

BHC Draft program Review Findings

Program Review #1

Recommendation

1. Develop a culturally directed format to:
2. Improve community engagement
3. Reduce material waste
4. Ensure messaging is effective across diverse populations
5. Implement simplified, crisis-friendly navigation and accessible resources for impaired individuals seeking help in a crisis.
6. Implement user friendly Website Navigation/useability
7. Client-centered Psychiatric and Substance Use Disorder care with hands-on services must continue to be funded for the safety and benefit of those suffering from mental health challenges or suffering an episodic psychiatric or substance used induce psychosis crisis. This is often the first point of entry and should serve as the platform of expertise in the Mental Health Field with expansion of resources, proper narrative therapy-based intakes and assessments for accuracy and client directed care.

Program Review #2

Staff Retention & Capacity

Despite system-wide cutbacks, Walker reported increased staff retention, reflecting strong organizational culture and employee commitment.

Support Services

Client-Centered Care: Providers strive to match staff diversity with client needs whenever possible to ensure biopsychosocial alignment.

Staff Feedback: Staff participate in 30-minute check-ins with directors to discuss emotional wellness and share feedback.

Family Engagement: Involvement of family or significant others occurs at the client's discretion.

Client Input

Clients can provide anonymous feedback via suggestion boxes, allowing their perspectives to guide programming and service delivery.

Key Points, Challenges, and Evidence-Based Model

Evidence-Based Modalities

The program integrates a collaborative, evidence-based framework utilizing:

Cognitive Behavioral Therapy (CBT)

Contingency Management

Psychoeducation

Therapeutic Alliance Development

Evidence-Based Art Therapy (used as a complementary intervention to promote emotional regulation and self-expression)

Client-Centered Social Rehabilitation Approach

The recovery process emphasizes:

Strength-based practices

Empowerment and personal agency

Phased progression with celebrated milestones

Trauma-informed care principles

Program Review #3

Program provides comprehensive, evidence-based, client-centered care using a phased cohort model designed to celebrate milestones and promote recovery. While the program demonstrates high staff retention, strong therapeutic alliances, and inclusive programming, administrative burdens and system-wide referral gaps present challenges. Addressing these barriers through specialized staffing, improved accessibility, and enhanced collaboration will strengthen program outcomes and better support clients' recovery journeys.