

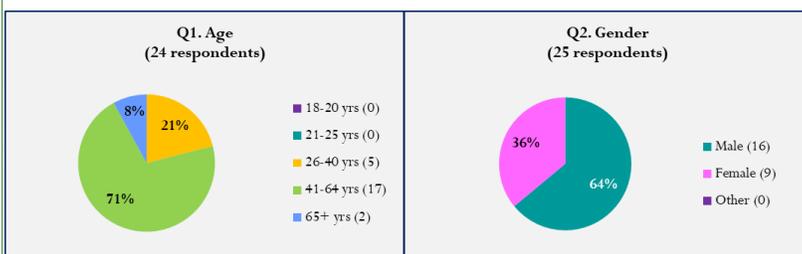
2019 BUCKS COUNTY CHIPP/ LTSR SURVEY Community Report

In 2019, from March 25th through May 2nd, Voice & Vision, Inc. met with 25 CHIPP-identified and LTSR individuals at their residences to speak about their behavioral healthcare experiences in Bucks County. A list of CHIPP (Community Hospital Integration Project Program) identified individuals, along with individuals living at the LTSR (Long-term Structured Residence) was shared with Voice and Vision by the Bucks County Department of Mental Health/Developmental Programs.

This study and follow-up recommendations were developed in collaboration with the Bucks County Departments of Mental Health/Developmental Programs and Behavioral Health, the Bucks County Drug & Alcohol Commission, and Magellan Behavioral Health. The purpose of this project was to gather feedback from CHIPP-identified and/or LTSR individuals to ensure that skill-building and other important factors for mental health recovery are being carried out, and to inform a future residential survey to apprise a residential redesign.

This brief summary of the data is provided to assist Bucks County agencies and Magellan Behavioral Health in incorporating recovery principles more fully into all aspects of behavioral health treatment services for adults. We thank all who made this project possible, especially the individuals who took time to share their experiences with us. A detailed report is available by request.

DEMOGRAPHICS:



RECOMMENDATIONS

- **Promote** staff retention to reduce the amount of MH staff changes individuals experience in residential programs.
- **Continue** to help people to develop necessary skills for moving into more independent living situations.
- **Address** issues that individuals have with their psychiatrist or nurse practitioner.
- **Encourage** supports, including prescribers, to help people understand their medications, acknowledge and address their questions and concerns, and help them toward medication self-management.
- **Continue** to involve individuals in the development of their own treatment and support plans based on their own ideas, wants, or needs.
- **Identify** and address concerns individuals experience when they are considering moving into more independent living situations and help them explore housing options when ready.
- **Encourage** staff to identify other skills of daily living individuals still need in order to become independent.
- **Promote** psychiatric and medical doctors speaking together to coordinate care.
- **Involve** individuals in reaching out to family to engage them in their treatment and recovery. Continue to offer the support and education families need.
- **Address** barriers to working/volunteering experienced by individuals, and explore solutions to these hindrances.
- **Seek** creative transportation solutions to enable individuals to work, volunteer, and participate in activities they enjoy.

Are Mental Health/Residential Services helping CHIPP-identified and LTSR individuals develop necessary skills?

- When asked if they were able to get the help they needed in the past 12 months, 22 individuals (88%) responded that they were able to get help “always” (48%) or sometimes (40%).
- When asked how helpful their services were in supporting them in learning a variety of life skills, over 60% reported they did not need/want help with household chores (75%), cooking (65%), and grocery shopping (64%).
- Of those respondents who wanted or needed help, 80% or more reported services were “very helpful” or “somewhat helpful” in working with them to develop the following skills: grocery shopping, cooking, job skills, taking care of their own healthcare needs, household chores, building/maintaining relationships, and participating in activities of individual interest.
- Of 24 respondents, 22 (92%) indicated staff were helping them develop the skills they need.
- Respondents mentioned some of the following when asked “how” services helped them develop skills: assisting with job applications, accompanying to interviews, exploring volunteer opportunities, assisting with GED preparation, offering cooking classes, providing transportation. Others indicated they were getting help with budgeting or learning about transportation options.
- Ways people indicated that services could better help them develop skills included more practice, getting a job coach, learning specific job skills, help with studying, and help with medical needs.

Are CHIPP-identified individuals and LTSR residents being helped to move into more independent living situations?

- Fourteen individuals responded to a question asking how they had become more independent in the last 12 months. They said they had developed: other skills of daily living (5), gained employment (4), learned to manage their own money (4), and learned to manage their own medication (4).
- Twenty respondents (87%) shared their treatment/support goal plans were developed based on their ideas, wants or needs.
- When asked if their services were helping them explore housing options, eight people indicated that this was not applicable for their situation. Of the remaining 17 individuals, 47% indicated that services did NOT help them explore housing options.
- Twenty-three shared the following top responses to a question listing concerns that many people experience regarding moving toward a more independent living situation: 10 (43%) need the support they have in their current living situation, 9 (39%) reported money concerns, 8 (35%) said they are not far enough in their recovery, 6 (26%) noted they don’t have transportation, and 6 (26%) feel they may not have MH supports they need.

Are CHIPP-identified and LTSR individuals’ recovery needs being met by the Mental Health system?

- When asked about physical health concerns, eight people indicated that they had no concerns. Thirteen of the sixteen with concerns (81%) said that they were receiving help for physical health concerns.
- People were asked whether their psychiatrist works with them to get on medication that is most helpful. Out of 12 possible respondents at the LTSR, seven of the nine who responded (78%) said their psychiatrist had worked with them to get on medication that was most helpful, while 8 (62%) of 13 non-LTSR respondents to this question said they had.
- When asked about concerns about the effects of prior events in their life (trauma), five people indicated they had no concerns. Fourteen of the sixteen people with concerns (87%) said they were receiving help to address their concerns.
- Seven people (32%) said their psychiatrist did not work with them to get on medications that were helpful for them.
- When asked about work/volunteering, of 23 respondents, 6 (26%) indicated that they were interested, but not able to work/volunteer, and 4 (17%) were not interested.
- Twenty people shared various issues that keep them from doing things they want to do; 10 mentioned transportation, 10 said mental health problems, 8 indicated physical health issues.
- Six out of 24 respondents (25%) said they were never able to make treatment decisions, with 5 coming from the LTSR. This represents 42% of the LTSR respondents and 8% of the non-LTSR respondents.