Introduction: Mobile Psychiatric Rehabilitation (MPR) provides services to consumers who have a serious mental illness. Their main purpose is to enhance consumer functioning level to ensure success and satisfied in their environments. MPR staff support individuals to determine the living, learning, working and social goals they wish to achieve. They then work with staff, and if desired other services and/or supports, to identify the skills they currently have and the skills they want to work on and develop goal(s). Information is gathered through questions on assessments. When a need is identified and the individual chooses to work on an area then this information is used to create an Individual Recovery Plan.

Consumer Information:
- **Eligibility:** Psychiatric Rehabilitation services assist consumers with impairments resulting from mental illness.
- **Age Range:** 18 years and older
- **Number of Persons Served unduplicated:** 50

Training: All staff have completed the necessary requirements for training hours this past fiscal year.

A variety of trainings were attended by all or some staff member outside of our Relias Learning computer trainings. These include:
- “An In Depth Look at the PR Principles through PAPRS. Staff also took part in the Decision Support Center and CommonGround trainings.
- AHEDD provided training to some staff regarding Benefits Counseling.

The Program Director has been actively involved with the Behavioral Health Alliance of Rural Pennsylvania (BHARP) Trauma Institute initiative.

Field Audits (Cold Calls): MPR Program Director conducted random cold calls on at least four occasions this past fiscal year. Overall consumers reported satisfaction with their staff member and program. Any program concerns that are brought to the attention of the Program Director are fully investigated and addressed, regardless of the source of the concern/complaint.

Satisfaction Surveys: Satisfaction surveys were handed out to each consumers. This consists of 23 questions and scored on a Likert scale. The December 2017 consumer satisfaction surveys resulted in an average score of 4.55. June 2018 surveys resulted in
an average score of 4.54. Questions that resulted below a 4.0 will be addressed during quality assurance meetings to include consumer feedback.

**Coordination of Services:** Collaboration is an important to ensure continuity of care. Linkages are and are located within Dickinson Center, Inc.’s main office.

**Culturally Competent Resources:** Recourse lists are provided to individuals at opening. Staff will help individual’s research additional resources when needed.

**Outcome Measurement:** January 2018 Dickinson Center, Inc. began a Decision Support Center. All staff were trained how to access CommonGround and to help this become a resource to help individuals they are working with. They can access the recovery library and provide information or worksheets to individuals who may not be able to use the DSC due to not having CCBH.

**Wavier Requests:** Program Director Prompts the Administrative Assistant (AA) Staff member when individuals needs to have a Waiver sent to Community Care Behavioral Health (CCBH). This is done by checking the appropriate box on the cover sheet for an opening. The AA Staff faxes the completed Exception Request to CCBH.

**Assessments and Individual Recovery Plans/Reviews:** These monitored and tracked on tracking form.

**Supervision/Employee Evaluations:** Supervisions are provided no less than two times per calendar month. Group staffing are also held periodically throughout the year. Employee Evaluations were completed yearly.

**Admissions:** During this fiscal year 2015/2016 we had 36 admissions.

**Discharges:** There were 27 consumers discharged during this fiscal year 2017/2018.19 discharges were considered successful with goals achieved
2 chose different provider
1 preferred less services
1 wasn’t ready to participate
1 dropped out of service
1 Higher Level of Care
1 Moved
1 Provider closed

**Average length of stay:** 618 days = 1.69 yrs. We had some individuals who needed services for a while who eventually closed successful.
**Staff Changes/Updates:**
Rochelle Stewart continues working as a Certified Psychiatric Rehabilitation Practitioner/Mobile Psychiatric Rehabilitation Specialist. Hannah Cappiello continues working as a Certified Psychiatric Rehabilitation Worker. One staff member resigned in May 2018 and are looking to replace this position soon.

**Policy Changes:** None to report