



2020  
**ANNUAL  
SUMMARY**

**UPMC** | **WESTERN  
BEHAVIORAL HEALTH**

At Safe Harbor



FY 2020

**378,211**  
SERVICES

**130,493**  
HOURS

**14,968**  
UNIQUE INDIVIDUALS

**75+**  
COMMUNITY EVENTS

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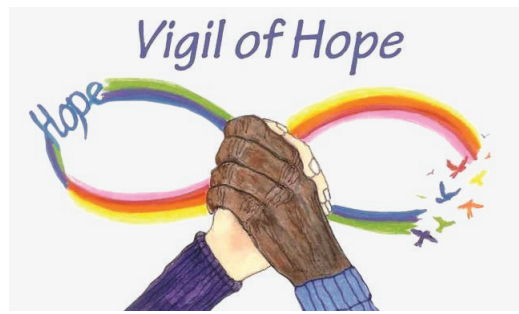
Amy Jones, Esq.

A special note of gratitude to our staff at UPMC Western Behavioral Health at Safe Harbor for all they do each day, but especially in 2020. As essential workers during the pandemic, our team has helped maintain wellness in our community. Whether advancing telehealth, providing training and community-wide education, or being a constant and compassionate presence, our team has risen to the occasion.

# COMPASSION, INTEGRITY, INNOVATION, ADVOCACY

While 2020 created many shifts to daily life, the core values of compassion, integrity, innovation, and advocacy remained steady at UPMC Western Behavioral Health at Safe Harbor. This year brings many highlights to these values.

**Compassion** is at the heart of our work. In 2020, this continued with offering support groups, such as the **Survivors of Suicide** group for individuals who have lost a loved one to suicide, and our **Family Support** group for individuals whose loved ones are impacted by substance use disorder.



These community support efforts went virtual in many areas this year. We continued our annual **Vigil of Hope** with the Maria House Project and UPMC Home Healthcare and Family Hospice by bringing it online this year.

Participation in the **Women's Recovery Center** at Magee-Womens, UPMC Hamot, showed continued success this year. We are delighted to be a part of the evidence-based work developed at UPMC Magee-Womens Hospital of Pittsburgh and continue to honor the **integrity** of the

program's specialized focus. Since the "birth" of the program in January 2018, the team has welcomed 16 babies born to women who were engaged in medication-assisted treatment, and 11 babies whose mothers were engaged in other aspects of programming related to substance use disorder. Thanks to the program's comprehensive services, fewer than 20% of newborns needed neonatal intensive care, a risk for babies that is associated with maternal substance use. The program has served over 180 women and over 150 children. We are happy to report that women in the program are likely to breastfeed, be employed, and have stable housing.

Our team, like so many organizations, used **innovation** to ensure support to the community during the COVID-19 pandemic. We delivered more than 32,500 telehealth services in our outpatient mental health program alone! In addition, we supported our community with 26 *Coping with COVID* web events, designed to provide education and assistance for the community's mental health needs. These events served over 2,400 individuals. At the same time, on-site services remained a valuable resource to those in need. During 2020, UPMC Western Behavioral Health at Safe Harbor maintained its presence in schools and primary care offices. The therapy program opened a satellite at Robert Benjamin Wiley Community Charter School, and Addiction Medicine Services is now colocated at Your Hometown Health Partners.



Reaching out to at-risk populations virtually became a theme of innovation during 2020. Safe Harbor's psychology team, led by Dr. Lisa May, helped craft content and videos to support older adults in our region. The videos, available at [www.wqln.org/Watch/Active-Elders](http://www.wqln.org/Watch/Active-Elders), support healthy lifestyle habits, including promoting relaxation and stress reduction.

Many of Safe Harbor's **advocacy** efforts went virtual this year and were sustained. One example is the **Suicide Prevention Advisory Group** which engages community members and organizations within Erie County to create systematic efforts to prevent suicide. In 2020, the annual conference, always immensely successful, was tabled due to the pandemic. However, a robust virtual conference series was held in March 2021. The





team at UPMC Western Behavioral Health at Safe Harbor also participated in the **Out of the Darkness** efforts to prevent suicide, where Safe Harbor provided resources for participants, as well as hosted a distribution and registration event. The experience, led by the **Western Pennsylvania Chapter of the American Foundation for Suicide Prevention (AFSP)**, also featured a chalk art display created by staff and

individuals engaged in programming at the UPMC Western Behavioral Health at Safe Harbor Crisis Center.

AFSP also supported Safe Harbor’s advocacy efforts as a vendor in Erie’s first-ever **Pawsitive Vibes Only Doga Fundraiser**. The event featured yoga instruction donated by Joshua Will, and it engaged participants and their canine best friends to raise funds for UPMC Western Behavioral Health at Safe Harbor! The **Hamot Health Foundation** coordinated the event while **Therapy Dogs United** volunteered. Sponsors included **UPMC Health Plan, innovaTel Telepsychiatry, Glowacki Management, AJ Grack Business Interiors, McCarl’s Services, Peterson’s Property Maintenance, Knox Law, and Team Hardinger.**

The staff at UPMC Western Behavioral Health at Safe Harbor have continued with their work toward a more inclusive and welcoming environment for all staff and those we serve. Work groups focus on **LGBTQIA Wellness**; a **Diversity, Equity, and Inclusion** committee has started; an **Employee Council** began; and our **Trauma-Informed Care** activities continue. Among the accomplishments of these committees was the first-ever display of LBGTQ+ pride flags in June 2020, the initiation of a virtual staff self-care series, and Black History Month activities.



In 2020, we practiced **advocacy** for the issues close to the UPMC Western Behavioral Health at Safe Harbor mission, but our focus has also been on recognizing the heroes at Safe Harbor who bring that mission to life. With a grant from **The Beckwith Institute**, we were able to recognize our staff with a t-shirt celebrating their essential work and essential care. With Beckwith’s support, we also created a baking cup giveaway and a **You Bake the World a Better Place** recognition event.



## COMMUNITY PARTNERSHIPS: FAMILY SERVICES OF NW PA



In 2018, **UPMC Western Behavioral Health at Safe Harbor** and **Family Services of NW PA** entered into a partnership to support the opening of Family Service's psychiatric clinic. The clinic provides psychiatric care to both adults and children and is a foundation for Family Services' outpatient license. The agencies continue working together to deliver a quality service to children and families, and continue to explore additional opportunities to collaborate across programs.

[Learn more about Family Services of NW PA](#)

## COMMUNITY PARTNERSHIPS: MERCYHURST UNIVERSITY



UPMC Western Behavioral Health at Safe Harbor has collaborated extensively with **Mercyhurst University** over the years, and 2019 and 2020 were no different! The Mercyhurst **Department of Applied Sociology & Social Work** has supported several continuing education events in conjunction with projects at UPMC Western Behavioral Health at Safe Harbor, including the **#recoveryisbeautifulnwpa** training series. Our teams have also done more to work together to improve suicide prevention, mental health, and de-escalation training for police through work with the **Mercyhurst University Municipal Police Academy**. Cadet classes are now routinely offering this training with Safe Harbor's team, and a plan is in place to add training related to substance use disorder. The teams are also working to bring more training opportunities to active-duty law enforcement, and their work has been positive for everyone.

[Learn more](#)

## COMMUNITY PARTNERSHIPS: HAMOT HEALTH FOUNDATION



Safe Harbor continues to benefit from the generosity of the Hamot Health Foundation. With nearly **\$20,000 in gifts this year**, the foundation has supported many activities.

Several staff received **scholarships** to **support training and further their professional education**. Our team also received iPads for **Crisis Services**, funds to support our **Pride Month** materials, and organized our **Doga** event, as well as supported the **Safe Harbor Fund** at the foundation.

In addition, the foundation continues to support the **Women's Recovery Center**, a collaborative project of Safe Harbor; Magee-Womens, UPMC Hamot; and UPMC

Magee-Womens Specialty Center. The program helps pregnant women, women with children, and women of childbearing age who are impacted by substance use disorder. The coordinated specialty care includes medication-assisted treatment through the UPMC Magee-Womens Specialty Center and outpatient therapy, mobile case management, and certified recovery specialist services through Safe Harbor. Grants received from the foundation, the United Way of Erie County, KeyBank, Erie Women's Fund at the Erie Community Foundation, and The Beckwith Institute made the Women's Recovery Center possible. Additionally, the Hamot Health Foundation and United Way have been critical to its sustainability.

The **Women's Recovery Center** and related projects received further support in 2020. The **Hamot Health Foundation** was awarded a \$1 million **Rural Communities Opioid Response Program** Implementation Grant and a \$500,000 Neonatal Abstinence Grant from the **U.S. Health Resources & Services Administration (HRSA)**. In addition, they received a large **Pennsylvania Department of Drug and Alcohol Programs** grant to provide recovery-related support. This grant enables Safe Harbor and the Hamot Health Foundation to work with an array of community members, including the Women's Recovery Center team, UPMC Northwest, LECOM Health Corry Memorial Hospital, The Primary Health Network, Venango County Human Services, Beacon Health Options, Corry Blue Zones Project, and Crawford County Drug & Alcohol Executive Commission.

## CONTINUED PARTNERSHIPS: COMMUNITY SCHOOLS



United Way Community Schools is an evidence-based model that joins education, health, community, volunteerism, recreation, and social service organizations to improve education outcomes for youth. In 2016, UPMC Western Behavioral Health at Safe Harbor became the lead partner for **Wayne School** and, after the Erie Public Schools' reorganization, transitioned to serve as the lead partner at **East Middle School**.

Following the completion of a needs assessment, students benefit from opportunities customized to the school, students, families, and the neighborhood. Community Schools offer flexibility in hours of programming, improved engagement and access for parents, and a variety of services and resources in the school to address barriers to education faced by both young people and their caregivers.

During 2020, East Middle School, like so many other schools, faced the pandemic with demands for safe and flexible instruction. Despite the challenges, the partnership worked to remove barriers that prevented students and their families from being successful.

### 2020 HIGHLIGHTS

- 5,044 connections with students to provide additional support like technology assistance and out-of-school take-home activities.
- 1,143 connections with parents to provide additional support like COVID-19 resource kits and referrals to community resources through United Way's 211 Helpline.
- 1,019 offerings of parent or student engagement opportunities like the **virtual Lunch Bunch** so students could still interact socially and the **P.O.W.E.R. Parents program** that recognizes parents who reinforce positive behaviors.



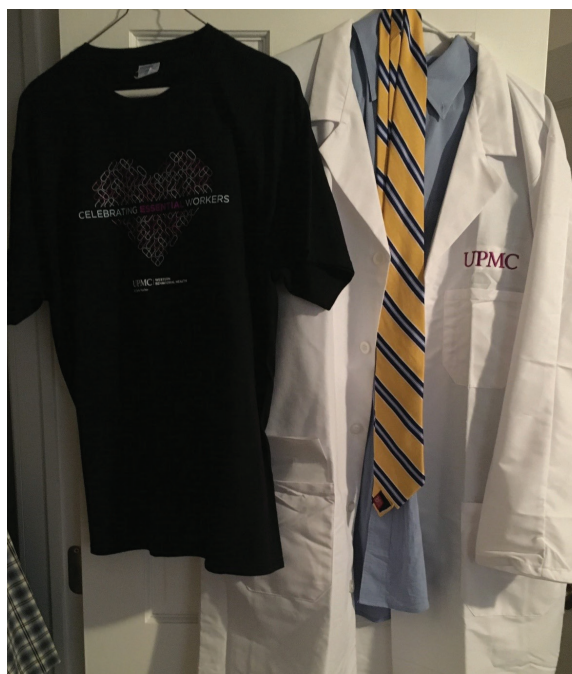
Under the leadership of **United Way**, 2020 also brought more resources to the community with the award of a \$2 million grant from the **U.S. Department of Education** toward implementing a **Full-Service Community Schools Program** grant focused on student engagement and truancy reduction. UPMC Western Behavioral Health at Safe Harbor is pleased to employ the case management element of this grant and see this vision evolve.

## CONTINUED PARTNERSHIPS: ON-SITE SERVICES

The professionals of the mental health and substance use disorder treatment programs at UPMC Western Behavioral Health at Safe Harbor continue to find new ways to be more available and to provide colocated and convenient services. This accessible care reduces barriers and stigma, as well as promotes more integrated care experiences.

Many groups participate in on-site service colocation and coordination, including:

- Primary Health Network
- Greenfield Internal Medicine
- Harborcreek Family Physicians
- Lakeshore Family Practice
- Vineyard Primary Care
- Your Hometown Health Partners
- Pinecrest Family Practice
- Primary Care Partners
- UPMC Magee-Womens Specialty Center
- Safe Journey
- Erie's Public Schools
- Harbor Creek School District
- Perseus House
- Northwestern School District



## OUTPATIENT THERAPY, MEDICATION, AND PSYCHOLOGY

In 2020, the UPMC Western Behavioral Health at Safe Harbor Outpatient Program served a total of 7,904 individuals, an increase since our 2018–2019 report. We provided over 2,339 intakes to start individuals in services.

The medication clinic served 4,644 unique adults (age 18+) and 829 unique children (age <18). The care team provided over 32,000 visits. In addition, psychological services were provided to 507 unique individuals. The psychology service has also continued to support individuals for bariatric and transplant surgery evaluations,



beyond services for those engaged in other programming at UPMC Western Behavioral Health at Safe Harbor.

In therapy, 3,208 adults were served, and 813 individual children (age <18) were served in the medication clinic, which is a decrease from the prior year. The team provided over 28,000 therapy visits.

Remaining accessible during the pandemic became critical to our outpatient team. Many satellite sites were disrupted and in-person services were interrupted, so accommodations using telehealth were quickly initiated. In 2020, there were over 32,000 services rendered via telehealth, a tremendous feat. While UPMC Western Behavioral Health at Safe Harbor has used telepsychiatry for many years, the team of health care providers who made this possible were from all programs, and their flexibility and dedication are outstanding.

The specialized **Crisis Services Acute Need and Diversion Services (CSANDS)** program grew this year and delivered services to 178 unique individuals, providing 86 psychosocial intakes, 953 therapy sessions, 153 psychiatric evaluations, and 166 medication checks. In addition, our evidence-based **Early Onset Recovery Program** served 67 unique individuals experiencing first-episode psychosis and demonstrated excellent outcomes in its most recent fidelity audit.

## BLENDING CASE MANAGEMENT

**Blended case management** served 466 unduplicated individuals receiving nearly 8,000 services. The blended case management program embarked on **valued-based** contracting with Erie County and Community Care Behavioral Health (CCBH) for fiscal year 2019–2020. We are pleased to report the team has been successful in earning all benchmarks, which reflect specific outcomes for individuals served.

## PROGRAM CHANGES

In January 2020, UPMC Western Behavioral Health at Safe Harbor closed its community-based **Intensive Behavioral Health Services** program. After many years and many changes, the agency determined this was in the best interest of our goals and mission. Thirty-four individuals received services in January 2020 before the program closed.

Similarly, **Early Intervention** and **Community School-Based Behavioral Health** teams closed all programming in 2020, and individuals were referred to other providers. Early Intervention demonstrated immense agility in shifting this service to telehealth to accommodate children and families, and served 431 unique individuals prior to closing in June 2020. The Community School-Based Behavioral Health team served 30 students at Lincoln Elementary prior to closing in December 2020 and after adapting to many COVID-19-related changes in their services.

## ADDICTION MEDICINE SERVICES

**Addiction Medicine Services** continued to grow in 2020. The **Warm Hand-Off** program provides assessment, referral, and support to individuals whose substance use leads to medical treatment at UPMC Hamot. The program assists individuals in securing and following through with substance use disorder treatment upon

their discharge. Staff are available on all shifts and work with individuals in the community when needed. Warm Hand-Off received 1,314 referrals in 2020 for 1,121 individuals. Of those, 123 individuals completed a psychosocial assessment with our team.

The Addiction Medicine Services program provided 2,998 individual and group visits to 324 unique individuals.

**Certified Recovery Specialist** services have grown dramatically and served 83 individuals in 1,372 services. A certified recovery specialist is an individual who has experience living in recovery and builds a peer connection with individuals to help them build hope and positive sober supports.

**Medication for Substance Use Disorders** began at UPMC Western Behavioral Health at Safe Harbor in June 2018, providing an opportunity to engage in evidence-based and life-saving treatment. The program served 26 individuals in 2020, who received a total of 351 services. The medication program currently assists individuals with alcohol or opioid use dependence and provides buprenorphine and naltrexone.

The **Women's Recovery Center**, which officially opened in January 2018, provides mobile case management, counseling, and medication-assisted treatment to women who are pregnant or who have children and who are seeking recovery from substance use disorder. **UPMC Magee-Womens Specialty Center** provides medication-assisted treatment for women who have opioid dependence, and the counseling, case management, and recovery specialist services are delivered by UPMC Western Behavioral Health at Safe Harbor. In 2020, the program served 79 unique clients, who received 330 visits.

## CERTIFIED PEER SPECIALIST

In Certified Peer Specialist Services, 44 unique individuals received 665 services, an increase since our last report.

## CRISIS SERVICES

Crisis programming at UPMC Western Behavioral Health at Safe Harbor continued to provide around-the-clock life-saving services throughout the pandemic.

2020 created many challenges for the community-based care provided by Crisis Services. **Crisis Residential** admitted 294 unduplicated individuals and Crisis Services served 5,169 unduplicated individuals. Crisis Residential closed for a brief period and functioned at a reduced capacity while implementing safety measures to adapt to the pandemic. Our Crisis Services teams also adapted to telehealth where indicated.

**Mobile Crisis** served 739 unduplicated individuals, with a total of 2,587 mobile visits. Walk-in services were received by 1,236 unduplicated individuals, with a total of 1,882 walk-in visits. There were 28,229 phone services rendered in 2020.

The **WarmLine**, a peer-led service providing alternative access and support to peer counseling, served 44 unduplicated individuals who had 665 contacts. The WarmLine experienced a vacancy in 2020, which contributed to lower volumes than in prior years.

## QUALITY ASSURANCE/QUALITY IMPROVEMENT

Outpatient quality indicators largely focus on improving access, coordination of care, and outcomes of value-based payment measures, as well as compliance with regulations for treatment planning and CPT codes. In March, there was a quick response to COVID-19 with the implementation of telehealth services for all programs.

## AGENCY-WIDE

### **Organizational Self-Assessment (OSA)**

The Pennsylvania Office of Mental Health and Substance Abuse Services (OMHSAS), Mercer Government Human Services Consulting, and the McSilver Institute for Poverty Policy and Research at New York University conducted the Organizational Self-Assessment (OSA) to assess organizational readiness in a value-based environment across several critical domains. The total score was 69, placing the agency in the 86.83 percentile of 243 organizations. The agency score was above average for eight of the nine domains, which include operations/organizational structure; information technology; interoperability; data management and analytics; quality assurance, monitoring, and management; contracting; finance; demonstrating impact/value and evaluation capacity. Interface with physical health, social support, and care management was the only domain below average, scoring 8 (on a range of 0-12) with the average of 8.84.

These outcomes demonstrate the high level of activities on quality measures across the agency. In 2021, there will be an increased focus on improving the ninth measure as related to the value-based purchasing project that is currently being implemented, which focuses on coordination of care between physical health, social support, and care management.

### **Inpatient and Ambulatory Value-Based Purchasing**

Community Care Behavioral Health has implemented a value-based purchasing project focused on the effort of preventing hospital readmission within the first 60 days for most impact on postinpatient admission costs. The goal for UPMC Western Behavioral Health at Safe Harbor is a rate of 14.7% or less for 30-day readmission; the baseline is 17.2%. Since January 2021, workflows and communication tools to support the coordination between programs have been developed and implemented.

### **Successful Prevention, Early Detection, Treatment, and Recovery (SPEDTAR)**

In 2021, Community Care Behavioral Health is required by OMHSAS to implement a performance improvement project to address access, screening, referral, and treatment for individuals with an opioid and/or other substance use disorder. In response, UPMC Western Behavioral Health at Safe Harbor is increasing training for staff on the use of the Screening, Brief Intervention, Referral to Treatment (SBIRT) tool, as well as developing workflows for ease of access to screening, assessment, and referral between programs. Once the process and procedures are implemented, baseline data will be obtained to develop monthly goals to monitor the outcomes.

## QUALITY MEASURES HIGHLIGHTED BY PROGRAM

### **Outpatient Therapy**

Surveys were conducted regarding satisfaction and verification of telehealth services. Feedback is consistent in the expressed interest of continued telehealth services. The ease of access has increased the show rate

for therapy. Follow-up activity will focus on increased use of video and in-person services as the COVID-19 emergency declaration lifts and waivers of regulations are discontinued. The measure of referral to first appointment will be reinstated.

### **Outpatient Med Clinic**

The nursing team implemented workflow changes to support telehealth services. Due to these changes, there was diminished capacity of resources to continue a high volume of live answers on the nursing line. Toward the end of the year, the nursing team developed and implemented a new process and procedure to manage the phone lines. The team has also returned to working on-site at full capacity. Upcoming focus will be on measuring the outcomes of live calls and timely follow up on tasks from phone messages.

### **Blended Case Management**

Value-based payment measures continue to be a main area of focus:

- Outpatient follow-up visits within seven days after a blended case management (BCM) individual is discharged from inpatient
- Average number of BCM contacts within the 30 days after a BCM individual is discharged from inpatient
- BCM contacts within three days after a BCM individual is discharged from inpatient
- BCM contact/claims day of or day before an inpatient admission

All four value-based payment measures were met for the evaluation period July 1, 2019, to June 30, 2020. These measures will continue in 2021 in support of successful outcomes with the newly implemented value-based payment measures related to care coordination between inpatient, ambulatory, and community-based providers.

### **CSANDS (Crisis Services Acute Need and Diversion Services)**

Monitoring signed physician orders for services is required by regulation and serves to oversee appropriateness for services. CSANDS will be participating in the 2021 UPMC Western Behavioral Health Quality Fair. The project will measure utilization of services (percent of visits uses/available) as well as diversion from inpatient admissions.

### **Addiction Medicine Services**

The Warm Hand-Off focuses quality improvement (QI) on individual linkage to addiction services after the Warm Hand-Off assessment, referral, and support process. These measures were met each quarter of 2020 and will continue for 2021.

### **Certified Peer Services**

Charts are monitored to document discussion on the need for referrals to appropriate services and follow up if successfully linked to them. This goal was met for three quarters of 2020 and will continue to be measured in 2021.

### **Certified Recovery Services**

Charts are monitored to document discussion on the need for referrals to appropriate services and follow up if successfully linked to them. This goal was met for two quarters of 2020 and will continue to be measured in 2021.



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At Safe Harbor

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HEALTH AT SAFE HARBOR  
OUTPATIENT CLINIC**

1330 W. 26th St., Erie, PA 16508

**UPMC WESTERN BEHAVIORAL  
HEALTH AT SAFE HARBOR  
CRISIS CENTER/OUTPATIENT WEST**

2560 W. 12th St., Erie, PA 16505

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available every day at any time, at  
**814-456-2014** or **1-800-300-9558**.