

Northern Metropolitan Adult Day Health Care

Program Evaluation Plan

Nyack College School of Social Work

SWK628: Social Work Program and Practice Evaluation

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Table of Contents:

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| Title Page and Title | i |
| Table of Contents | ii |
| DESCRIBING THE PROGRAM | iii |
| Overview of the Program | 3-4 |
| Program Setting & Location | 4 |
| Program Logic Model | 5-6 |
| Program Consumers, Clients, & Patients Served | 7 |
| Characteristics of Program Staff | 7 |
| Program Cost and Funding | 7 |
| PROGRAM GOALS & OBJECTIVES | 8 |
| PURPOSE OF EVALUATION & STAKEHOLDER ENGAGEMENT | |
| Purpose of the Evaluation | 9 |
| Stakeholders | 9-10 |
| DESIGNING THE EVALUATION (RESEARCH PLAN) | |
| Research Design | |
| Data Collection Procedures | |
| Data Collection Instrument (Measurement) | |
| Sampling Plan | |
| DATA ANALYSIS | |
| Qualitative Data | |
| Quantitative Data | |

Description Of The Program

Overview of the Program:

Although there are a number of mental illnesses and/or disorders that people are diagnosed with, the most common that I have worked with are Attention Deficit/Hyperactivity Disorder, also known as ADHD, Anxiety Disorder and Schizophrenia.

According to the National Institute of Mental Health, ADHD is a disorder marked by an ongoing pattern of inattention and/or hyperactivity impulsivity that interferes with functioning or development. According to cdc.gov, statistics from 2016 reveal that 6,100,000 people were diagnosed with ADHD (CDC,2016). Those same statistics also show that men are more likely to be diagnosed with ADHD than women. In regard to Anxiety, there are many different forms of this disorder but the commonality between all of them is the intense, excessive, and persistent worry and fear about everyday situations. Examples of Anxiety include panic attacks, obsessive-compulsive disorder and posttraumatic stress disorder. According to the Anxiety and Depression Association of America, 18.1% of the United States' population or 40,000,000 people, are affected with Anxiety making it the most common mental illness in the United States. As far as Schizophrenia, Oxford Languages describes it as a long-term mental disorder of a type involving a breakdown in the relation between thought, emotion, and behavior, leading to faulty perception, inappropriate actions and feelings, withdrawal from reality and personal relationships into fantasy and delusion, and a sense of mental fragmentation. 1.2% of the United States' population or 3,200,000 people are diagnosed with Schizophrenia while an additional 100,000 people are projected to be diagnosed with the disorder within the next year.

In an attempt to provide services to those with special needs, Centers Healthcare established a number of Medical Model Adult Day Care centers throughout New York, New

Jersey, Rhode Island and Kansas. Northern Metropolitan ADHC, a branch of Centers Healthcare, provides case management, nursing, physical and occupational therapy, nutritional, recreational and social services to meet the needs of a growing population who have mental illnesses and/or disabilities. Northern Metropolitan's mission is to extend quality of life through its programs and services by stimulating, educating and creating an environment where our members socialize and exercise to improve and/or maintain their level of functioning.

Program Setting & Location:

Northern Metropolitan Adult Day Healthcare is located in Monsey, NY and operates Sunday through Friday from nine in the morning to five in the evening. The Adult Day Care center is located on the first floor while the nursing home is located on the second floor. Services include individual and/or group sessions for all its clients. These sessions are available in English, French, Mandarin and Russian.

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| Computers and Printer | Therapeutic Recreational Activities | out of 6 days a week 15 individuals will participate in therapeutic recreational activities | This will increase interaction with peers and avoid social isolation | Increase in attending social activities | Prevents individuals from having physical health problems |
| | Team Meetings | Members of the ADHC will meet three times a week | Brainstorm ideas on ways to improve on program activities and implement new program and/ or services | Implement a variety of programs from client input | Increase in facility members |

Program Consumers, Clients & Patients Served:

Northern Metropolitan Adult Day Health Care center serves a diverse community as they welcome individuals between the ages of early adulthood until late adulthood. African American, Caucasian, Chinese, Haitian, Hispanic and Russian are some of the ethnicities that Northern Metropolitan serve. Majority of people who receive services from the day program are receiving government assistance through assistance programs such as Medicaid and Medicare. The few people who do not receive government assistance pay out of pocket.

Northern Metropolitan has been serving the Monsey community for more than 30 years and has established a strong relationship with their clients and the agencies nearby.

Characteristics of Program Staff:

Northern Metropolitan does not have the largest staff but the individuals who are staffed are devoted to their clients and community they intend to serve. Kira Young, Tatiyana C., Fitkrat M., Colleen R., Sylvia M., Laura B., Samantha O., Rose B., Cassandra T. and an intern make up the staff at Northern Metropolitan. Kira Young is a licensed clinical social worker who is the director of Northern Metropolitan. Tatiyana C. and Fitkrat M. are full-time social workers. Colleen R., Sylvia M. and Laura B. are full-time nurses. Samantha O. is the occupational therapist while Rose B. is the physical therapist. Cassandra T. is the recreational director and the intern varies from year to year. The staff at Northern Metropolitan is the epitome of servanthood and teamwork as they serve their clients while working as one.

Program Cost and Funding:

Northern Metropolitan is a nonprofit organization that is funded by the government, but the program's exact costs were not disclosed during my internship.

Program Goals & Objectives:

Northern Metropolitan's mission is to extend quality of life through its programs and services by stimulating, educating and creating an environment where our members socialize and exercise to improve and/or maintain their level of functioning.

Program Goal 1: Clients will develop strategies and or coping mechanisms to help them manage everyday stress

Objective 1: Conduct a (pre- & post) assessment to determine what services clients need, and post

Objective 2: Provide clients with education on the disabilities they have which will ultimately increase client's knowledge on their disabilities and they ways that it may affect them

Objective 3: Clients will receive a 6th month assessment to track their progression, in regards to goals they have set.

Program Goal 2: Increase clients' knowledge on the importance and/or value of life

Objective 1: Provide clients with core values and the importance of why being alive is so important

Objective 2: Conduct a 1-hour individual therapy session with clients 3 out of 6 days a week to discuss their view on what life means to them.

Objective 3: Work with clients on becoming productive and seeing their value in life by discovering professional and personal interest.

Purpose of Evaluation & Stakeholder Engagement

Purpose of the Evaluation:

For the purpose of this program evaluation plan, I have decided to choose the outcome evaluation plan as my study because its purpose is to reveal if the program achieved its goals. Therefore, the research question is as follows: Is there a clear improvement in clients' capabilities after receiving services aimed towards their mental illness and/or disabilities at Northern Metropolitan?

Hypothesis 1: There's a clear cause and effect between Northern Metropolitan's program services and the improved functionality of its clients.

Outcome Evaluation Studies are important because it gives insight on a program's progression or lack thereof. Ultimately, the Outcome Evaluation gives members within the facility an overall idea of how they are performing that includes their strong suits along with what they need to improve on. For all the previously stated reasons, I believe Outcome Evaluation is the best solution to evaluate the effectiveness of the programs and/or services at Northern Metropolitan.

Stakeholders:

There are several stakeholders interested in the outcome of Northern Metropolitan's programs and/ or services. In fact, some of those stakeholders are the clients along with their family members. The clients and their families want to make sure the programs are providing the services that are not only safe but beneficial to the people receiving them. Other stakeholders would be the members of the Northern Metropolitan facility that includes the practitioners and direct service staff. The direct service staff includes nursing, OT, PT and social workers. They are interested in seeing results that indicate improvement in an individual's overall functionality.

Governmental services such as Medicaid and Medicare that are funding the program are stakeholders and they are interested in seeing results from the services they are providing.

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