**JSAP**

**Performance Improvement Report for 2020**



Washington County Health Department

Division of Behavioral Health Services

Jail Substance Abuse Program

500 Western Maryland Parkway

Hagerstown, MD 21742

**Demographics of Persons Served**

1. Gender

The charts describe data collected from January 1, 2020 – December 31, 2020

**Analysis**

JSAP served a total of 77 individuals in 2020, which is nearly half of the number the Program served last year (143). The COVID-19 pandemic triggered the closure of the program effective March 13 until September 23, 2020. However, due to another significant rise in the COVID-19 cases, the program closed again from November 2, 2020 to date.

JSAP continues to serve significantly more males (71%) than females (29%). However, according to the 2019 Sheriff’s Annual Report (2020 not available), 85% of inmates are male and only 15% are female.

Furthermore, we have not been able to hire a counselor to replace the additional men’s group that was lost when a counselor retired at the end of 2019. With Covid restrictions, we were not permitted to run simultaneous groups in the three available group rooms as we did previously.

**Action Plan**

1. Continue to offer as many services as permitted within the detention center to all interested and eligible participants.
2. Hire for the counselor position when the program reopens.
3. Continue to collect date on gender of the Program participants.
4. Age Range

**Analysis**

The majority of persons incarcerated are between the ages of 18-40. We offer services to all who are over the age of 18.

**Action Plan**

JSAP will continue to collect data on the age of the Program participants.

1. Race

**Analysis**

The Sheriff’s Annual Report for 2020 is not yet available for this analysis. The 2019 Sheriff’s Annual Report revealed the inmate population by race broken down as 63% White, 36% African American, 1% other. Statistically, we are providing services to a similar racial population.

Data from the State of Maryland indicates that state wide, 52% of citizens identify as white (non-Hispanic), and 29.5% of citizens identify as African American (non-Hispanic).

Data specifically for Washington County, Maryland indicates that 79.7% identified as white, and 10.3% identified as black. The data for the county indicates that individuals self-identified as Black are overrepresented in the detention center census. It may suggest that individuals identifying as black may face increased arrests or longer sentence terms, when compared to individuals identifying as white. This discrepancy demonstrates social and justice issues regarding the race of those incarcerated.

**Action Plan**

JSAP will continue to collect data on race of the Program participants. Note that the breakdown of statistics is somewhat antiquated by not counting persons-served who choose more than one race. It does account for a primary race as identified by the person served. The Sheriff’s Annual Report also reports on the primary selection.

**Effectiveness**

**Goal:** Increase overall functioning of every person served from admission to discharge

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| Indicator | Target | Applied to | Time of Measurement | Data Source | Obtained  by | **Result** |
| Level of agreement change in functioning from admission to discharge on Q. 4, 6, 14 and 22  of the Adult OMS | Minimum of 50% increase in functioning across all categories | Adult patients admitted beginning 1/1/2020 and discharged by 12/31/2020 | Upon patient admission and at discharge | Adult OMS questionnaire (adapted)  PatTrac Report | Program staff    and  Operations & Compliance Coordinator | **Met goal** |

**Result**

**Question #4**

**Analysis**

The goal has been met but the sample was much smaller than in 2019: 3 individuals identified improvement, 1 neutral, 1 worse at discharge. On an individual note, 2 individuals were dissatisfied with their current legal upcoming sentencing which may have negatively influenced their outlook.

**Action Plan**

JSAP plans to gather all available data for 2021 keeping in mind that the year will also have a smaller sample size due to continued Program closure.

**Question #6 –**

**Analysis**

The participants feel positive about their current choices; hopefully with respect to treatment and their future vs. the crimes committed that resulted in their incarceration.

**Action Plan**

None at this time.

**Question #14 -**

**Analysis**

There is some growth or improvement but it seems that some were satisfied with their recovery, perhaps by their choice to request and enroll in JSAP services.

**Action Plan**

None at this time.

**Question #22 –**

**Analysis**

Though only a small sample was able to be gathered, it shows a positive trend that either relationships have improved perhaps as a result of treatment or they felt a connection to staff or other referral sources in the community. Hope instilled.

**Action Plan**

None at this time.

**Effectiveness**

**Goal:** To maintain number of completed participants engaged in JSAP Health and Wellness Services post receipt of

JSAP treatment services.

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| Indicator | Target | Applied to | Time of Measurement | Data Source | Obtained  by | **Result** |
| # of successfully discharged participants attending a minimum of one JSAP Health and Wellness group | 75% | JSAP patients that have successfully completed treatment | February 15, 2020 to December 31, 2020 | PatTrac | Program Coordinator | **N/A**  **Was not able to implement** |

**Analysis**

JSAP was not able to implement the Health and Wellness Services due to program closure from March 13, 2020 to September 23, 2020 and again from November 9, 2020 through December 31, 2020. This goal will be implemented upon reopening of the Program. A date of return in 2021 has not been given at this time.

**Action Plan**

None at this time

**Efficiency**

**Goal:** Maintain number of monthly assessments at Program

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| Indicator | Target | Applied to | Time of Measurement | Data Source | Obtained  by | **Result** |
| # of assessments completed by clinicians | Minimum of 12 assessments per month | Incarcerated adults requesting JSAP services | Assessments from 1/1/20 to 12/31/20 | PatTrac JSAP Diag Eval Report  Visit Note Log | JSAP Program  Coordinator | **Did not meet goal** |

**Result**

**Analysis**

Several factors impacted this goal in 2020. One counseling staff member retired. We went through the entire process to select a new hire but the selected person declined the position. Limited staff impacted the number of assessments completed. The Program was closed beginning the second week of March. We opened for approximately six weeks from September 23 to the November 9. We were instructed by the detention center that we could only have six participants in a group - (6 males, 6 females). The total number of assessments completed for the brief time we returned was 12. We did stay within the parameters of the detention center and filled all 12 group slots, but did not meet the goal as originally stated.

**Action Plan**

None at this time. We may need to adjust this goal if the number of group participants remains limited by the detention center due to Covid precautions when programs are permitted to return.

**Service Access**

**Goal: Decrease number of days between group orientation and assessment**

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| Indicator | Target | Applied to | Time of Measurement | Data Source | Obtained  by | **Result** |
| # of days | Maximum of 21 days | JSAP participants | Group Orientation & Assessment Date from 1/1/20 to 12/31/20 | Visit Note Log  PatTrac JSAP Service Success Analysis Report | Program Coordinator | **Met the goal at 79%** |

**Result**

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| **Category** | **# of Individuals** | **Percentage** |
| # of Individuals attended Group Orientation | 31 | 100% |
| # of Individuals attended Group Orientation and were assessed | 28 | 90% |
| # of Individuals attended Group Orientation and were assessed **within 21 days or less** | 22 | 79% |
| # of Individuals attended Group Orientation and were assessed **after 21 days** | 6 | 21% |

**Analysis**

Our plan is to assess all who attend orientation. This number is often impacted by factors out of our control such as unanticipated release dates. Sometimes a participant’s assessment is delayed or does not happen because they become ineligible due to jail regulations after orientation. We were also impacted by twice needing to end JSAP in 2020 and individuals who received orientation were no longer at the detention center or the program was no longer available.

**Action Plan**

None at this time.

**Satisfaction**

**Goal: Increase the satisfaction of program participants**

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| Indicator | Target | Applied to | Time of Measurement | Data Source | Obtained  by | **Result** |
| Rating given by program participants on the item “I found the services I received helpful.” | 3.5 satisfaction rating | Program participants | March, June,  September &  December 2020 | Survey Data Analysis  Report | Program Coordinator and Operations & Compliance Coordinator | **Did not meet target** |

**Result**

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| **Survey Item** | **Average Response** | | | |
| **March** | **N/A** | **N/A** | **N/A** |
| Number of survey forms completed | **10** |  |  |  |
| I would recommend this Program’s services to people in similar situation. | 3.60 |  |  |  |
| I found the services I received helpful. | 3.40 |  |  |  |
| I understood what was expected after completing my interview with my counselor. | 3.60 |  |  |  |
| Staff helped me feel welcome and treated me with respect. | 3.60 |  |  |  |
| Staff is accepting of cultural needs | 3.30 |  |  |  |

**Analysis**

We had a smaller sample size in 2020. We recall that two individuals were somewhat upset at the time of services which may account for not meeting the goal of “I found services helpful,” and “Staff is accepting of cultural needs.” The individuals did not provide specific feedback so we are making assumptions. The counselor did request supervision regarding the results of the survey as she did not want to “take it personally” -yet also wanted to process if there were things that she/we could do to improve outcomes.

**Action Plan**

Continue to gather data for 2021 and track for trends/improvements.

**Business Function**

**Goal:** Fill an existing counselor position

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| Indicator  Measure | Target | Who Applied  to | Time of  Measure | Data  Source | Obtained  By | **Result** |
| Time it took to hire a new counselor | Within six months from approval to return to the detention center site | First successful candidate to accept the hiring offer | After selected job applicant accepts the position | Personnel Officer’s hiring status report | Program Coordinator & Personnel Officer | **Pending due to Program closure** |

**Analysis and Action Plan**

The goal will be implemented upon return to the detention center. The date to reopen in 2021 has not yet been announced.