

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

944 Liberty Street ~ Meadville, PA ~ 16335 ~ Phone: (814) 333-2924 ~ [www.chapsinc.org](http://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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## Focus Groups 2025

### 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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## Focus Groups 2025

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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## **Focus Groups 2025**

### **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