



Elmhurst Home, Inc.
"Recovery with Dignity"



2023 ANNUAL REPORT



ehinc.org

Certified Community Behavioral Health Clinics (CCBHCs)



Since 2021, our organization has proudly held the distinction of being a Certified Community Behavioral Health Clinic (CCBHC), committed to offering a comprehensive range of mental health and substance use disorder services to all individuals, regardless of diagnosis or insurance status. Under the federal guidelines of the Excellence in Mental Health and Addiction Act.

CCBHCs like ours receive enhanced Medicaid reimbursement rates to support the expansion of services to vulnerable populations. As a nonprofit organization, we directly provide or partner with organizations to deliver nine essential types of services, with a focus on 24-hour crisis care, evidence-based practices, seamless care coordination with local partners, and integration with physical health care.

Our commitment to accessibility and quality care remains unwavering as we continue to serve our community's SUD and mental health needs.

Serving the Community for 52 Years



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A Statement from our Executive Director



I am thrilled to present our annual report, highlighting the remarkable progress and impact of Elmhurst Home, Inc. in our community in 2023. As executive director, it is my honor to share the accomplishments and groundbreaking initiatives that have transformed our organization into a catalyst for comprehensive and integrated wellness programs.

In 2023, we embarked on an ambitious journey to redefine addiction and mental health treatment by incorporating an array of dynamic programs. Through the synergistic combination of therapy, medications, traditional medical practices, and integrative wellness protocols, we have witnessed unprecedented success in our mission to restore hope

and empower individuals on their recovery journey.

Collaborating with the CDC foundation for COVID awareness and treatment has allowed us to extend our expertise beyond addiction and mental health, playing a crucial role in combating the pandemic and its implications within our community. We have diligently amplified the message of prevention and safe practices, reaching far and wide, as we strive to protect the health and well-being of our clients, staff, and the communities we serve.

As participants in the Substance Abuse and Mental Health Services Administration (SAMHSA) BCOR (Behavioral Health Core) and Peer Recovery Services programs, we are positioned at the forefront of current best practices. This esteemed association not only underscores our commitment to advancing evidence-based treatment methods but also gives us access to invaluable resources and networking opportunities. Through our continued involvement in the BCOR program, and Peer Recovery Services we ensure our services remain cutting-edge and drive positive outcomes for our clients.

One of the most integral components of our success lies within our exceptionally skilled and compassionate professional staff. Our team of dedicated individuals, who go above and beyond each day, provides unwavering support to our clients, standing as a beacon of hope during their recovery journey. With their expertise, commitment, and unwavering dedication to transforming lives, we are proud to say that our professional staff is truly exceptional.

Every success story, every life changed, fuels our determination to make an even greater impact in the years to come. We firmly believe that everyone deserves the opportunity for lasting recovery, regardless of their circumstances. By combining innovative treatment modalities with the passion and dedication of our incredible staff, we are setting new benchmarks for comprehensive and compassionate care.

As we look towards the future, we remain committed to constantly evolving and adapting to address the ever-changing needs of our community. We will continue to expand our services, advocate for greater access to care, and seek new ways to integrate holistic wellness into our programs. By forging strong alliances, fostering excellence, and embracing innovation, together we can write the next chapter of transformative change in addiction and mental health treatment.

Thank you for your continued support, belief, and investment in our organization's vision. Together, we are making a difference, one life at a time.

Sincerely,

John C. Oden

John C. Oden
Executive Director



Executive Summary

EHI has a very robust quality assurance process known as the QAPP (Quality Assurance Program Plan). Reviews are conducted across four themes i.e. clinical, satisfaction, administrative, and medication. Reviews were conducted in CY2023 across four quarterly periods for all clinical programs (men and women) to include representative samples of client files as denoted in the Clinical Reviews - Case Record Review. Monthly monitoring is provided to ensure quality reporting. The results of the QAPP and its findings for CY2023 are aggregated to inform the following report.

Clinical Reviews

- Case Record Reviews
- Counselor Group Evaluation Sheet – Fidelity Checklist
- Supervision Record
- Follow Up Post Discharge

Satisfaction Surveys

- Consumer Satisfaction with Treatment Survey
- Food Services Satisfaction Survey
- Community Stakeholder Survey
- Client Family Caregiver Satisfaction Survey
- Family Orientation Survey
- Program Participant Satisfaction Survey

Administrative Reviews

- Personnel Record Review
- Community Health Needs Assessment

Medication Reviews

- Medication Compliance Audit
- External Audits
- Outcome Evaluation
- Process Evaluation
- Recommendations

With each quality review, recommendations, Corrective Action Plan, Supervisory Support and Encouragement, and Personnel Staff Development Needs were provided to administrative staff for clinical, administrative, and primary care teams.

Clinical Reviews

- Case Record Reviews

- Demographics

- n=3 Programs Reviewed (DWIHN, RRS, WCR)
 - n=46 Reviews conducted across 11 months
 - n= 27 Closed files

- n=19 Open files
- n=5 Counselors reviewed

Individual Planning

- 93% Comprehensive orientation been completed
- 91% Assessment process thorough, complete, and within the guidelines for timely completion
- 91% Individuals strengths, abilities, needs and preferences, desired outcomes and expectations assessed during the assessment
- 46% Nutritional assessment conducted (SUD/Co-Occurring clients only)
- 100% Follow up with physician and/or medical practitioner evident
- 22% Initial urinalysis and blood text screening of glucose levels conducted (SUD/Co-occurring disorder clients only)
- 80% Follow up with physician and/or medical practitioner evident?
- 96% Individual plan been completed
- 96% Goals & objectives comprehensive and based on the assessment
- 96% Goals and objectives based on the input of the person served
- 96% Anticipated time frames for the goal / objectives specified
- 89% Objectives written in terms of specific, measurable behaviors
- 96% External programming needs address all areas identified in the assessment that were not covered by internal goals and programming
- 37% Clients diagnosed with major depression and/or schizophrenia who take anti-depressant and/or antipsychotic medications assessed / monitored in collaboration with primary mental health care practitioners, in conjunction with clinical and/or medical team

Progress Notes

- 93% Progress notes clearly describe progress toward goals and objectives on the individual plan
- 93% Services provided consistent with the intervention areas identified on the individual plan
- 93% Notes indicate an ongoing assessment of the individuals needs in important life areas
- 93% Notes indicate an ongoing assessment of the individuals needs in important life areas
- 93% Notes explain the reasons why continued services are necessary

Follow Up/Reengagement

- 78% individuals who have dropped out of programming, not shown up for services, or left against advice of staff, have appropriate attempts been made to re-engage them in services

Counselor Group Evaluation Sheet – Fidelity Checklist

Demographics

- n=2 programs (men's and women's) reviewed
- n=11 Counselors reviewed

Counseling Characteristics and Skills

Initiates interactions appropriate to group issues.

- 25% Meets standards
- 75% Needs improvement

Demonstrates comfort with the role of facilitator in group.

- 25% Meets standards
- 75% Needs improvement

Facilitate feelings of clients.

- 25% Meets standards
- 75% Needs improvement

Expresses own focus - and it is pertinent to group issues.

- 50% Meets standards
- 0% Needs improvement
- 50% Not observed

Maintains the focus of the group among members.

- 50% Meets standards
- 50% Needs improvement

Stimulates exploration of issues at a process level.

- 25% Meets standards
- 75% Needs improvement

Encourages and facilitates participation.

- 100% Meets standards
- 0% Needs improvement

Addresses conflict.

- 25% Meets standards
- 0% Needs improvement
- 75% Not observed

Encourages through praise, warmth, acceptance.

- 25% Meets standards
- 50% Needs improvement
- 25% Not observed

Focus on issues.

- 50% Meets standards
- 25% Needs improvement
- 25% Not observed

Involvement with the group's feeling and thinking levels.

- 25% Meets standards
- 75% Needs improvement

Uses counseling techniques appropriately.

- 25% Meets standards
- 75% Needs improvement

Facilitates the development of concepts of the relapse and recidivism process and integrates them into the therapeutic process.

- 0% Meets standards
- 100% Needs improvement

Effectively manages time.

- 25% Meets standards
- 75% Needs improvement

Group activities are appropriate.

- 50% Meets standards
- 50% Needs improvement

Counselor attempts to engage all clients.

- 75% Meets standards
- 25% Needs improvement

Note: Manual form converted to digital form during Q4. Thus, the above percentages address Q4 only, 3 clinical staff (1 counselor, 1 case manager, 1 peer recovery coach), and 66% of those observed are new employees.

Supervision Record

Demographics

- n=89 supervision sessions conducted
- n=28 Counselors reviewed

During the observation, the following were observed, addressed, or covered

- 25% Accuracy of assessment and referral skills.
- 24% The appropriateness of the treatment or service intervention selected relative to the specific needs of each person served.
- 20% Treatment/service effectiveness as reflected by the person served meeting his or her individual goals.
- 2% Risk factors for suicide and other dangerous behaviors.

- 43% The provision of feedback that enhances the skills of direct service personnel.
- 27% Issues of ethics, legal aspects of clinical practice, and professional standards, including boundaries.
- 26% Clinical documentation issues identified through ongoing compliance review.
- 0% Cultural competency issues.
- 29% Model fidelity, when implementing evidence-based practices.

Follow Up Post Discharge

Demographics

- n = 2 programs (men and women)
- n = 45 follow-ups post-discharge
- n = 8 follow-up contacts made

Findings

Time of Post Discharge follow-up

- 11% 3 days after post-discharge.
- 2% 3 months after post-discharge.
- 2% 6 months after post-discharge.
- 84% Other - followed up another amount of time after post-discharge.

Program

- 44% Men's Program
- 55% Women's Program

Follow-up Contact Made

- 17% Yes
- 82% Attempt Made - Unable to Reach

Employed

- 25% Yes
 - Hours weekly
 - 50% 0-10 hours
 - 50% 31-40 hours
- 75% No

School or Work Training

- 100% No

Receiving Outpatient Treatment

- 50% Yes
- 50% No

Attending NA or AA Meetings

- 37% Yes
 - Number of meetings

Attending Church

- 75% Yes
- 25% No

Homeless

- 25% Yes
- 75% No

Housing Situation

- 12% Looking for Home
- 25% Someone else's home
- 37% Transitional Housing
- 25% Owned or Rented Apartment or House

Used Drugs or Alcohol in the last 30 days

- 100% No

Arrested since leaving Elmhurst

- 100% No

Hospitalized in the Last 30 Days for Psychiatric Reasons

- 100% No

Hospitalized in Last 30 Days for Substance Abuse Reasons

- 100% No

Attempted Suicide since Leaving Elmhurst

- 100% No

Family Attendance to Family Education Sessions

- 10% Yes
- 90% No

Family Intact Currently

- 75% Yes
- 25% No

Satisfied with Care Received at Elmhurst Home Inc.

- 100% Yes

Need Further Assistance from Elmhurst Home Inc.

- 25% Yes
- 75% No

Would like to Discuss Concerns or Current Problems with EHINC Staff Member

- 37% Yes
- 62% No

Satisfaction Surveys

Consumer Satisfaction with Treatment Survey

Demographics

n=23

Gender Assigned At Birth

- 100% Female
- 0% Male

Race

- 61% African American
- 30% Caucasian
- 0% Hispanic
- 8% Native American
- 0% Asian
- 0% Other

Length in treatment

- 96% Less than 3 months
- 4% 3-6 months
- 0% 7-12 months
- 0% 1-2 years

Services received

- 4% Methadone Provider
- 13% Detox Provider
- 91% Residential Provider
- 4% Intensive Outpatient Provider
- 4% Outpatient Provider

Findings

Able to get treatment/recovery services when needed

- 43% Strongly Agree
- 52% Agree
- 0% Disagree
- 4% Strongly Disagree

Location of treatment/recovery services was convenient (parking, public transportation, distance, etc.)

- 52% Strongly Agree
- 43% Agree
- 4% Disagree
- 0% Strongly Disagree

Seen in a timely manner at my treatment/recovery provider

Seen in a timely manner at my treatment/recovery provider

- 39% Strongly Agree
- 39% Agree
- 17% Disagree
- 4% Strongly Disagree

Given enough information to make decisions about how to meet my needs.

- 43% Strongly Agree
- 39% Agree
- 8% Disagree
- 8% Strongly Disagree

Written materials about treatment/recovery are easy for me to understand.

- 47% Strongly Agree
- 43% Agree
- 8% Disagree
- 0% Strongly Disagree

Staff at my treatment/recovery respect me as a person.

- 39% Strongly Agree
- 35% Agree
- 22% Disagree
- 4% Strongly Disagree

Information about me is kept private by staff members at my treatment/recovery provider.

- 39% Strongly Agree
- 52% Agree
- 4% Disagree
- 4% Strongly Disagree

Staff were sensitive to my cultural /ethnic background.

- 30% Strongly Agree
- 48% Agree
- 17% Disagree
- 4% Strongly Disagree

I was actively involved in deciding my treatment/recovery goals.

- 57% Strongly Agree
- 35% Agree
- 8% Disagree
- 0% Strongly Disagree

I agreed with the goals in my plan of treatment/recovery.

- 65% Strongly Agree
- 35% Agree
- 0% Disagree
- 0% Strongly Disagree

I would recommend my treatment/recovery provider to a friend or family member.

- 43% Strongly Agree
- 39% Agree
- 13% Disagree
- 4% Strongly Disagree

Overall, I am satisfied with the treatment/recovery services I receive.

- 52% Strongly Agree
- 39% Agree
- 4% Disagree
- 4% Strongly Disagree

The facility is in good condition.

- 30% Strongly Agree
- 48% Agree
- 17% Disagree



Food Services Satisfaction Survey

Demographics

n=58

Findings

Menu Followed

- 45% Absolutely Yes
- 17% Usually Yes
- 22% Sometimes Yes Sometimes No
- .05% Absolutely No
- 10% Usually No

Food served in a safe manner

- 57% Absolutely Yes
- 16% Usually Yes
- 19% Sometimes Yes Sometimes No
- .01% Absolutely No.
- .06% Usually No

Adequate portions received

- 53% Absolutely Yes
- 19% Usually Yes
- 21% Sometimes Yes Sometimes No
- .01% Absolutely No
- .05% Usually No

Food Services (kitchen) staff fair in serving portions

- 50% Absolutely Yes
- 19% Usually Yes
- 19% Sometimes Yes Sometimes No
- .06% Absolutely No
- .05% Usually No

Meals received on time

- 47% Absolutely Yes
- 19% Usually Yes
- 10% Sometimes Yes Sometimes No
- .03% Absolutely No
- 16% Usually No

Milk received in the morning

- 60% Absolutely Yes
- 12% Usually Yes
- 10% Sometimes Yes Sometimes No

- .05% Absolutely No
- 12% Usually No

Desires to be informed on nutrition

- 47% Absolutely Yes
- .09% Usually Yes
- 19% Sometimes Yes Sometimes No
- 17% Absolutely No
- 09% Usually No

Food scale rating

- 53% - 1 Very Good
- 21% - 2 Good
- 4% - 3 Sometimes Good Sometimes Not Good
- .09% - 4 Not Good
- .03% - 5 Bad



Client Family Caregiver Satisfaction Survey

Demographics

n=107

Findings

The buildings are clean and comfortable.

- 47% Always
- 41% Most of the time
- 6% Rarely
- 6% No Opinion

I feel safe in the locations (inside and outside the building) where I receive services.

- 64% Always
- 33% Most of the time
- 93% Rarely
- 2% No Opinion

My appointments and services begin at their scheduled times.

- 55% Always
- 35% Most of the time
- 2.8% Never
- 6% Rarely
- 2% No Opinion

The staff that I work with are helpful and courteous.

- 55% Always
- 31% Most of the time
- .93% Never
- 9.3% Rarely
- 3.7% No Opinion

I am treated with respect and dignity by all staff.

- 72% Always
- 17% Most of the time
- .93% Never
- 6.5% Rarely
- 3.7% No Opinion

Services were available at times that were good for me.

- 59% Always
- 29% Most of the time
- .93% Never

- 11% Rarely
- .93% No Opinion

I feel comfortable asking about my treatment and medications.

- 73% Always
- 18% Most of the time
- 5% Rarely
- 4% No Opinion

I feel I can access and understand the services and treatment plans here.

- 66% Always
- 25% Most of the time
- .93% Never
- 8% Rarely
- .93% No Opinion

I am satisfied with the services I am receiving here.

- 53% Always
- 34% Most of the time
- 2% Never
- 6% Rarely
- 4% No Opinion\

Family Orientation Survey

Demographic

n= 61

Findings

Was the orientation helpful?

- 93% Yes
- 7% No

Do you understand more about family and addiction?

- 98% Yes
- 2% No

Do you understand when and how to have a virtual visit?

- 87% Yes
- 13% No

Program

- 43% Men's
- 57% Women's

Program Participant Satisfaction Survey

Demographics

- n= 58
- 40% Women's
- 60% Men's

Level of Care

- 45% Residential
- 55% Recovery Housing

Findings

Access, Admission, Orientation

- I got into the program quickly.
 - 64% Strongly Agree
 - 33% Agree
 - 3% Disagree
- Getting into the program was easy.
 - 59% Strongly Agree
 - 36% Agree
 - 5%
- The people who helped me get into the program were nice.
 - 52% Strongly Agree
 - 41% Agree
 - 3% Strongly Disagree
 - 3% Disagree
- I understand the program rules and what happens if I don't follow them.
 - 67% Strongly Agree
 - 31% Agree
 - 2% Disagree
- I understand how the program works.
 - 62% Strongly Agree
 - 36% Agree
 - 2% Blank

Input

- People who work here care about what I think.
 - 45% Strongly Agree
 - 41% Agree 7% Disagree
 - 3% Undecided
 - 3% Strongly Disagree

- 7% Disagree
 - 3% Undecided
- I'm encouraged to give my opinion about my treatment and this program.
 - 53% Strongly Agree
 - 38% Agree
 - 5% Disagree
 - 3% Undecided
- There are several different ways to offer feedback about the program.
 - 43% Strongly Agree
 - 41% Agree
 - 2% Strongly Disagree
 - 12% Disagree
 - 2% Undecided
- My counselor is interested in what I think about the program.
 - 53% Strongly Agree
 - 38% Agree
 - 3% Disagree
 - 5% Undecided
- I know how my opinion is used to improve the program and services.
 - 43% Strongly Agree
 - 38% Agree
 - 2% Strongly Disagree
 - 8% Disagree
 - 7% Undecided
 - 2% Blank

Rights

- I am treated with dignity and respect.
 - 55% Strongly Agree
 - 31% Agree
 - 2% Strongly Disagree
 - 8% Disagree
 - 3% Undecided
- My rights were clearly explained to me.
 - 57% Strongly Agree
 - 31% Agree
 - 2% Strongly Disagree
 - 8% Disagree
 - 2% Undecided
- If something happens that I don't like, I know how to file a complaint.
 - 46% Strongly Agree
 - 50% Agree
 - 2% Disagree
 - 2% Undecided
- I have never felt threatened or have been mistreated.

- 38% Agree
- 8% Disagree
- I feel safe when I am in the program.
 - 60% Strongly Agree
 - 6% Agree
 - 2% Disagree
 - 2% Undecided

Assessment

- My problems and needs are understood.
 - 50% Strongly Agree
 - 38% Agree
 - 2% Strongly Disagree
 - 8% Disagree
 - 2% Undecided
- When I disclose my problems I feel safe.
 - 50% Strongly Agree
 - 40% Agree
 - 2% Strongly Disagree
 - 3% Disagree
 - 5% Undecided
- If I have a new problem or need, there are ways to communicate it to staff.
 - 57% Strongly Agree
 - 34% Agree
 - 2% Strongly Disagree
 - 3% Disagree
 - 3% Undecided
- I understand why I am asked about my problems.
 - 53% Strongly Agree
 - 43% Agree
 - 2% Strongly Disagree
 - 2% Disagree
- When people ask me about my life and my problems, I feel respected.
 - 53% Strongly Agree
 - 40% Agree
 - 2% Strongly Disagree
 - 2% Disagree
 - 3% Undecided

Treatment

- I know the goals on my treatment plan.
 - 64% Strongly Agree
 - 28% Agree
 - 3% Disagree

- I helped create the goals on my treatment plan.
 - 65% Strongly Agree
 - 26% Agree
 - 2% Strongly Disagree
 - 2% Disagree
 - 5% Undecided
- My treatment plan is based on my needs.
 - 62% Strongly Agree
 - 29% Agree
 - 2% Strongly Disagree
 - 2% Disagree
 - 5% Undecided
- I review my treatment plan on a regular basis.
 - 52% Strongly Agree
 - 34% Agree
 - 2% Strongly Disagree
 - 8% Disagree
 - 3% Undecided
- My treatment plan is changed when things change in my life.
 - 48% Strongly Agree
 - 38% Agree
 - 2% Strongly Disagree
 - 7% Disagree
 - 5% Undecided

Quality of Care

- I would recommend this program to my family and friends.
 - 46% Strongly Agree
 - 34% Agree
 - 5% Strongly Disagree
 - 7% Disagree
 - 7% Undecided
- My counselor cares about me.
 - 58% Strongly Agree
 - 28% Agree
 - 2% Strongly Disagree
 - 2% Disagree
 - 7% Undecided
 - 3% Blank
- My counselor understands my problems, my needs, and my goals.
 - 58% Strongly Agree
 - 31% Agree
 - 2% Strongly Disagree
 - 3% Disagree
 - 5% Undecided

- Everybody who works here cares about me
 - 50% Strongly Agree
 - 31% Agree
 - 5% Strongly Disagree
 - 5% Disagree
 - 7% Undecided
 - 2% Blank
- I am encouraged to get my family involved in treatment.
 - 41% Strongly Agree
 - 28% Agree
 - 7% Strongly Disagree
 - 12% Disagree
 - 12% Undecided
- My life has improved since entering the program.
 - 46% Strongly Agree
 - 43% Agree
 - 3% Disagree
 - % Undecided
- I am doing better in school, work, and/or daily activities.
 - 41% Strongly Agree
 - 47% Agree
 - 5% Disagree
 - 3% Undecided
 - 3% Blank
- My family situation has improved.
 - 41% Strongly Agree
 - 31% Agree
 - 2% Strongly Disagree
 - 12% Disagree
 - 14% Undecided
- I am involved in social situations that support my treatment.
 - 48% Strongly Agree
 - 43% Agree
 - 3% Disagree
 - 5% Undecided
- I am better at handling stress.
 - 52% Strongly Agree
 - 43% Agree
 - 3% Disagree
 - 2% Blank

Cultural Competency

- My religious and spiritual beliefs/practices are respected.
 - 53% Strongly Agree
 - 40% Agree
 - 2% Strongly Disagree

- 3% Disagree
 - 2% Undecided
- The staff has a good understanding of my social and family background.
 - 43% Strongly Agree
 - 34% Agree
 - 12% Disagree
 - 2% Strongly Disagree
 - 9% Undecided
- I easily understand people speaking to me.
 - 60% Strongly Agree
 - 36% Agree
 - 3% Disagree
- My beliefs about life and treatment are understood.
 - 52% Strongly Agree
 - 40% Agree
 - 5% Disagree
 - 3% Undecided
- The program is sensitive to people's beliefs and differences.
 - 45% Strongly Agree
 - 40% Agree
 - 3% Strongly Disagree
 - 2% Disagree
 - 5% Undecided
 - 5% Blank

Accessibility

- The program's building is nice and easy to use.
 - 52% Strongly Agree
 - 38% Agree
 - 3% Strongly Disagree
 - 3% Disagree
 - 3% Undecided
- The program's hours fit my schedule.
 - 50% Strongly Agree
 - 41% Agree
 - 2% Strongly Disagree
 - 5% Disagree
 - 2% Undecided
- The program's location is easy to get to.
 - 57% Strongly Agree
 - 36% Agree
 - 2% Strongly Disagree
 - 2% Disagree
 - 3% Undecided
- Transportation to and from the program is available and meets my

- 36% Agree
- 3% Strongly Disagree
- 3% Disagree
- 5% Undecided
- The program treats all people equally.
 - 53% Strongly Agree
 - 38% Agree
 - 3% Strongly Disagree
 - 2% Disagree
 - 3% Undecided

Client Health and Safety

- The organization provides services in a safe setting.
 - 53% Strongly Agree
 - 40% Agree
 - 2% Disagree
 - 5% Undecided
- Services are provided in clean and sanitary facilities.
 - 43% Strongly Agree
 - 48% Agree
 - 3% Strongly Disagree
 - 2% Disagree
 - 3% Undecided
- I feel safe in the neighborhood and parking areas around the organization's facilities.
 - 47% Strongly Agree
 - 36% Agree
 - 2% Strongly Disagree
 - 7% Disagree
 - 7% Undecided
- I believe the organization values my personal health and safety.
 - 48% Strongly Agree
 - 45% Agree
 - 3% Strongly Disagree
 - 3% Undecided
- If the facility where I received services had to evacuate, I would know where to exit.
 - 60% Strongly Agree
 - 29% Agree
 - 2% Strongly Disagree
 - 5% Disagree
 - 3% Undecided

- - 36% Agree
- - 3% Strongly Disagree
- - 3% Disagree
- - 5% Undecided
- - The program treats all people equally.
- - 53% Strongly Agree
- - 38% Agree
- - 3% Strongly Disagree
- - 2% Disagree
- - 3% Undecided

Client Health and Safety

- - The organization provides services in a safe setting.
- - 53% Strongly Agree
- - 40% Agree
- - 2% Disagree
- - 5% Undecided
- - Services are provided in clean and sanitary facilities.
- - 43% Strongly Agree
- - 48% Agree
- - 3% Strongly Disagree
- - 2% Disagree
- - 3% Undecided

Administrative Reviews

Personnel Record Review

Demographics

- n= 2
- Job Description
 - Description on File.
 - 100% Yes
- Job Description Current.
 - 100% Yes
- Endorsed by Employee.
 - 100% Yes
- Evidence that Job Description was Signed by Employee.
 - 100% Yes

Copy of Degree or Transcript on File.

- 50% Yes
- 50% N/A

Certification/Licensure

- Copy of Certification/Licensure on File.
 - 50% Yes
 - 50% N/A
- Current Certification/Licensure
 - 50% Yes
 - 50% N/A

Training Record

- Training Record Established.
 - 50% Yes
 - 50% No
- Required Training Accomplished Within 30 Days of Hire.
 - 100% Yes
- Training is Current.
 - 100% Yes
- Cultural Competency.
 - 100% Yes
- Fraud, Waste, Abuse & Compliance.
 - 100% Yes
- HIPAA Basics.
 - 100% Yes
- HIPAA Comprehensive.
 - 100% Yes
- HIPAA Intermediate.
 - 100% Yes
- Person-Centered Planning.
 - 100% Yes

- Recipient Rights New Hires.
 - 100% Yes
- Recipient Rights Refresher.
 - 00% Yes
- Improving Michigan Practices.
 - 50% Yes
 - 50% Blank
- Abuse & Neglect Reporting.
 - 100% Yes
- Anti-Harassment & Non-Discrimination for Employees.
 - 100% Yes
- Anti-Harassment & Non-Discrimination for Leaders.
 - 50% Yes
 - 50% N/A
- Corporate Compliance.
 - 100% Yes
- Emergency Preparedness.
 - 100% Yes
- Infection Control & Standardize Precautions.
 - 50% Yes
 - 50% N/A
- Medicaid Fair Hearings, Local Appeals & Grievances.
 - 100% Yes
- Recovery Enhancing Environment.
 - 100% Yes
- Limited English.
 - 100% Yes
- Workplace Violence Prevention.
 - 100% Yes
- Customer Service.
 - 100% Yes
- Personal Conduct.
 - 100% Yes
- Unique Needs of Persons Served.
 - 100% Yes
- Critical Incident Reporting.
 - 100% Yes
- Training on Communicable Disease (In-Service).
 - 50% Yes
 - 50% No
- Violence De-Escalation/Non-violent Practices (In-Service).
 - 50% No
 - 50% N/A
- Medication Use (In-Service).
 - 50% No
 - 50% N/A

- CPR/1st Aid Training (In-Service).
 - 50% No
 - 50% N/A
- Trauma Informed Training (In-Service).
 - 50% No
 - 50% N/A
- Health & Safety Training (In-Service).
 - 50% No
 - 50% N/A
- Drivers Training (Specific for EHI Drivers).
 - 50% No
 - 50% N/A
- Program/Service Structure (Monthly In-Service).
 - 50% No
 - 50% N/A
- Other
 - 50% No
 - 50% N/A

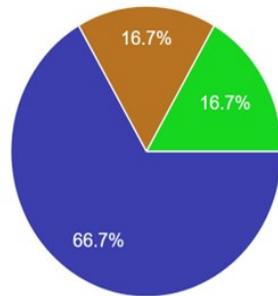
Evaluation

- Evaluations on File.
 - 50% N/A
 - 50% Yes
- Evaluations Done on Annual Basis.
 - 100% Yes
- Evaluations Endorsed by Employee.
 - 100% Yes

Community Health Needs Assessment

What role best describes you?

6 responses



- Director of Nursing (e.g. Health Depart...)
- County Head Sheriff
- Band Native Americans
- Circuit Court Family Division
- Judge, Judicial Circuit Court, and Frie...
- Superintendent (e.g. County Intermedi...)
- Administrator, Family Treatment Court
- County Probate Court Division

▲ 1/3 ▼

1. What are the strengths of the Wayne County service area with respect to health and wellness? What do the primary resources in Wayne County that help residents stay mentally and physically healthy?

- Diversity of providers
- Strong Health systems in Wayne County. Behavioral health provider network help residents to stay healthy.
- Wayne County has a one-stop shop to provide both mental and serve persons with substance use disorders
- A number of residential treatment programs.
- All levels of care of treatment for substance abuse disorders are available such as residential and outpatient services, NARCAN kits available, and mobile units that canvass the neighborhoods
- Great providers and care workers; By providing an array of services to Wayne County residents.

2. What are the three most serious mental health and/or substance abuse problems in Wayne County?

- Opioids, Alcohol, Co-occurring
- 1. lack of qualified BH professionals, 2. Lack of immediate access to care 3. Low reimbursement for services
- Opioid alcohol and fentanyl
- Fentanyl, heroin, and ecstasy.
- Crack, opioids and alcohol
- Schizophrenia, Bi-Polar Disorder, and Chronic Depression.

3. What are some of the central root causes of these problems?

- Socioeconomic status and not engaging in treatment
- Policies and regulation that have not been addressed or revised for decades and generally low reimbursement from Medicaid and the PIHPs.
- Bad prescribers. Over prescribers culture
- Poverty, inadequate public schools, unemployment, and despair.
- Unemployment, homelessness, domestic violence and generational cycles
- Substance Use Disorders, Trauma, and passing down of generational dysfunction through behavior or genetics.

4. What could be done to reduce these problems?

- Ensure continuity of care in a ROSC for treatment engagement and long term recovery
- Incentives for BH professionals, better pay, lessening of the rules/regulations e.g., authorizations.
- More access to service African American
- More funding for residential and outpatient programs.
- Job training, affordable housing, therapy and counseling, easier access to treatment
- Addressing issues through practices' that are know to be helpful, providing services to all, and making access to services easy for those to navigate.

5. What population groups in Wayne County are most at risk of not receiving enough mental health or substance abuse treatment and support? What do you think are some of the reasons for this?

- Minorities, low SES, ESL; systemic issues, stigma, access to care, etc.
- Poor and minority groups. Stigma and lack of outreach to these populations,
- African American. Because of their socioeconomic status
- Black and Brown people. White racism/supremacy.
- The Hispanic/Latinx population. The language barrier and there are limited treatment providers that can service them.
- African Americans, Spanish/Latinos, and Arabic communities. Cultural education or customs that you handle issues within your family unit. By not letting other outsources in the same thing is passed down from generation to generation. Pre-Existing thoughts of those who help don't care. When accessing services feeling as though their needs are not being met or being listened to.

6. Of all the issues and challenges that you have listed in this survey what do you think are the three most important for your community to address to help improve mental health and/or substance abuse services and overall emotional health?

- availability of substance abuse services, access to MAT, peer recovery
- 1. access to care. 2. no restrictions on the level and length of care and 3. increase in the number of therapists available.
- Opioid jobs and alcohol abuse
- Expand community awareness of available substance and mental health programs. Upgrade substance and mental programs in the jails and prisons. Conduct substance awareness programs in middle and high schools..
- Easier access to treatment, improved availability for mental health services, more user friendly access to DWIHN
- Easy access to services, education of the community/families, and having persons that provide services understand these cultural customs.

7. What could Elmhurst Home, Inc. do to address and help improve the behavioral health and wellness needs of Wayne County residents?

- Continue existing services, become 100% staffed, leverage collaborative stakeholders
- Expand its services to take in more clients
- Continue to provide quality services and increase their array of services
- Hire additional certified substance abuse counselors and psychologists.

- Being able to provide clinicians that are educated in practices that connects with the community they are serving; being able to treat the whole person and not just part of the person; educating the community/family on what behavioral health is; and having enough staff to help our community.

8. What do you believe are Elmhurst Home, Inc's greatest strengths?

- longevity and serving the underserved communities
- Strong leadership and executive team.
- They provide services 24/7
- Over 50 years of caring for and treating persons afflicted by drug addiction.
- Elmhurst Home is a trusted and valued partner in the community for over 50 years, and they deliver high quality services with dignity and respect.
- They care, always willing to go the extra mile, and they want the best for who they serve.

9. What are areas of Elmhurst Home, Inc. that you believe need improvement?

- marketing
- Increase awareness in the community about the availability of its services.
- More services
- Marketing and increasing the number of qualified staff.
- They could increase skill building trainings for staff around unconscious bias, and health and well being.
- Timeless of admissions, having more staff to provide services, and more activities for consumers.

Medication Reviews

Medication Compliance Audit

Reviews are conducted monthly by the Primary Care Unit. Review reporting is contained in a separate file addressing compliance, partial compliance, and non-compliance. The PCU is updating its collection methods to conform to other EHI quality processes.

External Audits

EHI's external audits in 2023 include WSS Audit, DWIHN Medicaid Claims Review.

Outcome Evaluation

- Completions
 - n=463
 - 58% Self Terminate
 - 35% Successful completion
 - .3% Abscond
 - .1% Administrative Termination
 - .1% Incarceration
 - .1% Transfer
 - .1% Medical

- Follow-up characteristics that address the National Outcome Measures are provided in the Clinical Review: Follow Up Post Discharge.

Process Evaluation

The information contained within this report demonstrates the extent to which EHI was in compliance with the QAPP review types clinical, administrative, medication, and satisfaction.

Recommendations

With each quarterly review, recommendations, Corrective Action Plan, Supervisory Support and Encouragement, and Personnel Staff Development Needs were provided to administrative staff for clinical, administrative, and primary care teams.

HISTORICAL COMPENDIUM

Elmhurst Home, Inc. was founded in the late 1960s by James and Naomi Oden. For many years prior to opening Elmhurst Home, James and Naomi would have different meetings in their home to help encourage those who they called “down on their luck.”

In 1970 they saw a growing drug epidemic in the City of Detroit and recognized that something had to be done. Their vision of community was one of people consistently giving back to help those in need.

This vision and passion birthed Elmhurst Home, a place where those suffering from addictions and criminal behavior could come to experience positive life transformation. Elmhurst Home, Inc. started with personal donations and a building. It has expanded throughout the years to a regionally supported multi- campus facility.



Naomi & James Oden



Executive Administrative Staff

John C. Oden, Executive Director

Sarina C. Oden, Chief Operating Officer

Betty J. Smith, Chief Financial Officer

Board of Directors

Al Hayes, President

Warren McAlaine, Treasurer

Beverly A. Garner, Secretary

Jeffrey Phillips

Martin McElroy

John C. Oden, Non-Voting Member

WHO WE ARE

Elmhurst Home, Inc. is a non-profit 501(c)3 organization that provides "Recovery with Dignity" for men and women who have issues with substance abuse, mental health, and criminal conduct. Elmhurst Home, Inc. has delivered high-quality, effective addiction treatment since 1972. It is our aim to serve our client's physical, mental, and emotional needs on the road to recovery. At Elmhurst Home we believe that everyone deserves to live their best life, free from the constraints of substance abuse, mental health challenges, and unstable housing. We are here to listen, support and

MISSION

The mission of Elmhurst Home, Inc. is to provide person centered, stage matched, evidence based residential treatment for persons with a substance use disorder including persons with co-occurring disorders. Our primary goal is to assist each person served to achieve and maintain recovery and to improve every aspect of their quality of life.

Meet Our Administrative Team

Elmhurst Home is ranked among the best drug and alcohol treatment centers in the state of Michigan. Our substance abuse treatment center staff is composed of certified professionals who are dedicated to the successful long-term recovery of each client. We have on-staff certified counselors and an administration team to help you every step of the way.

This group of caring and compassionate individuals is committed to providing the most effective treatment for each resident. Each professional collaborates with the others to provide top-quality care with our residential and outpatient programs, to provide "Recovery with Dignity" from addiction for our clients. Our addiction treatment services team brings years of experience to the program in order to help residents achieve lifelong sobriety. What sets Elmhurst Home, Inc. apart is the attitude of our staff and the experiences that each one brings to the program. We use an innovative and strategic approach to treatment, combining different, proven techniques that are facilitated by our caring staff members.



JOHN C. ODEN
Executive Director



SARINA C. ODEN
Chief Operating Officer



BETTY J. SMITH
Chief Financial Officer



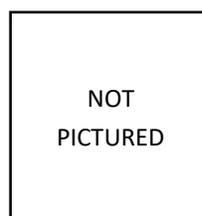
LEON WILKERSON
HR Director



DR. MARANDA GRIFFIN
Chief Clinical Officer



ANTHONY ALLEN
Men's Facility Site Manager



RACHEL ODEN
Naomi's Nest Site Manager

WHY WE SERVE

Even though there have been practical and innovative advance in behavioral health policy and treatment in recent years, the nemeses of mental illness and addiction continue to increase in the United States.

Our service to the community is born out of a desire to improve outcomes. Elmhurst Home, Inc. is committed to improving prevention, treatment, and recovery support services for mental and substance use disorders. We strive to meet people where they are. Providing a strategic plan that incorporates Crisis Services, Treatment Planning, Screening assessment, Diagnosis , Risk Management, Outpatient Mental health & Substance Use Services, Targeted Case manage, outpatient Primary Care Screening and Monitoring, Peer, Family support and Counselor Services and Psychiatric Rehabilitation Services.

At Elmhurst Home, Inc., our consumer-driven efforts focus on aiding in maximizing potential for sustained recovery, moral, social, and economic growth and productivity within the community, their family and individual daily functioning.



PREVENTION

- Strengthen Family Ties
- Teach Coping Mechanisms
- Educate on the risks, health and legal consequences
- Instruction on how to Live a Healthy, Well-Balanced life
- Meditation and Yoga activities
- Promoting Self Care and Self Worth

TREATMENT PROGRAMS

Elmhurst Home, Inc. is a Certified Community Behavioral Health Clinic ensuring access to coordinated comprehensive behavioral health care.

- Men and Women treated in separate facilities
- Psychiatric Evaluation
- Physical and Mental Health Services
- Substance Abuse Disorder Treatment
- Medication Assessment Treatment



RECOVERY SERVICES

Elmhurst Home, Inc. provides Recovery Services for men and women over the age of 18. We offer the following services in our recovery programs:

- Group Sessions (SUD & Mental Health)
- Relapse Recidivism
- Case Management
- Recreational Activities
- Life/Computer Skills Training
- Life Skills Training
- GED Literacy Program
- Money Management



EHI provides Outpatient (OP) and Intensive Outpatient (IOP) for adults with mental illness, substance use disorders (SUD) gender specific and/or co-occurring consumers. The duration of treatment is based upon medical necessity. Consumers from this program must reside in Wayne County. We offer the following services within OP and IOP:

- Psychiatric Evaluation
- Weekly Individual Sessions
- Group Therapy
- Medication Review
- Case Management
- Patient Education



WOMEN'S SPECIALTY PROGRAMS

Elmhurst Home, Inc.'s women's facility, (Naomi's Nest) also provides both short term (14-30 days) to long term (90 days) residential substance abuse treatment for women who have children under the age of 18. This is in addition to our standard residential program offerings (previously listed). We offer the following services for our women's specialty program:

Gender specific substance abuse treatment and other therapeutic interventions for women who may address issues of relationships, sexual/physical abuse, parenting and childcare.

We also assist women with the process of retaining custody of their children (in conjunction with CPS).

Naomi's Nest also offers Outpatient Services for our women who are seeking continuum of care after completing our residential substance abuse treatment program.

Those who wish to enter our programs DO NOT need: Insurance, Money, or Material Possessions. On the other hand, potential residents will need: A willing spirit, made-up mind, and burning desire to change; A referral from Detroit Wayne Integrated Health Network 1-800-241-4949) and/or A referral from parole or probation agents, Wayne County Sheriff's Office, or a District Court.



Michigan State University Extension Community Gardening Program

There is substantial evidence that frequent contact with natural environments has beneficial effects on both physical and mental health, including reduced risk of diabetes, heart disease, enhanced longevity, and for our interest today, lessening symptoms of stress, depression, and anxiety.

Regular gardening has also been shown to enhance overall life satisfaction, general well-being, cognitive function, and community engagement. The medical profession acknowledges that regular contact with nature, including spending time outdoors working in a garden, is a cost-effective, preventive therapy. For all of these reasons "horticultural therapy" is now widely recommended for a variety of medical and mental health problems.



Peer Recovery Services

The peer recovery support services seeks to help people become and stay engaged in the recovery process and reduce the likelihood of relapse. Because they are designed and delivered by peers who have been successful in the recovery process, they embody a powerful message of hope, as well as a wealth of experiential knowledge. The services can effectively extend the reach of treatment beyond the clinical setting into the everyday environment of those seeking to achieve or sustain recovery providing a range of person-centered and strength-based supports for long-term recovery management.

This proven treatment program will make a life-changing difference in the lives of those willing to follow the protocol.

CERTIFICATIONS & AFFILIATIONS



Certified Community Behavioral Health Clinic

Elmhurst Home, Inc became a **Certified Community Behavioral Health Clinic** in 2021. We provide comprehensive range of mental health and substance use services.

CCBHCs must meet standards for the range of services they provide and are required to get people into care quickly. The CCBHC model requires:

- Crisis services to be available 24 hours a day, 7 days a week.
- Comprehensive behavioral health services to be available so people who need care don't have to piece together the behavioral health support they need across multiple providers.
- Care coordination to be provided to help people navigate behavioral health care, physical health care, social services, and the other systems they are involved in.

CCBHC Demonstration Site - Michigan Dept of Health and Human Services

CARF Accreditation

CARF accreditation signals a service provider's commitment to continually improving services, encouraging feedback, and serving the community. CARF stands for continuous quality improvement with a focus on the satisfaction of the people served. CARF accreditation makes a difference! CARF-accredited service providers enjoy international recognition for their commitment to excellence.



DWHIH

The Detroit Wayne Integrated Health Network is compassionate and committed to the 75,000 children and adults it serves in Detroit and Wayne County. They understand the immense responsibility that they have been given and they go above and beyond in supporting the people we serve and the hundreds of Providers in their System of Care. Their Provider Network supports and serves individuals with serious mental illness, children with serious emotional disturbance, people with autism, individuals with intellectual and developmental disabilities, and those with substance use disorder.

NHSC Partnership

NHSC participants serve at more than 9,000 community health care sites seeing more than 21 million patients. They provide care to patients regardless of their ability to pay for services and increase access to much-needed mental health and opioid use disorder treatment in hard-hit areas of the country by supporting more than 9,600 behavioral health providers. Elmhurst Home, Inc. continues to focus on its vision for recovery, empowerment, and resiliency. We are responsive to the needs and preferences of consumers and families, and a major part of our vision is to fully embrace the concept of recovery.



MARR

Elmhurst Home, Inc. is an accredited MARR operator. MARR (Michigan Association for Recovery Residences) certifies provider compliance with the code of ethics and national standards based on the Social

Model of Recovery Philosophy. Recovery-oriented housing founded on Social Model principles continues to be studied academically due to its proven effectiveness in promoting & sustaining long-term recovery.



Elmhurst Home, Inc. is funded by:

- Michigan Dept of Health and Human Services
- CCBHC Demonstration
- Detroit Wayne Integrated Health Network
- CDC Foundation
- Wayne County Department of Children and Family Services
- Wayne County Sheriff's Office
- Michigan Department of Corrections
- Faith-Based Organizations and the Community





Through the support of our donors, the CDC Foundation is actively supporting the U.S. Centers for Disease Control and Prevention (CDC) and other public health responders as we all work together to combat the spread of COVID-19.

Elmhurst Home, Inc. is proud to be a partner in this cause to bring substantiated scientific information that we can use to protect the population from the spread of the coronavirus.

Please follow us on our social media platforms (Facebook, Twitter, Instagram and YouTube) as we provide information about vaccination programs and other special events to keep our community safe.

According to the [Centers for Disease Control and Prevention](#), as of June 2020, 13% of Americans reported starting or increasing substance use as a way of coping with stress or emotions related to COVID-19 with mental health issues also exacerbated by the same. Overdoses have also spiked since the onset of the pandemic. A reporting system called ODMAP shows that the early months of the pandemic brought an 18% increase nationwide in overdoses compared with those same months in 2019.

The Fight against Addiction is nothing new.

Many individuals and groups in communities around the world continue the fight against addiction. It is voices like their and ours that have brought the addiction epidemic to the forefront of the American dialogue. Even though awareness of this global issue rises, unfortunately, the number of deaths by overdose is also on the rise.

There is much work to be done to end the epidemic of addiction. Our belief is that the prevention of addiction begins with education and that the eradication of addiction begins with quality, effective, innovative treatment and aftercare.

There is a better way, let Elmhurst Home help you!

Elmhurst Home, Inc.

Toll Free: (888) 985-0814 ext. 0

Customer Service: (313) 707-0539

Hearing Impaired: TTY Services 711

Administrative Offices

Monday thru Friday: 8am - 4:30pm

12010 Linwood | Detroit, Michigan 48206

John C. Oden, Executive Director

Sarina C. Oden, Chief Operating Officer

Betty J. Smith, Chief Financial Officer

Dr. Maranda Griffin, Chief Clinical Officer

Men's Facility

12007 Linwood | Detroit, Michigan 48206

(313) 867-1090

Anthony Allen, Site Manager

Women's Facility

245 Pitkin | Highland Park, MI 48203

(313) 865-1500

Rachel Oden, Site Manager

www.ehinc.org