

Forensic Clinical Licensed Social Work Services

Program Evaluation Plan

Nyack College School of Social Work

SWK 628 Social Work Program and Practice Evaluation

Lourdes Tayas

Title Page and Title	1
Table of Contents	2
DESCRIBING THE PROGRAM	3
Overview of the Program	3
Program Setting & Location	4
Program Logic Model	5
Program Consumers, Clients, & Patients Served	6
Characteristics of Program Staff	6
Program Cost and Funding	7
Stakeholders	8
PROGRAM GOALS AND OBJECTIVES	8
PURPOSE OF EVALUATION	9
Purpose of the Evaluation	9
DESIGNING THE EVALUATION (RESEARCHED PLAN)	
Research Design	
Data Collection Procedures	
Data Collection Instrument (Measurement)	
Sampling Plan	
DATA ANALYSIS	
Qualitative Data	
Quantitative Data	
Findings and Implication	
REFERENCES	

Forensic Clinical Licensed Social Work Services Program Evaluation Plan

Describing the Program

Overview of the Program

Certified Community Behavioral Health Clinics (CCBHCs) are federally grant programs through the triple partnership of NYS Department of Health (DOH), NYS Office of Alcoholism and Substance Abuse Services (OASAS), and NYS Office of Mental Health (OMH) with purpose, among others, of improving health outcomes, increased access to quality care for all individuals, integrate mental health, substance use, physical health services to avoid hospital use and complications. CCBHC is the newest program the New Horizon Counseling Center (NHCC) has been participating with, servicing clients with psychiatric evaluation and rehabilitation, medication management, health screenings, crisis intervention, case management, community based outreach, peer support services, substance use treatment, and individual or group counseling.

New Horizon Counseling Center (NHCC) believes multiple chronic medical with co-occurring conditions by New Yorkers become more complicated due to their mental health or substance use disorders. Therefore, NHCC through its participation with CCBHC is pursuing to empower individuals to remain engaged in their care, thereby reducing preventable hospitalizations and emergency care. CCBHC's services are designed to provide empathetic, holistic and integrated set of service to address client needs without needing to refer to additional providers. CCBHC services include substance abuse treatments and a separate Chemical Dependency Program for those needing next level of care for substance use disorders.

NHCC's mission is to strengthen communities by providing the best quality behavioral integrated health care management which promotes individual's emotion well-being,

independence and empowerment and to remain engaged in their care reducing hospitalization and emergency care. The agency believes in collaborative, soothing and structured treatment environment. CCBHC's program uses Evidence-Based Practices interventions such as Behavior Therapy for (ADHD), Cognitive Behavioral Therapy (CBT), Motivational Interviewing (MI), Stages of Change, Dialectical Behavior therapy (DBT), Relapse Prevention, and Assertive Community Treatment (ACT) among others. Throughout the treatment, therapists always take an empathetic approach, being culturally sensitive, with proper assessment to client's readiness for behavioral change and provide clear path to an obtainable goals.

Program Setting & Location

New Horizon Counseling Center (NHCC) serves multiple site locations including nine clinics serving outpatients behavioral health with diverse population throughout Queens and Nassau. Their main building is located in Valley Stream, NY, with full outpatient services such as psychiatry, health screening, chemical dependency program, psychotherapy, counseling, medication management, case management, among others. Other locations include Ozone, Park, Howard Beach, NY. Arverne, NY, Smithtown, NY, Copiague, NY and four outpatient locations are at Far Rockaway areas. Services include individual and group counseling sessions for children, adolescents, adult and older adults, men and women. Services are Mondays through Saturdays 9am to 9pm, except for Fridays 9am to 5pm.

Program Inputs	Program Activities	Outputs	Short-Term Outcomes	Intermediate Outcomes	Long-Term Outcomes
<p>Staff: One Program Director One Administrative Director Two full-time Psyche Social Workers One full-time CASAC Specialist Two part-time LPNs Two full-time Target Case Managers Two full-time Peer-support counselors Two full-time data entry Two full-time Quality Assurance Funding from Federal grant Location: Main Office Bldg. Equipment: Office computers, headsets, printer Furniture: Office tables and office chairs</p>	<p>Psycho education Individual Counseling Group Counseling Random Drug Testing Comprehensive Drug Assessment Case Management Peer support counseling Health Screenings Tobacco cessation Offsite referrals</p>	<p>95% of clients contacts weekly 100% psyche clients receiving 30 minutes counseling 3 times weekly 100% CASAC clients receiving 30 minutes counseling weekly and one hour comprehensive drug assessment for new clients 100% CASAC clients submitting to monthly drug testing. *Frequency may vary depending on the drug being used 100% clients submitting to health screenings 100% clients receiving case management</p>	<p>Improving client’s knowledge on self-efficacy, self-worth, self-esteem Decrease client’s feeling of isolation and suicidal ideations Decreasing client’s drug cravings and learning new coping skills Managing positive drug habits and submitting negative drug testing results Improving health conditions, reducing tobacco consumption Improving client’s domestic living conditions, including employment and housing</p>	<p>Improving social skills (e.g. connecting to others by phone or social media) Behavior changes in self-perception by developing positive mindset Improving coping skills and have more days off the drugs and avoiding triggers Attaining more negative drug test results Maintaining balance BMI and attaining non-smoker lifestyle Developing and maintaining more resources for client’s sustainable and healthy living</p>	<p>Improving Health-related quality of life (measured by Rosenberg Self-Esteem Scale or SF-12). Reducing avoidable hospital use and complications Healthy living in the community drug and tobacco free Reintegration into community with gainful employment Integration of mental health, substance and physical health to underserved areas</p>

Program Consumers, Clients & Patients Served

New Horizon Counseling Center's CCBHC program serves multiple diverse populations of all ages from children to late adults, from all ethnics groups including Caucasian, African American, Hispanic, non-Hispanic and Asian. The program was designed particularly to the underserved communities and accepting payments from most insurance, Medicare, Medicaid Private Pay, and sliding scale as needed.

The agency has been serving multiple locations in the communities of Queens and Nassau for over 30 years and is a leading non-profit behavioral health organization licensed by New York State Office of Mental health (OMH), the New York State Office for People with Developmental Disabilities (OPWDD), and New York State Office of Alcoholism and Substance Abuse Services (OASAS).

Characteristics of Program Staff

New Horizon Counseling Center's CCBHC program has a small team of professionals headed by the Program Director, Robert Robertson, Administrative Director Imogene Lewis, two full-time licensed Psyche Social Workers, a full-time CASAC Specialist, two full-time Target Case Managers, two part-time LPN's, two-full time Peer Advocate counselor, two full-time data entry specialists, two Quality Assurance, and office assistants. The program's highly trained staff is guided by agency's guiding principle of providing integrated services to the underserved community with empathy and integrity.

Program Cost and Funding

Program costs and funding information were not available during the collection of the data at NHCC.

Stakeholders –

Triple partnerships of NYS Department of Health (DOH), NYS Office of Alcoholism and Substance Abuse Services (OASAS), and NYS Office of Mental Health (OMH).

Centers for Medicare & Medicaid Services (CMS) interested to enhance financial stability by reducing avoidable hospital use and complications in the community, thereby reducing overall healthcare cost per individual.

Other stakeholders are insurance companies who are interested with cost and effectiveness of the services. Local elected officials and community leaders who are looking at the agency's integrity to utilize federal grants and for an outcome that will impact residents in health care, healthy living and employment. Community residents as a whole for their concern on the quality, availability and affordability of the healthcare cost especially clients with mental and substance disorders who have co-occurring disorders.

Program Goals & Objectives

NHCC's mission through its CCBHC program is to provide quality behavioral integrated health care, and care management and engaging each client to their treatments, resulting in the reduction of hospital use, emergency visits, and complications. The program promotes individual's emotion well-being, independence and empowerment as part of the treatment plan.

Program Goal #1: Increase in client's engagement in their treatment plans to promote avoidable hospital use, emergency visits and complications in the community.

Objective #1: Conduct 1.5-hour individual and group therapy weekly to provide coping skills, emotional management and enhance self-esteem.

Objective #2: Provide clients with psycho education on drugs, its short and long term negative effects on their personal health, their family's health and the community's health and safety as a whole.

Objective #3: Conduct 1-hour individual comprehensive drug assessment to determine the extent of client's drug use and its' impact to client's health conditions.

Objective #4: Conduct 1.5 hour counseling encouraging client to become an active participant in goal-setting.

Program Goal #2: Improvement in client's cognitive ability evidenced by behavioral changes and motivation to maintain a healthy lifestyle and successfully reintegrating into society by reducing the symptoms of mental and drug abuse disorders.

Objective #1: Conduct 1.5 hour weekly to address issues and reduce symptoms of the disorders individually, and as a group.

Objective #2: Conduct 1.5 hour weekly to have clients identify their triggers at their homes in the environment or in the community as a whole.

Program Goal #3: Work with the clients on becoming productive, healthy and well- informed individuals and by using their own developed skills along with available resources becomes a successful member of the community.

Objective #1: Conduct 1.5 hour weekly to provide management care into individuals and families having issues with lack of resources, skills, and trainings.

Objective #2: Provide clients and families with knowledge and education on how to navigate the systems for assistance to empower and promote independence.

Purpose of the Evaluation

Purpose of the Evaluation

This evaluation will provide many stakeholders the necessary insights on the performance of NHCC-CCBHC, which is a critical part in determining continued support for funding the program. This outcome evaluation will measure the effectiveness of NHCC-

CCBHC's program for the underserved community of New York and determine if the program goal has been met on reducing number of hospitalization and emergency room visits for clients engaged with the NHCC-CCBHC treatment program. The agency's overarching goal to keep clients engaged in their treatment and continue to work reducing the symptoms of mental or drug abuse disorders, which they believe are toward preventing clients be hospitalized or visit emergency room frequently. Among the government agencies which might be benefiting from this evaluation is the Center for Medicare and Medicaid, which are reported to be affected by huge increase of healthcare cost yearly as individuals continue to be hospitalized unnecessarily or use emergency room visits frequently. Health care spending has become a huge burden in our society according to some research due to high healthcare cost in this country. For other stakeholders such as insurance companies, the information from this program evaluation becomes their metrics for their own cost-benefit analysis. For elected officials, community leaders, and advocacy groups, this program evaluation will serve as their lampposts to understand if grants are being utilized appropriately and oversight are working efficiently. Overall, the ultimate benefactors of this evaluation are individuals and families where the NHCC-CCBHC are located and being implemented. Are they being served as what was originally planned and designed? Are hospitalization and emergency room visits are decreasing as the program being rolled out? Are NHCC-CCBHC's goals and objectives being met in connection to its mission of engagement, reducing symptoms of the diseases, improving well-being, behavioral changes and reintegration with the community? These are among the questions this program evaluation is hoping to answer at the end of this study.

