



# Community Guidance Center



## Psychiatric Rehabilitation Program Annual Quality Improvement Report Fiscal Year 2023 - 2024



TABLE OF CONTENTS

1. INTRODUCTION .....3  
    1.1 Table 1- CGC Psychiatric Rehabilitation Program Office Locations  
        and Hours of Operation.....3  
2. OVERVIEW OF PRS POPULATION .....4  
    2.1 Table 2- PRS Admissions: 2022-2023 Fiscal Year .....4  
    2.2 Table 3- PRS Hospitalizations by Location.....5  
    2.3 Table 4- PRS Discharges by Location .....6  
3. CONSUMER RECORD REVIEWS .....7  
4. CONSUMER SATISFACTION .....7  
    4.1 Table 5-Consumer Satisfaction Results Combined Total.....8  
5. USE OF EXCEPTIONS TO ADMISSION AND EXTENDED STAY  
    REQUIREMENTS .....9  
6. EVALUATION OF COMPLIANCE WITH AGENCY SERVICE DESCRIPTION.....9  
7. PROGRAM ACCOMPLISHMENTS .....10  
8. CONCLUSION.....10

### INTRODUCTION

Community Guidance Center (CGC) is a non-profit 501(c)(3) corporation operating a psychiatric rehabilitation service (Psych Rehab, PRS) program at five of its six center locations as part of its mental and behavioral health services. Psych Rehab is a voluntary, non-clinical adult program that promotes recovery for people 18 and over with a diagnosed severe, persistent mental illness by helping them live more independently. The program promotes recovery, full community integration, and overall improvement in quality of life. It further allows consumers to develop skills and access resources to help them be successful and satisfied in their lives.

Table 1

*CGC Psychiatric Rehabilitation Program Center Locations and Hours of Operation*

CGC Office	Address	Phone Number	Hours
Indiana	793 Old Route 119 Hwy N Indiana, PA 15701	724-465-5576	Monday -Thursday: 8a– 8p Friday: 8a– 5p
DuBois	490 Jeffers St DuBois, PA 15801	814-371-1100	Monday & Wednesday: 8a– 8p Tuesday & Thursday: 8a– 6p Friday: 8a– 5p
Clearfield	600 Leonard St Clearfield, PA 16830	814-765-5337	Monday, Thursday, & Friday 8a– 5p Tuesday: 8a– 7p Wednesday: 8a– 6p
Punxsutawney	200 Prushnok Dr, Ste 103 Punxsutawney, PA 15767	814-938-4444	Monday 8a-8p Tuesday: 8a– 5p Wednesday -Thursday: 8a– 6p Friday: 8a– 5p
Clarion	214 S 7th Ave Clarion, PA 16214	814-226-1081	Monday: 9a– 3:30p Tuesday -Wednesday: 9:30a- 4p Thursday: Closed Friday: 9a– 3p

*All Centers are CLOSED Saturday & Sunday*

### OVERVIEW OF PRS POPULATION AT CGC

CGC admits Psych Rehab consumers to the program from three primary sources: transfers from internal CGC programs (e.g., Outpatient, Partial Hospitalization, Blended Case Management), external referrals from other physical, mental and behavioral health providers, and self-referrals. All admitted consumers to Psych Rehab must have a diagnosed severe, persistent mental illness. Diagnoses can be made by external providers or at CGC as part of the intake process.

Admitted consumers can remain in the program indefinitely providing they choose to participate, meet their goals, or not reinforce symptom regression. Admissions during the 2023-2024 fiscal year for Psych Rehab are outlined below in Table 2.

Table 2

*PRS On-Site Admissions*

*PRS Mobile Admissions*

Location	Admissions	Location	Admissions
Indiana	12	Indiana	0
DuBois	15	DuBois	3
Clearfield	9	Clearfield	2
Punxsutawney	12	Punxsutawney	1
Clarion	3	Clarion	0
<b>Total Admissions</b>	<b>51</b>	<b>Total Admissions</b>	<b>6</b>

*Note.* Only admissions with completed functional assessments were included. Assessment is completed during intake process.

Total admissions in the Psych Rehab program were 57 FY2023-2024 and 67 FY2022-2023.

This data indicates a decrease of 10 year over year.

Hospitalizations for Psych Rehab consumers (site and mobile) during the year totaled 14.

These incidents occurred at all CGC Psych Rehab locations and involved 12 consumers. Clearfield-Site, DuBois-Site, and Clarion had multiple consumers hospitalized (2, 9, and 2, respectively). Table 3 identifies where each incident occurred and provides the number of consumers involved in hospitalization at each location.

Table 3

*PRS Hospitalizations by Location*

Location	Hospitalizations	Number of Consumers
Indiana	0	0
DuBois-Site	9	7
DuBois-Mobile	0	0
Clearfield-Site	2	2
Clearfield-Mobile	0	0
Punxsutawney-Site	1	1
Punxsutawney-Mobile	0	0
Clarion-Site	2	2
Clarion-Mobile	0	0
<b>Total Admissions</b>	<b>14</b>	<b>12</b>

Discharges from the Psych Rehab program can occur for several reasons and identify in two ways. The first identifier labels as D/C Program. It indicates a consumer was discharged from the Psych Rehab program but open to another internal CGC program (e.g., Case Management, Outpatient). The second discharge is the D/C Summary. This type of discharge indicates that the consumer is closed to all CGC programs and services. Reasons for discharges vary but typically occur because consumers request a discharge, or they are unlocatable. Table 4 provides discharge data for the 2023-2024 fiscal year.

Table 4

*PRS Discharges by Location (on-site and mobile)*

Location	D/C Program	D/C Summary
Indiana	5	4
DuBois-Site	10	3
DuBois-Mobile	3	2
Clearfield-Site	5	6
Clearfield-Mobile	4	1
Punxsutawney-Site	10	5
Punxsutawney-Mobile	0	2
Clarion-Site	0	5
Clarion-Mobile	0	0
<b>Total Discharges</b>	<b>37</b>	<b>28</b>

### CONSUMER RECORD REVIEWS

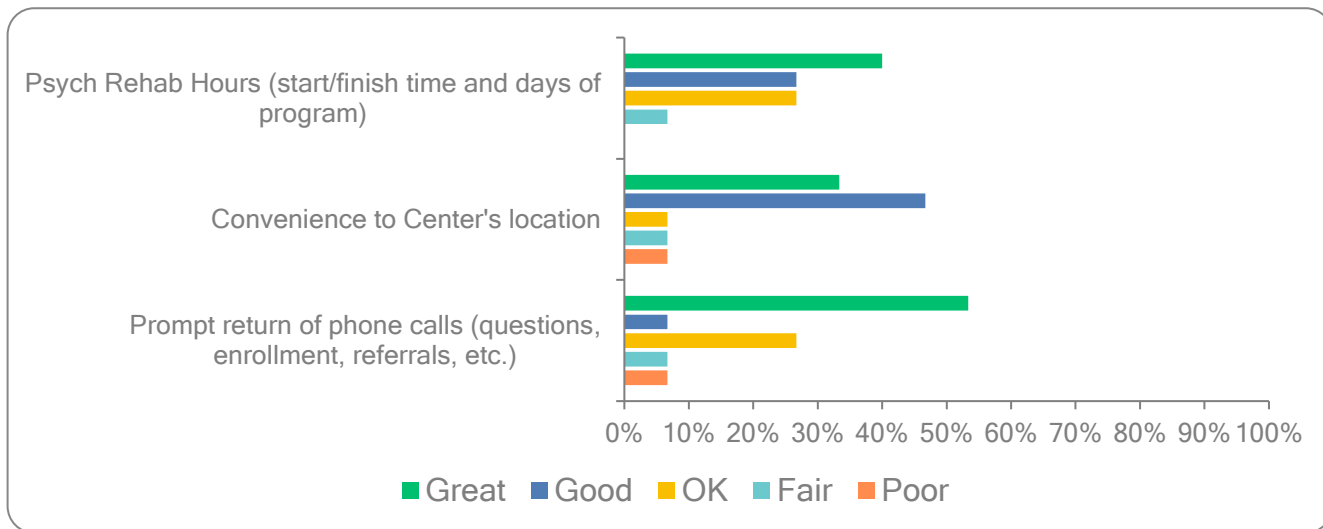
To comply with state regulations, the PRS Director and Assistant Director conduct monthly audits of consumer charts with a minimum of one consumer chart per program location. PRS staff completes one self-audit per quarter. The audit tool used contains information directly from PRS regulations and CGC policy. The auditing results live in a binder in the PRS Director's office and on CGC's internal shared drive.

### CONSUMER SATISFACTION

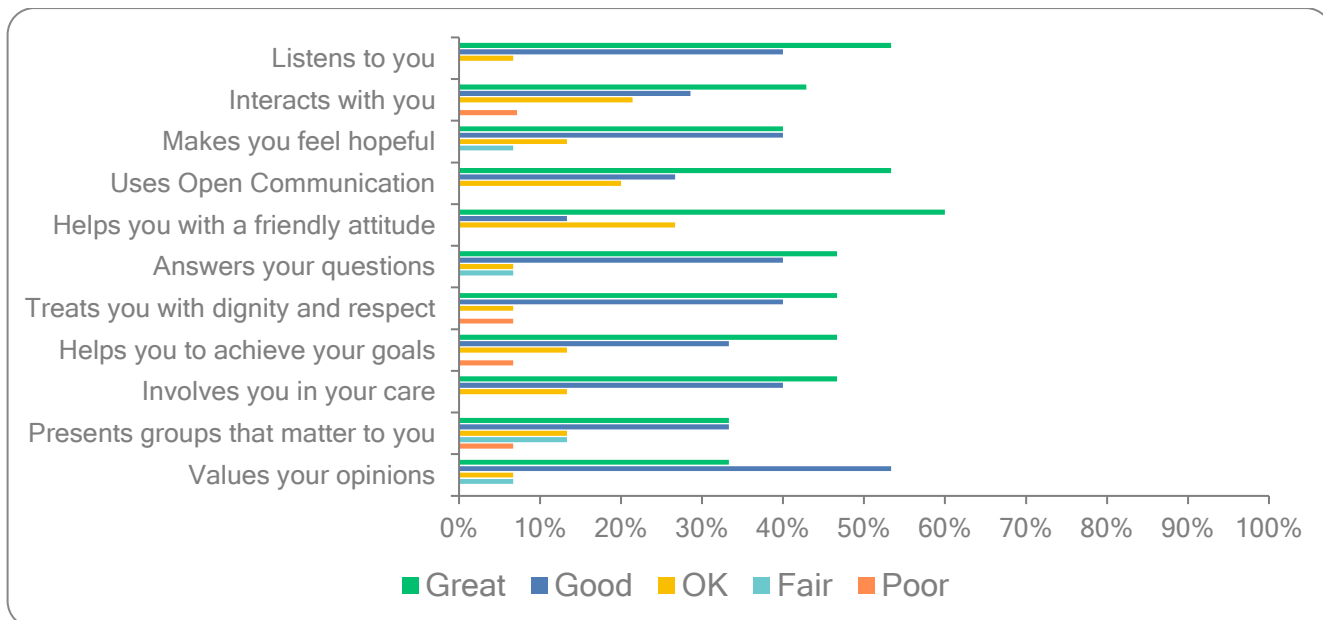
Consumer satisfaction is measured utilizing a Consumer Satisfaction Survey. Analyses shows positive progress and outcomes set forth by the Psych Rehab department as measured by consumers' perception of their progress toward achieving these goals; on average 86% report great/good satisfaction with goal achievement and recovery assistance. Likewise, using the same data collected, the likelihood that consumers would recommend our psych rehab services program to family and friends increased YoY to 86% (great/good) as shown below in Table 5.

Table 5

*Consumer Satisfaction Combined Totals*

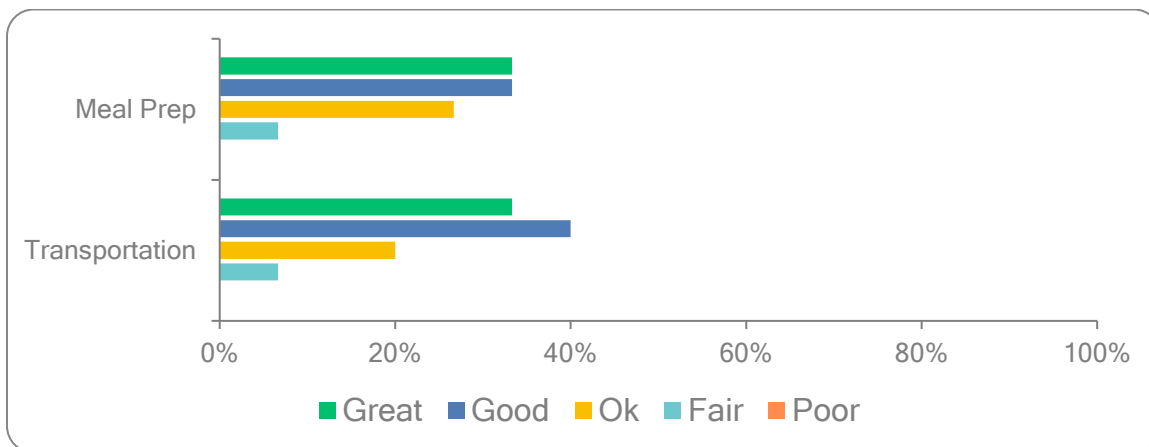


*Psych Rehab Staff:*

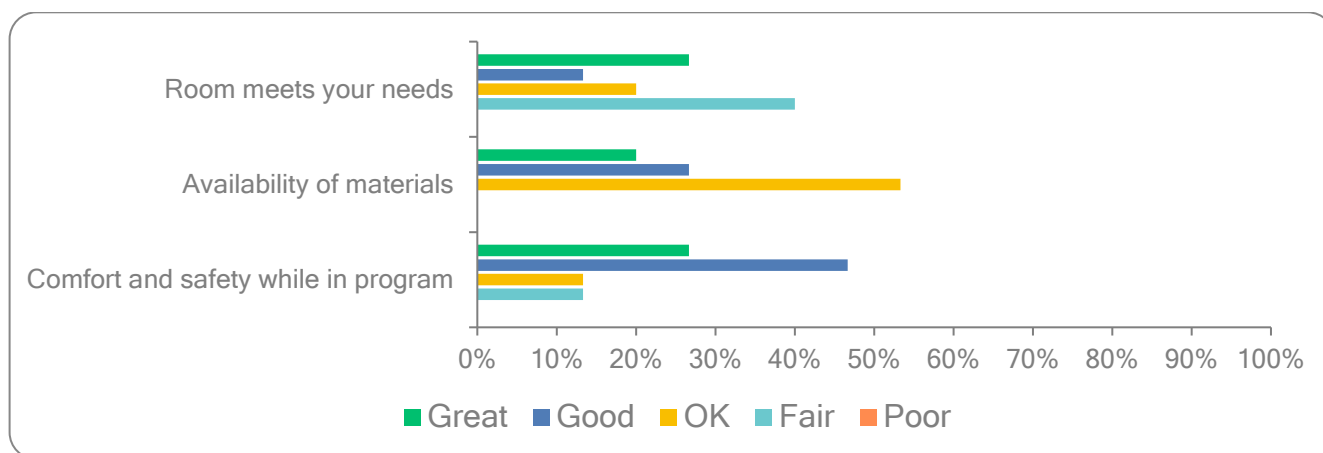




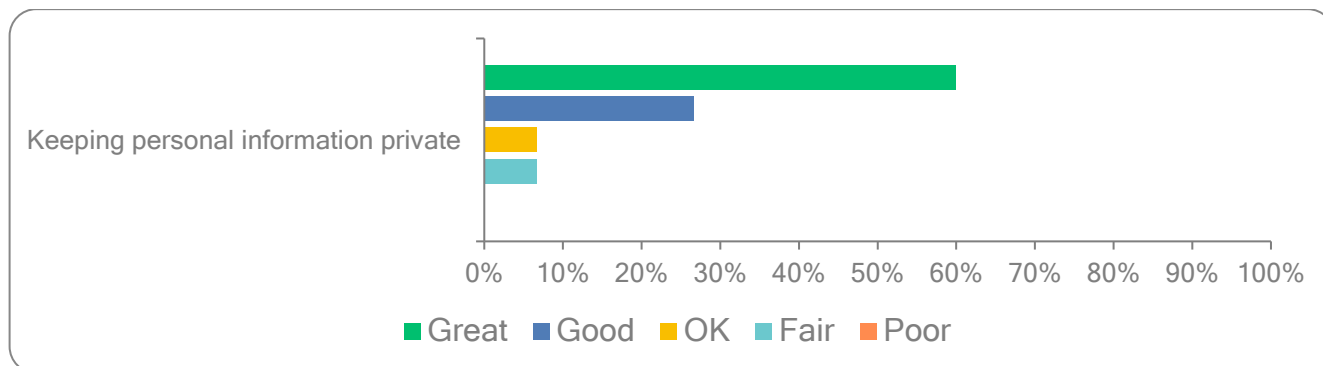
*Miscellaneous:*



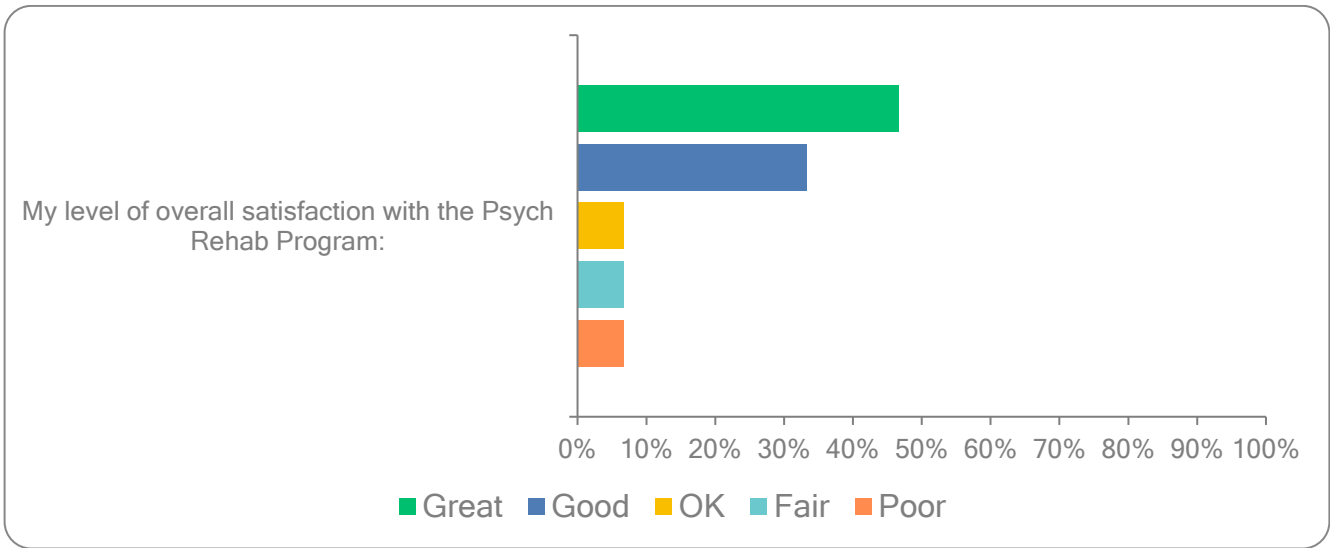
*Facility:*



*Confidentiality:*



*Overall Satisfaction with Pscyh Rehab Program:*



**USE OF EXCEPTIONS TO ADMISSION AND EXTENDED STAY REQUIREMENTS**

Exceptions to admissions occur when a consumer does not have a qualifying diagnosis for the program (F20.xxx-F29.xxx; F30.xxx-F39.xxx or F60.3). The exception details the reason for the request for an exception.

The continued stay criteria for PRS are as follows:

- A consumer chooses continued participation in the PRS.
- A continued need for service based upon one or both of the following:
  - a. As a result of mental illness, functional impairment or skill deficit is addressed with the service plan.
  - b. The withdrawal of service could result in the loss of rehabilitation gain or goal attained by the consumer (5230.32 PRS regs).

**EVALUATION OF COMPLIANCE WITH THE AGENCY SERVICE DESCRIPTION**

The PRS Director and Assistant Director participate in CGC’s Utilization Review (UR) meetings as well as Quality Assurance (QA) meetings monthly. The Director’s peers and supervisors review

compliance with CGC and PRS regulations for the entire consumer base within each department. The PRS departmental staff participate in annual compliance training, and CGC has a compliance reporting system and hotline. CGC utilizes a Consumer Advisory Committee (CAC) that reviews all documentation that impacts the consumer population.

#### PROGRAM ACCOMPLISHMENTS

- Commenced mobile PRS in Clearfield, Dubois, and Punxsutawney
- CGC continues collaboration with Cen-Clear in the ICWC- offering mobile PRS
- Second staff added to Clearfield site to increase census, this program continues to grow.
- Punxsutawney continues to grow census (looking at a second staff in the future)
- PRS Director and Assistant Director continue to expand relationships within the community.
- PRS Director and Assistant Director continue to work with consumers to advocate for program and the needs of consumers.
- 2 PRWs received their CPRP's
- Director and Assistant Director have been instrumental in the community

## PSYCHIATRIC REHABILITATION PROGRAM'S QUALITY IMPROVEMENT GOALS

- Psych Rehab will work to get out into the community at least two times per month to assist in marketing of program and help to build referral sources.
- Psych Rehab Director will attend at least one off site meeting per month to help build community connections
- Psych Rehab Director will discuss in at least one financial meeting the expansion of services into other counties and work to put a proposal together for review.
- Psych Rehab Director will work to create training binders for new staff and identify best way to incorporate it into a two week training program.

## CONCLUSION

The Psych Rehab program at CGC has been one of the organization's staple programs for many years. Its schedule and interactive design help consumers improve the quality of their lives by allowing staff to make significant, positive contributions towards achieving desired goals and outcomes daily. Consumers contribute positively to their well-being and CGC's culture by producing outstanding projects and meaningful relationships that help forge a powerful connection of progress, hope, and happiness between our organization and our community. Our goal is to continue to provide excellent programs and services as we strive together toward a brighter future for all our society.