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CHARTIERS CENTER ANNUAL REPORT OF SUBSTANCE ABUSE SERVICES FISCAL YEAR 2023/2024

BRIEF REVIEW

- Substance Abuse Outpatient Program currently has two (2) clinicians available to see clients for individual therapy and intensive outpatient groups.
- Outreach and educational meetings have occurred with community and justice system providers to elicit a stronger referral stream to increase potential participants.
- The Intensive Outpatient group has been re-initiated and has had fluctuating participation.
- On November 28, 2023, an onsite licensing visit was completed and full licensure was issued through March 31, 2025.

PLAN

- With the successful recruitment of a new Substance Abuse Outpatient Therapist and are slowing building the census. We continue to look to build participation in the Intensive Outpatient Group.
- We are working on revised marketing and avenues of communication to developing a more robust approach to our outreach and extend to a more diverse population. An area of focus over the upcoming months will be the access and efficacy of MAT in treatment.
- We continue to monitor the necessary activities identified to ensure regulatory and quality care related to licensing and performance standards.


REVIEW OF QUALITY IMPROVEMENT ACTIVITIES

- See Attached

REVIEW OF TRAINING AND UPCOMING TRAINING PLAN

- See Attached

Respectfully Submitted,


Rosi Albert, LPC
Chief Clinical Officer

PLAN

Outpatient therapy session lengths that are less than 53 minutes are not indicative of the intensity of services that we feel are optimal in promoting an individual's recovery. Furthermore, sessions of less than the full length are not indicative of medical necessity for this level of care and are not reimbursed at the full rate.

Our plan is to improve the average session length of our participants' outpatient therapy sessions.

It is our hope that this will optimize engagement, effectiveness, utilization, and reimbursement.

DO

In group and individual discussions with our staff, we feel that our participants who struggle with the duration of a full therapy session may fall into one of three groups:

1. Those who don't currently have the ability to be attentive for a whole session, but who could develop that ability over time.
2. Those who may be "running out of things to talk about" because they have addressed their initial reason for referral but are reticent about terminating therapy.
3. Those whose mental health symptoms make it difficult to tolerate a full therapy session, but who need to stay in therapy because of medication.

We will address each of our participants in staff meetings and in individual supervision and devise an individualized strategy for increasing session duration. We feel that this plan will permit us to address the needs of our participants using a targeted, consistent method.

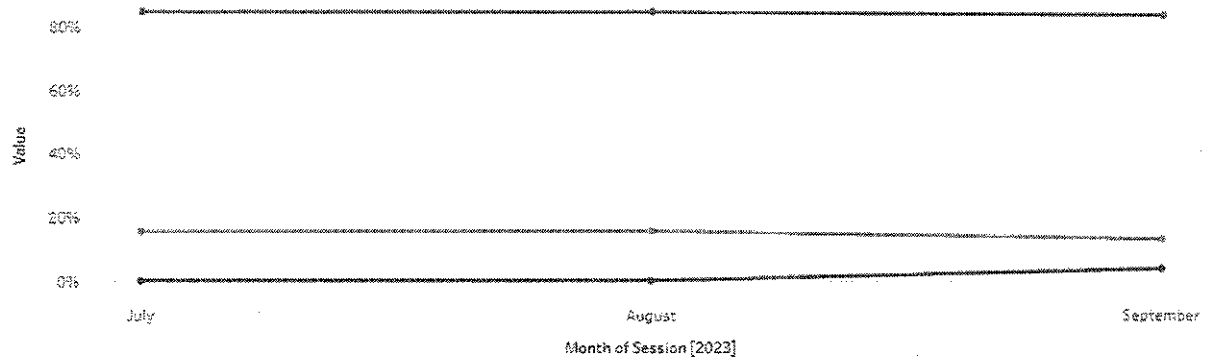
STUDY

During this quarter, we had discussions with staff as stated in our plan and directed them to be particularly conscious of session duration and to bring instances of difficulty to supervisor's attention. The results for this quarter show that in 137 sessions, 116 of them were 53 minutes and over. This leaves 14% which fell below the 53 minute threshold, with 3% under 31 minutes or less. There is still room for improvement indicated, and may be attributed to client's expectations regarding session time.

Session Length 7/1/2023 - 9/30/2023

Program Name: Substance Abuse Outpatient
 Staff Name: (All)
 Organization: Substance Abuse
 Activity Name: Individual Therapy
 Session Length:

- Greater Than 53 Min %
- Less Than 31 Min %
- Less Than 53 Min %



Month of Period	In-person	Phone	Video	31 Mins or Less	Less Than 31 Min %	Less Than 53 Min %	Less than 53 Mins	Greater Than 53 Min %	53 Mins and Over
July 2023	23.0	0.0	3.0	0.0	0%	15%	2.0	85%	22.0
August 2023	57.0	0.0	1.0	0.0	0%	16%	5.0	84%	49.0
September 2023	54.0	0.0	0.0	2.0	4%	13%	6.0	83%	45.0
Grand Total	134.0	0.0	4.0	2.0	1%	14%	13.0	84%	116.0

ACT

We will continue to discuss these targeted individuals in supervision as well as discussing intervention plans. At the moment, we plan to focus on setting expectations with clients that therapy sessions are expected to last one hour.

PLAN

Outpatient therapy session lengths that are less than 53 minutes are not indicative of the intensity of services that we feel are optimal in promoting an individual's recovery. Furthermore, sessions of less than the full length are not indicative of medical necessity for this level of care and are not reimbursed at the full rate.

Our plan is to improve the average session length of our participants' outpatient therapy sessions.

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In group and individual discussions with our staff, we feel that our participants who struggle with the duration of a full therapy session may fall into one of 4 groups:

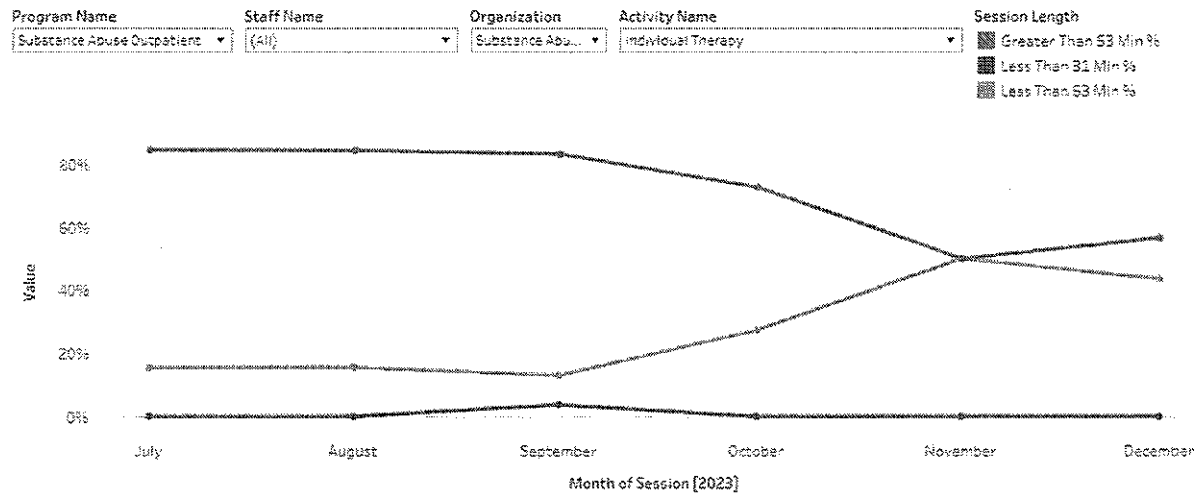
1. Those who don't currently have the ability to be attentive for a whole session, but who could develop that ability over time.
2. Those who may be "running out of things to talk about" because they have addressed their initial reason for referral but are reticent about terminating therapy.
3. Those whose mental health symptoms make it difficult to tolerate a full therapy session, but who need to stay in therapy because of medication.
4. Those who have unclear expectations regarding session length.

We will address each of our participants in staff meetings and in individual supervision and devise an individualized strategy for increasing session duration. We feel that this plan will permit us to address the needs of our participants using a targeted, consistent method.

STUDY

Despite initial good baseline results during the first quarter, session time dropped significantly this quarter, especially during November and December. There was an increase in number of sessions which makes the low numbers even more significant. Another factor that may have figured into the equation was the departure of the program supervisor. This was addressed with staff as an issue that was not being attended to with enough importance. Treatment expectations and guidelines were re-trained during staff meetings and supervision.

Session Length 7/1/2023 - 12/31/2023



Month of Session [2023]									
Month of Period	In_person	Phone	Video	31 Mins or Less	Less Than 31 Min %	Less Than 53 Min %	Less than 53 Mins	Greater Than 53 Min %	53 Mins and Over
July 2023	23.0	0.0	3.0	0.0	0%	15%	2.0	95%	22.0
August 2023	37.0	0.0	1.0	0.0	0%	16%	5.0	84%	48.0
September 2023	34.0	0.0	0.0	2.0	4%	13%	6.0	83%	45.0
October 2023	43.0	0.0	0.0	0.0	0%	27%	6.0	73%	32.0
November 2023	27.0	0.0	0.0	0.0	0%	50%	13.0	50%	14.0
December 2023	23.0	0.0	0.0	0.0	0%	43%	5.0	57%	13.0
Grand Total	227.0	0.0	4.0	2.0	1%	24%	38.0	75%	175.0

ACT

Program Management will monitor session length on a weekly basis and address during supervision.

PLAN

Outpatient therapy session lengths that are less than 53 minutes are not indicative of the intensity of services that we feel are optimal in promoting an individual's recovery. Furthermore, sessions of less than the full length are not indicative of medical necessity for this level of care and are not reimbursed at the full rate.

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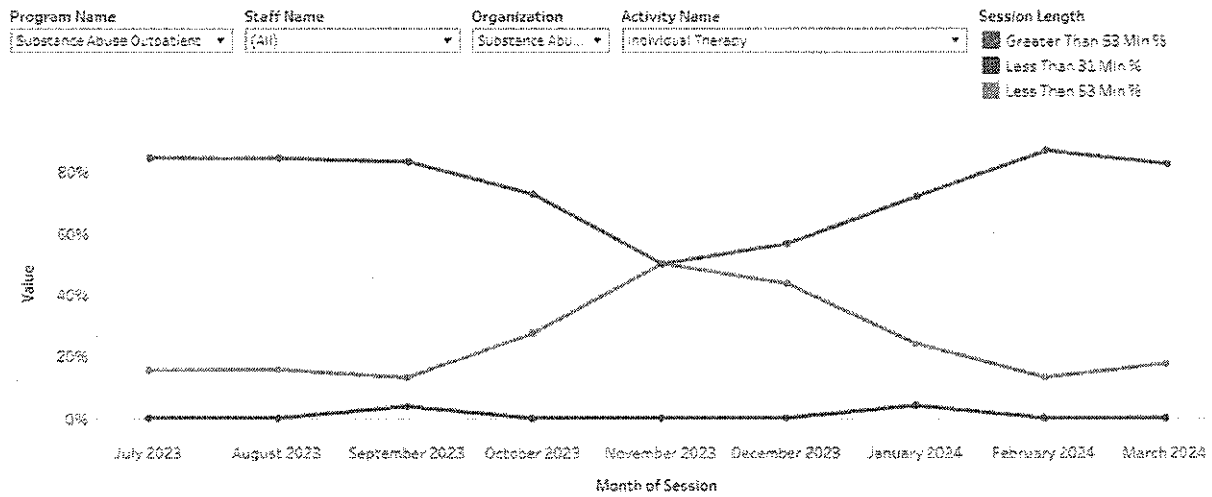
1. Those who don't currently have the ability to be attentive for a whole session, but who could develop that ability over time.
2. Those who may be "running out of things to talk about" because they have addressed their initial reason for referral but are reticent about terminating therapy.
3. Those whose mental health symptoms make it difficult to tolerate a full therapy session, but who need to stay in therapy because of medication.
4. Those who have unclear expectations regarding session length.

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STUDY

Despite turnover in Program Management, we have seen an uptick in session length and a decrease in suboptimal session lengths. We could interpret the data below as having been successfully impacted by the above interventions as evidenced by the data showing an increase in average session length and a decrease in sessions lasting under the minimum expected time. It is also possible that an additional factor is the increased attention that therapists have been giving to this issue. It is also important to note that the SAOP census is small, which can potentially lead to wild swings in the data.

Session Length 7/1/2023 - 3/31/2024



Month of Period	In_person	Phone	Video	31 Mins or Less	Less Than 31 Min %	Less Than 53 Min %	Less than 53 Mins	Greater Than 53 Min %	53 Mins and Over
July 2023	23.0	0.0	3.0	0.0	0%	15%	2.0	85%	22.0
August 2023	57.0	0.0	1.0	0.0	0%	16%	5.0	84%	49.0
September 2023	54.0	0.0	0.0	2.0	4%	13%	6.0	83%	45.0
October 2023	43.0	0.0	0.0	0.0	0%	27%	6.0	73%	32.0
November 2023	27.0	0.0	0.0	0.0	0%	50%	13.0	50%	14.0
December 2023	23.0	0.0	0.0	0.0	0%	43%	6.0	57%	13.0
January 2024	23.0	1.0	1.0	1.0	4%	24%	5.0	72%	19.0
February 2024	21.0	0.0	2.0	0.0	0%	13%	2.0	87%	20.0
March 2024	20.0	0.0	3.0	0.0	0%	17%	2.0	83%	19.0
Grand Total	291.0	1.0	10.0	3.0	1%	23%	47.0	76%	232.0

ACT

We will continue to discuss these targeted individuals in supervision as well as discussing the effectiveness of our intervention plans.

PLAN

Outpatient therapy session lengths that are less than 53 minutes are not indicative of the intensity of services that we feel are optimal in promoting an individual's recovery. Furthermore, sessions of less than the full length are not indicative of medical necessity for this level of care and are not reimbursed at the full rate.

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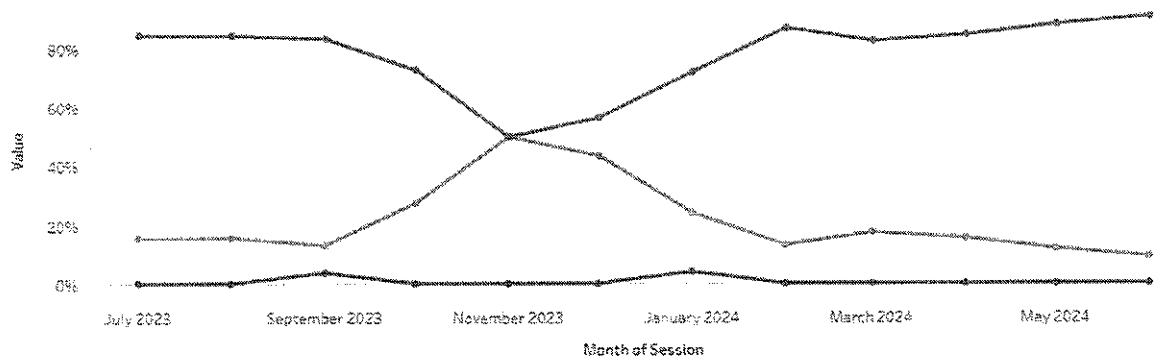
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STUDY

The upward trend which started in the third month of the previous quarter continued through this quarter, with June's statistics being 91% for the high score for the year.

Session Length 7/1/2023 - 6/30/2024

Program Name: Substance Abuse Outpatient
 Staff Name: (All)
 Organization: Substance Abuse
 Activity Name: Individual Therapy
 Session Length: Greater Than 53 Min %, Less Than 31 Min %, Less Than 53 Min %



Month of Period	In-person	Phone	Video	31 Mins or Less	Less Than 31 Min %	Less Than 53 Min %	Less than 53 Mins	Greater Than 53 Min %	53 Mins and Over
July 2023	23.0	0.0	3.0	0.0	0%	15%	2.0	85%	22.0
August 2023	57.0	0.0	1.0	0.0	0%	16%	5.0	84%	49.0
September 2023	54.0	0.0	0.0	2.0	4%	13%	6.0	83%	45.0
October 2023	42.0	0.0	0.0	0.0	0%	27%	6.0	73%	32.0
November 2023	27.0	0.0	0.0	0.0	0%	50%	13.0	50%	14.0
December 2023	23.0	0.0	0.0	0.0	0%	43%	6.0	57%	13.0
January 2024	23.0	1.0	1.0	1.0	4%	24%	5.0	72%	18.0
February 2024	21.0	0.0	2.0	0.0	0%	13%	2.0	87%	20.0
March 2024	20.0	0.0	3.0	0.0	0%	17%	2.0	83%	19.0
April 2024	24.0	0.0	2.0	0.0	0%	16%	3.0	85%	22.0
May 2024	16.0	0.0	1.0	0.0	0%	12%	2.0	88%	15.0
June 2024	18.0	0.0	2.0	0.0	0%	9%	1.0	91%	20.0
Grand Total	349.0	1.0	15.0	3.0	1%	21%	53.0	78%	289.0

ACT

While the data implies some impact in this area, it needs constant maintenance and engagement. We will continue to discuss these targeted individuals in supervision, but the biggest impact on the data appears to correlate with a change in program leadership and the emphasis on staff being mindful of session length which appears to have led to some organic engagement strategies.



SUBSTANCE ABUSE OUTPATIENT SERVICES
TRAINING ANALYSIS FOR FISCAL YEAR 2023/2024

COURSE: **ADDICTIONS 101**

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied
S- = Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S	♦ Initial information related to key components related to addiction	♦ N/A	♦ Would like more indepth information
Instructor Knowledge of Subject Matter	S			
Instructor interactions with Learners	S			
Appropriate Level of Instruction within the Class	S			
Value of Materials and Handouts Provided	S			
Flow and Structure of Information Provided	S			
Achievement of Course Objective	S			
Amount of Knowledge Gained	S			

COURSE: **ASAM**

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied
S- = Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S	♦ Level of Care Assessment and appropriate treatment for adolescents and adults	♦ N/A	♦ N/A
Instructor Knowledge of Subject Matter	S			
Instructor interactions with Learners	S			
Appropriate Level of Instruction within the Class	S			
Value of Materials and Handouts Provided	S			
Flow and Structure of Information Provided	S			
Achievement of Course Objective	S			
Amount of Knowledge Gained	S			

COURSE: **ASAM RISK RATING**

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied
S- = Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S	♦ Risk rating regarding level of care assessment and appropriate treatment for adolescents and adults	♦ N/A	♦ N/A
Instructor Knowledge of Subject Matter	S			
Instructor interactions with Learners	S			
Appropriate Level of Instruction within the Class	S			
Value of Materials and Handouts Provided	S			
Flow and Structure of Information Provided	S			
Achievement of Course Objective	S			
Amount of Knowledge Gained	S			

COURSE: **ACT 31 – RECOGNIZING AND REPORTING CHILD ABUSE**

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied
S- = Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S	♦ Requirements for reporting and documenting child abuse	♦ N/A	♦ N/A
Instructor Knowledge of Subject Matter	S			
Instructor interactions with Learners	S			
Appropriate Level of Instruction within the Class	S			
Value of Materials and Handouts Provided	S			
Flow and Structure of Information Provided	S			
Achievement of Course Objective	S			
Amount of Knowledge Gained	S			

COURSE: **ACT 139 – NALOXONE**

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied
S- = Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S	♦ How and when to administer Naloxone	♦ N/A	♦ N/A
Instructor Knowledge of Subject Matter	S			
Instructor Interactions with Learners	S			
Appropriate Level of Instruction within the Class	S			
Value of Materials and Handouts Provided	S			
Flow and Structure of Information Provided	S			
Achievement of Course Objective	S			
Amount of Knowledge Gained	S			

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied
S- = Somewhat Dissatisfied S-- = Very Dissatisfied

COURSE: **BEST PRACTICES FOR SUPPORTING INDIVIDUALS IN EARLY RECOVERY**

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S	♦ Review and specifics of interventions with and supports for individuals in early recovery.	♦ N/A	♦ Would like further exploration of this topic
Instructor Knowledge of Subject Matter	S			
Instructor Interactions with Learners	S			
Appropriate Level of Instruction within the Class	S			
Value of Materials and Handouts Provided	S			
Flow and Structure of Information Provided	S			
Achievement of Course Objective	S			
Amount of Knowledge Gained	S			

COURSE: **CASE MANAGEMENT
OVERVIEW**

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied
S- = Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	♦ Overview of Case Management activities and required documentation	♦ N/A	♦ N/A
Instructor Knowledge of Subject Matter	S+			
Instructor interactions with Learners	S+			
Appropriate Level of Instruction within the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			

COURSE: CONFIDENTIALITY

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied
S- = Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	♦ Review of the laws related to confidentiality	♦ N/A	♦ Would like a more detailed review of changes in the laws related to D&A regulations
Instructor Knowledge of Subject Matter	S+			
Instructor interactions with Learners	S+			
Appropriate Level of Instruction within the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			

COURSE: FIRE SAFETY

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied
S- = Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	♦ Basics related to fire safety practices and activities	♦ N/A	♦ N/A
Instructor Knowledge of Subject Matter	S+			
Instructor interactions with Learners	S+			
Appropriate Level of Instruction within the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			

COURSE: HIV FOR SUBSTANCE USE DISORDER

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied
S- = Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	♦ Review of basic information related to HIV with individuals with substance abuse disorder	♦ N/A	♦ N/A
Instructor Knowledge of Subject Matter	S+			
Instructor interactions with Learners	S+			
Appropriate Level of Instruction within the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			

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COURSE: **INFLUENCE OF TRAUMA
IN SUBSTANCE USE DISORDER**

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	♦ Review of the impact of trauma in substance abuse	♦ N/A	♦ Would like more in depth information
Instructor Knowledge of Subject Matter	S+			
Instructor interactions with Learners	S+			
Appropriate Level of Instruction within the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			

COURSE: **MAT FOR OPIOID USE
DISORDER**

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied S- =
Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	◆ Information regarding the use of MAT for Opioid Use Disorder	◆ N/A	◆ Would like more in depth information
Instructor Knowledge of Subject Matter	S+			
Instructor interactions with Learners	S+			
Appropriate Level of Instruction within the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			

COURSE: **MEDICAL & RECREATIONAL
MARIJUANA**

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied S- =
Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S	◆ Information regarding the use of marijuana both prescribed and recreational	◆ N/A	◆ Would like more in depth information
Instructor Knowledge of Subject Matter	S			
Instructor interactions with Learners	S			
Appropriate Level of Instruction within the Class	S			
Value of Materials and Handouts Provided	S			
Flow and Structure of Information Provided	S			
Achievement of Course Objective	S			
Amount of Knowledge Gained	S			

COURSE: **ORIENTATION**

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied
S- = Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	◆AED, Back Basics, Client Rights Compliance, Ethics, Fire Safety, HIPPA, Password, Workplace Harassment/ Violence, Sexual Harassment and Discrimination Training	◆N/A	◆N/A
Instructor Knowledge of Subject Matter	S+			
Instructor interactions with Learners	S+			
Appropriate Level of Instruction within the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			

COURSE: **SCREENING AND ASSESSMENT**

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied
S- = Somewhat Dissatisfied S-- = Very Dissatisfied

TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S	◆ Information regarding types and methods related to screening and assessment for individuals with substance use disorder	◆N/A	◆N/A
Instructor Knowledge of Subject Matter	S			
Instructor interactions with Learners	S			
Appropriate Level of Instruction within the Class	S			
Value of Materials and Handouts Provided	S			
Flow and Structure of Information Provided	S			
Achievement of Course Objective	S			
Amount of Knowledge Gained	S			

COURSE: STAGES OF CHANGE MODEL

S++ = Very Satisfied S+ = Satisfied S = Somewhat Satisfied S- =
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TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	♦ Review of Stages of Change in Substance Use Disorders treatment	♦ N/A	♦ Would like additional training
Instructor Knowledge of Subject Matter	S+			
Instructor interactions with Learners	S+			
Appropriate Level of Instruction within the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			

COURSE: STD 101

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TRAINING ASPECTS	AVERAGE OVERALL RATING	ITEMS LEARNED FROM TRAINING	AREAS OF IMPROVEMENT	TOPICS FOR FUTURE TRAINING
Instructor Preparation	S+	♦ Information regarding STDs – diagnoses and treatment	♦ N/A	♦ Would like more information related to long term treatment
Instructor Knowledge of Subject Matter	S+			
Instructor interactions with Learners	S+			
Appropriate Level of Instruction within the Class	S+			
Value of Materials and Handouts Provided	S+			
Flow and Structure of Information Provided	S+			
Achievement of Course Objective	S+			
Amount of Knowledge Gained	S+			



CHARTIERS CENTER

ANNUAL INDIVIDUALIZED TRAINING PLAN FOR:

Christina Buch
Secretary

FISCAL YEAR 2024/2025

COMPETENCY

CONTINUING EDUCATION/ TRAINING ACTIVITY	INSTRUCTOR/ TARGET DATE	Building Collaboration	Consumer Focus	Continuous Learning	Creativity and Learning	Diversity and Inclusion	Effectiveness and Efficiency	Leadership and Management	Planning and Organization	Presentation Skills	Project Management	Technology	Written Communication
CPR	CHARTIERS CENTER/ 12/31/2024		√	√									
Case Management Overview	DDAP APPROVED/ 06/30/2025	√	√	√									√
Practical Applications of Confidentiality	DDAP APPROVED/ 06/30/2025	√	√	√									√
Standard First Aide	DDAP APPROVED/ 06/30/2024		√	√									

Staff/Date

Director/Date



ANNUAL INDIVIDUALIZED TRAINING PLAN FOR:
Kim Harms
Director of Allegheny Outpatient Services
 FISCAL YEAR 2024/2025

		COMPETENCY											
		Building Collaboration	Consumer Focus	Continuous Learning	Creativity and Learning	Diversity and Inclusion	Effectiveness and Efficiency	Leadership and Management	Planning and Organization	Presentation Skills	Project Management	Technology	Written Communication
CONTINUING EDUCATION/ TRAINING ACTIVITY	INSTRUCTOR/ TARGET DATE												
Act 31 – Child Abuse Recognition and Reporting	PA DOS/ 12/31/2024	√	√	√									√
CPR	CHARTIERS CENTER/ 06/30/2025		√	√									√
First Aid	CHARTIERS CENTER/ 06/30/2025		√	√									


 Staff/Date

 Chief Clinical Officer/Date



ANNUAL INDIVIDUALIZED TRAINING PLAN FOR:
Sandra Hickey, MS
Therapist

FISCAL YEAR 2024/2025

<div>CHARTIERS CENTER</div> <div>ANNUAL INDIVIDUALIZED TRAINING PLAN FOR: Sandra Hickey, MS Therapist</div> <div>FISCAL YEAR 2024/2025</div>		COMPETENCY											
		Building Collaboration	Consumer Focus	Continuous Learning	Creativity and Learning	Diversity and Inclusion	Effectiveness and Efficiency	Leadership and Management	Planning and Organization	Presentation Skills	Project Management	Technology	Written Communication
CONTINUING EDUCATION/ TRAINING ACTIVITY	INSTRUCTOR/ TARGET DATE												
Co-occurring Disorders	DDAP APPROVED 06/30/2025	√	√	√	√	√							√
CPR	CHARTIERS CENTER 12/31/2024		√	√									
Fire Safety	CHARTIERS CENTER 12/31/2024		√	√									
First Aid	CHARTIERS CENTER 12/31/2024		√	√									
TB/STD/Hepatitis	DDAP APPROVED/ 12/31/2024	√	√	√									√

Staff/Date

Director/Date




CHARTIERS CENTER

ANNUAL INDIVIDUALIZED TRAINING PLAN FOR:


Lori Kist, BS
Administrative Service Coordinator

FISCAL YEAR 2024/2025

<div><div>CHARTIERS CENTER</div></div> <div>ANNUAL INDIVIDUALIZED TRAINING PLAN FOR: Lori Kist, BS Administrative Service Coordinator FISCAL YEAR 2024/2025</div>		COMPETENCY											
		Building Collaboration	Consumer Focus	Continuous Learning	Creativity and Learning	Diversity and Inclusion	Effectiveness and Efficiency	Leadership and Management	Planning and Organization	Presentation Skills	Project Management	Technology	Written Communication
CONTINUING EDUCATION/ TRAINING ACTIVITY	INSTRUCTOR/ TARGET DATE												
Addictions 101	DDAP APPROVED/ 12/31/2024	√	√	√								√	
ASAM	DDAP APPROVED/ 12/31/2024	√	√	√								√	
Confidentiality	DDAP APPROVED/ 12/31/2024	√	√	√								√	
CPR	CHARTIERS CENTER 12/31/2024		√	√									
Fire Safety	CHARTIERS CENTER 12/31/2024		√	√									
First Aid	CHARTIERS CENTER 12/31/2024		√	√									
HIV	DDAP APPROVED/ 12/31/2024	√	√	√								√	
TB/STD/Hepatitis	DDAP APPROVED/ 12/31/2024	√	√	√								√	

Staff/Date

Director/Date

 CHARTIERS CENTER ANNUAL INDIVIDUALIZED TRAINING PLAN FOR: Olivia Mattera, MS Service Coordinator FISCAL YEAR 2024/2025		COMPETENCY											
		Building Collaboration	Consumer Focus	Continuous Learning	Creativity and Learning	Diversity and Inclusion	Effectiveness and Efficiency	Leadership and Management	Planning and Organization	Presentation Skills	Project Management	Technology	Written Communication
CONTINUING EDUCATION/ TRAINING ACTIVITY	INSTRUCTOR/ TARGET DATE												
Addictions 101	DDAP APPROVED/ 12/31/2024	√	√	√									√
Case Management Overview	DDAP APPROVED/ 12/31/2024	√	√	√									√
Confidentiality	DDAP APPROVED/ 12/31/2024	√	√	√									
HIV/AIDS	DDAP APPROVED/ 12/31/2024	√	√	√									√
TB/STD/Hepatitis	DDAP APPROVED/ 12/31/2024	√	√	√									

Staff/Date


Director/Date



CHARTIERS CENTER

ANNUAL INDIVIDUALIZED TRAINING PLAN FOR:
Guy Yeadon, MS
Therapist

FISCAL YEAR 2024/2025

<div>CHARTIERS CENTER</div> ANNUAL INDIVIDUALIZED TRAINING PLAN FOR: Guy Yeadon, MS Therapist FISCAL YEAR 2024/2025		COMPETENCY											
		Building Collaboration	Consumer Focus	Continuous Learning	Creativity and Learning	Diversity and Inclusion	Effectiveness and Efficiency	Leadership and Management	Planning and Organization	Presentation Skills	Project Management	Technology	Written Communication
CONTINUING EDUCATION/ TRAINING ACTIVITY	INSTRUCTOR/ TARGET DATE												
Addictions 101	DDAP APPROVED/ 12/31/2024	√	√	√									√
ASAM	DDAP APPROVED/ 12/31/2024	√	√	√									√
CPR	CHARTIERS CENTER/ 12/31/2024		√	√									
First Aid	CHARTIERS CENTER/ 12/31/2024		√	√									
HIV/AIDS	DDAP APPROVED/ 12/31/2024	√	√	√									√
TB/STD/Hepatitis	DDAP APPROVED/ 12/31/2024	√	√	√									

Staff/Date

Director/Date