



Drug and Alcohol Outpatient Program 2017-18 Annual Report

The Trehab Drug and Alcohol Outpatient Program has been dedicated to treating and educating individuals, families and communities impacted by substance use disorder for over 30 years. The program welcomes adolescents, adults, and their families from all walks of life. Outpatient services were provided at three facilities located in Susquehanna and Wyoming Counties:

Susquehanna:

281 Church Street, Suite A, Montrose, PA, 18801 and 2800 Turnpike Street, Susquehanna, PA, 18847

Wyoming:

70 Hollowcrest Road, Tunkhannock, PA 18657

www.trehab.org



Drug and Alcohol Outpatient Program 2017-18 Annual Report

Trehab’s Drug and Alcohol Outpatient Program is committed to helping individuals and families facing substance use disorder begin the process of recovery - one day at a time.

The program’s dedicated work provides hope and support to the individuals, families and communities served; we understand recovery from a substance use disorder is possible and together, we are all part of the solution.

The program’s skilled and experienced staff recognizes everyone has strengths and inner resources and effective counseling develops these. The primary goal is to provide a treatment experience that fosters healing and supports the development of a healthy, sober lifestyle.

Individuals in treatment are partners in and accountable for their recovery. To accomplish this, the program utilizes an integrated approach to counseling including cognitive-behavioral therapy (CBT), motivational interviewing (MI), rational emotive behavioral therapy (REBT) and various skill development modalities including the evidence-based MEE Interactive Journaling System, The Matrix Model, Seeking Safety and a 12-step approach for long term recovery. Clients are supported with many healthy pathways of recovery including peer support services in the form of Certified Recovery Specialists (CRS) and Medication Assisted Treatment (MAT).

Individuals recovering from a substance use disorder can thrive with the proper support system. The outpatient program strives to connect individuals in care with appropriate services and resources so they may experience successes during their treatment experience and after treatment ends. The program would like to thank all of our community partners and collaborators who go above and beyond to assist our clients.

This report reflects the endeavors and the major accomplishments of the past year. The work the program accomplishes is possible due to the support of a dedicated board of directors, executive director, professional staff and generous funders and volunteers.

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Counseling and Educational Services

Clinical Counseling

In 2017-18 the outpatient program completed over 648 screenings and provided 488 clinical evaluations. Further, 6,875 hours of Intensive Outpatient (IOP) and 4,207 hours of traditional outpatient drug and alcohol counseling were provided to individuals in care. Under a contract with the Lackawanna/Susquehanna Office of Drug and Alcohol Programs, bridge funding was provided for uninsured individuals. This funding allowed individuals to receive treatment services at little or no cost. For those who did have to pay, a sliding scale fee was provided to ensure individuals received the counseling they needed at a price they could afford. The program provided a variety of counseling services to meet the needs of individuals, including:

- **Brief Intervention/Education:** Provides education to the nature of substance abuse and raising awareness for those individuals who are at risk for developing a harmful relationship with mind altering chemicals. The aim is to investigate a potential problem and motivate individuals to make changes to offset progression of substance use.
- **Brief Therapy:** Provides concentrated weekly group and individual therapy sessions for those individuals who have been identified as meeting criteria for abuse (or dependence) to mind altering chemicals. It is a systematic, focused process that relies on assessment, client engagement and rapid implementation of change strategies. The goal is to provide individuals with tools to change basic attitudes in the present and learn tools for specific behavioral change for wellness.
- **Relapse Prevention:** Provides weekly group and individual treatment sessions for those persons who have engaged in previous treatment experience(s), have a history of relapse or are at high risk for relapse. Emphasis is on developing self-directed recovery as well as identifying and managing high risk situations and behaviors and utilizing coping skills.

“...my counselor and CRS have helped me with the tools and skills I need for my recovery. Their belief in me helped me believe in myself and I’ve come a long way.” – L.S.

- **Adolescent Outpatient:** Provides weekly individual (and group) counseling for adolescents who have been identified as having a harmful relationship with mind altering chemicals and have likely demonstrated other high risk behaviors. Sessions provide individuals with the opportunity for functional analysis of substance use, psychoeducation and development of coping and life skills. Youth develop and practice skills; they learn how to apply knowledge gained in real-life situations in order to establish recovery.

- **Women and Recovery:** Provides weekly trauma-informed group treatment for women and is designed to address their unique needs in recovery. Issues of abuse, domestic violence, unhealthy relationships, grief, shame, and co-dependency are explored in the context of how these behaviors reinforce substance use disorders. Individuals develop strength, hope and skills within the safe, interactive, supportive treatment environment.



- **Intensive Outpatient:** Provides in-depth 3-hour group sessions 3 days per week and supplemental individual treatment sessions designed for those persons who would benefit from a structured, concentrated program with multiple treatment contacts. Persons who meet criteria for this intense form of therapy and those who have completed inpatient treatment are referred to IOP for aftercare.

All of the services listed are provided with complete confidentiality and are voluntary. Trehab does not discriminate against any person due to age, race, color, gender, ethnic background, national origin, religion, veteran's status, mental or physical disability or handicap, sex, sexual orientation, gender identity/expression, marital status, parenthood or financial status. Further, Trehab works diligently to provide immediate services to the following priority populations as identified by the Department of Drug and Alcohol Programs: Pregnant Injection Drug Users, Pregnant Substance Abusers, Injection Drug Users, Overdose Survivors and Veterans.

- **Individual/Family Sessions:** Sessions are individualized and open ended; the length of treatment is determined by closely monitoring progress made toward recovery goals.

Notable clinical and counseling staff accomplishments

- Andrew Granick, B.S. was hired to provide counseling services at the Montrose site. Mr. Granick has worked in the drug and alcohol field since 2009 in multiple roles including prevention supervisor and PREP program coordinator. He is a certified trainer of champions through Persad; this designation allows him to train fellow professionals, agencies and business about LGBTQ cultural competence. The program is pleased to have such a well-rounded, experienced professional as part of the treatment team.
- Marcia Borosh, A.A.S, CAAP, AAC, began providing counseling services at the Montrose site. Mrs. Borosh has an extensive background as a case manager specialist and certified PA DUI CRN Evaluator; along with this experience, Mrs. Borosh brings a passion for helping others that strengthens the program's treatment team.
- In October 2017 the outpatient program started a collaborative initiative with NEPA Healthcare that focused on providing rural communities expanded access to medication assisted treatment. With the guidance of the University of Pittsburgh, NEPA Healthcare and Trehab collaborated to begin the "RAMP" initiative. This structured, quality MAT program was developed to address Pennsylvania's opioid crisis; NEPA administration, medical staff, medical support staff and Trehab staff have engaged in (ongoing) comprehensive training and bi-weekly conference calls to develop and strengthen MAT practice and referral, capture appropriate data and stay current with advances in the field. Through this process, Trehab has assisted by providing technical assistance and supportive services.
- Jamie Hobbs, B.S., was hired to provide counseling services at the Tunkhannock outpatient clinic. Mrs. Hobbs had over fifteen (15) years of experience working in medical offices and holds a certification in Addiction Counseling through a focused program at Misericordia University.
- In early 2018 the outpatient program was awarded reinvestment funding through NBHCC/CCBH to open two (2) Peer-Driven Recovery Support Centers in Susquehanna and Wyoming Counties. The RSC will provide a safe place for those in recovery, as well as their families to receive support and learn



2017-18 Caseload Numbers



Referrals/Screenings – 648

Active Clients – 349

IOP Counseling Hours – 6,875

OP Counseling Hours – 4,207

Discharges – 131

Education hours – 75

2017-18 Expenditures IOP/OP



\$607,242.34

basic practical skills necessary to succeed in long term recovery. A major focus of the RSC will be the co-location of Certified Recovery Specialists (CRSs), who will connect individuals with treatment services, as appropriate.

- Counseling staff completed required training hours under DDAP licensing regulations and met key aspects of the departmental training plan.
- Counseling staff continued to obtain training in focused areas such as opioid use disorders, CPR, medication assisted treatment options and the use of Narcan (Naloxone) in order to be responsive to Pennsylvania’s opioid epidemic.
- Program staff gathered and organized data for the timely submission of various reports to the Lackawanna/Susquehanna Office of Drug and Alcohol Programs as well as quarterly reports, service delivery plan and annual report for the Board of Directors.

Peer Support Services

Certified Recovery Specialist services were provided to ninety-two (92) individuals (unduplicated) for a total of five hundred thirty-five (535) contact hours. Individuals who engaged in CRS services were provided with crucial connections to resources that support establishing recovery.

Corrections Program

2,442 hours of psychoeducation were provided to one hundred and six (106) men and women incarcerated at the Susquehanna County Correctional Facility (unduplicated count). The group format was the primary modality of service and included Substance Use Disorder and

Anger Management for the Substance Abuser (SAMSHA) groups. Evidence and research based curriculums such as the Matrix Model, the SAMSHA Anger Workbook and MEE Interactive Journaling were used to facilitate learning and support change. Additionally, staff assisted inmates with developing recovery action plans prior to release; the purpose of these plans are to connect inmates with community resources and provide the appropriate referrals to increase the likelihood of follow-through and successful outcomes. Notably, over this fiscal year inmates were connected with Certified Recovery Specialist services to assist with re-entry tasks. Monthly outreach interventions regarding the medical consequences of injection drug use were conducted with this at risk/priority population, reaching 57 inmates overall. During these sessions, inmates were also educated about medication assisted treatment (MAT) options for opioid use disorder and alcohol use disorder, including local providers with programs.

Hotline

Through funding provided by the Lackawanna/Susquehanna Office of Drug and Alcohol Programs, Trehab offered a hotline to help individuals access emergent detoxification services seven (7) days a week. This hotline was established in the county to primarily serve uninsured individuals, although insured individuals, families

looking for help for loved ones struggling with substance use and Trehab clients utilized the hotline. Twenty-nine (29) individuals called the hotline and clinical staff assisted three (3) uninsured individuals with accessing treatment services through the Lackawanna/Susquehanna Office of Drug and Alcohol Programs Case Management Unit. Nine (9) insured individuals were assisted with detox placements.

Community Education/Prevention Services

The program takes great pride and satisfaction in the excellent community collaboration and education achieved last year. This accomplishment was in large part due to the dynamic teamwork of Trehab’s treatment and prevention staff. This internal collaboration along with strong partnerships with agencies and entities throughout the county made it possible to build capacity in this area of our programming. As a result, educational presentations and information dissemination was provided to a wide array of audiences in varied settings.

Notable accomplishments within the community

- **National Night Out** – Held annually in the month of August, this is a popular community event co-coordinated with county law enforcement with the goal of providing residents with the opportunity to meet and interact with law enforcement officials from the Sheriff’s Department, the District Attorney’s Office, Probation and other local police, emergency response

and fire departments. Last year’s event was held in five locations – Great Bend on the St. Lawrence Church campus, Montrose at Memorial Park, Susquehanna at Susquehanna Elementary School, Forest City at Kennedy Park and New Milford at the New Milford Park. Many local businesses and organizations donated time, resources and money to make it a success. Seven hundred and fourteen (714) community members were empowered to be part of the solution in stopping drug related crime within the county.



- **Drug Take Back** – Staff provided supportive services such as distributing 150 flyers and educational information to promote these events - held in the fall and spring by the Sheriff’s Department and District Attorney’s Office. 641.3 pounds of unused or expired medication was collected within the county.

- **Trainings** – Trehab coordinated training opportunities for professionals working in Susquehanna County. Two trainings were specific to acknowledging and understanding the adverse effects of gambling addiction. One training, presented by the Voluntary Action Center, was an informative and statistic infused session complete with interactive scenarios and educational games for the trainees. Master trainer Melissa Perkins from the Persad Center in Pittsburgh, PA trained department staff who to effectively work with LGBTQ clients experiencing co-occurring issues with gambling.

2017-18
Prevention Services
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Educational Materials
Disseminated – 17,919

Community Members Educated
– 1,151

Youth Educated through
Classroom Presentations – 1,755

School – Student Assistant
Program (SAP) – 122 meetings



- **Health Fairs** – One of the best (and fun!) ways of interacting with and educating individuals in the community about drug and alcohol issues is by attending health fairs, and the department managed to attend several last year. We are thankful for the opportunities to disseminate helpful information and truly appreciate being invited!
 - Mountain View Resource Fair
 - Annual Health Care Career Day at Elk Lake High School
 - Mountain View High School Career day
 - Annual Dairy Day held at the Elk Lake High School
 - Third Annual Mountain View Health Fair
 - The Vehicular Career Fair
 - Elk Lake Elementary School Science Fair
 - Annual Blueberry Festival held on the Montrose Green
 - Meet the Teacher Nights held at Susquehanna Community School District, Mountain View School District and Blue Ridge School District
 - Mountain View Elementary School Science Fair
- **Coalitions** – clinical staff continued to actively collaborate with area human services providers as members of the following coalitions and teams: Recovery Oriented Systems of Care/Susquehanna County Recovery Oriented Systems of Care Transformation Team, Criminal Justice Advisory Board, NE PAC, Rural Health Model Stakeholder Meetings, Domestic and Sexual Violence Advocacy Coalition and the Community Partnership of Advocacy and Alliance.
- **Student Assistants Program (SAP)** – drug and alcohol clinical and prevention staff sit on Susquehanna County School Districts SAP Teams as Drug and Alcohol Liaisons. Prevention Specialists/SAP Liaisons play a pivotal role by screening students identified with possible drug and/or alcohol issues and then connecting them with appropriate services. As liaisons in the drug and alcohol field, they are able to provide students with resources that support continuation of educational needs and goals. Every school district in Susquehanna County holds weekly SAP meetings. This means, prevention staff and clinical staff alike have a presence in all schools throughout the county. This access gives parents, students, teachers, and other professionals the ability to refer students who they believe are in need of services.



Goals

The outpatient program views the work we do as an important endeavor and constantly strives to improve. Goals developed for 2018-19 are meant to assist the department with changes and challenges ahead.

Treatment:

1. Clinical counseling staff will continue to develop the necessary skills in areas of treatment to respond to trends in drug use and client needs. Evidence-based practices and curriculums will be utilized to enhance care.
 - Opioid Use Disorders – including initiatives and partnerships with area providers to address this ongoing epidemic. The outpatient program will seek resources and opportunities to develop responses to this problem including grants meant to provide basic needs to families impacted within the county. The outpatient program will continue to collaborate with and provide appropriate supportive services to Barnes Kasson and NEPA Healthcare MAT programs. Specific to clinical practice, counseling staff will follow the program's Opioid Use



Disorder Protocol, a procedure developed to ensure all individuals evaluated as having an OUD are educated appropriately regarding MAT, use of Naloxone/obtain Naloxone kits, risks of relapse and abstinence-based treatment of the disorder as well as referral to appropriate MAT provider.

- Marijuana – reflective of the legalization, decriminalization and medical use of this substance the program will stay current on changes and attend trainings focused on best practices.
 - Methamphetamine/injection drug use – clients consistently reporting the manufacturing and use of this substance; staff is to use Matrix Model with clients identified with an amphetamine use disorder as this evidence-based curriculum was developed specific to this substance.
2. Clinical counseling staff will strive to connect participants engaged in our program with community resources for a holistic approach to that increases supports and likelihood for recovery – specifically utilizing recovery support centers and expanded CRS services in both Susquehanna and Wyoming Counties. Staff will continue to engage in collaborative activities as members of coalitions and teams. They will utilize resources available within Trehab as a community action agency and outside the program to support individual participants’ needs. They will continue to seek and share knowledge of resources gained through research, training and/or coalition activities over the next year.
 3. The program will actively participate in initiatives offered through NBHCC, CCBHO and the Recovery Oriented Systems of Care, such as the Dashboard Project (year 3) which assists the program with engaging participants, retaining them in care for a minimum of 90 days for better outcomes and delivering the highest quality of care.
 4. The program’s Quality Management Team will conduct PDSA cycles to ensure the program is effectively engaging and retaining clients using Dashboard Project goals. QM Team will also strive to increase program staff proficiency with EHR and PA WITS system and assisting clinicians with obtaining credentialing.
 5. The program will engage in enhanced urinalysis/laboratory activities with DrugScan to assist with clinical care of clients.
 6. The program will continue to partner with the Lackawanna/Susquehanna Office of Drug and Alcohol Programs and other key stakeholders with developing and implementing a Warm Hand-off procedure for Susquehanna County. In Wyoming County, the program will continue to engage in the development of the Warm Hand-off process by sitting on the HOPE Coalition.

Community:

1. To respond to the training needs of area service providers, the S.C.C.F. and school districts throughout the county, Treatment and Prevention staff will continue to provide educational services and presentations throughout the community. These presentations will encompass the impact of substance use disorder, including the medical and physiological effects, addressing the opioid epidemic and other trends or areas of concern.
2. The program staff will provide information to residents of Susquehanna and Wyoming Counties about how to access Trehab’s Drug and Alcohol Outpatient Treatment and Prevention Services. This will be accomplished via the Trehab website, Trehab Facebook page, county resource guides, 211, providing community presentations, completing mailers and attending health related events.
3. The Outpatient Treatment Program will report “Goal Accomplishments” (based on the Trehab Drug and Alcohol Treatment Service Plan) for review by the Executive Director and presentation to the Trehab Board.
4. The Outpatient Treatment Program staff, with oversight by Executive Director, will gather and organize pertinent data for inclusion in the “Trehab Outpatient Program Annual Report.”

Staff:

1. All project staff will receive sufficient training to satisfy PA Department of Drug and Alcohol Programs Chapter 704.11 staff development program requirement. Additionally, all program staff will develop individualized training plans to guide the completion of training and identify areas of professional interest and need. Clinical staff will develop a departmental plan as well to assist with therapeutic goals and objectives necessary to provide quality care. Staff will be encouraged to maintain (and seek) credentialing, as applicable.

Prevention Works - Treatment is Effective - People Recover

