

This document provides narrative accounting and visual illustration of service provision verifications across Greenpath International's programming initiatives.

Greenpath International, Inc.

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GREENPATH PROGRAM REPORT

Introduction

The Greenpath International, Inc. verification report provides the aggregate data reflecting consumer engagement activities during the 2020 calendar year across two programs: (a) Mental Health Rehabilitation and (b) Substance Use and Addiction Program. This program report illustrates frequencies and trends across these two programs within domains that can be used to assess historical performance and inform forthcoming program evaluation and development activities. These domains include:

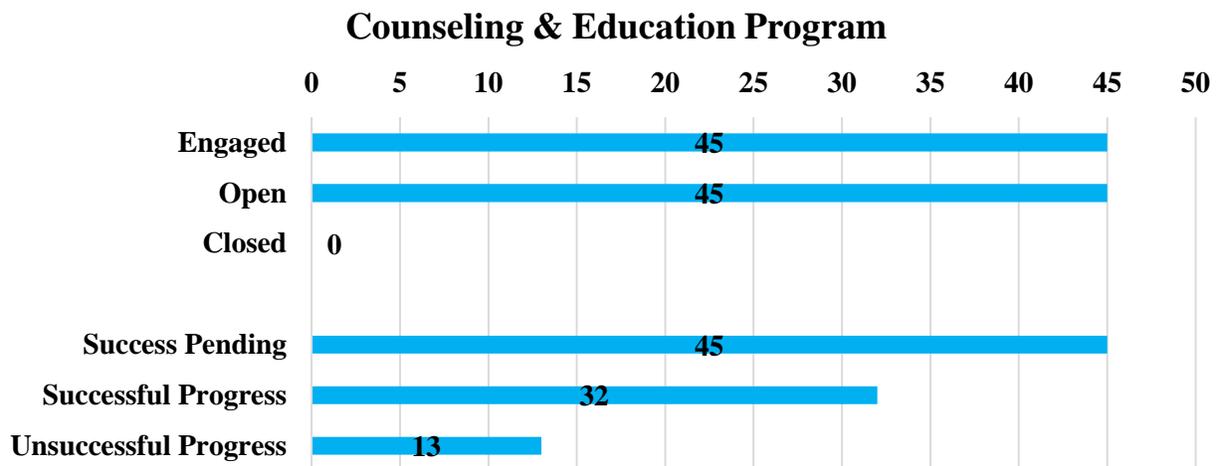
- Consumer engagement with comparisons to previous evaluation cycle in 2018
- Intake/enrollment
- Discharge
- Demographic composite and profile of high and low utilization consumers

In addition to these historical data, 3 consumers from each program were selected for in-depth interviews about their respective program's strengths, areas for growth, and opportunities for expansion.

SECTION 1: MENTAL HEALTH REHABILITATION

This goal of the Greenpath Mental health Rehabilitation (MHR) is to *systematically tailor treatment to target the psychological/emotional presenting issues of individuals from the age of five (5) to late adulthood*. Ultimately, the goal of the MHR program is to the goal is to aid in client stabilization and optimal psychological functioning.

MHR program services include comprehensive assessment and treatment planning, psychiatric evaluation, and community-based care from a skilled mental health professional.



- **Number of Consumers Engaged in 2018:** The Greenpath MHR program engaged 45 unique consumers through the program during the 2020 calendar year. This represents a 35% decrease in service delivery/caring capacity when compared to the number of patients seen during 2018 ($N = 69$).
- **Number of Consumer Discharges in 2020:** Of the 45 consumers engaged during 2020, none were discharged during the calendar year and all 45 (100%) were active and receiving ongoing services.
- **Determinations of Success in 2020:** Of the 45 consumers engaged during 2020, 32 (71%) were regarded as progressing toward successful termination of services. By contrast, progress tracking for 13 (29%) consumers indicated tracking toward unsuccessful termination of services.
- **Demographic Composite:** Although youth ($n = 10$; 22%), young adults ($n = 7$; 16%), and older adults ($n = 1$; 2%) received services through the MHR program during 2020, the largest proportion of consumers tended to be adults ($n = 27$; 60%). Additionally, the greatest proportion of MHR consumers who received services in 2020 self-reported African American/Black ethnic identities ($n = 24$; 53%) with others identifying as Caucasian/White ($n = 18$; 40%) and Asian American ($n = 1$; 2%) to a lesser degree. Finally, consumers tended to identify as girls/women ($n = 29$; 65%) to a greater proportion than boys/men ($n = 16$;

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35%). Taken together, the typical demographic composite of consumers in the MHR program is an adult woman who identifies with an African American/Black ethnic identity. By contrast, service provision to youth, young adults, and older adults who report Caucasian/White and Asian American or Hispanic/Latino ethnic identities appeared to access services to a lesser degree during the 2020 evaluation snapshot.

PERCEPTIONS OF SERVICES BY MHR CONSUMERS

Data Sourcing and Representation: Commentary and feedback related to the Greenpath MHR program was solicited from 3 consumers. The feedback below indicates summary responses to queries related to MHR program strengths, opportunities for enhancing the consumer experience, and potential for outreach within the community.

Program Strengths

- Friendliness, warmth, and non-judgmental disposition of program staff and providers during the intake and service delivery processes
- Greenpath facilities are well-kept, clean, tidy, and in good condition
- Zoom platform provided access to services during the COVID-19 stay-at-home orders and in the socially-distanced community environment
- Frequency, availability, and response time of providers outside of scheduled appointments
- Emphasis on daily routines and activities within one's control

Opportunities for Enhancing Consumer Experience

- Increased offering of group-based services by time offered and frequency of occurrence
- Contain group size to a functional value of 8-10 groups with additional breaks outs available as size get larger
- Management of groups that allows for equal, non-hurried learning and sharing for all members

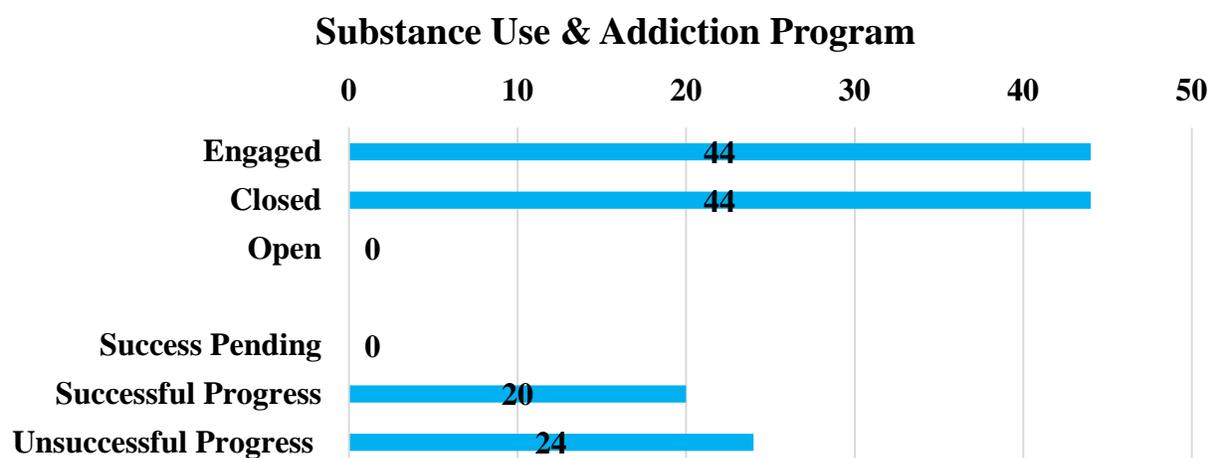
Potential Outreach and Engagement Targets

- Branding and marketing to the broader community
- Educate consumers about how to outreach and refer friends and family who may need services
- Outreach to local community centers where Greenpath representation is minimal or absent

SECTION 2: SUBSTANCE USE/ ADDICTION PROGRAM

The goal of the Substance Use/ Addiction Program (SUAP) is to *secure abstinence from all forms of drug abuse, including underage use of legal drugs, inappropriate use of legally obtained substances, and use illegal drugs by targeting modifiable risk factors and strengthening identified protective factors.*

The SUAP works collaboratively with individuals, employer referrals, state and federal authorities to provide consumers with the support and educational opportunities necessary to successfully battle substance use and to build a healthy life that is equipped with the necessary resources to move beyond the boundaries of addiction. Referrals are open to walk-ins, court-mandated individuals as well as juvenile justice system. The program duration ranges from 3 weeks to 2 months based on the level of need identified during assessment activities.



- **Number of Consumers Engaged in 2020:** The Greenpath SUAP engaged 44 unique consumers through the program during the 2020 calendar year. This represents an 85% decrease in service delivery/caring capacity when compared to the number of patients seen during 2018 ($N = 287$).
- **Number of New Intakes in 2020:** Of the 44 consumers engaged during 2020, intakes were completed based on primary substance use diagnoses related to Cannabis Use Disorder ($n = 28, 64\%$), Opioid Use Disorder ($n = 7, 16\%$), Cocaine Use Disorder ($n = 4, 8\%$), and Alcohol Use Disorder ($n = 4, 8\%$), and Stimulant Use Disorder ($n = 2, 4\%$).
- **Number of Consumer Discharges in 2020:** Of the 44 consumers engaged during 2020, 20 (45%) completed program requirements and were discharged successfully. By contrast, 24 (55%) were unsuccessful in program completion. These rates were similar to those noted in the 2018 evaluation cycle for successful (46%) versus unsuccessful (54%) program completion.
- **Demographic Composite:** Among the 44 unique consumers that received services through the SUAP, the majority were young adults ($n = 27; 61\%$) with approximately 1 in 3 ($n = 14; 32\%$) adults and 1 consumer identifying as either a youth or older adult. These consumers

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tended to identify with an African American/Black ethnic identity ($n = 30$; 68%) with others reporting Caucasian/White ($n = 13$; 30%) and Hispanic/Latino ($n = 1$; 2%) ethnic identities. Consumers also tended to be women ($n = 35$; 80%) with men ($n = 9$; 20%) enrolling in services to a lesser degree. Taken together, the typical demographic composite of consumers in the substance use/addictions program were women who were adults and reporting a black/African American or white/Caucasian ethnic identity receiving treatment for cannabis use disorder. By contrast, men and individuals of Hispanic/Latino and other ethnic identities accessed services to a lesser degree for issues associated with opioids, alcohol ($n = 23$; 8%), cocaine, and stimulant use disorders.

PERCEPTIONS OF SERVICES BY SUAP CONSUMERS

Data Sourcing and Representation: Commentary and feedback related to the Greenpath SUAP program was solicited from 3 consumers. The feedback below indicates summary responses to queries related to SUAP program strengths, opportunities for enhancing the consumer experience, and potential for outreach within the community.

Program Strengths

- Frequency, availability, and response time of providers outside of scheduled appointments
- Focus on managing what is under personal control and responsibility
- Treatment of consumers as people with an addiction, not an addict
- Wide perception that program and staff can be relied upon with consistency
- Drug screen as means of program compliance and personal accountability
- Case management focused on meeting and stabilizing basic needs
- Community and home-based services

Opportunities for Enhancing Consumer Experience

- Increased approachability, warmth, and patience from medical personnel
- Increasing accessibility to medical management services in between scheduled appointments to promote adjustment of medications as needed
- Increase services to include psychosocial and general supportive/process groups
- Increase number of scheduled sessions and contact with providers
- Update website to be more informative about schedule/times of groups and repair circular or broken links

Potential Outreach and Engagement Targets

- Increase social media presence
- Marketing and public relations in the community using testimonies
- Teach and support successful members to share their stories to potential consumers
- Advertise in community centers such as the Broadmoor Improvement Association and South Broad Community Health

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SUMMARY STATEMENT

- The COVID-19 pandemic has influenced the capacity for service enrollment and provision by Greenpath staff. Current and potential program consumers have experienced associated barriers to access during periods of lockdown, adjustment to telehealth platforms, and in the absence of reliable internet services. While the service frequencies and determinations indicated in this report represent a decrease in consumer engagement, this trend is contrary to Greenpath's growth trend over the past 6 years. Greenpath's service vision, mission, and values continue to bear considerable relevance for the local community and it is reasonable to conjecture that a return to service outputs can be expected in the post-COVID-19 era. This promise for impact is regarded as key for organizing and implementing a strategic plan that minimizes the impact already existing risk factors for the target consumer population. The summative findings below should be considered within this context.
- During the 2020 reporting year, Greenpath International, Inc. has engaged 99 consumers across three service packages which represents a decrease in caring capacity more than double than that seen during the 2018 evaluation term.
- Among the 99 engaged consumers, none were discharged, 52 (53%) were trending toward successful discharge status and 47 (47%) were trending toward unsuccessful discharge status.
- The MHR was associated with a higher rate of success (71%) when compared to the SUAP (45%).
- Evaluation of demographic composites across programs indicate that Greenpath International, Inc. has continued to provide services to a great number of adult women who are ethnic minorities. The proportion of youth served has decreased since previous evaluation period and can be regarded as a target group for outreach and engagement.
- Program consumers interviews indicated a considerable degree of satisfaction with the Greenpath staff and provider competence/responsiveness. The exception to this impression was within the medical staff department which may bear opportunity for alignment with the broader relational approach of the corporation.
- The types of programs and supports offered were identified as contributory to promoting consumer success with programming objectives. However, there appears to be a desire for expanded programming that includes supportive and psychoeducation groups.
- There appears to be consumer recognition of a large potential for marketing and outreach activities aimed to increase access and use of Greenpath services within the local community.

RECOMMENDATIONS

During the 2021-2022, stakeholders and policy planning agents affiliated with Greenpath International, Inc. may consider the potential benefit of the following recommendations:

- **Strategic Planning and Preparation for Consumer Engagement and Service Expansion**
 - Identify current and future service provision capacity and engage in strategic planning that accounts for resources, assets, and needs when scaling up caring capacity for in-person and tele-health services
 - Evaluate capacity and potential for renewing previous services or expanding into new aspects of consumer care based on community health needs data
 - Develop and implement a marketing and public relations campaign to increase community awareness of available services and referrals to Greenpath
 - Identify partnerships that may support securing external funding opportunities in relation to large programs such as SUAP. These partnerships may also be an advantageous strategy to expand service type and capacity
 - Update website to feature clear direct details that lead from interest in services to contacting a Greenpath team member

- **Enhancing Existing Services**
 - Emphasize equivalent relational customer service standards across all provider types and complete training/review of consumer satisfaction with multiple aspects of program experience
 - Add a tab to gpadding.com website that includes tables of group meeting times and related information
 - Consider expanding amount and types of group offerings to assure optimal size and scope of experience that will promote desired program effects
 - Conduct periodic satisfaction surveys with unsuccessful program consumers to identify strategies to enhance services and potential for engagement

- **Enhanced Monitoring of Consumer Outcomes**
 - Develop and implement a service monitoring paradigm that allows for evaluation of program outcomes and impacts in real-time and strategic periods (e.g. annually).
 - Enhance program impact and success monitoring through inclusion of objective measures with clinical cut scores across programs such as those no-cost measures included in the Appendices or proprietary measures identified below:
 - ***MHR Program:***
 - DSM-5 Cross-Cutting Symptom Measure-Adult
 - DSM-5 Cross-Cutting Symptom Measure-Child & Adolescent
 - DSM-5 Cross-Cutting Symptom Measure-Parent Report
 - Outcome Questionnaire-45 (*proprietary*)
 - ***Substance Use Program:***
 - LEVEL 2-Substance Use-Adult
 - Outcome Questionnaire-45 (*proprietary*)