



Raising the bar in mental health services

Unity Family Services is please to present the annual review of our Peer Support Program from November 1, 2024 – November 1, 2025. This report highlights our accomplishments, challenges and ongoing efforts to enhance the quality and effectiveness of our services.

### Program Overview

Unity Family Services Inc. is a freestanding voluntary support agency that has been providing services for 15 years to community members. Our Peer Support Program continues to serve consumers of Indiana County. Consumers collaborate with the Peer staff to determine what support they currently have and the support they feel they need to achieve their goal(s) within the Domains of Activity of Daily Living, Vocational / Employment, Educational, Socialization, Functionality / Recovery, and Self-Maintenance (Health & Wellness). Individual services are designed to support the consumers in their desired location, whether it be in their home and/or community. This program operates on a flexible schedule, typically Monday through Friday and has an area for our current consumers to come in and work on goals.

Our mission is to foster a community of hope and empowerment, where individuals living with mental health challenges can thrive. We challenge the stigma surrounding mental illness and promote self-determination by cultivating a culture of positive recovery, where individuals are valued for their unique strengths and aspirations. Our Program continues to serve consumers of Indiana/Armstrong counties. During the past year, we have served up to 58 consumers through a dedicated team of Unity Peer Support Specialists.

Our vision has remained the same since the beginning of our Peer Support Program. UFS Peer Support program has been providing individuals of Indiana/Armstrong counties the opportunity to achieve real recovery and have a real choice in their mental health providers. We believe that fair competition between health providers and the right to choose among those providers is the catalyst for better mental health care. As we move forward, we hope that we can continue to grow and provide new mental health services and programs that will meet the needs of our community.

Our Values, we at Unity Family Services Inc. consider our employees to be our most precious asset in meeting the needs of our mental health consumers, we require each member of peer support staff to be dedicated and responsible for the continuous improvement of their services. Our Peer Support staff at UFS offer support, friendship, compassion, and opportunities to explore your dreams, achieve your goal, and most importantly, reach real recovery.



### Program Compliance

Unity Family Services Inc. operates within the limits of federal, state and local laws and regulations as well as UFS policy. Policy and compliance are enforced to ensure applicable regulations, and all policies are distributed, understood and adhered to by employees and associates of the organization. The compliance program works to involve all employees in identifying and implementing processes that promote compliance in activities. In 2024, we instated a QA coordinator to review the Peer Support Program. This has continued through the year 2025.

### Outcome Measurement

Outcomes for the Peer Support program are based on the Quality of Life, The Satisfaction reports from the Armstrong and Indiana County CFST reports, outcomes of individual consumers (including discharges) and cold calls.

Each quarter, the Quality Assurance Coordinator (QAC) chooses random open case charts to make cold calls to ensure the consumers are pleased with their services and their peer specialist. It also gives the consumers an opportunity to discuss new ideas they may have to add to the program and things they would like to see changed in the program. The calls that are made depend on the number of consumers in the program. Based on 58 consumers, 6.90% equaled out to 4 consumers quarterly after QAC analyzed the data through HER system. QAC was able to make 3-4 calls quarterly in 2025. Consumers were also able to call or stop in to talk to QAC, Supervisors or Peer Specialist to discuss any concerns, positive or negative. In-house QA forms were filled out and filed for the 2025 Annual Report.

With any negative outcomes, QAC and/or Supervisors call consumers and first offer support, then ask about a switch in CPS, other resources are offered to assist with concerns as well as suggestions being offered to assist with Peer Specialist during supervision. If additional supervision is needed, the Supervisor will set this up with Peer Specialist.

Our consumers also do an in-house Quality of Life review. QAC obtains at least (2) scores per client during the year from our EHR to allow comparison of data. These QOL reports are done with each ISP the client completes. Our yearly reports show a positive change for 19 consumers (46.34%) and a negative change for 20 consumers (54%) for 2025.



Referrals: Since January 1, 2025, we have received referrals from several sources and agencies. Our consistent referrals are from Indiana Co. Community Guidance Center, Clarvida (formally known as FBR), Family Psychological Associates, Neuropsychic Associates, PCPs, and IRMC.

Admissions: Unity Family Services Inc. has seen an increase of 13.7% in admissions and a 32.76% decrease in discharges, which is a 13% drop when compared to our 2024 annual report.

Discharges: With our discharges, we had 22.4% discharge from our program in 2025. 9 individuals were unplanned, 2 graduated successfully from the program, 1 had insurance issues, and 1 was arrested. This is about a 13%+ difference from 2024 discharges.

We are proud of the accomplishments of our Peer Support Program and remain committed to providing exceptional services to our consumers. Through the implementations of our Quality Improvement Plan, ongoing initiatives and action steps above. We are confident in our ability to address challenges and further enhance the quality and effectiveness of our services in the years ahead.

Unity Family Services Inc. would like to extend our gratitude to our consumers, staff, and stakeholders for their continued support and collaboration. Together, we are making a positive impact on lives of those we serve.