

# FRESNO COUNTY MENTAL HEALTH PLAN

# OUTCOMES REPORT- Attachment A

<b>PROGRAM INFORMATION:</b>			
<b>Program Title:</b>	Turn BHS Fresno IMPACT	<b>Provider:</b>	Turn Behavioral Health Services (formerly Mental Health Systems)
<b>Program Description:</b>	Fresno IMPACT is a Mental Health Services ACT (MHSA) Dual-Diagnosis Disorders, Full-Service Partnership (FSP). The contract goals are to reduce incidents of inpatient psychiatric hospitalizations and incarcerations. This is achieved by providing a welcoming, recovery oriented, integrated, dual diagnosis disorder capable service delivery to adults and older adults with serious mental illness and substance abuse disorders.	<b>MHP Work Plan:</b>	<ul style="list-style-type: none"> <li>1- Behavioral Health Integrated Access</li> <li>2- Wellness, recovery, and resiliency support</li> <li>4- Behavioral Health clinical care</li> </ul>
<b>Age Group Served 1:</b>	ADULT	<b>Dates Of Operation:</b>	June 1, 2014 - Present
<b>Age Group Served 2:</b>	Older Adult	<b>Reporting Period:</b>	July 1, 2021 - June 30, 2022
<b>Funding Source 1:</b>	Com Services & Supports (MHSA)	<b>Funding Source 3:</b>	Other, please specify below.
<b>Funding Source 2:</b>	Medical FPP	<b>Other Funding:</b>	N/A

<b>FISCAL INFORMATION:</b>			
<b>Program Budget Amount:</b>	\$2,711,953	<b>Program Actual Amount:</b>	<b>\$1,940,395.00</b> (Net invoice amount, after rent revenue), gross costs equal \$2,040,395.00 (before rent revenue).
<b>Number of Unique Clients Served During Time Period:</b>	162		
<b>Number of Services Rendered During Time Period:</b>	6,879		
<b>Actual Cost Per Client:</b>	\$12,595.03		

<b>CONTRACT INFORMATION:</b>			
<b>Program Type:</b>	Contract Operated	<b>Type of Program:</b>	FSP
<b>Contract Term:</b>	January 1, 2020 through June 30, 2024	<b>For Other:</b>	N/A
		<b>Renewal Date:</b>	January 1, 2020

<b>Level of Care Information Age 18 &amp; Over:</b>	High Intensity Treatment/FSP (caseload 1:12)
<b>Level of Care Information Age 0- 17:</b>	N/A

**TARGET POPULATION INFORMATION:**

**Target Population:** The target population that is served at the Turn BHS Fresno IMPACT program is adult and older adult individuals with dual diagnosis DSM V mental health and substance abuse disorders who are frequent users of crisis services, emergency rooms, detoxification services, released from conservatorship, jails and hospitals

**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 individuals 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 individuals and families are seamless. Individuals 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)*

- Community Collaboration
- Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services
- Access to underserved communities

**Please describe how the selected concept (s) embedded :**

**Community Collaboration:** Turn BHS Fresno IMPACT has made efforts to leverage community partnerships such as the Department of Veteran Affairs, Social Services Agencies, Probation, Payee Services, Community Regional Medical Centers, United Health Centers, Fresno Community College, Faith-Based Agencies, Regency Properties, Central Valley Regional Center, Public

## Integrated service experiences

Guardian, Board and Cares, BK Pharmacy, Genoa Pharmacy, Foundation Laboratories, Labcorp, MedLine Industries, and HUD-funded housing programs to ensure access to the resources necessary for wellness. During the 2021-2022 program year, 61% of individuals admitted to services received subsidized housing through MHSA funding to help eliminate homelessness as a barrier to engagement and recovery. Subsidized residential treatment beds were provided to 14 persons served associated with Fresno IMPACT through MHSA funding in addition to those individuals who were linked to residential treatment through alternative funding sources by case managers. Turn BHS Fresno IMPACT continues to work with the Behavioral Health Court to leverage clinical mental health services to actively assist in the reduction of recidivism for inmates with an SMI diagnosis. During the 2021-2022 year, 9 Behavioral Health Court individuals were served through Turn BHS Fresno IMPACT.

### **Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services:**

Turn BHS Fresno IMPACT provides continuous training and staff development in evidence-based recovery models including motivational interviewing, WRAP, trauma informed care and assertive community treatment, Turn BHS Core Values (integrity, dignity, hope, excellence, innovation, and action) also reviewed weekly by the IMPACT Program Manager to assist with encouraging mental wellness and recovery for IMPACT staff members. The use of cross-training, case conceptualization, daily consultation, community collaboration and interdisciplinary teamwork are critical in facilitating collaboration among staff. In collaboration with the individuals that we serve, Fresno IMPACT provides an individualized treatment plan that is completed with a DBH-Credentialed Clinician (licensed and registered staff). The multidisciplinary services available to the individuals we serve are outlined based on their identified behavioral goals. Collateral information is encouraged from family members when appropriate during the assessment process to assist with providing relevant information for services. In an effort to increase evidenced based services provided, IMPACT has two certified staff members as facilitators in Wellness and Recovery Action Plan (WRAP). A WRAP Rehabilitation group is provided to the individuals we serve, wherein they receive workbooks to work on individually or with clinical support. Clinical

support can be fostered to assist with the development of a strategic crisis plan for each of the individuals served participating in the WRAP rehabilitation group. Fresno IMPACT staff work collaboratively with the individuals we serve to develop a safety/crisis management plan to assist with fostering resiliency skills by utilizing current medications, support systems, and action planning for crises. Clinical staff provide regular assessments and plan of care review with the individuals we serve as behavioral goals are met or have been identified as ineffective by the individual served.

**Access to underserved communities:** Turn BHS Fresno IMPACT acknowledges the barriers faced by the individuals we serve that often interferes with their ability to seek out services in multiple locations. These barriers interfere with their ability to maintain basic functioning, stable living conditions as well as a reduction in psychiatric hospitalizations and incarcerations. Fresno IMPACT continues to work diligently to promote services within the communities of Fresno County who serve individuals who demonstrate the need for access to mental health services through a variety of outreach methods and partnerships. IMPACT maintains connections within the community on a monthly basis through outreach to Adult Services, Juvenile Justice, Behavioral health board, Committee for Promotion of Wellness, Fresno Madera Continuum of Care Suicide Prevention meetings, surrounding universities to facilitate internships, community housing resources including private vendors and residential programs, and behavioral health court. All of the individuals we serve are accepted to the Fresno IMPACT Program after being assessed through the Urgent Care Wellness Center access team to ensure that the persons served with the lowest access, high acuity and/or utilization of mental health services such as frequent psychiatric hospitalizations are given priority access to the Co-Occurring FSP services. Historically, Fresno IMPACT continues to have a low denial rate for referrals to ensure that all of the individuals served within Fresno County are provided access to services regardless of previous history including low engagement in services, frequent hospital admissions, substance use and behavioral barriers. During the 2021-2022 program year there were no individuals denied services. During the 2021-2022 program year, 94.44% of referrals admitted to the program came

from other mental health agencies and 5.56% of individuals admitted were referred through other county agencies.

**Integrated Service Experiences:** Turn BHS Fresno IMPACT continues to provide services to families and individuals by utilizing Assertive Community Treatment principles including a multidisciplinary team of highly trained individuals in areas such as substance use, Peer Support, Psychiatry, Case Management, Dual Recovery, Housing, and Vocational Skill-building. To ensure that persons served have access to staff and individualized treatment the program maintains a persons served to staff ratio of 1:13. The staff works to lessen barriers to access and engagement in services and facilitate social integration by providing primarily field-based services. The program continues to make efforts to facilitate family engagement and inclusion using collateral psychoeducation and training to families through collateral services. During the 2021-2022 Program year 152 billable minutes of collateral services were provided to the primary support persons to encourage strengths-based treatment and an alliance to support the needs and recovery of the individuals served.

**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

**Effectiveness (1) & Efficiency (2): Target goal for this area was a 75% reduction in hospitalizations, incarcerations, homelessness and crisis episodes for individuals that have participated in treatment with Fresno IMPACT.**

Indicator: Per DCR data, 43/162 participants experienced a psychiatric emergency prior to treatment, with that number being reduced to 11/162 within 1 year of treatment. This indicates a 21% reduction in psychiatric emergencies by persons served after participating in treatment with Fresno IMPACT. There was also a 41.3% decrease in arrests, per DCR data.

Time of Measure: July 2021 – June 2022

Data Source: This data was provided by the DCR/ITWS State System

**Access (3):** Target goal for this area was that IMPACT would provide services to 140 unique individuals.

**Indicator:** Per DCR data, Turn BHS Fresno IMPACT engaged and provided services to 162 unique individuals from 1 July 2021 to 30 June 2022, with 79.62% of persons served remaining engaged in services for 6 months or more upon referral.

Time of Measure: 1 July 2020 – 30 June 2021

Who Applied: 162 unique individuals who were engaged in services 6 months or longer.

Data Source: This data was provided by DCR/ITWS State System.

**Satisfaction (4) & Feedback of Persons Served and Stakeholder:**

Turn BHS Fresno IMPACT utilized the Fresno County Reaching Recovery database to create an individual recovery profile and to track improvement and satisfaction of needs at intake and 6 months. The target goal expectancy was a significant increase in individual functioning.

Indicator: Based on Reaching Recovery data, 44% of participants reported an increase in functioning and 44% reported an increase in life satisfaction since entering treatment. More effort will be placed on increasing survey responses in hope that more responses will better represent satisfaction with services offered by Fresno IMPACT.

Time of Measure: 1 July 2020 – 30 June 2021

Who Applied: 50 individuals for whom Reaching Recovery/Satisfaction Survey data was available.

Data Source: This data was obtained via Reaching Recovery surveys/Satisfaction Surveys given to individuals during the 21-22 year.

**DEPARTMENT RECOMMENDATION(S):**

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