

Program Evaluation Plan

Anchor House Substance Abuse Residential Facility

Transitional process for Men & Women

Nyack College School of Social Work

SWK 628- Social Work Program and Practice Evaluation

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Overview of the Program

Anchor House is a Faith-based Intensive Residential Treatment program Licensed by OASAS (Office of Alcohol and Substance Abuse Services). The amount of time a resident can be in the program varies on the individual's progress. It can range from 12-18 months and since every case has its own set of challenges, sometimes longer if necessary. The organization concentrated on the male gender at first and then eventually began providing care for both sexes. Currently, the facility can house up to fifty men and twenty-eight women. The program offers gender-specific curricula at both sites. Additionally, Anchor House has the capability to service pregnant women on a case by case basis.

The mission statement for Anchor House is "to provide a true anchor; a stable and reliable foundation where they are refracted, restored and hope is born again. They use trauma informed, integrated biopsychosocial and holistic approach to substance use disorder. The goal is for men and women to return back to their families as healthy, productive, and self-sufficient members of their communities empowered to reach their destiny". The reintegration process is a scary transition; however, the program prepares each client and continues to remain connected so the clients are never stranded or alone.

The staff is knowledgeable and has expertise in the field of substance use treatment. The team's credentials include; Credentialed Alcoholism and Substance Abuse Counselors (CASAC), Registered Nurses (RN), Peer Advocates, and outside professionals such as Dr. Tessa Garnes-Beausejour, Ph.D., LCSW. Dr. Tessa is the direct report for all interns and provides a wealth of knowledge in the field. Working with this population has many challenges; however, when individuals are equipped with the right tools, they can provide their clients with the key components of how to overcome any obstacle. In addition to the staff on board, the team also

offers the clients who graduate from the program an opportunity to give back. They have what's called an "Alumni night". Testimonials are shared and time is given for Q & A.

Working in a faith-based organization is one of the components that set Anchor House apart from other organizations. They not only provide coping skills, life skills, and tools to strive for excellence but they also educate the clients on how not to allow their past to dictate their future. The impact a social worker makes working with this population is phenomenal. Aside from being knowledgeable in the craft, investing time, and demonstrating patience consistently are essential components of the job.

The agency focuses on a trauma-informed approach. The program uses Cognitive Behavioral Therapy (CBT), Eye-movement desensitization and reprocessing (EMDR) therapy, and Play Therapy. Through the techniques mentioned, the clinicians work with the clients to create SMART goals for the client's needs. Those goals are grafted into their individualized treatment plan and monthly follow-ups are done to ensure each client remains on task. Throughout the check-ins if a client has fallen off course, a re-evaluation of the plan is audited to adjust any setbacks a client may have encountered along the way.

Program Setting & Location

Anchor House serves the community at two site locations; one is for men, and the other is for women. Both facilities are located in Brooklyn. The agency also has a partnership with Bright Point Health, Alcoholics Anonymous (AA), and Narcotics Anonymous (NA). Many of the clients prefer to receive their services offsite in addition to the in-house programs that are mandated. The agency also conducts workshops at each facility based on their gender. Once a week, there is one main assembly that allows everyone at the residential facilities to have free time and mingle amongst themselves. The service hours are Sunday through Saturday. Since

Running head: ANCHOR HOUSE SUBSTANCE ABUSE RESIDENTIAL FACILITY

both facilities house residents, there is a 24/7 schedule in place, which is a rotating schedule.

Services include individual and group counseling sessions for women and men at their designated locations from 18 and up. English is the primary language used. At this present time, the program is working on staffing a bilingual counselor.

Anchor House Program Logic Model

Program Inputs	Program Activities	Outputs	Short-Term Outcomes	Intermediate Outcomes	Long-Term Outcomes
Staff: One Program Director, One Office Manager, Three Full-Time CASAC counselors, Two full-time RN's & two part-time RN's One Full-Time Off-site contracted Clinical Mental Health Counselor, One Part-Time Social Worker, Four Office Assistants: 2 full-time and 2 part-time Two MSW Interns Two janitors,	Psychoeducation Individual Counseling Group Counseling Trauma informed therapy: EMDR Play therapy: group setting	Clients participate one on one session workshops 1-hour group therapy session with clients 4-5 times a day 1-hour individual session with clients every month. *Frequency may vary depending on client's needs and/or diagnosis	Trauma informed education classes and application processes Discuss empathy and forgiveness of self and others Gaining coping skills with managing and maintaining sobriety Increase Discuss Past Experiences and Cognitive Distortions Gaining a deeper understanding of past experiences and the influence in one's life and family	Improving anger management and daily living skills Improving empathy skills Improving skills in forgiveness and self-care Improving knowledge in personal behavior and its impact	Successful reintegration into society Reduce deviant aggression towards community and family members Obtain a job, learn a new trade and professional, academic development

Location: Women's Facility & Men's Facility					
Equipment: Office Computers Printers, linens, toiletries, medical supplies					
Affordable treatment rates					
Time					

Program Consumers, Clients & Patients Served

Anchor House serves a mixed population with clients of all ages starting at 18, along with many ethnic backgrounds, including Caucasian, African American, Hispanic, and Asian.

Roughly thirty percent of the client population is court-ordered to receive treatment as part of their probation term. Most of the client's health insurance covers treatment fees, while others pay out-of-pocket.

The agency has served the district for over 36 years and has built strong compatibility with the city and the companies that partner with them. When the clients first arrive at the facility, it is a rough transition to embrace. Each individual is required to conform to the house rules and get on a routine schedule that teaches them accountability and responsibility

simultaneously. A percentage of clients who completed their treatment now help the agency by working as mentors and assisting others on their continued road to sobriety.

Characteristics of Program Staff

The characteristics of Anchor House are currently enduring an overhaul. Working with the population of substance abuse clients is challenging, and one needs to want to make a difference in spite of the nuances that occur daily, not to take its effect or become a burden in the process. One crucial characteristic the facility has is that its discharge planning process encourages a continuum of care that assists the client long after graduating from the program. Many of the staff that remain constant were addicts at one point during their past. The compassion the staff show is evident in their love for the job and people that enter this facility with the desire to make a difference.

The Board of Directors has a strong team of professionals who are driven and determined to impact the clients and the community in their district. The Board members are as follows;

President - Barbara Edwards, Vice President of Administration - Mark Skeete, Vice President of Programs - Carole Paynter, Secretary - John Cole, Treasurer - Simeon Saturn, and Asst. Treasurer - David Henry. In addition to the Board members are also the staff that work directly with the clients, which are; Alison King - Executive Director of Anchor House from the past four years, Vincent Marchese - Clinical Supervisor, and Dr. Tessa Garnes-Beausejour, Ph.D., LCSW. In addition, there are three full-time CASAC counselors, two full-time office assistants, two full-time and two part-time RN's, as well as two janitorial staff employees.

Though the facility may appear small due to the number clients served, it takes a large amount of staff to run the organization.

Program Cost and Funding

Program costs and funding topics were rarely discussed during my time interning at Anchor House; however, since the agency had just transitioned over to working with the OASIS state funding program, it was evident that this was the main source of funding.

Program Goals & Objectives

The mission of Anchor House is to produce stable, consistent, and quality treatment succeeding in the reduction of substance abuse and recidivism. Anchor House esteems each client and endeavors to support each individual attain control of their lives to become fruitful and competent constituents of society.

Program Goal # 1: Increase in clients' ability of managing sobriety and reduce relapse behavior in the community.

- **Objective #1:** Conduct 4 hour group therapy sessions with clients on a weekly basis to gain skills in addressing anger, guilt, and shame.
- **Objective #2:** Provide clients with education of the repercussions of substance abuse on the individual and their families.
- **Objective #3:** Conduct 1 hour individual therapy sessions with clients on a bi-weekly basis to discuss forgiveness of self from client and families point of view.
- **Program Goal # 2:** Educate clients on how to implement coping skills and apply techniques to their day-to-day activities while successfully reintegrating them into society by discussing former occurrences and diminishing cognitive malformation.

- **Objective #1:** Conduct 1 hour individual weekly sessions to reduce cognitive malformation.
- **Objective #2:** Conduct 1 hour group therapy sessions with clients on a weekly basis to gain skills in managing their anger and self condemnation.
- **Objective #3:** Provide clients with education on grief and regret on a quarterly basis to increase client's knowledge of life skills and use each day to their fullest potential.

Purpose of Evaluation & Stakeholder Engagement

Purpose of the Evaluation

The ultimate goal of this study aims to plead the effectiveness of Anchor House treatment programs for clients. Hence, the research question is as follows: Are clients better off seeking self-help services for their addiction, or is partnering with Anchor House residential facility to overcome their sobriety more successful due to the accountability factor?

The following hypothesis will be tested:

Hypothesis 1: The relationship between Anchor House residential facility treatment program and the clients who have reintegrated back into society will prove to be a valuable component of maintaining their sobriety.

Formative evaluation is the best approach to convincing the stakeholders of the main idea's evaluation process. Working with recovering substance abuse addicts is not a one size fits all approach. Yes, the residential facility has a program in place, but that is subject to specific changes when applicable. Including the clients of what works for them and what hinders them is critical to their recovery. Also, the relationship between Anchor House and the client will prove to be a vital component that can sustain the client's sobriety.

Stakeholders

Anchor House stakeholders have a vested interest in the outcome of all their residents. Some of these stakeholders remember what it was like to be on the client's side of the tracks and genuinely want to help each person succeed in their future endeavors. The desired goal is to prove that with the right resources, individuals can thrive and implement lasting change in their lives and become an active participant in the community. There are various stakeholders like politicians, church organizations, and the immediate staff that work at the forefront to make a mark that will diminish the statistics of substance abuse and its deadly impact.