



Drop-In Centers
Annual Report
January – December 2012



Drop-In Centers

Mental Health America of East Central Florida (MHAECF) Drop-In Centers are places where individuals with mental illness and/or co-occurring disorders can be places where people with mental illnesses can go to socialize with their peers, increase their coping skills for remaining in recovery, learn new skills that increase creativity, or just be in a place that encourages self-determination, compassion and offers a safe place to just be. MHA Drop-in Centers are client driven and offer a wide variety of activities in which our clients can participate.

MHAECF Drop-in Centers offer a wide variety of activities in which individuals may participate. This includes frequent outing to various community recreational areas, local stores and businesses for shopping or maybe even dining at a local restaurant.

MHAECF Drop-In Centers provide a safe place where individuals diagnosed with a mental illness and/or co-occurring disorder can gather to be around others who are experiencing mental illnesses as well. The environment provides opportunities to participate in support groups and other activities that encourage wellness and recovery.

MHAECF Drop-In Centers provide a safe alternative to the streets or other places that do not offer safety and compassion.

MHAECF Drop-In Centers offer an environment where individuals can have an active voice and be involved in decision making, planning activities and to have a voice in their daily lives.

During 2011, MHAECF adapted the Live Your Life Well Program (LYLW) from National Mental Health America as an evaluation tool for the Drop-In Centers. LYLW has shown significant progress in improving the quality of life and coping skills for the clients.

Currently, MHAECF operates three Drop-In Centers in two counties, Volusia and Flagler. They are:

Debra Anne House Drop-In Center
531 S. Ridgewood Avenue
Daytona Beach, FL

Open Door Drop-In Center
1700 Patterson Avenue
Deland, FL

Friends of Flagler Drop-In Center
700 S. State Street, Unit 2
Bunnell, FL

Attendance Unduplicated Attendance (N=368)

Unduplicated clients are the total number of clients attending the Drop-In Centers per year. Daytona Beach had 209 (57%) unduplicated clients, DeLand had 105 (29%) unduplicated clients and Bunnell had 54 (14%) unduplicated clients for a total of 368 unduplicated clients for all the centers.

Units of Service (Duplicated Clients) (N=9,824)

Duplicated clients represent the number of clients attending the Drop-In Centers each day. There were a total of 4,577 (47%) in Daytona Beach, 3,045 (31%) in DeLand and 2,202 (22%) in Bunnell for a total of 9,824 duplicated clients or units of service.

Average Daily Attendance

Daytona Beach averaged 19.5 clients per day, DeLand averaged 15.5 and Bunnell averaged 11.5. The total unduplicated clients averaged 15.5 clients per day for all centers.

Client Demographics Sex

There were 177 (48%) male clients and 191 (52%) female clients. The demographics data suggests a fairly equal distribution based on gender.

Race/Ethnicity

There were 284 (77%) Caucasian clients, 56 (15%) African American, 6 (2%) Asian, 19 (5%) Hispanic, no Native Americans and 3 (1%) clients whose race/ethnicity was not reported.

Age

There are no clients served under the age of 18 at the Drop-In Centers. There were 56 clients (15%) between the age of 18-29, 226 clients (61%) from 30-54, 75 clients (20%) from 55-64 and 11 clients (4%) over the age of 65. The oldest client is 85.

Funding for the Drop-In Centers comes from The Florida Department of Children and Families, County of Volusia, City of Daytona Beach and United Way of Volusia and Flagler Counties. MHAECF also received donations and contributions from local residents and businesses and provides internship opportunities for college students at Daytona State College and Bethune-Cookman University. Total funding for the Drop-In Centers is approximately (numbers are rounded):

\$162,000	87%	Florida Department of Children and Families
\$ 14,500	8%	County of Volusia
\$ 3,500	2%	City of Daytona Beach
\$ 6,800	3%	United Way of Volusia and Flagler Counties
\$186,800	100%	

Cost per unit of service (duplicated client count) \$19.01. Cost per client (unduplicated client count) annually is \$507.61. According to National Alliance on Mental Illness of Florida (NAMI) the average cost per day of inpatient mental health treatment per day is almost \$350.00. This represents a cost savings of \$330.99 realized for each day the client attending the Drop-In Centers is not hospitalized.

The Live Your Life Well Program

Some people think that only people with mental illnesses have to pay attention to their mental health. But the truth is that your emotions, thoughts and attitudes affect your energy, productivity and overall health. Good mental health strengthens your ability to cope with everyday hassles and more serious crises and challenges. Good mental health is essential to creating the life you want. Just as you brush your teeth or get a flu shot, you can take steps to promote your mental health. A great way to start is by learning to deal with stress and the Live Your Life Well Program offers the tools to get you started.

Mental Health America of East Central Florida, Inc. (MHAECF) endorses the principles of the "Live Your Life Well Program" and the use of ten (10)

principles to help individuals live a better life. MHAECF utilizes these principles in our programs and encourages staff and members of the organization to use these principles in their daily life. These proven tools identified in the "Live Your Life Well Program" can help individuals feel stronger and more hopeful. The tools are:

1. Connect with others
2. Stay positive
3. Get physically active
4. Help others
5. Get enough sleep
6. Create joy and satisfaction
7. Eat well
8. Take care of your spirit
9. Deal better with hard times
10. Get professional help if you need it

The concrete steps we're suggesting are not based on guesses, fads or advice from grandma (though she probably got a lot right). They represent hundreds of research studies with thousands of participants, often conducted over decades and backed by major universities or government agencies. This research shows that how good you feel is to a fairly large extent up to you. No matter how stressful your situation, you can take steps to promote your well-being. We're not talking about huge changes to your lifestyle, either. We're talking about reasonable steps that if used consistently can increase your comfort and boost your ability to build a rewarding life.

We at MHAECF believe...

- You can feel better--more vibrant, alert and gratified.
- You can feel stronger--more comfortable, confident and productive.
- You can Live Your Life Well.

The Live Your Life Well Drop-In Center Survey

Clients of the Drop-In Centers are asked to complete a survey (Appendix A) monthly by indicating their activities according to the following scale:

Please circle your response using the following scale:

- | | | |
|------------------|---|---|
| 1 = Never | = | 0 percent of the days for the previous month |
| 2 = occasionally | = | approximately 25 percent of the days for the previous month |
| 3 = Sometimes | = | Approximately 50 percent of the days for the previous month |
| 4 = frequently | = | approximately 75 percent of the days for the previous month |
| 5 = Always | = | 100 percent of the days for the previous month |

The number of days since the last hospitalization are measured by self-report by the client's.

A staff member reviews all surveys and sits with each client to discuss their answers. The clients are also assisted by staff in setting their goals for the upcoming month.

The Live Your Life Well Drop-In Center Survey Results

1. I socialized with others during the past month.

Social connectiveness has many benefits including increasing happiness, lowers the risk of certain health issues such as high blood pressure, and people with social and community ties were found to be three times less likely to die during a nine year study.

The Drop-In Center clients reported that 3.15 or 63% were socially connected at baseline measurement and 3.8 or 76% were socially connected on cumulative for the year indicating a positive change of 13% for the reporting period.

In response to the question, "What new activity did you participate in during the past month?" some common themes reported were:

- Going to church or other social outings
- Going out to eat at a restaurant
- Playing games
- Going places to exercise
- Shopping
- Talking more with family and friends

2. I maintained a positive attitude during the past month.

Research has found the benefits of staying positive include:

- People who were pessimistic had a nearly 20 percent higher risk of dying over a 30-year period than those who were optimistic
- People who kept track of their gratitude once a week were more upbeat and had fewer physical complaints than others

- People who obsessively repeated negative thoughts and behaviors were able to change their unhealthy patterns—and their brain activity actually changed too

The Drop-In Center clients reported 3.0 or 60% stayed positive at baseline and 3.79 or 75.8% on stayed positive on cumulative for the year indicating a positive change of 15.8% for the reporting period.

In response to the question, “How many days during the past month were you depressed?” the following was reported:

- Average of 3.55 days per person at baseline measurement
- Average of 8.67 on cumulative totals resulting in a positive change of 5.64 days.

3. **During the past month I did some type of physical exercise.**

There are many benefits to exercise including preventing heart disease, high blood pressure and other medical conditions. Exercise helps your mood too by decreasing depression, reducing anxiety and increasing the overall sense of well-being. Other benefits include relieving pent-up muscle tension and increasing blood flow to the brain.

The Drop-In Center clients reported 2.9 or 58% did some type of exercise at baseline and 3.4 or 68% did some type of exercise on cumulative for the year indicating a positive change of 10% for the reporting period.

In response to the question, “What is your favorite type of exercise?” the following activities were commonly reported:

- Walking, jogging, walking the dog
- Bike riding
- Push-ups, sit-ups, lifting weights and other exercising activities
- Games

4. **I helped others during the past month.**

Doing good things for other people can help to remind us of how lucky we are, make us feel connected to others, help us to feel needed and effective

and take our mind off our worries for a while. Helping others can also add a sense of purpose and meaning to our life.

The Drop-In Center clients reported 2.9 or 58% helped others at baseline measurement and 3.55 or 71% helped others on cumulative for the year indicating a positive change of 13% for the reporting period.

In response to the question, "What did you do to help someone during the past month? The following activities were commonly reported:

- Helping around the house, cleaning
- Attending support groups
- Volunteering
- Listening

5. **I got enough sleep during the past month.**

Getting enough sleep helps to combats some of the fallout of stress, and poor sleep has been linked to significant problems, including: greater risk of depression and anxiety, increased risk of heart disease and cancer, impaired memory, reduced immune system functioning, weight gain and a greater likelihood of accidents.

The Drop-In Center clients reported 3.2 or 64% did not have difficulty sleeping at baseline and 3.76 or 75.2% did not have trouble sleeping on cumulative for the year indicating a positive change of 11.2% for the reporting period.

In response to the question, "What do you do when you cannot get to sleep easily? The following were commonly reported:

- Listen to music
- Watch television
- Meditate
- Drink a hot cup of tea
- Read

6. **I did activities to create joy and satisfaction during the past month.**

Experts say good feelings can boost your ability to bounce back from stress, solve problems, think flexibly and even fight disease. Studies show that:

- Laughing decreases pain, may help your heart and lungs, promotes muscle relaxation and can reduce anxiety.
- Positive emotions can decrease stress hormones and build emotional strength.
- Leisure activities offer a distraction from problems, a sense of competence and many other benefits. For example, twins who participated in leisure activities were less likely to develop Alzheimer's disease or dementia than their fellow twins in one study.

The Drop-In Center clients reported 3.0 or 60% created joy and satisfaction in their life at baseline and 3.6 or 72% created joy and satisfaction in their life on cumulative for the year indicating a positive change of 12% for the reporting period.

In response to the question, "What activities did you do that brought joy and satisfaction to you during the past month? The following were commonly reported:

- Played games
- Gardening
- Listen to music, watched movies
- Went shopping

7. **I ate nourishing hot food during the past month.**

Good nutrition can help at times of stress, but that's exactly when lots of us tend to eat less well. Among other benefits, good food can: boost your energy, lower the risk of developing certain diseases, provide fuel to your brain, counteract the impact of stress on your body and affect mood-related body chemicals.

The Drop-In Center clients reported 3.3 or 66% ate healthy and nutritious meals at baseline and 3.96 or 79.2% eat healthy and nutritious meals on cumulative for the year indicating a positive change of 13.2% for the reporting period.

In response to the question, "What did you eat for your last meal?" the following were commonly reported:

- Spaghetti
- Baked Chicken
- Hot dogs
- Sandwiches

8. **I took care of my spiritual needs during the past month.**

Spirituality means many things to many people. Whatever your idea of spirituality, it can offer many possible benefits, including better mood, less anxiety and depression-and even fewer aches and illnesses. Spirituality can provide a sense of purpose and meaning, focus on your own or universal wisdom, way to understand suffering, connection with others and server as a reminder of the good in the world.

The Drop-In Center clients reported 3.0 or 60% took care of their spiritual needs at baseline and 3.6 or 72% took care of their spiritual needs on cumulative for the year indicating a positive change of 12% for the reporting period.

In response to the question, "How many times did you meditate or sit quietly for 20 minutes during the past month?" the following was reported:

- 8.22 clients reported meditating or sitting quietly for 20 minutes at baseline
- 12 clients reported meditating or sitting quietly for 20 minutes on baseline for the year
- There was a 3.78 change in clients reported meditating or sitting quietly for 20 minutes for the reporting period

9. **I dealt with difficult issues during the past month.**

Having strong coping strategies can make a huge difference when facing stressful situations in our lives. The research shows that people who spent time writing about a difficult event had better health and less depression. Writers' grades even improved, and they found jobs more quickly. People facing stress felt less depressed after problem-solving. People who often focus on the positives in their lives are less upset by difficult memories.

The Drop-In Center clients reported 2.1 or 42% had some good coping strategies at baseline and 3.36 or 67.2% had some good coping strategies on cumulative for the year indicating a positive change of 25.2% for the reporting period.

In response to the question, "What was a difficult issue that you dealt with in the last 30 days?" the following were reported:

- Not having money
- Child custody and/or divorce
- Depression and crying
- Medical issues

10. **I followed the advice of my doctor or mental health professional during the past month.**

Most people who seek help feel better. For example, more than 80 percent of people treated for depression improve. Treatment for panic disorders has up to a 90 percent success rate. A mental health professional can help you, come up with plans for solving problems, feel stronger in the face of challenges, change behaviors that hold you back, look at ways of thinking that affect how you feel, heal pains from your past, figure out your goals and build self-confidence.

The Drop-In Center clients reported 3.5 or 70% had recently seen a mental health professional at baseline and 4.21 or 84.2% had seen a mental health professional on cumulative for the year indicating a positive change of 14.2% for the reporting period.

In response to the question, "How long has it been since you have seen a mental health professional?" the following was reported: The average was 15.54 days. The total is inclusive of medical professionals, social workers, and other involved in the client's recovery process.

CUMULATIVE VS BASELINE (Questions 1 – 9)

The above graph indicates the baseline totals and cumulative totals for each category.

1. I socialized with others during the past month.
2. I maintained a positive attitude during the past month.
3. During the past month I did some type of physical exercise.
4. I helped others during the past month.
5. I got enough sleep during the past month.

6. I did activities to create joy and satisfaction during the past month.
7. I ate nourishing hot food during the past month.
8. I took care of my spiritual needs during the past month.
9. I dealt with difficult issues during the past month.
10. I got professional help when I needed it.

AVERAGE % of INCREASE COMPARISON (Questions 1-9)

The above graph indicates the amount of change for each category.

1. I socialized with others during the past month.
2. I maintained a positive attitude during the last month.
3. During the past month I did some type of physical exercise.
4. I helped others during the past month.
5. I got enough sleep during the past month.
6. I did activities to create joy and satisfaction during the past month.
7. I ate nourishing hot food during the past month.
8. I took care of my spiritual needs during the past month.
9. I dealt with difficult issues during the past month.

Recommendations

To strengthen the LYLW Survey, beginning in January 2012, MHAECF will implement two new tools to be used to evaluate levels of depression and anxiety in clients attending the Drop-In Centers. The non-clinical 10 item Screening Assessment for Depression and the 10 item Screening Assessment for Anxiety (Appendix 2) will be administered monthly to measure average levels of depression and anxiety in clients. When utilized along with the LYLW Survey, the Depression Assessment and Anxiety Assessment should further strengthen the evaluation component and indicate the effectiveness on the lives of the Drop-In Center clients.

MHAECF will expand the support groups based on the principles of the LYLW Program into other locations such as assisted living facilities. The weekly support groups will discuss one of the LYLW topics each week rotating through the ten items. Clients may begin on any week and end at will. Clients completing the entire ten week LYLW Support Group Program will receive a certificate of completion. LYLW Support groups will be offered in Daytona Beach and DeLand beginning in January 2012.

Additional Funding and Support

Additional funding and support is provided through private donations, membership fees, fund-raising and event sponsorships. In 2011, MHAECF received \$16,596 in donations to support the Drop-In Center. In addition, volunteers donated 2,214 hours of service for a value of \$46,162 in in-kind services.

Increase in Volunteer Hours

Report compiled by Bob Decker, Ph.D., NCC, LMHC, President/CEO of Mental Health America of East Central Florida, Inc.



531 S. Ridgewood Avenue
Daytona Beach, FL 32114

LIVE YOUR LIFE WELL SURVEY

Name _____

Date

The Live Your Life Well Survey is voluntary and no names or personal identifying information will be released in conjunction with the results. Thank you for your participation.

Please circle your response using the following scale:

- | | | |
|------------------|---|---|
| 1 = Never | = | 0 percent of the days for the previous month |
| 2 = Occasionally | = | Approximately 25 percent of the days for the previous month |
| 3 = Sometimes | = | Approximately 50 percent of the days for the previous month |
| 4 = Frequently | = | Approximately 75 percent of the days for the previous month |
| 5 = Always | = | 100 percent of the days for the previous month |

1. I socialized with others during the past month.

1 2 3 4 5

What new activity did you participate in during the past month.

2. I maintained a positive attitude during the past month.

1 2 3 4 5

How many days during the past month were you depressed?

-
11. **During the past month I did some type of physical exercise.**

1 2 3 4 5

What is your favorite type of exercise?

-
12. **I helped others during the past month.**

1 2 3 4 5

What did you do to help someone during the past month?

-
13. **I got enough sleep during the past month.**

1 2 3 4 5

What do you do when you cannot get to sleep easily?

-
14. **I did activities to create joy and satisfaction during the past month.**

1 2 3 4 5

What activities did you do that brought joy and satisfaction to you during the past month?

15. **I ate nourishing hot food during the past month.**

1 2 3 4 5

What did you eat for your last meal?

-
16. **I took care of my spiritual needs during the past month.**

1 2 3 4 5

How many times did you meditate or sit quietly for 20 minutes during the past month? _____

17. **I dealt with difficult issues during the past month.**

1 2 3 4 5

What was a difficult issue that you dealt with in the last 30 days?

18. **I followed the advice of my doctor or mental health professional during the past month.**

1 2 3 4 5

How long has it been since you have seen a mental health professional? ____

How long has it been since your last hospitalization?

Please take a few moments to reflect on your responses paying particular attention to areas that you feel you could do better in? Then, identify an action plan for next month.

Identify your goals for next month:

1. _____

2. _____

3. _____

Identify some of the steps you need to take to accomplish your goal:

1. _____

2. _____

3. _____

Identify what you will need assistance with in order to accomplish your goals:

1. _____

2. _____

3. _____

After you accomplish your goals for next month, what will you do to celebrate your accomplishments?

1. _____

2. _____

3. _____

Please sign to indicate that you are committed to achieving your goals for the next month.

Signature

Date



531 S. Ridgewood Avenue
Daytona Beach, FL 32114

Name/Identifier _____

Date: _____

$\frac{1}{18}$ Intake $\frac{1}{18}$ Final

Please indicate your response to the following statements by checking the appropriate box.

In the past 7 days:

1. I have been able to laugh and see the funny side of things

$\frac{1}{18}$ As much as I always could

$\frac{1}{18}$ Not quite so much now

$\frac{1}{18}$ Definitely not so much now

$\frac{1}{18}$ Not at all

2. I have looked forward with enjoyment to things

$\frac{1}{18}$ As much as I ever did

$\frac{1}{18}$ Rather less than I used to

$\frac{1}{18}$ Definitely less than I used to

$\frac{1}{18}$ Hardly at all

3. I have blamed myself unnecessarily when things went wrong

$\frac{1}{18}$ No, never

$\frac{1}{18}$ Not very often

$\frac{1}{18}$ Yes, some of the time

$\frac{1}{18}$ Yes, most of the time

4. I have been anxious or worried for no good reason

$\frac{1}{18}$ No, not at all

$\frac{1}{18}$ Hardly ever

$\frac{1}{18}$ Yes, sometimes

$\frac{1}{18}$ Yes, very often

5 I have felt scared or panicky for no very good reason

$\frac{1}{18}$ No, not at all

$\frac{1}{18}$ No, not much

$\frac{1}{18}$ Yes, sometimes

$\frac{1}{18}$ Yes, quite a lot

6. Things have been getting on top of me

$\frac{1}{18}$ Not at all

$\frac{1}{18}$ Not quite so much now

$\frac{1}{18}$ Yes, sometimes I haven't been coping as well

$\frac{1}{18}$ Yes, most of the time I haven't been able to cope

7 I have been so unhappy that I have had difficulty sleeping

$\frac{1}{18}$ Hardly at all

$\frac{1}{18}$ Not very often

$\frac{1}{18}$ Yes, sometimes

$\frac{1}{18}$ Yes, most of the time

8 I have felt sad or miserable

$\frac{1}{18}$ No, not at all

$\frac{1}{18}$ Not very often

$\frac{1}{18}$ Yes, some of the time

$\frac{1}{18}$ Yes, most of the time

9 I have been so unhappy that I have been crying

$\frac{1}{18}$ No, never

$\frac{1}{18}$ Hardly ever

$\frac{1}{18}$ Yes, sometimes

$\frac{1}{18}$ Yes, most of the time

10 The thought of harming myself has occurred to me

$\frac{1}{18}$ No, never

$\frac{1}{18}$ Not very often

$\frac{1}{18}$ Yes, sometimes

$\frac{1}{18}$ Yes, quite often

This is not a diagnostic tool and should not be used for diagnostic assessment. The information gathered is for statistical analysis to be used in compiling program evaluation data. The program will take precautions to ensure that no identifying information will be released in conjunction with any compilation reports. Thank you for your participation.