

## **Prospect House**

*The mission of Prospect House (PH), a psychosocial rehabilitation program, is to empower individuals to identify life goals by providing the necessary environment and interventions needed. An individual's quality of life and functioning will be enhanced by increasing independence through the ability to self-manage their psychiatric illness. We recognize the capacity of every individual to grow and learn. Reintegration into the community is achieved by social and vocational skills training. Through family and community education, the detrimental effects of the stigma associated with psychiatric illness will be lessened.*

Prospect House is a partial care program providing onsite, day treatment services five days a week for five hours a day. The purpose of Partial Care services is to assist individuals with severe and persistent mental illness to achieve community integration through valued living, learning, working and social roles and to prevent hospitalization and relapse. This is achieved at Prospect House through the development of an individualized recovery plan, case management, psychoeducation, pre-vocational services, group counseling and psychiatric services.

### **Prospect House's Post Response to the COVID-19 Pandemic**

Prospect House has phased back to pre-pandemic protocol by resuming 100% in-person services as of February 2023 (virtual services had been offered on a case-by-case basis for individuals who were unable to medically attend program). During FY2023, services and treatment at Prospect House operated onsite five days a week from the hours of 9:00 AM until 3:00 PM daily. PH continued to provide consumers with much needed services on a weekly basis such as bloodwork, long acting injectable medications, medication monitoring appointments, and individual and group direct service hours. During this fiscal year, the Medical Director, APN and RN conducted 1,316 medication monitoring appointments, 45 initial psychiatric evaluations (233 updated psychiatric evaluations), and provided 326 injectable medications appointments.

Prospect House staff continued to work to ensure positive regard and empathy to consumers at program. PH staff provided direct care services through treatment planning, goal setting, socialization in the community, health maintenance, recovery and substance use education, transportation, and referral and linkage to community services. In FY2023, staff continued to provide onsite groups with the goal to increase the onsite attendance census as many of PH community members had become cultured with attending program from home. PH's daily onsite census average ranged approximately 75-85 persons a day and continues to be on the rise.

Although many CDC restrictions regarding COVID-19 were lifted during 2023, PH continued to educate and ensure best practices if consumers were diagnosed with COVID-19. PH has a cleaning service that sanitizes the facility three days per week to reduce the spread of illness. As it is no longer required for staff and consumers to be vaccinated, Prospect House staff and the Prospect House consumer population remains 85% vaccinated against COVID-19.

### **Personnel**

Prospect House services are provided by the following personnel: *Administrative Staff*; one Director, one Administrative Coordinator, one Billing Clerk, six Van Drivers (two full-time, four part-time), two Security Guards (one full-time, one part-time); *Direct Care Staff*; one Program Coordinator, one Intake Coordinator, eight Case Managers; *Medical Staff*; one Psychiatrist, one Advanced Practice Nurse (APN), and one Registered Nurse (RN). Staff are culturally diverse and represent the consumers served. Prospect House has two staff fluent in Creole and one staff fluent in Spanish. Members of the medical staff are fluent in Spanish and Yoruba enabling them to assist in treating the diverse caseload.

### **Caseload**

During this reporting year, Prospect House has serviced 196 consumers with severe and persistent mental illness including 49 new admissions. New admissions during this year has increased since in-person services resumed. PH serviced a range between 75-105 consumers each day; within FY2023, PH serviced consumers representing every town or city in Essex County, with the majority being residents of Newark, East Orange, Irvington, West Orange, and Montclair. The majority of consumers attending Prospect House have been diagnosed with Schizophrenia, Schizoaffective Disorder and Bipolar Disorders; Co-Occurring (Mental Health and Substance Abuse) services were also provided with 13 new individual admissions in FY2023 in need of this specialized treatment. Prospect House receives most referrals from hospitals (long and short term), other outpatient programs and self-referrals with the majority of consumers having a recent psychiatric inpatient hospitalization.

### **Demographics**

During FY2023, Prospect House serviced a diverse population of consumers in-person. The youngest consumer serviced was age 20 and the eldest consumer was age 97. To address this varied age group, Prospect House has two staff assigned to work with the senior population in the ‘Senior Unit’ and staff have developed a special group for the young adults to specifically address the concerns of a younger individual diagnosed with severe and persistent mental illness. The self-reported races of the consumers serviced are as follows; 68.4% African-American, 24% White, 6.6% mixed race, and 0.5% Asian. Individuals served by Prospect House are 42.3% female, 57.1% male and 0.5% identified as transgender.

### **Performance Indicators**

Prospect House participates in the agency-wide Quality Assurance (QA), which conducts monthly meetings and collects data on the utilization and quality of services provided by each MHA program.

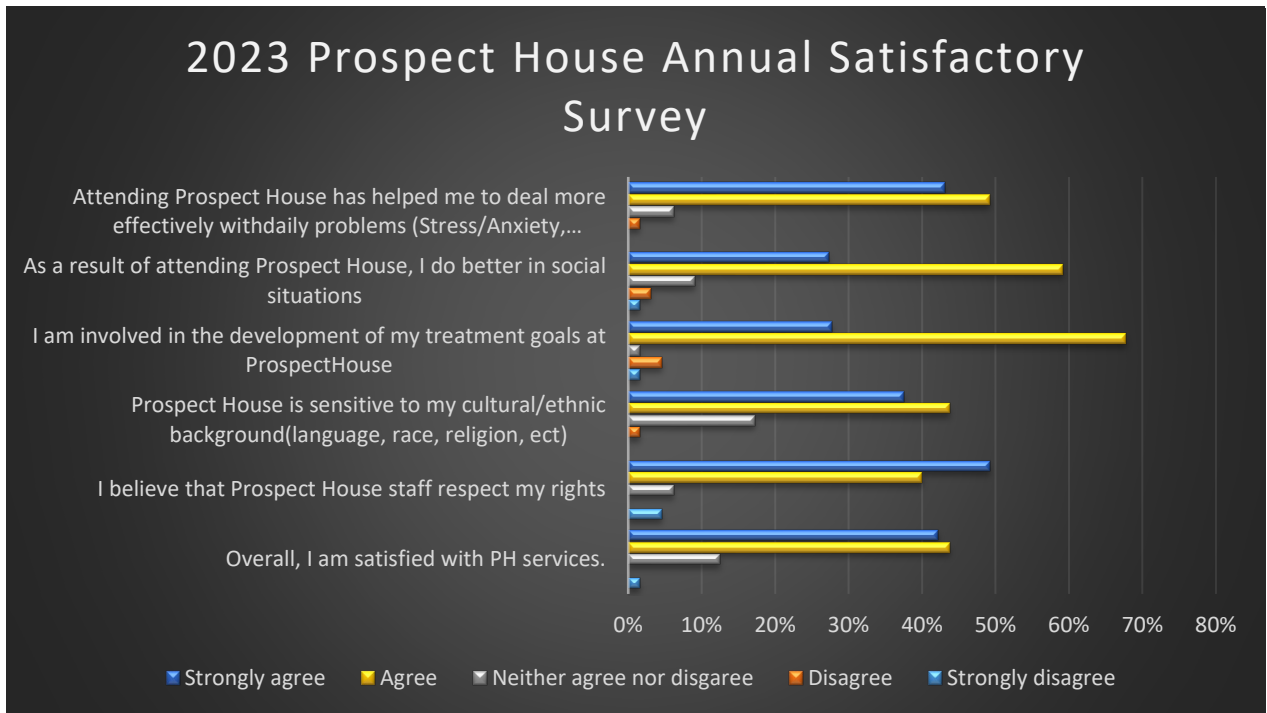
As tracked by the QA Committee, Prospect House’s performance indicators measure the overall consumer satisfaction with Prospect House, available psychiatric time, recidivism to a higher level of co-occurring services, rate of consumer employment, and timeliness of psychiatric evaluations. During this fiscal year, there were five days a week with available psychiatric time; zero consumers were in need of a higher level of co-occurring treatment.

In addition, 100% of PH enrollees were educated on “Summer Heat and Sun Risk” and were provided, at least quarterly or at medication change, with medication education and support.

**Consumer Satisfaction Survey**

MHA is continuously refining services based on consumer input. This is received through various methods, including the annual Consumer Satisfaction Survey and “Suggestion Boxes” placed in the lobby of each program site. All active PH consumers were encouraged to complete the annual survey via in-person or online. They were informed that their answers were anonymous and confidential. Sixty-Seven surveys were completed and returned to PH. It should be noted that the only surveys returned were completed onsite and do not capture consumers that were in-patient.

- **Gender**
  - Consumers responded in which 42 being male (62.69%) and 23 female (34.33%), one reported as transgender male (1.49%), and one reported as transgender female (1.49%).
- **Ethnicity**
  - Thirty-eight consumers identified as African-American (56.72%), 14 consumers reported as Caucasian (20.90%), one consumer reported as Asian (1.49%), six consumers reported as Hispanic (8.96%), one consumer reported as Native Hawaiian or other Pacific Islander (1.49%), four preferred not to say (5.97%), and three reported Other (4.48%) as their ethnicity.
  - Consumers reported on their surveys to be 98% overall satisfied with Prospect House services, 95% were satisfied with the relationship with their assigned case manager and 98% were satisfied that Prospect House has helped in dealing with daily problems more effectively. See graph below for more detail.



### **PH Highlights**

During this fiscal year, Prospect House has continued to work tirelessly to ensure that consumers are receiving the best quality services. PH was able to return in-person to full capacity together for big events. This year consumers attended the MHA annual boat trip located in Brielle, New Jersey aboard the “River Queen,” the annual MHA Picnic located at Eagle Rock Reservation, various holiday events and local outings in the community.

### **Other Highlights:**

- PH continued working with Medicaid Managed Care Plans to bill for partial care treatment including United Healthcare, Amerigroup, Horizon Blue Cross Blue Shield, and Wellcare.
- PH continued to participate in quarterly Medicaid audits with note of significant improvement in documentation, decrease in billing errors, and clinical treatment planning.
- PH continued with home improvements, adding fresh paint and artwork to the interior walls, added a consumer library area and music system in the waiting areas.
- All group rooms have updated A/V systems to enhance the group experience.
- PH continues to participate in the Transitional Employment program encouraging and providing the opportunity to consumers willing and able to return to the workforce.