



Crossroads News

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Behavioral Crossroads, LLC – D.B.A. Crossroads Partial Care Program
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A Note from Our Director

By Douglas A. Reichert

It is my pleasure to welcome you with our first Crossroads Newsletter since my start here as Program Director some 18 months ago.

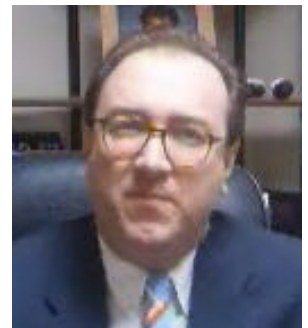
The purpose of Crossroads Partial Care is to provide quality mental health services to adult consumers in a structured day care format. We pride ourselves in providing highly therapeutic groups and related services in a supportive atmosphere to adults with significant mental health, substance abuse and behavioral issues. Our goals include assisting each individual to live in the community, to avoid long-term hospitalization and to learn to improve the quality of life through management of his or her mental health illness.

I am fortunate to supervise a professional staff who is both compassionate and skilled. Our treatment team has worked hard to develop our ability to support the ideals of wellness and recovery as we serve adults with a variety of strengths and needs. Our program offers many supports including significant case management services, an ability to address the needs of dually diagnosed consumers, and we continue to offer services without a need for placement on a waiting list.

We trust that this newsletter will help you gain a better understanding of Crossroads. With that, feel free to contact us anytime to visit or for information, and please enjoy this newsletter!

Douglas A. Reichert, MS CAS
Program Director

*"Staff is both
compassionate and
skilled."*



Douglas A. Reichert, MS CAS

Featured Employee this Issue

By Michael T. DiMarco

Patricia J. O'Neill, MBA, MSN, APRN, CS, BC

Pat has been with Crossroads for the last year as our Advanced Practice Nurse and our primary psychiatric consult. She brings to Crossroads a wealth of knowledge in the medical field and is an expert in her specialty of psychiatry. She offers a rare mix of clinical talent and compassion the clients favor.

Pat grew up in Atlantic County and graduated locally from Holy Spirit High School in Absecon, NJ. She attended Pace College in Westchester, New York and received her degree in Nursing before joining VISTA - Volunteers in Service to America. Pat worked directly with the National Guard to set up a tent city to aid the homeless migrant workers of the Kickapoo & Navaho Indian Nations and legal & illegal Mexican aliens in Utah. In addition, offered emergency medical management and linkage services to several thousand individuals in the migrant community. After that, she spent 20 plus years in California in many areas including ER, ICU, Hospice, Education and Nursing Administration. After completing her Master of Business Administration from St. Mary's College in Moraga, California, Pat returned to Atlantic County and worked as the Director of Nursing at Eastern Pines Nursing Home in Atlantic City, NJ. It was there she had her first clinical exposure with the chronically mentally ill. Since then, Pat has received her Master of Science in Nursing (Adult Psychiatric-Mental Health) from Temple University in Philadelphia, PA and is also Board Certified as an Adult Psychiatric-Mental Health Clinical Nurse Specialist.

For the last 8 years, Pat has been the consulting APN to Assisted Living, Long Term Care, and Boarding Homes while supporting her own private practice in Linwood, NJ. Pat is a huge asset to Crossroads and we are proud to call her this issue's featured employee.

"She offers a rare mix of clinical talent and compassion the clients favor."



*Patricia J. O'Neill,
MBA, MSN, APRN, CS*

Internships Available

By Dawn Renee Warner, MA

Crossroads has internship opportunities available for undergraduates and graduates in the human services field. Both administrative and clinical supervised field placements can be designed for students majoring in psychology, social work, education, criminal justice, etc. In addition, we are interested in exploring a relationship with a student, class or professor interested in research activities.

Partial care is a very good level of care to introduce students to the field of psychiatry, as it is a milieu based program with many opportunities to interact with chronically ill consumers. Depending upon his or her interests and experience, a student may be able to observe and/or participate in any of the following: group therapy; psycho-education groups; therapeutic activities; substance abuse therapies; individual therapy; intake assessments and case management activities. All students would receive individual supervision from a trained clinician and would be encouraged to participate in all staff in-service trainings. As for an administrative internship, we can structure an experience to allow a student to be introduced to many of the non-clinical aspects of operating a health care facility including policy writing, program development, quality improvement activities, human resources issues, billing procedures and how our program fits into the greater mental health continuum of care.

Finally, Crossroads is attempting to develop better outcome measures to demonstrate the impact our services have on our consumers. As this is a complex project, we are open to a partnering with a student and/or research class to help develop and follow through on such measures. This is an ideal opportunity for a student studying statistics, doing research or writing a thesis.

Through our internship program we hope to provide quality learning opportunities to budding human services professionals while strengthening our relationships with local colleges. We anticipate being able to accommodate several students each semester and can be flexible when structuring such experiences.

For further information about student internships, please contact D. Renee Warner, M.A. at 609-645-2500

“Clients Corner”

By Michael T. DiMarco

This past month we conducted a Consumer Satisfaction Questionnaire. The consumers of Crossroads had the opportunity to rate our program on issues of Program Content, Cleanliness of our Facility, Professionalism of Staff, Effectiveness of Treatment, Case Management, Linkage to Social Services and Transportation Issues. We are pleased to share the actual survey and results with you below.

Survey Questions:

Groups Focusing on Mood Problems

(Depression, Anxiety, Illness Awareness, Grief & Loss, etc.)

Excellent 18 Good 25 Poor 0 Terrible 1

Groups Focusing on Substance Abuse

(MICA and Substance Awareness)

Excellent 16 Good 17 Poor 0 Terrible 0

Groups Focusing on Life Skills

(Current Events, Nutrition, Diabetes, Personal Safety, Health & Hygiene, etc.)

Excellent 17 Good 24 Poor 0 Terrible 0

Groups Focusing on People

(Relationships, Conflict Resolution, Family Issues, Parenting, etc.)

Excellent 14 Good 24 Poor 1 Terrible 0

Activity Groups

(Music/Movement, Leisure Skills, Art Project, Stitches, etc.)

Excellent 15 Good 21 Poor 4 Terrible 0

Food Served at the Program

Excellent 14 Good 27 Poor 3 Terrible 1

Cleanliness and Spaciousness of the Community Room

Excellent 10 Good 29 Poor 5 Terrible 0

Cleanliness and Spaciousness of the Group Rooms

Excellent 10 Good 30 Poor 4 Terrible 0

Cleanliness and Spaciousness of the Agency Vans/Bus

Excellent 9 Good 28 Poor 3 Terrible 2

Timeliness of the Agency Vans/Bus

Excellent 18 Good 26 Poor 1 Terrible 0

Pat O'Neill is pleasant and professional

Strongly Agree 25 Agree 11 Disagree 2 Strongly Disagree 0

I get to meet with Pat O'Neill as much as I need to

Strongly Agree 12 Agree 16 Disagree 7 Strongly Disagree 3

Pat O'Neill helps me with my medication needs

Strongly Agree 16 Agree 16 Disagree 3 Strongly Disagree 5

My Counselor is pleasant and professional

Strongly Agree 27 Agree 16 Disagree 1 Strongly Disagree 0

My Counselor helps me with my different needs

Strongly Agree 18 Agree 19 Disagree 1 Strongly Disagree 2

I get to meet with my Counselor as much as I need to

Strongly Agree 17 Agree 24 Disagree 4 Strongly Disagree 1

My Counselor runs interesting and helpful groups

Strongly Agree 21 Agree 14 Disagree 1 Strongly Disagree 0

My Driver is pleasant and helpful

Strongly Agree 23 Agree 18 Disagree 1 Strongly Disagree 0

My Driver is a safe driver

Strongly Agree 26 Agree 14 Disagree 1 Strongly Disagree 0

Serving the
Mental Health
Community of
South Jersey
since 2003.



Recent Client Testimonials:

“I was at the Atlantic City Rescue Mission and hardly knew anyone. I spoke to a Chaplain, and since then Crossroads has become a blessing. I am not mad anymore and stopped hearing voices. My counselor and my psychiatrist are a god send. I am a volunteer and not scheduled to come in daily but I do it anyway because of the help I receive.”

Male Consumer - Age 45
Elwood, Atlantic County, NJ

“Before I came to Crossroads I was bad off. I was very depressed and having suicidal thoughts. Since then, my mood has changed. I am on the right medicine. Crossroads has kept me safe and out of the hospital. I have avoided suicidal thoughts and have stayed out the hospital for one year now. Crossroads is a big part of my life. I am really happy being a part of Crossroads.”

Female Consumer - Age 52
May Landing, Atlantic County, NJ

“I have been at Crossroads for a year and a half. At the time, I was homeless. My counselor is highly devoted to my needs. I have had the opportunity to link with many services. Crossroads transports me to the doctor, dentist, food bank and helped me find permanent housing. Without Crossroads and the staff, I could not have done it on my own.”

Male Consumer - Age 43
Ocean City, Cape May County, NJ

“For the last 6 months my life was in a downward spiral, finally leaving me homeless. By the grace of god, I reached into my pocket and pulled out a business card with the name of the Crossroads outreach worker and called him. Even though it was after business hours, he answered. He calmed me and said they would have me picked up the next morning. I slept in an emergency room and sure enough, the van came hours later to pick me up. The driver brought me to Crossroads. Once there I was fed, offered shelter, doctors and medical treatment. It truly was a miracle. The staff worked non-stop to help me up when I was at my lowest point.”

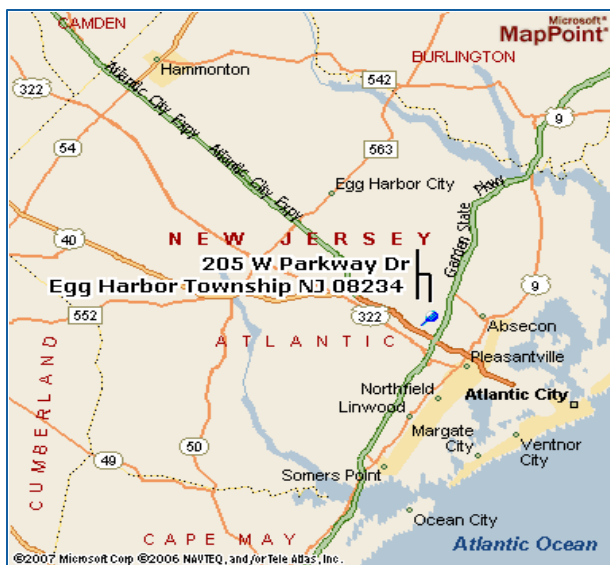
Male Consumer - Age 47
Mount Holly, Burlington County, NJ

“God gave me a second chance. I was heading down the road for damnation. I prayed for help. God heard me. I was in a world of sin and god sent someone from Crossroads to help me. I did not know that my blessings would come through Crossroads. My drug addiction was out of control and Crossroads gave me hope. I love the staff, and my counselors are great. There is nowhere that I would rather be to get help than Crossroads.”

Female Consumer - Age 50
Camden City, Camden County, NJ

| Consumer Satisfaction Questionnaire Results | 4 Number of Very Satisfied Responses | 3 Number of Satisfied Responses | 2 Number of Unsatisfied Responses | 1 Number of Very Unsatisfied Responses | Average Likert Score | Average Result |
|---|---|------------------------------------|---|---|----------------------|----------------|
| Quality and Professionalism of Professional Staff | 136 | 116 | 19 | 11 | 3.40 | Favorable |
| Quality of Groups and Activities | 80 | 111 | 5 | 1 | 3.30 | Favorable |
| Quality of Food and General Comfort Level | 35 | 114 | 26 | 5 | 3.40 | Favorable |
| Quality of Drivers and Transportation Services | 76 | 86 | 6 | 2 | 3.00 | Favorable |
| Likert-Type Scoring Scale* | Very Satisfied or Satisfied Responses | | Unsatisfied or Very Unsatisfied Responses | | | |
| Quality and Professionalism of Professional Staff | 89.40% | | 10.60% | | | |
| Quality of Groups and Activities | 97.00% | | 3.00% | | | |
| Quality of Food and General Comfort Level | 82.80% | | 17.20% | | | |
| Quality of Drivers and Transportation Services | 95.30% | | 4.70% | | | |

*Likert scales were developed in 1932 as the familiar five-point bipolar response format most people are familiar with today. These scales always ask people to indicate how much they agree or disagree, approve or disapprove, believe to be true or false. There's really no wrong way to do a Likert scale, the most important thing being to at least have five response categories (for ordinal-treated-as-interval measurement). <http://faculty.ncwc.edu/toconnor/308/308lect05.htm>



Directions to Crossroads:

Crossroads is located near the "Crossroads" of the Garden State Parkway and the Atlantic City Expressway.

Quick directions:

GSP Exit #38A to ACE Exit #9
 Right onto County Rt. 646/ Delilah Road East
 Right onto Canale Drive
 Right onto W. Parkway Drive
 First Building on the Right #205
 (Enter the second driveway - left side)

For specific directions please visit our web site at:

<http://crossroadspartialcare.com/directions.htm>

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