

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	Vocational and Education Services	Provider:	Dreamcatchers Empowerment Network
Program Description:	Vocational and Educational Services (VES) program and provide Individual Placement Services (IPS) for adult and older adult individuals with psychiatric disabilities living in FresnoCounty and receiving specialty mental health services from DBH or other County contracted providers	MHP Work Plan:	2-Wellness, recovery, and resiliency support Choose an item. Choose an item.
Age Group Served 1:	TAY	Dates Of Operation:	March 10, 2020 – Current
Age Group Served 2:	ADULT	Reporting Period:	July 1, 2020 - June 30, 2021
Funding Source 1:	Com Services & Supports (MHSA)	Funding Source 3:	Choose an item.
Funding Source 2:	Choose an item.	Other Funding:	Click here to enter text.

FISCAL INFORMATION:

Program Budget Amount:	\$876,686	Program Actual Amount:	\$534,460.68
Number of Unique Clients Served During Time Period:	94		
Number of Services Rendered During Time Period:	244		
Actual Cost Per Client:	\$5509.90		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	Other, please specify below
Contract Term:	3 Year plus 2 year extension option	For Other:	Employment
		Renewal Date:	July 1, 2023
Level of Care Information Age 18 & Over:	Choose an item.		
Level of Care Information Age 0- 17:	Choose an item.		

TARGET POPULATION INFORMATION:

Target Population: Adults and Older Adults seeking competitive based employment within the community

CORE CONCEPTS:

- **Community collaboration:** individuals, families, agencies, and businesses work together to accomplish a shared vision.
- **Cultural competence:** adopting behaviors, attitudes and policies that enable providers to work effectively in cross-cultural situations.
- **Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services:** adult clients and families of children and youth identify needs and preferences that result in the most effective services and supports.
- **Access to underserved communities:** Historically unserved and underserved communities are those groups that either have documented low levels of access and/or use of mental health services, face barriers to participation in the policy making process in public mental health, have low rates of insurance coverage for mental health care, and/or have been identified as priorities for mental health services.
- **Integrated service experiences:** services for clients and families are seamless. Clients and families do not have to negotiate with multiple agencies and funding sources to meet their needs.

Please select core concepts embedded in services/ program:

(May select more than one)

Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services

Community collaboration

Choose an item.

Choose an item.

Please describe how the selected concept (s) embedded :

Employment plays a vital role in the recovery journey. It provides hope, meaning, value and purpose. Dreamcatchers services help people to accomplish the goal of obtaining employment and going to school. The services also focus on providing side-by-side support throughout the process including the experience of other peers who have walked this journey. All of our work is a collaborative effort. The employers and other community agencies as well as family members and natural supports all provide a vital role in helping achieve these outcomes in employment and education.

PROGRAM OUTCOME & GOALS

- **Must include each of these areas/domains:** (1) Effectiveness, (2) Efficiency, (3) Access, (4) Satisfaction & Feedback Of Persons Served & Stakeholder
- **Include the following components for documenting each goal:** (1) Indicator, (2) Who Applied, (3) Time of Measure, (4) Data Source, (5) Target Goal Expectancy

Data is collected on all goals on a monthly basis by program and clerical staff. It is gathered from referrals, enrollment/intake paperwork, employment and education plans, as well as through Dreamcatchers service and case note tracking system. Information is also captured

through placement reports. Satisfaction surveys are completed twice a year to obtain feedback and recommendations from individuals served on the services they are receiving.

Effectiveness:

- **Percentage of individuals served who will find employment**
 - **Goal:** 40% of those served will be hired
 - **Outcome:** Of the 97 individuals served over the past year, 14% found competitive employment.
 - Sectors or industries of hires included clerical, warehouse, stocking, customer service, and parks and recreation with the county.
 - The Dreamcatchers program was opened in the middle of the COVID-19 therefore impacting service delivery. While clients did begin accessing services, a large portion of the services were delivered remotely with clients not ready to interact in person. This also impacted their willingness to work. At times, shelter orders also prohibited businesses from being open, yet alone hiring for vacancies as many people were laid off. This in-turn limited the capability of staff job developing and establishing relationships with employers for hiring.
- **Percentage of persons served who will maintain employment for a minimum of 90 days**
 - **Goal:** 75% of those hired will maintain employment for a minimum of 90-days
 - **Outcome:** 14% of those hired have maintained employment for 90 days and 7 others are in process towards achieving this goal.

The Dreamcatchers program was opening in the middle of the COVID-19 therefore impacting service delivery. While clients began services, a large portion of the services were delivered remotely with clients not ready to interact in person. Shelter orders prohibited businesses being open at times, yet alone hiring for vacancies. This in-turn limited the capability of staff job developing and establishing relationships with employers for hiring which therefore impacts the goal of maintaining employment.
- **Percentage of persons served who will be enrolled in higher education or vocational training**
 - **Goal:** 15% of those served will be enrolled in higher education or vocational training
 - **Outcome:** 17 (17%) individuals are enrolled in higher education with 16 other in process of enrolling
 - Many of our clients are seeking their GED, or enrolled at Fresno City College completing their general education.
- Quote by CBH clinician: Robert always talks about how much he likes to work with you. I'm happy that he is building a relationship with you and your agency. He still needs a lot of positive supports. His ER visits have been reduced since he started going to your agency. I believe that keeping him focused on getting a job is working. I really appreciate your support and your hard work. Kudo to Dreamcatchers! Thank you!!!

Efficiency of services:**• Employment Specialist Average Caseloads**

- **Goal:** To maintain fidelity standards to the IPS model, each Employment Specialist caseload shall be no more than 20 individuals at any given time
- **Outcome:** Currently, no IPS Employment Specialist staff has more than 20 clients on their caseload

• Cost per Person Served

- **Goal:** Maintain cost per person served over the course of the program
- **Outcome:** The cost per person served based upon program expenses for the past year were \$5510 per person, however based upon total services provided the cost is \$2191 per service. This the first year of the program and will use this year as base moving forward.

Service Access:**• Timely contact for new referrals**

- **Goal:** All referrals will be contacted within 72 hours
- **Outcome:** 89% of the referrals received, were contacted within 72 hours
 - While some referrals were waiting for guidance from the referring case manager on updated phone numbers or guidance, initial case notes were not documented in these situations. This is an area of continued education for the Dreamcatchers team on documentation of all interaction attempts from beginning to end.

• Program Capacity

- **Goal:** Program will serve 100 individuals per fiscal year (FY)
- **Outcome:** The program served 97 individuals in FY 20-21
 - Referrals are received from the County clinical treatment teams and the County provider partners agencies. 37 individuals that had been referred either declined services or were unable to be reached to begin the process. Quality referrals impacts the numbers served. We continue to work with the treatment teams around referrals and have a pending training to be provided by CiBHS to the teams around vetting clients willingness to begin employment versus those in a precontemplative stage.

Satisfaction of Person Served:

- **Goal:** 90 % of responses received are satisfied with the program
- **Satisfaction rate:** 90% satisfaction based upon responses from survey received

- Quote by client: My experience with Dreamcatchers has been amazing. It's a good program. They helped me create a resume, cover letter, and practiced interviewing. I was nervous to first enter the program because I wasn't sure what to expect. I began to feel comfortable with the services and staff. The process to finding a job was amazing due to the loving, caring, and friendly staff. The staff had faith in me. When I was offered a job with the City of Fresno, it felt fantastic. Dreamcatchers is a good program to go through. I always remind them to keep up the good work!

DEPARTMENT RECOMMENDATION(S):

Click here to enter text.