highly structured, residential treatment program for youth ages 13-18, with substance use issues. Often there are co-occurring psychiatric symptoms. Consumers have moderate to severe symptoms and impairment in multiple life areas, are at moderate to high risk of harm to self or others, relapse, and have a high need for professional structure. The program, organized to meet individual needs, operates 24 hours a day, 7 days a week.
- 54 consumers served
- 34 Males and 20 Females
- 16 is the average age of consumer served
- 17 (31%) consumer's completed treatment
  - 20 consumers either AMA-eloped/runaway/removed from treatment
  - 6 consumers were discharged lack of progress
  - 43 consumers were discharged

# Youth Residential Staffing Structure

- Dave Teter, LMHP, LADC, Program Director
- Michelle Nelson, LMHP, LADC, Assistant Program Director
- Teresa Campbell, LMHP, Counselor
- Jim Holmquist, LADC, Counselor
- Michelle Miklos, Clinical Specialist
- Annette Haller, CRTS, Recreational Therapist
- Patricia Wellman, RN
- 13 Technicians



# Youth Residential Effectiveness:

- Consumers reported No drug/Alcohol use in last 4 wks, continuing with meds, participating in school/GED/work, have support, participating in recovery activities, and following up w/referrals



# Youth Residential Satisfaction:

- 63% of consumers indicated they were treated with dignity and respect while in the program
- 93 % of families reported overall satisfaction with the Program
- 97% of family members agreed that they are treated with dignity and respect by staff of the agency.

# Outpatient Outcomes Report

Fiscal Year 2004-2005

- Program Description: An Outpatient service for adults, providing simultaneous, integrated treatment of co-occurring psychiatric and substance use disorders. Services include pre-admission screening, assessment and diagnoses, 1:1, family, and group therapy. Treatment targets functional areas (social, vocational/educational, and/or activities of daily living). Consumers are at low to moderate risk for harm to self or others, relapse, and need for professional structure.
- 162 Consumers served
- 94 Males and 68 Females
- 190 Consumers were admitted
- 82 Consumers were discharged

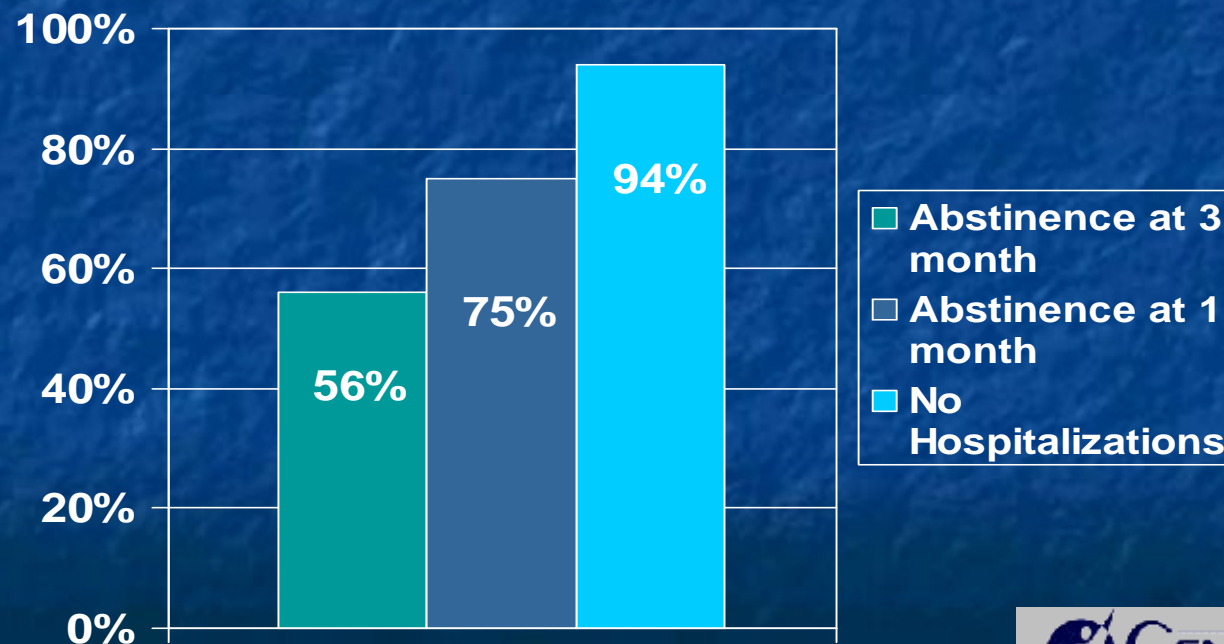


# Outpatient Staffing Structure

- Cindy Buesing, LMHP, LADC, Program Director
- Cynthia Trainor, LCSW, LMHP, PLADC, Outpatient Counselor
- Suzanne Jouvenat, PLMHP, PLADC, Outpatient Counselor
- Jenny Sievers, LMHP, Outpatient Counselor
- Gail See, RN

# Outpatient Effectiveness:

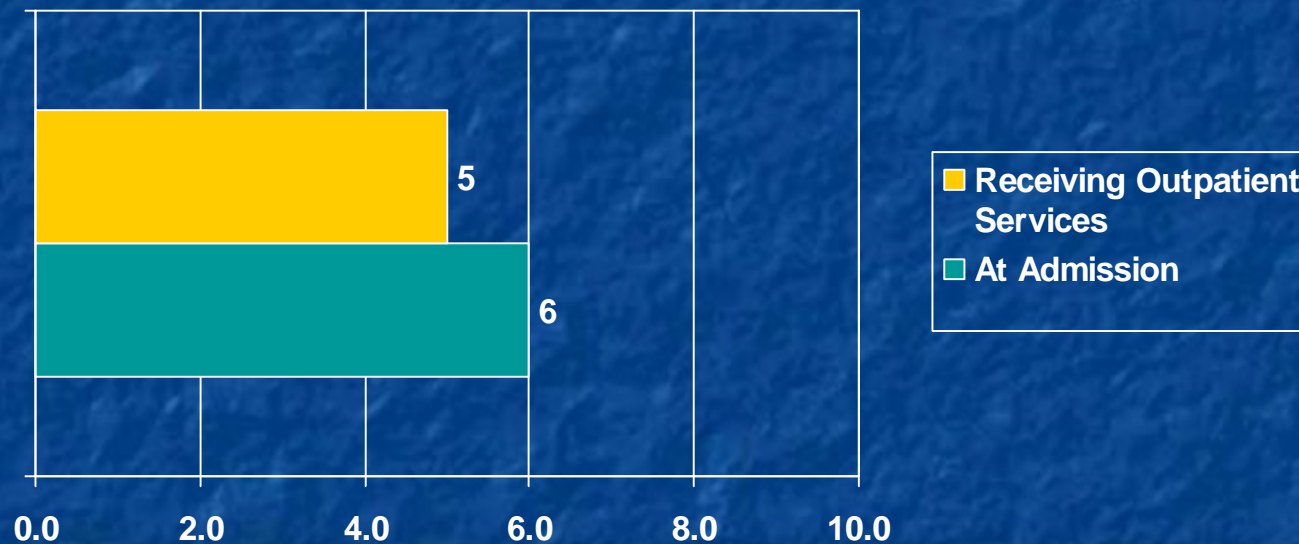
- Consumers reporting abstinence in last 3 months.
- Consumers reporting abstinence in last month.
- Consumers avoiding hospitalizations.



# Outpatient Effectiveness:

SUDS measures the emotional distress before and during treatment.

**SUDS Scores (0=Calm 10=Highly Distressed)**





# Day Rehabilitation Outcomes Report

## Fiscal Year 2004-2005

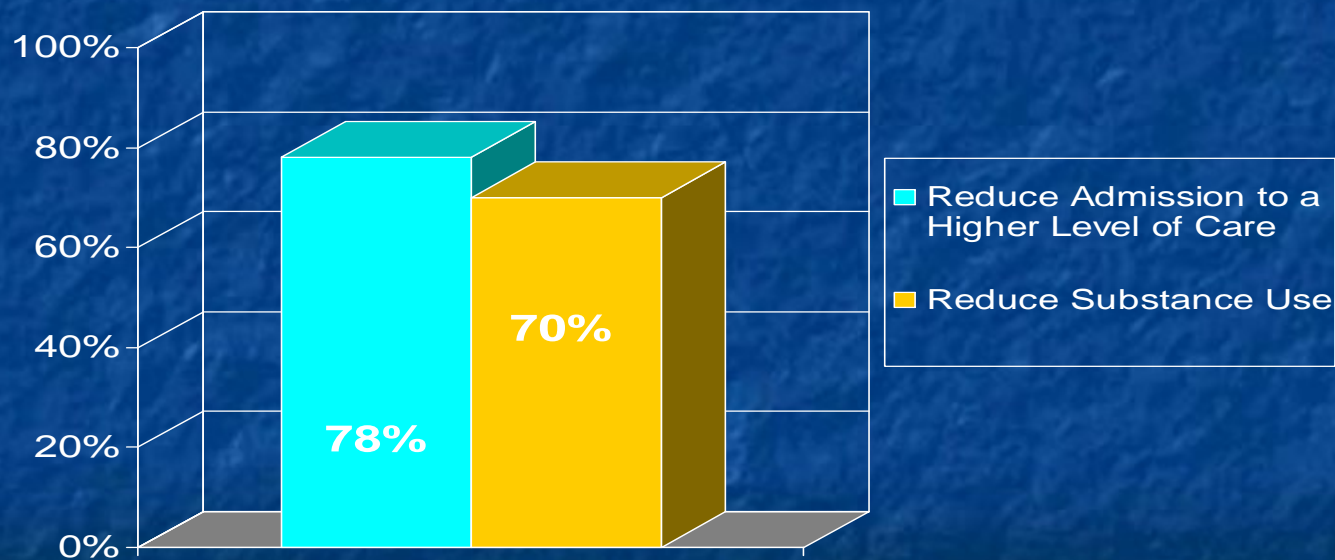
- Program Description: Serves adults with substance use and mental health issues. Consumers served are low to moderate risk of harm to self or others, at moderate risk of relapse and need a moderate professional structure. Services operate 5 days a week, 5 hours each day. Transportation and noon meals are provided. Medication services are arranged one day per week for easy access. Activities enhance consumer's skills in daily living. The enrollment capacity is 18 consumers.
- 48 Consumers served
- 27 Males and 21 Females
- 20 Consumers were admitted
- 28 Consumers were discharged

# Day Rehabilitation Staffing Structure

- Jill Berger, LMHP, Program Director
  - Rahsaan Thomas, Day Services Specialist
  - Sarah Musil, Day Services Specialist
  - Heather Helms, Day Services Specialist

# Day Rehabilitation Effectiveness:

- Consumers who reported not needing a higher level of care.
- Consumers who reported abstinence.





# Day Rehabilitation Satisfaction:

- 94% of Consumers indicated satisfaction with the program.
- 95% of Consumers indicated that they were treated with dignity and respect while in the program.

# Community Support Outcomes Report

Fiscal Year 2004-2005

- Program Description: This is a support program accommodating adults disabled by severe and persistent mental illness and with a co-occurring substance use disorder. Offering direct skill training; advocacy and continuity of care, this service helps individuals reside successfully in the community.
- 229 Consumers served
- 132 Males and 97 Females
- 83 Consumers were admitted
- 41 Consumers were discharged

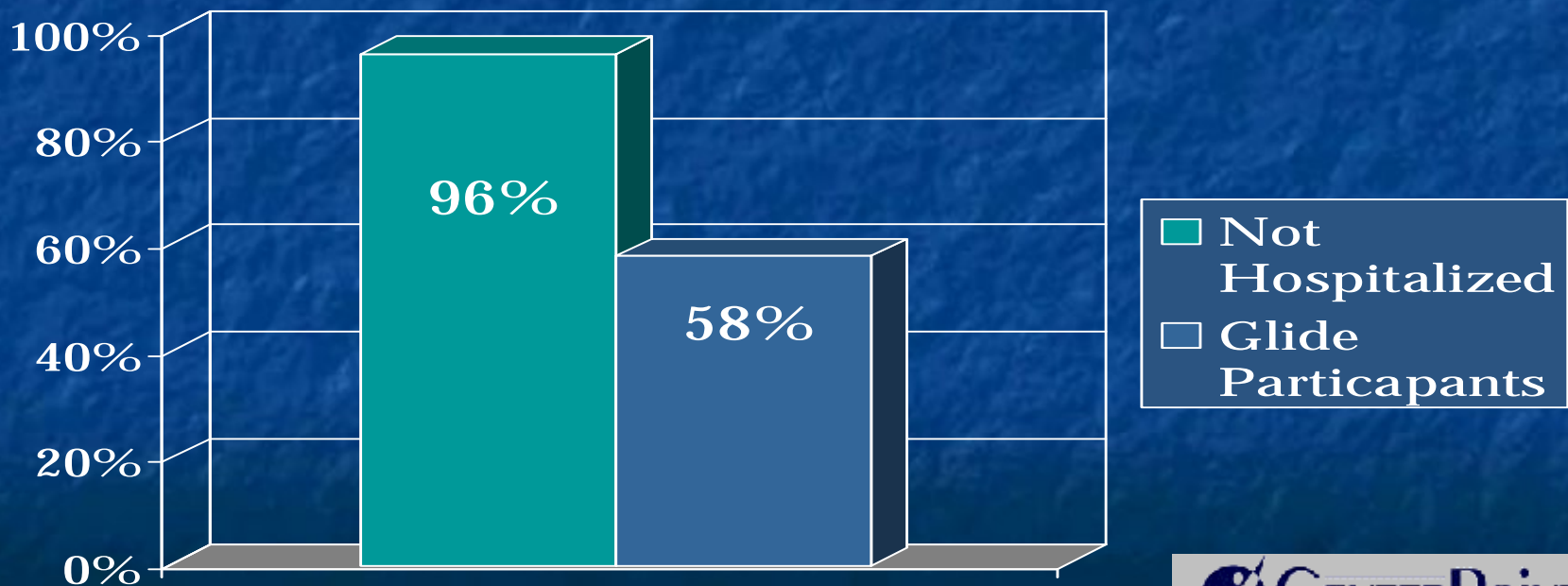
# Community Support Staffing Structure

- Dennis Hoffman, Program Director
- Julie Glesinger, Asst. Program Director
- Clinical Specialists:
  - Erik Lipins
  - Nisha Avey
  - Susan Tatum
  - Lisa Schroedl
  - Terry Pickett
  - Don Bush
  - Denise Dirks-Harvest Project
  - Matt Pfeifer-Glide
  - Amy Wagner-Glide
  - Laura Kersten-Touchstone
  - Michelle Miklos-Youth Residential
  - Stephanie Johnson-Adult Residential
  - Gail See, RN



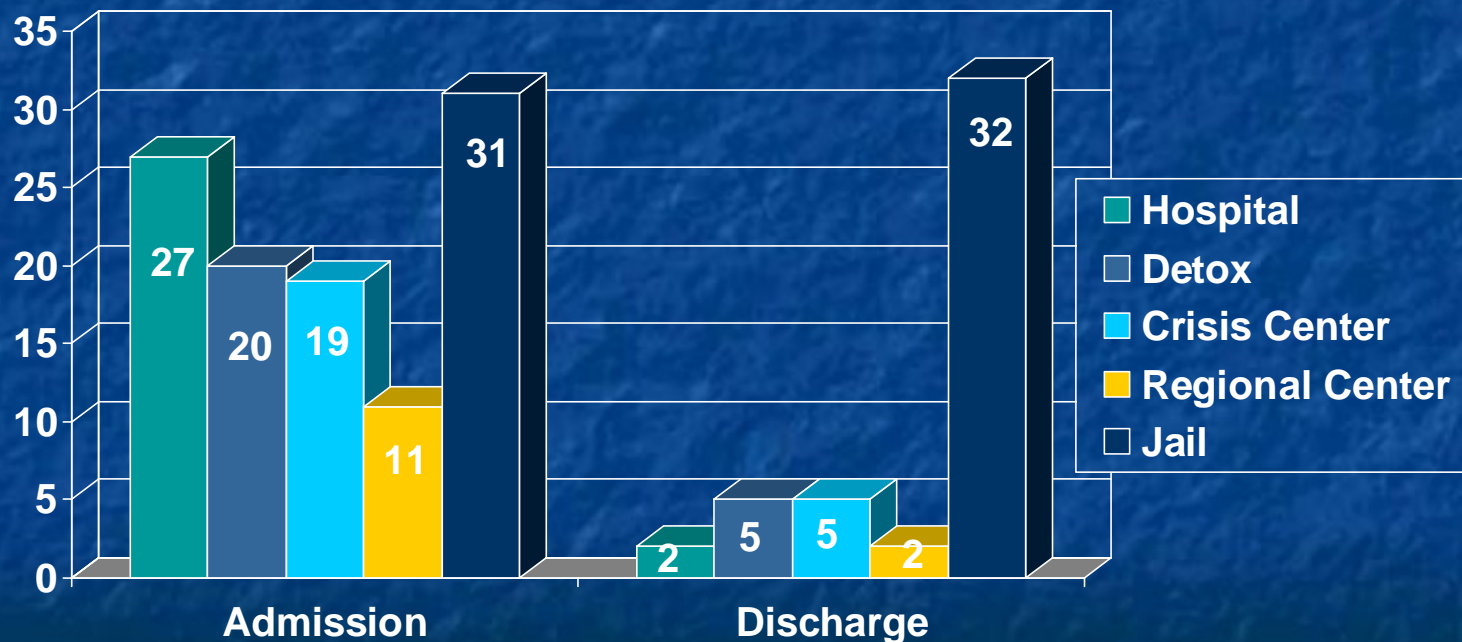
# Community Support Effectiveness:

- Consumers not hospitalized within 6 months of discharge.
- Glide participants that exited the program to permanent housing.



# Community Support Effectiveness:

- Consumers utilizing emergency services



# Evening Reporting Center Outcomes Report

Fiscal Year 2004-2005

- Program Description: The program provides structured supervision and skill development opportunities for juvenile offenders from 3:00–8:00 p.m., Monday through Friday. The service is free. The Juvenile Justice System refers youth ages 13–18 to the program. The ERC staff provides transportation, academic tutoring, or independent job search activities. Each evening consists of skills acquisition groups such as: anger management/conflict resolution, job readiness/interviewing skills, social skills, independent living, drug/alcohol education, and critical thinking skills.
- 74 consumers served
- 61 Males and 13 Females



# Evening Reporting Center Staffing Structure

- Linda Alm, BA, Program Director
  - Tara Ritchie, Youth Specialist Assistants
  - Jill Gaughen, Youth Specialist Assistants
  - Jevon Woods, Youth Specialist Assistants

# Touchstone Outcomes Report

## Fiscal Year 2004-2005 a collaboration with Houses of Hope

- Program Description: An adult residential treatment service promoting recovery, wellness, and productive lifestyle changes. Assists those experiencing problems related to substance addictions. Consumers may have co-existing mental health issues. This program offers short term stabilization in a less restrictive mode of treatment. Consumers are at moderate to high risk for harm to self or others, relapse, and need for professional structure.
- Capacity – 22 consumers
- 206 Consumers served
- 126 Males and 80 Females

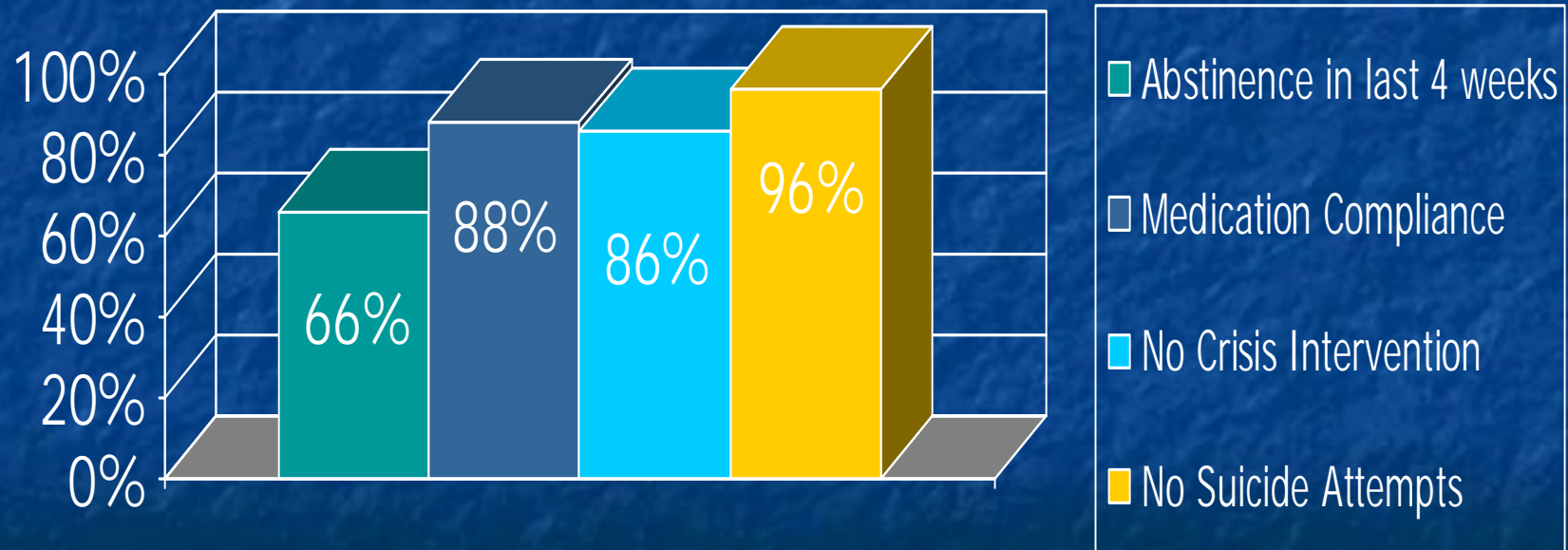
# Touchstone Staffing Structure

- Joan Huss, LADC, LMHP, Program Director
- Carrie Papenhagen, PLADC, Counselor
- Dan Rassmussen, PLADC, PLMHP, Counselor
- Todd Fullerton, LADC, Counselor
- Cody Zabokrtsky, RN
- Laura Kersten, Clinical Specialist
- Deeann Byrd, Wait List/Office Manager
- Mike Brown, Technician Supervisor
  - 12 Counseling Assistants



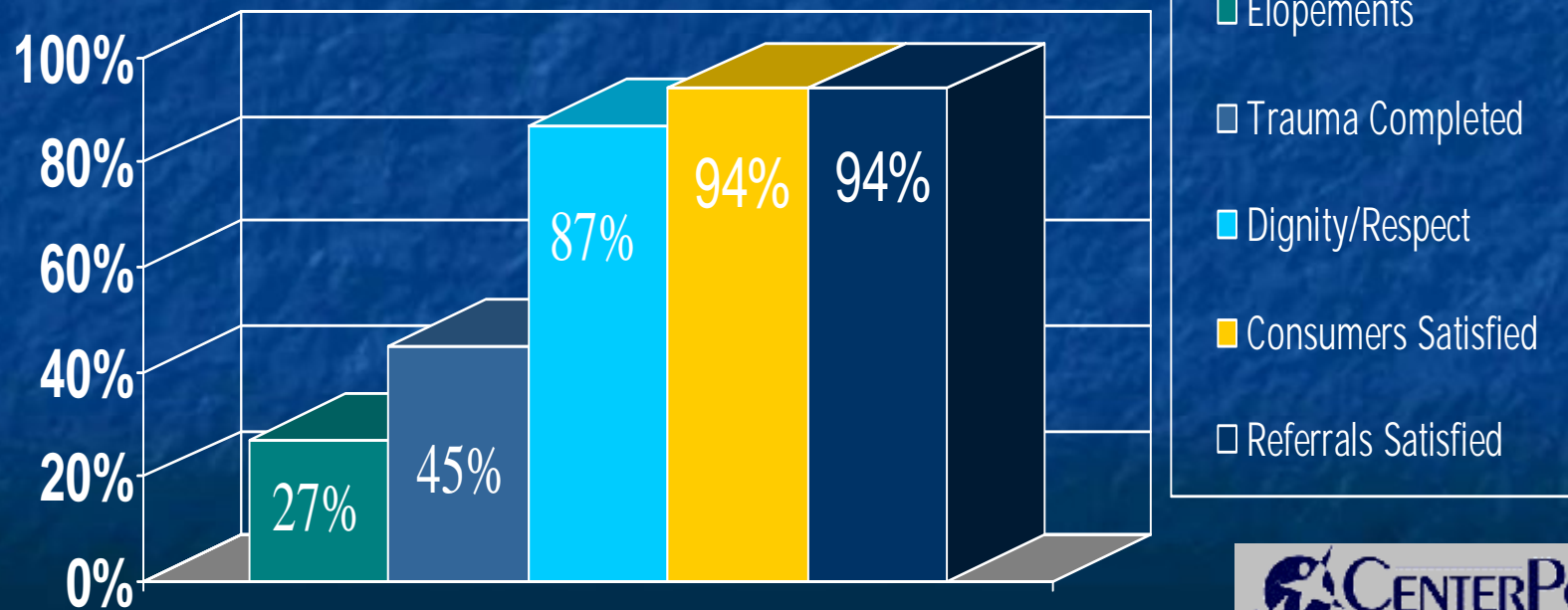
# Touchstone Effectiveness:

- Consumers reporting no use at 4 weeks.
- Consumers reporting medication compliance.
- Consumers reporting no crisis interventions.
- Consumers reporting no new suicide attempts.



# Touchstone Effectiveness:

- Consumers who eloped.
- Consumers who completed treatment but had trauma history.
- Consumers reporting they were treated with dignity and respect.
- Consumers who were satisfied.
- Referral sources who were satisfied.



# PIER Outcomes Report

Fiscal Year 2004-2005

- Program Description: Partners in Empowerment and Recovery (PIER) is an intensive community-based program working with severe and persistent mentally ill consumers and is a new collaboration of CenterPointe, Lutheran Family Services, and the Community Mental Health Center of Lancaster County. Medication management, vocational support, social skills training, assistance with daily living skills, substance use education and treatment, family support, relapse prevention, therapy, wellness education and crisis intervention are offered. Program staff are available 24 hours a day. The low staff/client ratio allows the team to make daily contact with consumers if needed.
- 6 Consumers served
- During the first fiscal year 2005-2006, the goal is to add 30 consumers.





# PIER Staffing Structure

- George Hanigan, LMHP, Team Leader
- Dr. Kelly Bremer, Psychiatrist
- Julie Augustine, RN, Nurse
- Shawni Cook, RN, BSN, Nurse
- Rebecca Mianulli, BA, Substance Abuse Specialist
- Catherine Fletcher, LCSW
- Mike Oliverius, Peer Support Specialist
- Sandy Nix, Peer Support Specialist

# Program Technicians

## Touchstone:

Isidro Medina  
Brian Davis  
Victoria Craig  
Marcus Morris  
Mike Rehms  
TJ Saddler  
Karen Harris  
William Isley  
Angelic Ross  
Cruse Glenn  
Hollie Urbauer

## Adult Residential:

Angi Peglow  
Wally Baehr  
Jess Skinner  
Lauren VanWyke  
Johnny Rodriguez  
Katherine Ngaruiya  
Mohammed Ismail  
Tanya Schumacher  
Ali Chmielewski  
Joshua Nathan  
Crystal Nagorski  
Michelle Williams

## Youth Residential:

Sheila Schuning  
Jeremy Ahlman  
Jackie Brown  
P.J. Byorth  
Kedrick Ford  
Abby Etherton  
Lynette Grimes  
Madeline Hendrix  
Allen Madison  
Pati Osorio  
Kelly Pugsley  
Paul Strong Jr.  
Jennifer Villines  
Tracy King





# Administration Staffing Structure

- Topher Hansen, JD, Executive Director
  - Management Team:
    - Bev Anderson, MA, Business/Finance
    - Rick Thomas, PhD, Clinical Director
    - Chris McCollister, BA, Information Management
    - Kristi McDonald, Administrative Services
    - Shelley Meyers, BS, Human Resources
  - Kristi Zerr, RN, Director of Nursing
  - Jeanne Robare, BA, Drug Crisis Center Director/Volunteer/Interns
  - Kim Poole, Computer Specialist/Maintenance
- Cathryn Alpaugh, MS, Intake Specialist
- Anne Carvalho, BA, Billing Assistant
- Denise Ennis, Administrative Secretary
- Clerical Asst/Receptionist
  - Terri Keller
  - Victoria Maddux
  - Janine Saltzman
  - Nicole Talbot
- Richard Therrien, Food Services Manager
  - Jill Arias, Cook
  - Edward Settles, Cook
- James Henderson, Maintenance