

Lindsey Underwood

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Position Title Human Resources

Quarter Report Quarter 4 (October to December - DUE by January 31st)

Total Number of Clients (both duplicated/unduplicated number):

There were a total of 465 duplicated patients placed into a treatment program
There were 989 unduplicated patients who were assessed.

Narrative Summary Detailing Program Success:

The weekend program has been successful with many patients that have graduated the Intensive program and moved onto Continuing Care, a once weekly group.
The bilingual program went from being very small to having consistently full groups. The program has become an invaluable program to us and the recovery community as a whole.
Evening IOP Groups have been consistently at or near capacity.
Rental Assistance has been a huge achievement. We have assisted 86 unduplicated renters and also helped some of those 86 with up to 4 months of rental assistance. We are now putting out more money a month then the grant pays for and covering the rest with our own funds.
Transportation has been a huge success with us personally driving patients weekly and continuously purchasing bus tickets and Bellair tickets.
Assessments are still available for those in need on the same day, 7 days a week. Inpatient Assessments always available same day. Assessments have continued to be a high part of our patient count.
Non-urgent assessments may be scheduled next day or at the patient's convenience.
Peer support has encountered no issues. A licensed peer support specialist is available at all times.

Encountered Barriers:

In the beginning, the rental program was slow to take off. People had not heard of it and were unaware we were a resource. Now that news is spread there is actually more of a demand then what we have available. We also did not have our Clinical Supervisor on the contract which is essential to having more staff. The weekend program was slow to take off but has been maintaining in

consistency. The Bilingual program also started slow but has been very in demand.

Significant Changes to the Program:

No significant changes to the program

Submission of current staffing model (Including vacant positions)

2 evening IOP groups 2 FTE counselors
1 afternoon IOP group 1 FTE counselor
2 morning IOP groups 2 FTE counselors
1 weekend IOP group 1 FTE counselor
Peer Counseling 2 FTE counselors
All currently staffed