

Prospect House

Prospect House (PH), is the Mental Health Association's highly regarded psycho-rehabilitation program founded in 1956. This adult day treatment program/partial care program assist individuals 18 and older in successfully managing their mental illness and significantly lowering their risk for re-hospitalization by catering to a person's individualized mental health, emotional, physical, and social needs. PH aims to empower individuals to identify life goals by providing the necessary environment and interventions. An individual's quality of life and functioning will be enhanced with hope by increasing independence through the ability to self-manage their psychiatric illness. The team at PH recognize the capacity of every individual to grow and learn. As individuals heal reintegration into the community is achieved through social and vocational skills training. MHA PH strives to reduce and eventually eliminate stigma associated with psychiatric diagnosis, making ongoing family and community education crucial for success with the PH population.

Prospect House is open for service Monday through Friday from 8:30am until 5:00pm. Individuals/members are assisted with creating unique daily schedule of their choice that include group therapy, co-occurring and substance use groups, illness management and recovery (IMR), pre-vocational training, art therapy, gaming, coding, and horticulture groups. These activities are intended to engage individuals in their treatment and effectively achieve their goals toward recovery. The purpose of Partial Care services is to assist individuals with severe and persistent mental illness in achieving community integration through valued living, learning, working and social roles and to prevent hospitalization and relapse. This is reached at PH through the development of an individualized recovery plan, case management, psychoeducation, pre-vocational services, group counseling and psychiatric services.

Prospect House services include multi-disciplinary team of mental health professionals including a psychiatrist, APN, RN, master's level clinicians, and bachelor's level case managers. On-site primary care services provide routine medical follow-up including blood work and drug screening if required. PH continued to provide members with long-acting injectable medications, medication monitoring appointments, and individual and group direct service hours. During FY2024, the Medical Director, APN and RN conducted 2,096 medication monitoring appointments, 73 initial psychiatric evaluations (245 updated psychiatric evaluations), and provided 568 injectable medications appointments.

Prospect House team's mission remains to diligently provide effort, educate, ensure positive regard, and empathy to members at program. PH Team provided direct care services through treatment planning, goal setting, socialization in the community, health maintenance, recovery and substance use education, transportation, self-service laundry, gym facilities, facility cleaning service, provider service regardless of ability to pay, and referral and linkage to community services. In FY2024, the PH Team achieved the goal of increasing the on-site attendance census. PH's daily on-site census averaged approximately 90-106 persons a day and continues to be on the rise.

Personnel: Prospect House services are provided by the following personnel: *Administrative PH Team*; one Director, one Administrative Coordinator, one FT Billing Clerk, one PT Billing clerk, six Van Drivers (two full-time, four part-time), one FT Security Guard, one FT administrator coordinator; *Direct Care PH Team*; one Program Coordinator, one Intake Coordinator, eight Case Managers; *Medical PH Team*; one Psychiatrist, one Advanced Practice Nurse (APN), and one Registered Nurse (RN). PH Team is culturally diverse and represents the members served. Prospect House has two PH Team fluent in Creole and one PH Team fluent in Spanish. Members of the medical PH Team are fluent in Spanish and Yoruba, enabling them to assist in treating the diverse caseload.

Caseload: During this reporting year, Prospect House has serviced 222 members with severe and persistent mental illness including 69 new admissions. PH serviced a range between 90-106 members each day; within FY2024, PH serviced members 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 members 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 25 new individual admissions in FY2024 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 members having a recent psychiatric inpatient hospitalization.

Demographics: During FY2024, Prospect House serviced a diverse population of members in-person. The youngest consumer serviced was age 20, and the eldest consumer was age 80. To address this varied age group, Prospect House has two PH Team Members assigned to work with the senior population in the ‘Senior Unit’ and PH Team has 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 members serviced are as follows; 70.70% African-American, 23.9% White, 4.6% mixed race, and 0.9% Asian. Individuals served by Prospect House are 54.1% female, 43.2% male, 0.5% identified as transgender, and 2.3% refused to identify.

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 members 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 members were encouraged to complete the annual survey via in-person or online. They were informed that their answers were anonymous and confidential. 43 surveys were completed and returned to PH. It should be noted that the only surveys returned were completed onsite and do not capture members that were in-patient.

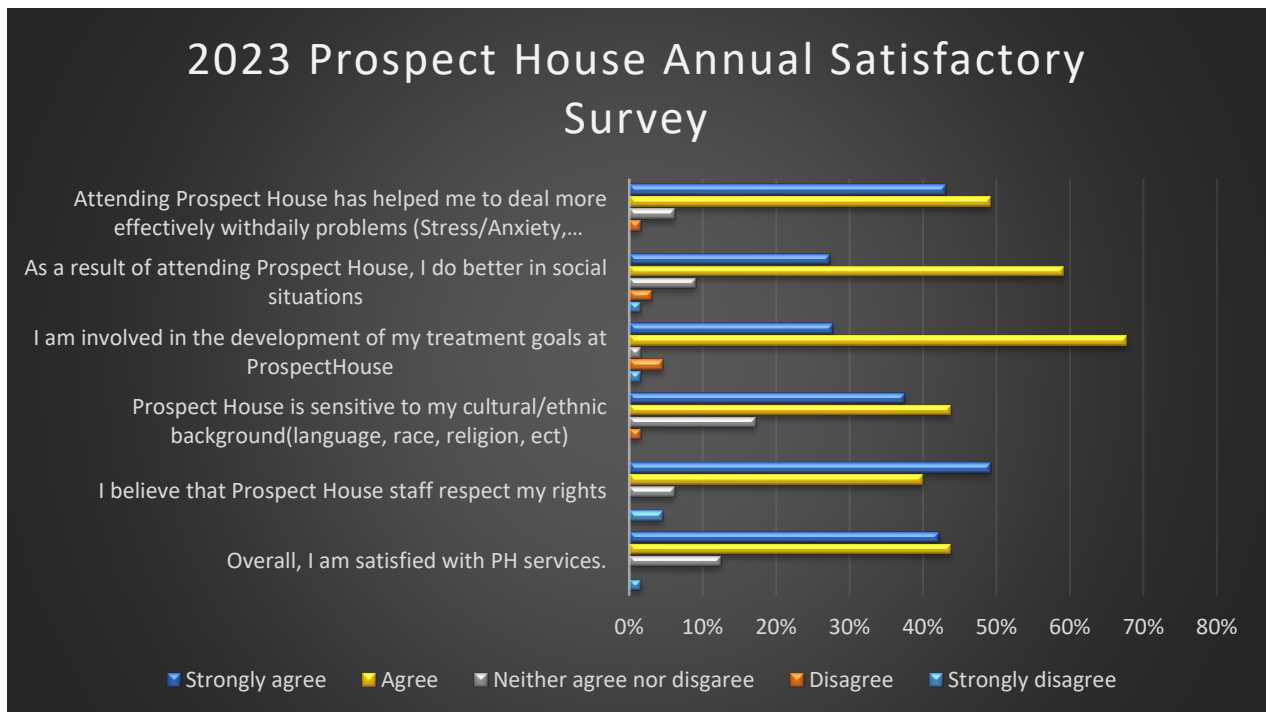
- **Gender**

- Members responded: 24 male (57.14%), 18 female (42.86%), zero reported as transgender male (0%), and zero reported as transgender female (0%).

- **Ethnicity**

- 27 members identified as African-American (64.29.72%), nine members reported as Caucasian (21.43%), three consumers reported as Asian (7.14%), one member reported as Hispanic (2.38%), one consumer reported as Native Hawaiian or another Pacific Islander (2.38%), four preferred not to say (0%), and one reported Other (2.38%) as their ethnicity.

- Members reported being 95.35% overall satisfied with Prospect House services, 100% were satisfied with the relationship with their assigned case manager and 95.35% were satisfied that Prospect House has helped in dealing with daily problems more effectively. See graph below for more detail.



PH FY2024 Highlights:

During FY2024 Prospect assisted in creating unique daily schedules that included substance use groups, art therapy, gym, gaming, coding, and horticulture groups.

PH collaborated with Clarity Labs service provider with this collaboration PH members are able to complete weekly blood work onsite.

This year members 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 successfully worked 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 noted improvement in areas of documentation, service for individuals at PH, and staff engagement.
- PH home improvements this year included new flooring in the senior unit, new chairs throughout the facility, flower and vegetable garden, hand-painted murals by PH members, and new outdoor grill equipment.
- PH individuals created a board of members “Members of the Community” where members meet weekly to discuss concerns and suggestions for the improvement of PH.
- PH Members of the community successfully hosted member-participated events that included in-service for Women’s Heart Health Month, Black History Month, and Juneteenth cook out/talent show.
- Eight-five percent of PH members and team are Narcan trained
- Ten PH members were selected to be CPR trained in FY2024
- PH continues to participate in the Transitional Employment program encouraging and providing the opportunity for members willing and able to return to the workforce.