

**FRESNO COUNTY MENTAL HEALTH PLAN**

**OUTCOMES REPORT- Attachment A**

**PROGRAM INFORMATION:**

<b>Program Title:</b>	Dragonfly	<b>Provider:</b>	Turning Point of Central California, Inc.
<b>Program Description:</b>	Outpatient specialty mental health services for children, youth, and their parents who meet medical necessity, as well as court-specific services to children and families involved in Fresno County's Child Welfare Services (CWS) system.	<b>MHP Work Plan:</b>	4-Behavioral health clinical care
<b>Age Group Served 1:</b>	CHILDREN	<b>Dates Of Operation:</b>	September 20, 2021-Current
<b>Age Group Served 2:</b>	ADULT	<b>Reporting Period:</b>	July 1, 2021 - June 30, 2022
<b>Funding Source 1:</b>	Medical FFP	<b>Funding Source 3:</b>	Realignment
<b>Funding Source 2:</b>	EPSDT	<b>Other Funding:</b>	DSS

**FISCAL INFORMATION:**

<b>Program Budget Amount:</b>	\$4,409,420	<b>Program Actual Amount:</b>	\$ 1,633,919.06
<b>Number of Unique Persons Served Served During Time Period:</b>	373		
<b>Number of Services Rendered During Time Period:</b>	5721		
<b>Actual Cost Per Person Served:</b>	\$3,275.66		

**CONTRACT INFORMATION:**

<b>Program Type:</b>	Contract-Operated	<b>Type of Program:</b>	Outpatient
<b>Contract Term:</b>	7/1/2021-6/30/2023 with one optional twelve-month extension period	<b>For Other:</b>	
		<b>Renewal Date:</b>	July 1, 2022
<b>Level of Care Information Age 18 &amp; Over:</b>	Medium Intensity Treatment (caseload 1:22)		
<b>Level of Care Information Age 0- 17:</b>	Outpatient Treatment		

**TARGET POPULATION INFORMATION:**

**Target Population:** Children, youth, parents, guardians, and foster parents involved with a child’s CWS case. The target population includes children and youth as referred to in the Katie A. Settlement Agreement as members of the “class” and “subclass.”

**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 persons served 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 persons served and families are seamless. Persons served 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

Cultural Competency

Integrated service experiences

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

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

Dragonfly staff works directly with children, families, county social workers, and foster family agencies to develop and deliver individual treatment plans with the intention of helping our persons served heal. The program works diligently to provide field-based services that are designed to figuratively and literally meet the individual where they are. The program embraces multicultural diversity and recognizes that our community consists of many different races, religions, and spiritual beliefs, which contribute to the unique beauty of Fresno County. The program is committed to hiring bicultural, bilingual, and culturally competent staff. Collaborative relationships have been developed and maintained with a variety of community agencies, treatment providers, and local government with the goal of continuity of care and optimal outcomes for persons 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

**Our Mission:**

To restore hope to our children and parents so that families can be made whole.

**Our Vision:**

We exist in order to help create a world where every child and parent is safe and loved.



## Review of Dragonfly's First Year

Turning Point Dragonfly began accepting assessments on 9/20/2021, with a treatment team that consisted of five clinicians and two mental health specialists. Over the next 9 months, our team grew to a dozen clinicians and 4 mental health specialists, all making a daily effort to serve our more than 200 active persons served. We are now entering our 2<sup>nd</sup> fiscal year and anticipate being fully staffed by the end of this calendar year, which will yield a treatment team of 20 clinicians and 8 mental health specialists. Our objective is to complete our treatment team and continue to develop outstanding treatment providers who demonstrate excellent care and genuine passion in their profession. At Dragonfly, we strive to help repair the individuals and the families of our community so that we can all be better, together.

### Our "Charlene" – A Success Story

14 year old Charlene\*, whose smile could stir up feelings of joy for anyone lucky enough to see it, enjoyed listening to music and drawing sketches and paintings of her family's dog, Bubba. Charlene could recall having Bubba by her side throughout most of her early childhood and loved to draw him in natural landscapes. One of her favorite paintings was of Bubba in the field near her home, resting in a bed of grass as the sun set behind him. When Charlene was removed from her family's care after witnessing domestic violence and experiencing emotional abuse, she stopped painting for 3 months and missed spending time with Bubba.

During her assessment, Charlene stated that everything had changed for her since being removed from her parents care, and her smile became more and more scarce. When Charlene began treatment, she was socially withdrawn, had difficulty establishing and maintaining relationships, and was so concerned with her self-image that she refused to attend school. Charlene simply did not see herself as she did before, and more than that, she didn't feel like the "old" Charlene. She felt alone and out of place.

Over the course of treatment, Charlene's clinician and case manager focused on first establishing a safe and trusting relationship with Charlene and her new resource parents. Charlene's smile continued to be scarce, but the team worked diligently to help show Charlene that she was not alone and that there was still plenty of good left in the world. Over the next 7 months, Charlene would slowly begin to process her history of trauma while practicing new skills to help her manage her feelings of fear and sadness. The smile crept in to session more and more frequently, to the point where Charlene began to internalize feelings of hope and self-worth.

Progress did not stop with the smile, as Charlene was able to find the energy and appropriate attitude to attend school more and more frequently. After learning that she could trust again, she began to develop relationships with her peers and experienced an increase in confidence that translated in to better grades and overall, better everything. She was sleeping through the night, was less irritable with her resource parents, and even started painting Bubba from memory.

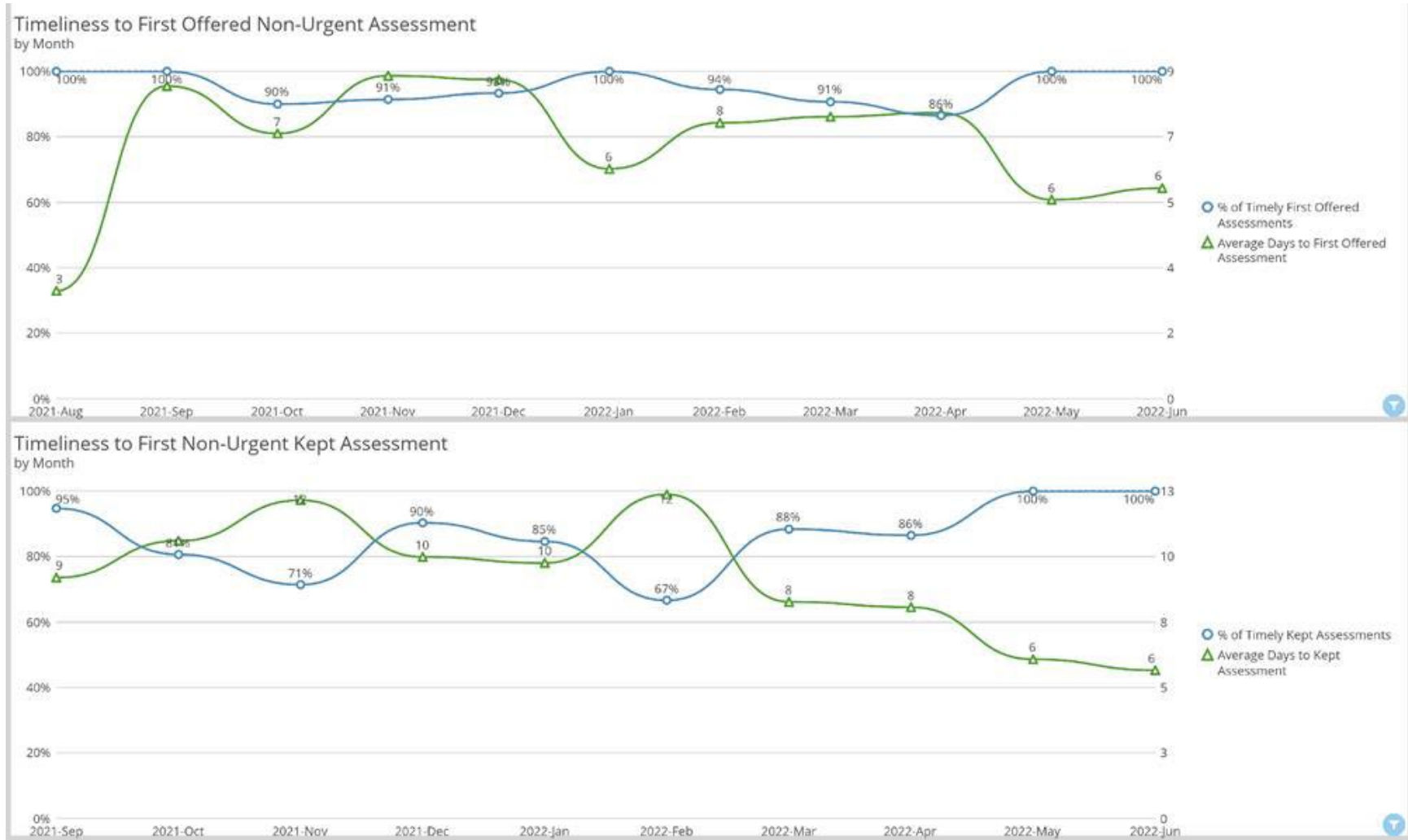
Charlene successfully completed treatment after 7 months and was reunified with her family, including her trusted companion, Bubba. Charlene told her therapist during their goodbye session that she was proud of herself for learning to trust others, but even more proud for learning to love herself. We don't know what comes next for Charlene, but we hope the future is full of big smiles and masterful paintings of Bubba.

(\*Please note: The names and details have been significantly changed to protect the privacy of those served)

**Access – A performance dimension addressing the degree to which a person needing services is able to access those services.**

- a. Timeliness of Service-Crisis Referrals
  - i. Objective: To have all crisis referrals from the Child Welfare Mental Health (CWMH) team processed and scheduled to meet with a mental health professional within 3 working days of the referral being initiated by the Department of Social Services (DSS).
  - ii. Indicator: Percentage of individuals who were offered an appointment within 3 days of initiation DSS referral and average number of days it took to offer an appointment.
  - iii. Who Applied: Every crisis referral processed and sent over to the Dragonfly intake team by CWMH during the 2021-2022 fiscal year (FY).
  - iv. Time of Measure: FY 21-22
  - v. Data Source: AVATAR and DOMO reports
  - vi. Target Goal Expectancy: The objective was to have 100% of all crisis referrals offered an appointment within 3 working days of DSS' initial referral date.
  - vii. Outcome: Dragonfly was able to offer 100% of all crisis referrals an appointment with a mental health professional within 3 working days of DSS initiating the referral.
  
- b. Standard Referrals refers to Dragonfly's adherence to the Final Rule in order to engage with referred individuals as soon as possible.
  - i. Objective: To have all standard referrals from the Child Welfare Mental Health (CWMH) team processed and scheduled to meet with a mental health professional within 10 working days of the referral being initiated by the Department of Social Services (DSS).
  - ii. Indicator: Percentage of individuals who were offered an appointment within 10 working days of initiation DSS referral and average number of days it took to offer an appointment.
  - iii. Who Applied: Every standard referral processed and sent over to the Dragonfly intake team by CWMH during the 2021-2022 fiscal year.
  - iv. Time of Measure: FY 21-22
  - v. Data Source: AVATAR and DOMO reports
  - vi. Target Goal Expectancy: The objective was to have 100% of all standard referrals offered an appointment within 10 working days of DSS' initial referral date.
  - vii. Outcome: Dragonfly was able to offer 100% of all standard referrals an appointment with a mental health professional within 10 days of DSS initiating the referral.
  
- c. Psychiatric referrals:
  - i. Objective: To have all persons served who are interested in meeting with a psychiatrist for medication support services scheduled with a psychiatrist within 15 days of completing their treatment plan.

- ii. Indicator: Percentage of individuals who were given an appointment date that landed between 15 working days from the completion of their request for medication support services at the time of completing their plan of care.
- iii. Who Applied: Every person served that met with the psychiatrist for a psychiatric evaluation.
- iv. Time of Measure: FY 21-22
- v. Data Source: AVATAR and DOMO reports
- vi. Target Goal Expectancy: The objective was to have 100% of all persons served who were interested in meeting with the psychiatrist scheduled to meet the psychiatrist no later than 15 days from requesting psychiatric services.
- vii. Outcome: Dragonfly had an average of 16 days from requesting to psychiatric services to having the person served meet with the psychiatrist. Dragonfly did not meet the goal of 15 days due to not being able to acquire a psychiatrist until several months in to the program's start. We plan to meet this goal of 15 days in the 22-23 FY as we will have established a consistent schedule with our psychiatrist and we have added an additional day of psychiatric evaluations.

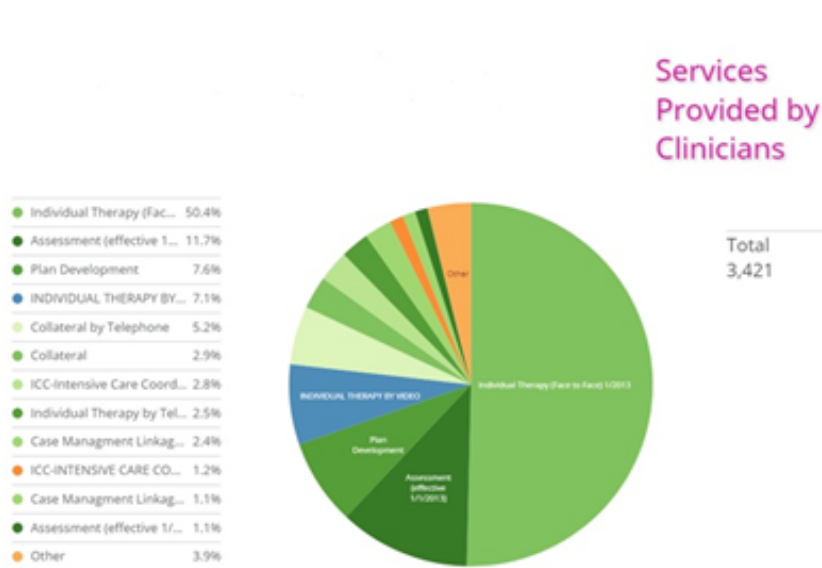






**Efficiency - Relationship between results and resources used, such as time, money, and staff.**a. IHBS Services provided

- i. Objective: To have 15% of all billed services be IHBS;
- ii. Indicator: Number of billable services provided by the treatment team.
- iii. Who Applied: Mental Health Specialists and Mental Health Professionals
- iv. Time of Measure: FY 21-22
- v. Data Source: AVATAR (billing report by program)
- vi. Target Goal Expectancy: A minimum of 15% of all billed services will be IHBS.
- vii. Outcome: Dragonfly was unable to meet the goal of having 15% of all services be IHBS; we were unable to meet this goal due to staff shortages in our first year. We began receiving referrals on 9/20/2022 with five mental health professionals (MHP) and two mental health specialists (MHS). Throughout the year we added more MHP and MHS staff in the planned program ramp up period, however at the end of the fiscal year we were still not fully staffed on MHP's, but were able to fully staff the MHS position. Due to gradual ramp up of staff throughout the fiscal year, we were unable to fully provide IHBS services to the stated goal. We plan to meet our goal of 15% in the upcoming year by utilizing our fully staffed Mental Health Specialist team and increasing our IHBS referrals.



Total  
3,421

Assessment (effective 1/1/2013)	399
Plan Development	261
Individual Therapy (Face to Face) 1/2013	1723
Individual Therapy by Telephone	87
Assessment (effective 1/1/2013)-Telephone	38
Case Management Linkage/Consult by Teleph	83
INDIVIDUAL THERAPY BY VIDEO	244
Case Management Linkage/Consultation	39
CASE MANAGMNT LINKAGE/CONSULT BY VIDEO	16
Collateral by Telephone	178
Crisis Intervention - Other(Inc Telepho)	33
Collateral	100
ICC-Intensive Care Coordination	95
ICC-Intensive Care Coord by Telephone	23
Rehabilitation by Telephone	7
ICC-INTENSIVE CARE COORD BY VIDEO	42
Plan Development by Telephone	25
Family Therapy w/Patient	12
Rehabilitation	1
Crisis Intervention Therapy (1/1/2013)	1
PLAN DEVELOPMENT BY VIDEO	7
ASSESSMENT BY VIDEO	4
Crisis Intervention Assessment (1/2013)	1
COLLATERAL BY VIDEO	2

Percent of Services by Count of Services   
 Sep 20, 2021 - Jun 30, 2022

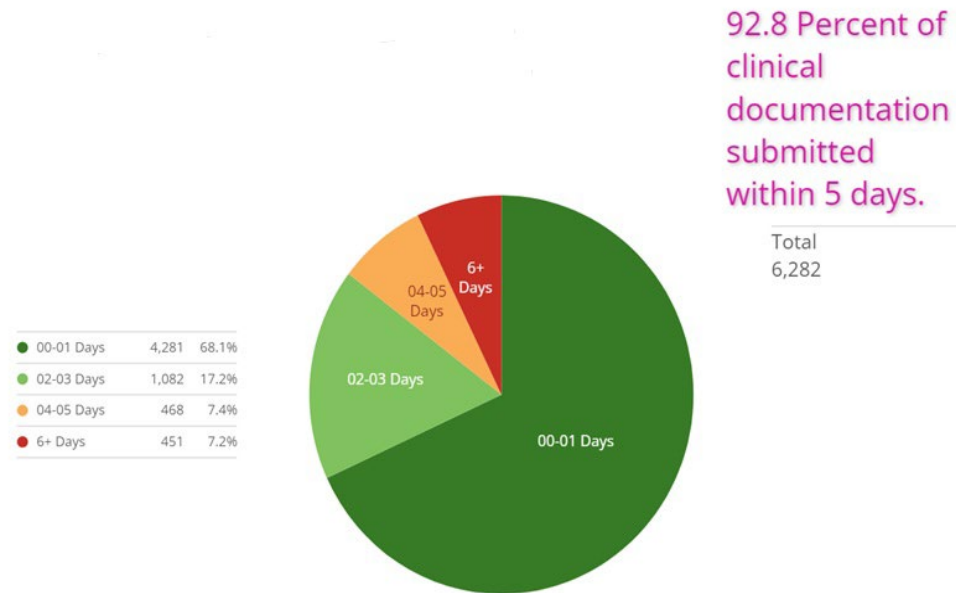
Rehabilitation	33.4%
Rehabilitation - Cancel	10.2%
ICC-Intensive Care Coord...	10.2%
NOTE TO CHART - INDIVID...	9.2%
IHBS-Intensive Home Bas...	7.3%
Case Management Linkage/...	6.9%
ICC-INTENSIVE CARE COO...	4.8%
Rehabilitation - No Show	3.2%
Rehabilitation - Practition...	2.9%
REHABILITATION BY VIDEO	2.5%
Case Management Linkage/...	2.2%
Collateral	1.5%
Other	5.6%



Services Provided by Mental Health Specialists

Total  
1,367

ICC-Intensive Care Coordination	139
Rehabilitation	456
NOTE TO CHART - INDIVIDUAL	126
Collateral	21
Rehabilitation - Cancel	140
Rehabilitation - No Show	44
CASE MANAGMENT LINKAGE/CONSULT BY VIDEO	8
Rehabilitation - Practitioner Cancel	40
ICC-INTENSIVE CARE COORD BY VIDEO	65
IHBS-Intensive Home Based Serv	100
Case Management Linkage/Consult by Teleph	30
Case Mngt Link/Consult - No Show	7
Case Management Linkage/Consultation	95
REHABILITATION BY VIDEO	34
Collateral by Telephone	8
IHBS-Intensive Home Based Serv-Cancelled	18
IHBS-Intensive Home Based Serv-No Show	3
IHBS-Intensive Home Based Serv-Prac Canc	1
Individual Therapy (Face to Face) Cancel	6
ICC-Intensive Care Coordination-No Show	2
ICC-Intensive Care Coordination-Cancel	2
Collateral - Practitioner Cancel	2
Collateral - No Show	4
Collateral - Cancel	3
Case Mngt Link/Consult - Cancel	8
ICC-Intensive Care Coord by Telephone	2
IHBS-INTENSIVE HOME BASED SERV VIDEO	2
Case Mngt Link/Consult - Pract Cancel	1



b. Field Based Services

- i. Objective: To have 70% of all services be provided in the field.
- ii. Indicator: Services provided in the field.
- iii. Who Applied: All service codes submitted by our MHP in Avatar.
- iv. Time of Measure: FY 21-22
- v. Data Source: AVATAR (billing report)
- vi. Target Goal Expectancy: 70% of all services should be provided in the field.
- vii. Outcome: We were unable to meet our targeted goal of having 70% of all services be field based during the 21-22 fiscal year due to staff shortages and challenges presented by COVID-19. To help provide safe and confidential assessment and treatment planning, these services are scheduled in the office unless otherwise requested by the person served. We believe that having a fully staffed treatment and increasing our IHBS services will allow us to meet our targeted goal in this category for the 22-23 fiscal year.

c. Attendance of Services

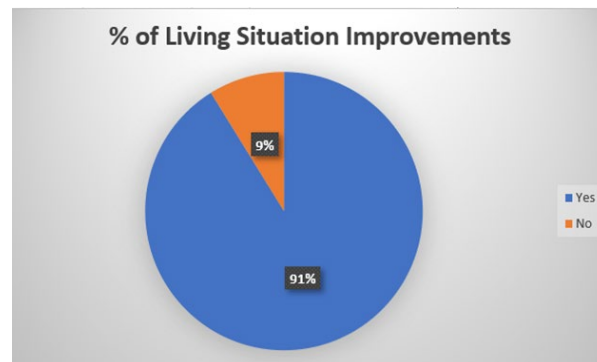
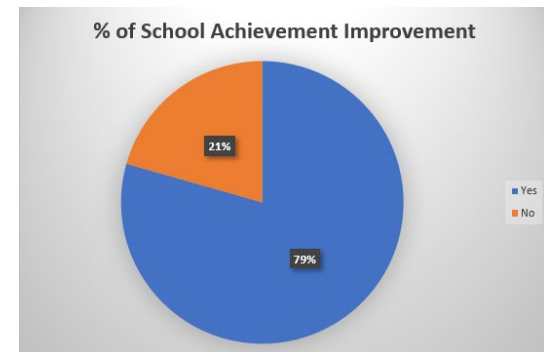
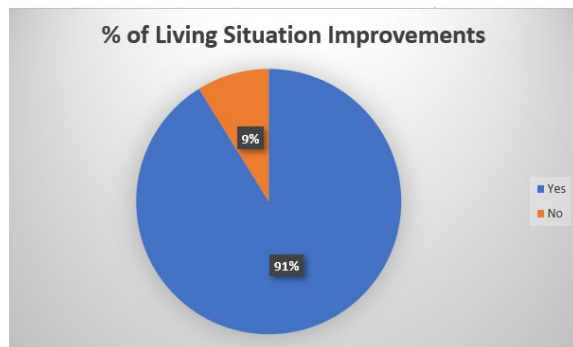
- i. Objective: To have a no-show rate of 10% or less.
- ii. Indicator: Number of services scheduled that resulted in the person served not showing at the scheduled date and time.
- iii. Who Applied: All services scheduled with Mental Health Professionals, Mental Health Specialists, and our psychiatrist.

- iv. Time of Measure: FY 21-22
- v. Data Source: Avatar (billing report)
- vi. Target Goal Expectancy: 10% or less no show rate for the fiscal year.
- vii. Outcome: Dragonfly came close to meeting the objective of 10% no show rate, coming in at 11%. We were unable to meet the goal due to support staff shortages and scheduling challenges presented by the COVID-19 pandemic. Support staff are responsible for making reminder calls for scheduled appointments, which are important to remind our persons' served about their upcoming appointments and avoid missed appointments. Our plan is to continue to utilize reminder calls and continue to build our support team to help reduce our overall no-show rate.

**Effectiveness - the degree to which an intervention or service have achieved the desired outcome/result/quality of care through measuring change over time.**

A. CANS data

- i. Objective: To demonstrate reduction of impairment and improvement in functioning
- ii. Indicator: CANS scores that either improved or remained the same, demonstrating maintenance and improvement.
- iii. Who Applied: CANS entered for children with at least two data points in time (beginning and middle of treatment)
- iv. Time of Measure: FY 21-22
- v. Data Source: CANS data of 49 qualifying CANS entries.
- vi. Target Goal Expectancy: At least 80% of persons served would demonstrate improvement and or stabilization of symptoms, impairment, and functioning.
- vii. Outcome: We found that 44 of 49 qualifying CANS entries reported improvement or maintenance of improvement in their living situation and that 100% of qualifying CANS reported making progress in at least one domain toward their treatment goals. It was also reported that 38 of 49 qualifying CANS entries were able to either maintain or improve their academic functioning.



**B. Successful Completion of Treatment**

- i. Objective: 70% of individuals with an open child welfare case will successfully complete treatment.
- ii. Indicator: Number of cases that have been completed successfully.
- iii. Who Applied: All persons served entering the program for treatment
- iv. Time of Measure: FY 21-22
- v. Data Source: Avatar
- vi. Target Goal Expectancy: At least 70% of persons served will successfully complete treatment.
- vii. Outcome: The Dragonfly program discharged 170 persons served during the 21-22 fiscal year, and 75% (n=128) of those persons served were discharged due to graduating the program, having their case closed at CWS, or linked to a more appropriate program/level of care. 3 out of every 4 persons served at Dragonfly were able to demonstrate a reduction in symptoms and impairment, to the point where they were either graduated, had their case closed with CWS, or were able to be linked to a more appropriate level of care.

**Satisfaction and Feedback: The degree to which persons served are satisfied with services.**

Dragonfly Persons Served Satisfaction Survey:

- i. Objective: To gather data from persons served to identify the strengths of the program as well as areas for improvement.
- ii. Indicator: Percentage of persons served who reported being satisfied with services received.
- iii. Who Applied: Voluntary survey offered to all persons served and their caregivers with 64 total responses.
- iv. Time of Measure: FY 21-22
- v. Data Source: Dragonfly satisfaction survey (available online) which consists of 24 scaled questions (required questions) and 3 open ended questions (optional questions), completed by 64 separate persons served.
- vi. Target Goal Expectancy: At least 80% of persons served would be satisfied with our program and the services provided.
- vii. Outcome: Our satisfaction and feedback survey showed that at least 80% of responses were positive and satisfied with our services. Open ended question responses are listed below.

Satisfaction & Feedback Survey Results			
Survey question	Percentage of “neutral / agree / strongly agree” responses	Survey question	Percentage of “neutral / agree / strongly agree” responses
Overall Satisfaction	100% (64/64)	Staff treat me with respect	100% (26/26)
I helped choose my services	89% (57/64)	I am better able to cope	87% (56/64)

The people helping me stuck with me no matter what	100% (26/26)	Staff were sensitive to my cultural/ethnic background	100% (26/26)
I helped choose my treatment goals	90% (58/64)	Staff spoke to me in a way I understood	100% (26/26)
I felt I had someone to talk to	100% (26/26)	I'm now better at handling my daily life	100% (26/26)
I participated in my own treatment.	98% (63/64)	I get along better with my family now	100% (26/26)
Location of services was convenient for me	92% (59/64)	I get along better with friends and others now	100% (26/26)
Services were right for me	100% (26/26)	I am doing better in school and/or work	87% (56/64)
Services were available at times that were convenient for me	100% (26/26)	Staff respected my religious/spiritual beliefs	100% (26/26)
I got the help I wanted	100% (26/26)	I am satisfied with life right now	82% (53/64)
I got as much as I wanted	95% (61/64)	I am better at doing things I want to do	81% (52/64)
I feel safer	100% (26/26)	I am more hopeful about my future	100% (26/26)

**Open Ended Question Response**

What has been the most helpful thing about the services you have received over the last 6 months?	What would improve services here?	Please provide comments below. We are interested I both positive and negative feedback.
Being able to talk to someone.	Longer sessions.	"Everyone here is friendly and understanding. Everyone here has been great at communicating with me."
Knowing that I have supports	I don't know. I haven't had any issues.	I enjoy working with Julie. She's always helpful and there when we need her.
Being helpful	I'm good	None at this time
Learning how to use my coping skills to reduce angry outbursts.	Nothing	I enjoy having someone to talk to and give me a different opinion
There able to help with things I cant	Not able to identify.	Chicken nuggets



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Learning skills like deep breathing	None at this time	NONE
Having someone to talk to.	Hire more people like Julie	TO EARLY TO SAY
Stability	Not gonna lie y'all should have a deli make some extra	Everything had been positive. Things have been well.
Being able to have someone who listens to me and give me a different opinion on the things my family won't listen too	Not any	Julie also helps when I need her to. When I feel like my granddaughter was struggling I would call her and she would get back to me and help right away.
Yes	NA	Child has only been seen once
having someone to talk to	More activities to do.	I never get call backs from the caseworkers when requested
They understood me	Nothing	NA
Anger management	No improvements that I can see, are needed.	Great place
I just started services, I can't say anything really.	Nothing the services are great	I have seen a big change in his attitude and behaviors. He shares with his siblings and is more expressive of love with his siblings.
My grades have risen. Talking to me about what I need to improve on.	I felt like everything is good	My therapist has been very understanding and helpful.
Being able to speak with my therapist during the hard time.	nothing they do everything right	Great service. Great support for us that need it.
Having someone to talk to.		I enjoy the activities and how I am treated with respect.
SUPPORT		Keep hiring quality clinicians like Izzy.

The most helpful thing about the services I've received over the last 6 months has been the activities Done with the therapist.		My child wake up mad and hit us and if he doesn't get he's way he gets mad also he say I wish you would like if he dare us to do it instead of listening I feels like he more help
		I'm happy with the services, the therapist and the secretary.
		Good place
		My services have been doing good here.
		I was able to talk to someone and it helped me a lot.
		None
		I feel services are very helpful to my child and helps me to understand what she needs, I haven't experienced any negative effects of services
		None
		Don't have any
		Estefania is literally the best!!! Couldn't have done this without her support!
		very nice, always feel welcomed when I walk in the door

## SUMMARY OF PROGRAM OUTCOMES

Program Outcomes Category	Performance Measure	Target Goal	Target Goal Percentage	Jul 1, 2021 – Jun 30, 2022
<b>Access and Engagement</b>	1) Timely access to services from referral to assessment	10 days or less	100%	4.95 days

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	Timely access to services from assessment to ongoing treatment (IA to POC)	10 days or less	100%	6.88 days
	Psychiatry Evaluations	15 days or less	N/A	16.03 days
	Crisis referrals	3 days or less	100%	100% (n=1/1)
	"Standard" referrals	10 days or less	90%	0.07 days average (238 of 252 referrals met with clinician within 10 days of referral)
	Assessments completed within 30 days	100%	100%	100% (441/441)

Program Outcomes Category	Performance Measure	Target Goal Percentage	Number of Services provided between Jul 1, 2021 – Jun 30, 2022
<b>Efficiency</b>	Assessment	N/A	441 (total)
	Individual Therapy	N/A	2046 Total
	IHBS	15% of all services should be IHBS	less than 1% (n=14/4205)
	Collateral	N/A	315 Total
	Family Therapy	N/A	12 Total
	Individual Rehab	N/A	419
	Case management/consultation/linkage	N/A	145 total
	ICC	N/A	278 total
	Medication Refill	N/A	2 total (office)
	Medication education	N/A	43
	Treatment Planning	N/A	293 total
Crisis intervention assessment	N/A	1 office	

	Crisis intervention therapy	N/A	2 total (office)
	Medication Evaluation assessment	N/A	32 telehealth
	Medication Evaluation follow up	N/A	36 telehealth
	No-Show rate (10% expectation)	N/A	11% (n=508/4634)
	Services in the field	70% of services to be field based	32% (n=1332/4205)
<b>Program Outcomes Category</b>	<b>Performance Measure</b>	<b>Target Goal Percentage</b>	<b>Jul 1, 2021 – Jun 30, 2022</b>
<b>Effectiveness</b>	Program Discharges	N/A	170
	A) Dropped out of service	N/A	22
	B) Graduated	N/A	128
	C) Lack of response	N/A	21
	Successful completion of treatment	70% expectation	75%
	ICC billing	N/A	278 services
	IHBS billing	N/A	14 services
	Increase in home-based services	N/A	574 services
	Linkage at time of discharge	Expectation of 100%	100%
	Number of placement changes over course of treatment	N/A	30 placement changes; 21 person served

Program Outcomes Category	Domain/Category Measured	Outcome
<b>Effectiveness (CANS DATA)</b>	Improved grades/academic performance	91% (45/49)
	Improved school attendance	85% (42/49)
	Decrease in suspensions or school disciplinary actions	89% (45/49)
	Increase in healthy friendships and participation in age-appropriate activities	93% either improved or maintained symptoms of depression, anxiety, and opposition.
	Improved ability to function within the current living situation	93% either improved or maintained their living situation.
	Making progress or meeting treatment goals	100% of persons served made progress (according to CANS) in at least one domain.
	Maintaining healthy and stable relationships at home	93% either improved or maintained their living situation.
	Maintaining health and stable relationships at school	89% (45/49)
	Parent is knowledgeable about child's needs and can monitor and manage the child's behavior	48/49 (97%)
	Parent refrains from behavior that puts the child at risk	85% (42/49)

Parent is protective of child from others that pose a risk to the child	95% (47/49)
Parent is able to maintain safe and stable housing	95% (47/49)
Increase in social supports and safety network	97% (48/49)
Ability to maintain a job or means of livelihood	95% (47/49)
Maintains housing	95% (47/49)
Participates in drug testing and demonstrates ability to refrain from substance use (if applicable)	100% (49/49)
Participating in mental health treatment	97% (48/49)
Parent is able to maintain physical health	95% (47/49)
Making progress in meeting treatment goals	100% (49/49)

Satisfaction & Feedback Survey Results			
Survey question	Percentage of “neutral / agree / strongly agree” responses	Survey question	Percentage of “neutral / agree / strongly agree” responses
Overall Satisfaction	100% (64/64)	Staff treat me with respect	100% (26/26)
I helped choose my services	89% (57/64)	I am better able to cope	87% (56/64)

The people helping me stuck with me no matter what	100% (26/26)	Staff were sensitive to my cultural/ethnic background	100% (26/26)
I helped choose my treatment goals	90% (58/64)	Staff spoke to me in a way I understood	100% (26/26)
I felt I had someone to talk to	100% (26/26)	I'm now better at handling my daily life	100% (26/26)
I participated in my own treatment.	98% (63/64)	I get along better with my family now	100% (26/26)
Location of services was convenient for me	92% (59/64)	I get along better with friends and others now	100% (26/26)
Services were right for me	100% (26/26)	I am doing better in school and/or work	87% (56/64)
Services were available at times that were convenient for me	100% (26/26)	Staff respected my religious/spiritual beliefs	100% (26/26)
I got the help I wanted	100% (26/26)	I am satisfied with life right now	82% (53/64)
I got as much as I wanted	95% (61/64)	I am better at doing things I want to do	81% (52/64)
I feel safer	100% (26/26)	I am more hopeful about my future	100% (26/26)

**Open Ended Question Response**

What has been the most helpful thing about the services you have received over the last 6 months?	What would improve services here?	Please provide comments below. We are interested I both positive and negative feedback.
Being able to talk to someone.	Longer sessions.	"Everyone here is friendly and understanding. Everyone here has been great at communicating with me."
Knowing that I have supports	I don't know. I haven't had any issues.	I enjoy working with Julie. She's always helpful and there when we need her.
Being helpful	I'm good	None at this time
Learning how to use my coping skills to reduce angry outbursts.	Nothing	I enjoy having someone to talk to and give me a different opinion
There able to help with things I cant	Not able to identify.	Chicken nuggets

**FRESNO COUNTY MENTAL HEALTH PLAN**

**OUTCOMES REPORT- Attachment A**

Learning skills like deep breathing	None at this time	NONE
Having someone to talk to.	Hire more people like Julie	TO EARLY TO SAY
Stability	Not gonna lie y'all should have a deli make some extra	Everything had been positive. Things have been well.
Being able to have someone who listens to me and give me a different opinion on the things my family won't listen too	Not any	Julie also helps when I need her to. When I feel like my granddaughter was struggling I would call her and she would get back to me and help right away.
Yes	NA	Child has only been seen once
having someone to talk to	More activities to do.	I never get call backs from the caseworkers when requested
They understood me	Nothing	NA
Anger management	No improvements that I can see, are needed.	Great place
I just started services, I can't say anything really.	Nothing the services are great	I have seen a big change in his attitude and behaviors. He shares with his siblings and is more expressive of love with his siblings.
My grades have risen. Talking to me about what I need to improve on.	I felt like everything is good	My therapist has been very understanding and helpful.
Being able to speak with my therapist during the hard time.	nothing they do everything right	Great service. Great support for us that need it.
Having someone to talk to.		I enjoy the activities and how I am treated with respect.
SUPPORT		Keep hiring quality clinicians like Izzy.



<p>The most helpful thing about the services I've received over the last 6 months has been the activities Done with the therapist.</p>		<p>My child wake up mad and hit us and if he doesn't get he's way he gets mad also he say I wish you would like if he dare us to do it instead of listening I feels like he more help</p>
		<p>I'm happy with the services, the therapist and the secretary.</p>
		<p>Good place</p>
		<p>My services have been doing good here.</p>
		<p>I was able to talk to someone and it helped me a lot.</p>
		<p>None</p>
		<p>I feel services are very helpful to my child and helps me to understand what she needs, I haven't experienced any negative effects of services</p>
		<p>None</p>
		<p>Don't have any</p>
		<p>Estefania is literally the best!!! Couldn't have done this without her support!</p>
		<p>very nice, always feel welcomed when I walk in the door</p>

**DEPARTMENT RECOMMENDATION(S):**

Click here to enter text.

