

Wellness HUB- Early Intervention Support Services (EISS)

Program Description: It is the mission of the Wellness HUB, an Early Intervention Support Services (EISS) Program, to provide the highest quality of mental health services to any adult age 18 or older who resides, works or attends school or prefers to participate in treatment in Sussex County and are experiencing exacerbated symptoms of mental illness. The Wellness HUB is designed as a “living room” model to provide the most comfortability to the visitors, their friends and family when in a crisis. Individuals can “walk in” throughout the extended office hours, that surpass normal off hours set by traditional outpatient clinics. The Wellness Hub functions as a mental health urgent care clinic that offers immediate access to crisis intervention services without having to rely on hospital emergency departments, in turn providing immediate access to outreach, assessment, medication monitoring, therapy and support.

The main goal of the Wellness HUB is to provide immediate support to avoid the need for psychiatric hospitalization. Our mental health urgent care is designed to provide immediate ~~and~~ wrap around support to those reporting exacerbated mental health symptoms. We understand that ‘crisis’ can look and feel different for everyone and we work to design an individualized treatment plan for each person who walks in our doors.

Types of Services Offered

- Crisis Prevention
- Psychiatric Assessment and Evaluation
- Medication Evaluation and Management
- Therapy/Counseling
- Linkage and Referral to Community Resources
- Nursing Assessment
- Co-Occurring Substance Abuse Counseling
- Peer Support and Therapeutic Groups
- Recovery Planning
- Family Counseling
- Peer Support
- Transportation to treatment provided, as needed

Philosophy: The philosophy of our mental health urgent care is to immediately provide support and treatment to those who are in need; regardless of their ability to pay, access to transportation and any other barriers in their way. We offer a comfortable, calm and inviting environment to help people on their way to recovery.

Personnel: The Wellness HUB operates with a team of clinical and case management staff under the direction of a Program Director and Program Coordinator. The clinical team includes a 1 part-time Psychiatrist, 2 part-time Advance Practice Nurses (APN), and 2 licensed therapists. The Case Management team includes 2 Case Managers and 2 Peer Support Specialists, with lived mental health and substance use experience. The teams work closely together to ensure that all persons’

needs are met. An administrative assistant is staffed to provide support to the ‘living room visitors’ and required clerical needs.

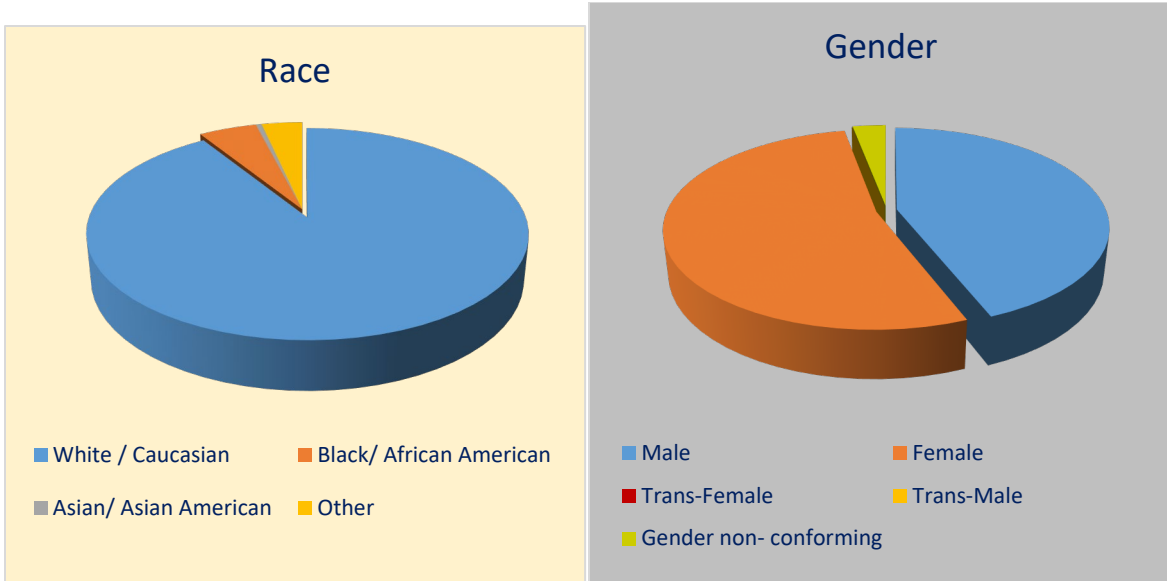
During this fiscal year, the Wellness HUB was awarded an additional \$199,935.00 to expand the team with a Peer Recovery Coach and a Licensed Drug and Alcohol Counselor (LCADC). This funding was secured through the Substance Use, Prevention, Treatment and Recovery services block grant.

Consumer Demographics: Of the 975 individuals served at the Wellness HUB in FY2024, 608 consumers were provided emergency psychiatric evaluation, medication management, crisis counseling, and case management for a period of 30 days or more. This is an increase of 68% of people treated from FY2023. Individuals who “walk in” for care ~~and~~ but are not officially enrolled in treatment for various reasons are assisted with walk in case management, crisis care and immediate linkage appropriate community services.

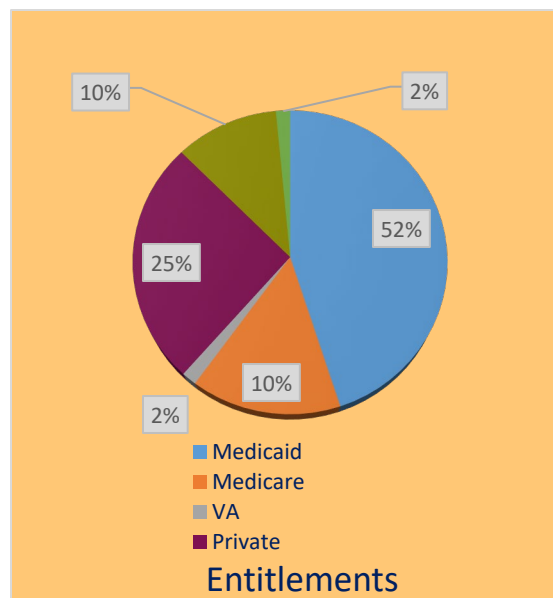
The Wellness HUB is located in Newton, NJ, in the rural county of Sussex. Rural communities historically deal with a number of barriers to receiving treatment. This includes a vast lack of resources, lack of employment opportunities and housing resources, as well as, no access to transportation services. In regards to treatment, the County of Sussex has one hospital with limited outpatient mental health, Acute Partial/Intensive Outpatient, and one community partial care provider. Waitlists for outpatient treatment for those covered by Medicaid can be as long as 90 days; the Wellness HUB is able to assist those awaiting their needed treatment and bridge the gap of care.

Of the 608 individuals treated at the Wellness HUB, 90% reported as White/Caucasian, 7% Black/African American, 2% Asian, and 1% identified as “other”. Ethnicity breakdown included 84% non-Hispanic and 16% Hispanic/Latin (o)(a)(x), and of those identifying as Hispanic, 7 consumers were also Spanish speaking only. The gender identify breakdown was 46% Male, 53% Female, and 1% Gender Non-Conforming.

Of those served in FY 2024, 21% (129) were 18-24 years old, 27% (167) were ~~in~~ between 25 and 34, 32% (194) between 35 and 54, 19% and (118) were 55 years old and older. The outliers include 25 consumer 18 and 19 years old and 28 consumers were 70 years old or older. Our youngest consumer being 18 years old and oldest was 94 years old.

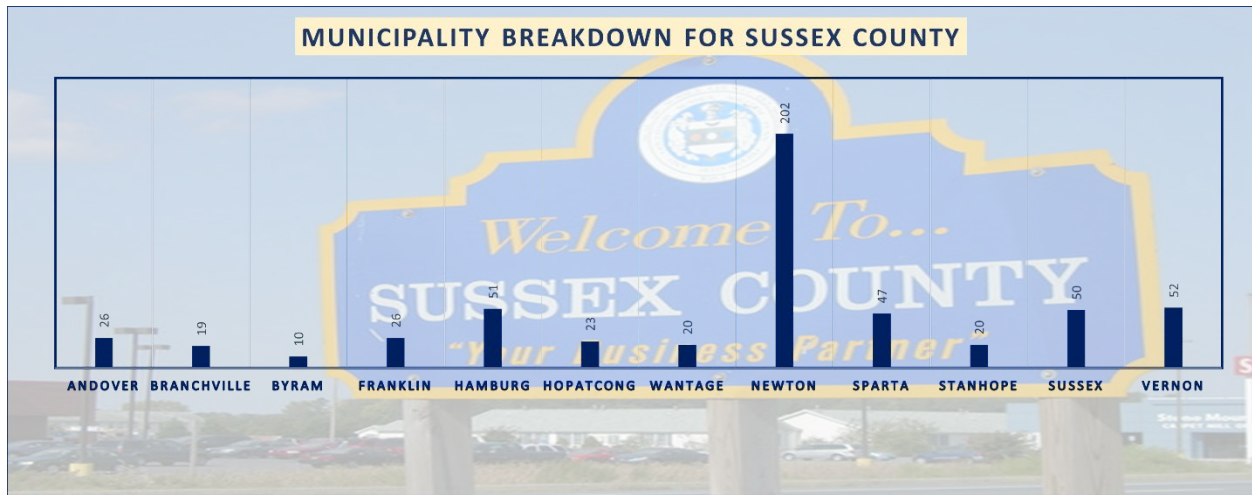
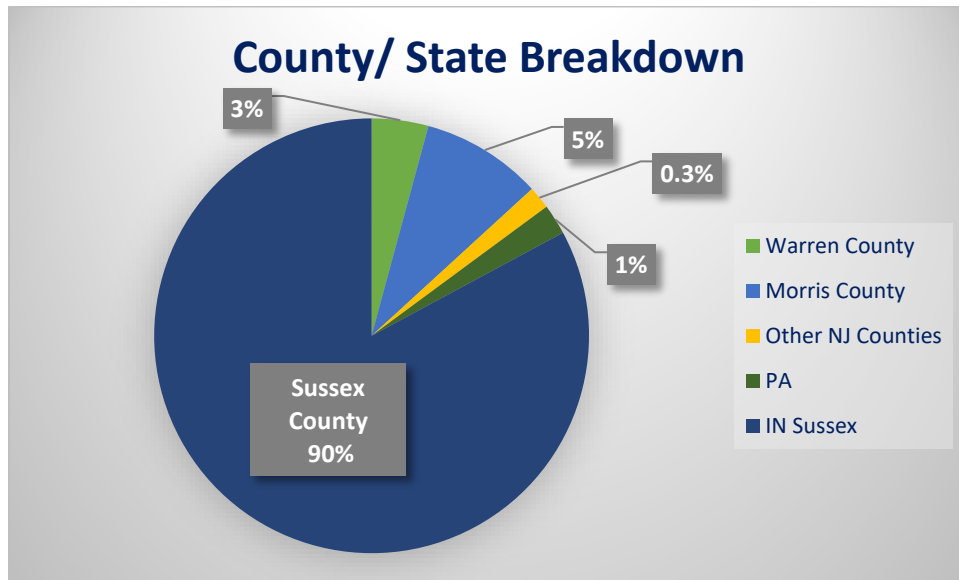


The Wellness HUB is a grant funded program that is contracted to treat all individuals regardless of their ability to pay. We have found, in the past year, a significant number of people that do not have insurance coverage, are not eligible for Medicaid due to income limits but report the inability to pay for their own insurance coverage. Treatment options for the uninsured person with lack of funds to self-pay are sparse especially in rural communities which results in extended length of stays at the Hub. Insurance coverage for the consumers served include; Medicaid 52% (320), Private Insurance 25% (156), Medicare 10% (64), Uninsured 10% (65), Veterans Healthcare Coverage (3), and Out of State Medicaid (5).



In our second year of operation, the Wellness HUB more than doubled the census treated at the HUB and were able to immediately link and additional 369 persons in need of mental health care. No person is turned away from the HUB regardless of their insurance coverage, ability to pay, immigration status or county/state of residency.

Of the 608 individuals enrolled for treatment at the Wellness HUB, 546 individuals or 90% of those resided in Sussex County. The other individuals seen resided in surrounding Morris County, Warren County, other NJ counties, and out of state in Pennsylvania and New York respectively.



Performance Indicators: The Wellness HUB participates in the agency-wide Quality Assurance (QA) program which conducts monthly meetings and collects data on the utilization, quality and effectiveness of services and treatment provided by each Mental Health Association program.

Wellness HUB’s performance indicators measure overall consumer satisfaction, access to immediate care and quality of care. During this fiscal year, 100% of consumers surveyed were satisfied with their treatment at the Wellness HUB and 99% of “walk ins” were offered an appointment with a psychiatric provider within 24 hours of walking in for treatment. There remains no wait for care at the Wellness HUB (0 days). We work to assist our consumers engage in immediate counseling and medication evaluation to avoid the need for psychiatric screening at

the hospital for a higher level of care or need for inpatient psychiatric care. In FY2024, only 1% of persons walking in for care were referred to the local hospital to evaluate for a higher level of care.

Consumer Satisfaction Survey: MHA is continuously refining services based on input from individuals served. This is received through various methods, including the annual Consumer Satisfaction Survey. Fourteen Wellness HUB consumers were surveyed during our survey period. Of the consumers surveyed, 100% of consumers were Strongly Agree or Agree that they were satisfied with services at the HUB; 100% of consumers felt initial services were received in a timely manner; 100% of consumers felt HUB staff were respectful of their cultural background; 100% of consumer felt appointments were scheduled for convenient times and days; 100% of consumers felt their therapist included them in setting goals for their treatment; 100% of consumers felt their case manager was available to assist them with needed linkages and referrals; 100% of consumers felt the treatment team worked collaboratively to provide the best treatment; 92% of consumers felt they have made progress in dealing with their identified problems; 100% of consumer would recommend this service to another.

Those surveyed responded to two open ended questions as follows;

How has the Wellness HUB improved your life?

- “It gave me an opportunity for quality treatment with Medicaid”
- “I have hope”
- “It was the stepping stones I needed to start improving my mental health”
- “It helped me understand how feeling is not negative”
- “It gave me an outlet”
- “Good, positive insight pushing me to keep going”
- “When I was in bad shape it helped me get back on track”

Additional Comments-

- “This is what more communities need”
- “Thank you for helping me through my lowest points”
- “Everyone is so nice and calming. I never feel judged or criticized. I am happy I came here for help”
- “The HUB has treated me like I should be treated”

Highlights: In our second year of operation, we more than doubled the consumers we were able to help and increase by 68%. This is an indication of the overwhelming need in the county for zero barrier, quality mental health care.

- Successful audit from the New Jersey Certificate of Need and Licensing to become a fully licensed Outpatient Mental Health Clinic.
- All staff were provided Narcan training.
- Wellness HUB applied for and was awarded an additional \$199,935.00 to hire a substance use team consisting of a Peer Recovery Coach and a Licensed Drug and Alcohol Counselor

(LCADC). This funding was secured through the Substance Use, Prevention, Treatment and Recovery services block grant.

- Wellness HUB Director presented as a panel of experts on trauma informed care and providing service in a trauma informed environment at Sussex County Community College.
- Wellness HUB participated in various wellness events for the community such as health fairs and back to school nights.
- Wellness HUB Staff participated in Sussex Vo-Tech's Game of Life to provide mental health resources to a group of students.
- Participated in Center for Prevention and Counseling's Overdose Awareness Night and Changing the Face of Addiction walk.