



2021
**ANNUAL
SUMMARY**

UPMC | **WESTERN
BEHAVIORAL HEALTH**

At Safe Harbor



FY 2021

Board of Directors

364,767 SERVICES

14,931 UNIQUE INDIVIDUALS

50+ COMMUNITY BENEFIT EVENTS

Special Message

UPMC Western Behavioral Health at Safe Harbor is a safe and welcoming environment because of our team, whose members provide services with compassion, integrity, innovation, and advocacy each day. We dedicate this report in their honor and offer our sincere thanks for the difference they make in the lives of our patients every day.

- David Kruszewski, DO
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COMPASSION, INTEGRITY, INNOVATION, ADVOCACY

As our community continued to cope with the impact of the pandemic, UPMC Western Behavioral Health at Safe Harbor served our area with compassion, integrity, innovation, and advocacy throughout 2021.

Our commitment to compassion inspired many outreach activities, such as our Family Support group for individuals whose loved ones are impacted by substance use, and the Vigil of Hope with the Maria House Project.



Our teams have also shown tremendous compassion toward one another. This year marked our first “Fall Fest” and was one of many ways staff offered each other support.

Western Behavioral Health at Safe Harbor has continued to focus on providing services with integrity throughout the pandemic. This means using advocacy to address issues close to our mission in ethical and evidence-based ways. In 2021, this included developing two projects funded by grants from The Beckwith Institute to do more of these “right things” in our communities:



- Lisa May, PhD, LPC, director of outpatient mental health, was awarded a project named **Colors of the World** to ensure all staff at Safe Harbor have crayons that reflect the diversity in our community to use with clients.
- Stacey Buettner, director of crisis services, received an award for Applied Suicide Intervention Skills Training (ASIST), an evidence-based suicide prevention/intervention training. This award will support two individuals in becoming ASIST trainers and strengthen suicide prevention efforts throughout our community.

Innovation to support access and service during the COVID-19 pandemic has continued. We delivered more than 23,000 telehealth visits. In addition, we engaged our community with eight “Question, Persuade, Refer” suicide prevention web trainings, sponsored by a grant from the Erie County Department of Health.

During the year, we also continued to collaborate with area schools and primary care offices and participated in activities such as open houses and awareness events and the National Night Out.

Advocacy efforts were a major focus at Safe Harbor in 2021, including the Suicide Prevention Advisory Group at Safe Harbor that engages community members and organizations within Erie County to unite in suicide prevention efforts. In 2021, this group began collaborating with the Northwest Pennsylvania Veteran Suicide Prevention Program with the University of Pittsburgh Program Evaluation and Research Unit (PITT PERU). The group hosted a successful virtual conference series with more than 851 attendees.



Safe Harbor participated in the Out of the Darkness Walk to prevent suicide as a local event sponsor and also provided resources for participants. The experience, led by the Western Pennsylvania Chapter of the American Foundation for Suicide Prevention (AFSP), is a highlight each year.

The AFSP also supported Safe Harbor's advocacy efforts as a vendor in our Doga fundraiser.

Our Pawsitive Vibes Only Doga (dog yoga) fundraiser, led by Dr. May from Safe Harbor and Katie King from Hamot Health Foundation, featured yoga instruction donated by Joshua Will. Participants and their pups had a good time practicing yoga while raising awareness and funds for Safe Harbor. Hamot Health Foundation coordinated the event. Volunteers from Therapy Dogs United took part in the event. Sponsors included:



- UPMC Health Plan
- ERIEBANK
- Glowacki Management
- Knox Law
- Peterson's Property Maintenance, Inc.
- Jeff and Donna Shaw
- Team Hardinger
- UPMC Hamot Neonatal Intensive Care Unit (NICU)
- Allburn Florist
- Puptopia
- Home Sweet Homemade
- Lannie Lookz
- Because You Care
- Café 7-10
- Anna Shelter
- Wegman's
- Peninsula Pups
- Beauty Bar
- Presque Isle Passage RV Park
- Paws for the Good Life
- Pet Supplies Plus
- AFSP Western Pennsylvania

We held a successful Over the Edge fundraiser in partnership with the Achievement Center of LECOM Health and Family Services of NW PA. Participants rappelled down Erie's Bicentennial Tower in support of behavioral health services in our community. Safe Harbor efforts, led by Becky Hover, raised spirits, funds, and some folks to new heights, including our friend C. Wolf from the Erie SeaWolves.



Thank you to our sponsors:

- AJ Grack Building Systems, Inc.
- Spine + Sports Injury Center
- Logistics Plus Linguistic Solutions
- Lathrop Electric
- McCarl's Services
- Peterson Property Management
- PNC Bank
- Tungsten Creative Group
- UPMC Health Plan
- Velocity Network

We organized advocacy activities to promote an inclusive and welcoming environment for all staff and the people we serve. Work groups focused on LGBTQIA wellness, diversity, equity and inclusion, and employee activities. Among the accomplishments of these committees was an event for Black History Month, the first celebration of Juneteenth, planting a diversity garden, Pride Week festivities (including at the local Erie Pridefest), and activities to foster fun and connection at work, like collecting food and CRU donations, employee spotlights, and holiday door decorating.

COMMUNITY PARTNERSHIPS: HAMOT HEALTH FOUNDATION



**HAMOT
HEALTH
FOUNDATION**

In collaboration with Hamot Health Foundation, Safe Harbor achieved many of its goals this year.

The Foundation continues to support the Women's Recovery Center (WRC), a collaborative project of Safe Harbor; Magee-Womens, UPMC Hamot; and UPMC Magee-Womens Specialty Center. WRC helps pregnant women, women with children, and women of childbearing age who are impacted by substance use disorder. Coordinated specialty care includes medication-assisted treatment through UPMC Magee-Womens Specialty Center. Safe Harbor provides outpatient therapy, mobile case management, and certified recovery specialist services. Grants received from Hamot Health Foundation, the United Way of Erie County, KeyBank, Erie Women's Fund at The Erie Community Foundation, and The Beckwith Institute (a fully endowed fund of UPMC) all made WRC possible, and Hamot Health Foundation and United Way have been critical to its sustainability.

Since WRC was established in January 2018, the team has welcomed 18 babies born to women who were engaged in medication-assisted treatment, and 15 babies whose mothers were engaged in other substance use disorder services through WRC. Within the program, 6% of newborns needed neonatal intensive care or related substance exposure medical interventions for neonatal abstinence syndrome, a risk for babies associated with maternal substance use. The program has served more than 280 women and more than 190 children.

At the Women's Recovery Center in Franklin, which opened in March 2021, three babies were born to women who were engaged in medication-assisted treatment, and one baby was born whose mother

was engaged in treatment for other substance use disorder services through WRC. One hundred percent of the babies born were discharged home with their mothers without the need of medical interventions for neonatal intensive care or treatment related to prenatal substance exposure. The program has served 14 women and more than 15 children. Women in the program have breastfed their newborns, gained employment, obtained reliable housing, and connected to other community resources — all creating more stable homes for their families.

In 2020, Hamot Health Foundation was awarded a \$1 million Rural Communities Opioid Response Program (RCORP) implementation grant and a \$500,000 grant to reduce the incidence and impact of neonatal abstinence syndrome (NAS) from the Health Resources Services Administration (HRSA). Updates on these projects can be found at the Recovery Is Community NWPAs site: <https://recoveryisnwpa.org/recovery-is-community>, which itself is a grant project through RCORP. In addition, the Foundation received a significant grant from the Pennsylvania Department of Drug and Alcohol Programs to provide recovery-related supports. This project can be seen at <https://recoveryisnwpa.org/>.

These grants enable Safe Harbor and Hamot Health Foundation to work with an array of community organizations, including the Women’s Recovery Center team, UPMC Northwest, LECOM Health Corry



Memorial Hospital, Primary Health Network, Venango County Human Services, Beacon Health Options, Corry Blue Zones Project, the Pennsylvania State Police, and Crawford County Drug and Alcohol Executive Commission.

Through the Recovery Is Beautiful NWPAs project, the team held 65 sober social events, 47 family sober social events, and provided training to 1,168 attendees. The project continues with support groups and events, life skills groups, and training events.

The Recovery Is Community NWPAs projects have impacted rural Erie and Venango counties through many activities aimed at reducing the impact of opioid use disorder in our region. Among these many achievements:



- Opening of the new Women’s Recovery Center site in Franklin, Pa.
- Distribution of 6,000 brochures by the new youth suicide prevention task force in Venango County.
- Purchase of medication disposal resources to destroy 50,000+ pills. This purchase was enabled by The Strengthening Families program implemented in Venango County by the Department of Human Services.
- Training of more than 500 professionals through the project in its first year. Ongoing training and regional conferences continue.
- Increased naloxone distribution.
- Creation of Recovery Is ... — an Armstrong Cable and YouTube series that can be seen on Armstrong Cable, YouTube, and the Recovery Is Community NWPAs website.

And congratulations to Safe Harbor team members Stephanie Sheriff and Erin Van Iderstine, who received scholarships from Hamot Health Foundation for their continued education and development.

CONTINUED PARTNERSHIPS: COMMUNITY SCHOOLS



The Community Schools program organizes school and community resources around student success. In 2016, Safe Harbor became the Lead Partner at Wayne School, a former elementary school within Erie's Public Schools. In 2018, after district restructuring and school consolidation, Safe Harbor became a Community School Lead Partner to East Middle School in 2018.

Community Schools is an evidence-based strategy that joins education, health, community, volunteer, recreation, and social service organizations to improve education outcomes for youth. The

United Way of Erie County completes a school needs assessment and opportunities are customized to the benefit of the school, students, families, and the neighborhood. The Community Schools model allows for flexible 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.

EXPANDING THE COMMUNITY SCHOOLS PROGRAM

Under the leadership of United Way, 2020 brought more resources to the community with a \$2 million grant from the U.S. Department of Education. With a focus on student engagement and truancy reduction, this grant expanded the program into Full-Service Community Schools. Safe Harbor is a partner in this project

In 2021, Safe Harbor established a team of five case managers and a manager to support the five original Community Schools in Erie's Public Schools. The team began to receive referrals in April and by October had received a total of 190 student referrals. With the success of this United Way program, the case management program was expanded throughout Erie's Public Schools. Safe Harbor's partnership was also expanded to service additional schools. Safe Harbor hired two managers and began building two additional case management teams in late 2021.

OUTPATIENT THERAPY, MEDICATION, AND PSYCHOLOGY

In 2021, Safe Harbor's Outpatient Program served 6,991 individuals, including more than 1,957 intakes to start individuals in services.

- The medication clinic served 5,392 unique individuals.
- The care team provided more than 25,000 visits.
- Psychological services were provided to 977 unique individuals.
- In therapy, 4,232 people were served and the team provided more than 27,000 therapy visits.

The psychology team continued to support individuals for bariatric and transplant surgery evaluations, beyond services for those engaged in other programming at Safe Harbor.

The specialized Crisis Services Acute Need and Diversion Services (CSANDS) program served 156 unique individuals. The evidence-based Early Onset Recovery program served more than 30 individuals experiencing first-episode psychosis and continues to demonstrate improvement in clinical outcomes such as hospitalizations, homelessness, and suicidality.

CASE MANAGEMENT

Blended Case Management served 300 unduplicated individuals receiving nearly 4,900 services. The Full-Service Community School case management team began taking referrals in April 2021 and received a total of 190 student referrals through September 2021, when the first grant year ended. During this time, there were 176 referrals based on truancy and chronic absenteeism needs. Seventy-five students and 49 family members received services, and 92 successful connections were made to needed resources for 73 individuals (44 students and 29 family members).

ADDICTION MEDICINE SERVICES

Addiction Medicine Services continued to serve the community broadly in 2021.

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. Warm Hand-Off received 1,352 referrals in 2021 for 1,182 individuals.

Outpatient, intensive outpatient, and medication visits make up the majority of the Addiction Medicine Services program. This team provided 3,510 individual, group, and/or medication-related visits to 343 unique individuals.

Certified recovery specialist services have maintained stability throughout the past year. The recovery specialists served 82 individuals in 1,370 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.

The Women's Recovery Center (WRC), which opened in Erie 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 assists with medication-assisted treatment for women who have opioid dependence, and Safe Harbor delivers the counseling, case management, and recovery specialist services. In 2021, the program served 116 unique clients.

CERTIFIED PEER SPECIALIST

Certified peer specialists provided more than 500 services to 31 unduplicated individuals, an increase since our last report.

CRISIS SERVICES

Safe Harbor's Crisis Services continued to provide round-the-clock life-saving services throughout the pandemic:

- The Crisis Residential program admitted 353 unduplicated individuals, and crisis services served more than 5,400 unique individuals.
- Mobile Crisis served 1,767 unduplicated individuals, with more than 2,950 mobile visits.
- Walk-in services were received by 1,321 unduplicated individuals, with a total of 1,949 walk-in visits.
- More than 32,300 phone services rendered to 5,405 individuals.
- The WarmLine, a peer-led service providing alternative access and support to peer counseling, served 43 unduplicated individuals, who had 264 contacts.

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 current procedural terminology (CPT) codes.

AGENCY-WIDE

Inpatient and Ambulatory Value-Based Purchasing

Community Care Behavioral Health (CCBH) and Erie County have implemented a value-based purchasing project focused on preventing readmission within the first 60 days after discharge for the greatest impact on post-inpatient admission costs. The goal for 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. In review of outcomes, discussion with CCBH and the Office of Mental Health and Substance Abuse Services (OMHSAS) adjusted the clinical use of Crisis Services as a resource for follow-up services and post-inpatient episodes. This will support individuals clinically and improve outcomes.

Prevention, Early Detection, Treatment, and Recovery (S\PEDTAR)

In 2021, OMHSAS required CCBH 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, Safe Harbor trained staff on the use of the Screening, Brief Intervention, and Referral to Treatment (SBIRT) tool and developed workflows for ease of access to screening, assessment, and referral between programs. Baseline data is currently monitored monthly to establish a goal for 2022.

QUALITY MEASURES ARE HIGHLIGHTED BY PROGRAM

Outpatient Therapy

Activities focused on increased use of in-person services and use of telehealth by video when clinically appropriate. Chart audits have consistently scored within the 90th percentile, preventing the need for any corrective action. Supervisors follow up with clinicians for any individual concerns identified in the monthly chart audit.

Outpatient Medication Clinic

The nursing team is measured on the average number of days it takes to complete follow-up on messages received through the line dedicated to individual problems. In 2021, the nursing team received a total of 6,557 calls, averaging 546 calls per month. The response time to complete follow-up to these calls averaged just under 1.5 days. For the call-in scheduling process, the average number of days to receive a medication visit was 25.5 days.

Blended Case Management (BCM)

We continue to focus on value-based measures:

- Outpatient follow-up visits within seven days after a 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 the three days after a BCM individual is discharged from inpatient.
- BCM contact/claims the day of or the day before an inpatient admission.

These measures will continue in 2022 in support of successful outcomes with the newly implemented value-based payment measures related to care coordination between inpatient, ambulatory, and community-based providers.

CRISIS SERVICES ACUTE NEED AND DIVERSION SERVICES (CSANDS)

CSANDS participated in the UPMC Western Behavioral Health second annual quality fair. The initiative focused on increasing the rate of diversion from hospitalization by those participating in the program and improving engagement. All individuals but one were diverted from hospitalization, and engagement with the program resulted in utilization rates ranging from 52% to 64%.

Addiction Medicine Services

The Addiction Medicine Services program participated in the UPMC Western Behavioral Health second annual quality fair. The initiative centered on the use of the Quality of Life (QOL) survey. The results of the survey provided information used to drive treatment planning and identify common barriers and resource gaps in the community. It provided opportunities to link individuals to existing resources. Overall, the data suggests that the Addiction Medicine Services program is having a positive impact on the QOL of participants, and that they are satisfied with their clinical care.

Certified Peer Services

Charts are monitored for the documentation of 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 2021 and will continue to be measured in 2022. Chart audits have consistently scored within the 90th percentile preventing any corrective action needed. Clinicians are followed up with in supervision for any individual concerns identified in the monthly chart audit.

Certified Recovery Services

Charts are monitored for the documentation of 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 2021 and will continue to be measured in 2022. Chart audits have consistently scored within the 90th percentile preventing any corrective action needed. Clinicians are followed up with in supervision for any individual concerns identified in the monthly chart audit.

UPMC | **WESTERN
BEHAVIORAL HEALTH**
At Safe Harbor

**UPMC WESTERN BEHAVIORAL
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

In the event of a crisis, call Crisis Services,
available every day at any time, at
814-456-2014 or **1-800-300-9558**.