

Crawford County Mental Health Awareness Program, Inc. (CHAPS)

944 Liberty Street ~ Meadville, PA ~ 16335 ~ Phone: (814) 333-2924 ~ www.chapsinc.org

Focus Groups 2025

Program: CHIPP

1. *What services are available through this program?*

- Keeps track of meds
- Reduces stress
- Take meds as prescribed
- Helps to be social and get out in the community

2. *What are the benefits of participating in this program?*

- Being social and out of the house
- Helps to stay consistent with taking meds/not stop taking them
- Keeps people out of the hospital
- Dependable staff 7 days a week

3. *What improvements could be made at the program?*

- More advertising
- Call in opportunities for support

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Focus Groups 2025

Program: **Drop-In Center (DIC) / Warmline**

1. *What services are available through this program?*

- Open 365
- Safe and sober place
- Free coffee
- Feels like family
- Opportunities
- Breakfast

2. *What are the benefits of participating in this program?*

- Builds friendships
- You can trust people at the DIC.
- Space to be warm and dry
- Referrals/resources
- Good starting place
- Peer support
- Get help
- Someone to talk to when lonely
- Reduces anxiety

3. *What improvements could be made at the program?*

- Outside activities
- More news on the TV
- Warm breakfast
- Practice individual rights
- Card scanner system for the doors
- Easier doorbell response

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Program: Housing

1. *What services are available through this program?*

- Staff are responsive and knowledgeable.
- Staff work as a team to ensure coverage.
- No longer homeless
- Skilled staff connect you to resources.
- Mary's Cupboard
- Thankful for Housing Now program

2. *What are the benefits of participating in this program?*

- Stable place to live
- Promotes independence
- Helps establish skills and resources
- Helps with good decision making
- Increases independence from bad situations
- I graduated from the program and now have my own lease.
- Support getting income
- Keep going and take charge of life

3. *What improvements could be made at the program?*

- Better communication between agencies/networking
- More laundry vouchers
- Connect with schools more to prevent homelessness later in life
- More donations of specific items needed

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Program: Journey Center Clubhouse

1. *What services are available through this program?*

- Good vibes
- Gets people out of the house
- Task-oriented, work-ordered day
- Welcoming
- Made good friends
- Reduces being alone
- We help each other
- Comfortable place

2. *What are the benefits of participating in this program?*

- Employment resources (including CareerLink onsite)
- Awesome bistro and lunch
- Access to computers
- Transportation for members
- Gives purpose/feels needed
- Develop independent living skills
- Social activities
- Monthly birthday parties
- Great place to meet people and build skills
- Work on personal goals
- Great place to hang out
- Helps with illness and acceptance

3. *What improvements could be made at the program?*

- More advertising/awareness

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Program: MPR/CPS

1. *What services are available through this program?*

- Supports wellness and sobriety
- Staff are easy to talk to.
- It means the world to have help.
- Friendly staff

2. *What are the benefits of participating in this program?*

- Advocates for consumers
- Connection to resources
- Can come back when support is needed
- Helped get income
- Gain independent living skills to keep housing
- Assists with attending appointments
- Positive outlook
- Enjoyable program
- Believe in the program. It pushes you toward success.

3. *What improvements could be made at the program?*

- More county funding
- Weekend support

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Program: Representative Payee

1. *What services are available through this program?*

- Can call staff to help with finances
- True Link cards (no paper checks)
- Supportive of financial needs
- Timely and detail-oriented staff
- Textline for quicker access to payees
- More financially sound
- Helpful, kind, and responsive
- Collaboration with other workers

2. *What are the benefits of participating in this program?*

- Promotes stable housing
- Avoids legal issues
- Savings for special trips/events/items
- Creates budgets that are manageable
- Money stretched to cover the whole month
- Weekly spending
- Cards allow people to avoid going to the bank
- Good recordkeeping
- Landlords appreciate having payee

3. *What improvements could be made at the program?*

- Budgeting class for everyone
- Financial literacy class/info
- More planning for spending
- Expand capacity

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Program: Waiver

1. *What services are available through this program?*

- Improves skills
- Gives motivation
- Allows choices
- Keegan is a good Program Specialist

2. *What are the benefits of participating in this program?*

- Gets to appointments and other places
- Reduces isolation/more social
- Help at doctors' appointments
- Assists with staying housed
- Promotes social connections
- Builds friendships

3. *What improvements could be made at the program?*

- More hours

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Program: Youth Housing

1. *What services are available through this program?*

- Fast response
- Staff work well as a team
- Advocacy
- Great opportunities

2. *What are the benefits of participating in this program?*

- Provides stable housing
- Connections to resources
- Collaboration with schools
- Outreach efforts
- Advocates are knowledgeable
- Skill-building to learn to be independent
- Engaged with the community
- Support with finishing high school and exploring college
- Education on benefits, utilities, rent, etc. to first-time tenants
- Rental subsidies

3. *What improvements could be made at the program?*

- More Host Homes spots
- More education on daily living skills

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Program: Support Groups

What are the benefits of participating in this program?

- Gets the conversation going
- Connects to peers
- Builds friendships outside of group sessions
- Youth Support Group has good vibes in the group
- It's nice to attend