

PROGRAM INFORMATION:

Program Title:	Vista	Provider:	Turning Point of Central California, Inc.
Program Description:	The Vista Program is a full-service partnership (FSP) program serving up to 180 adults ages 18-59 in the community. The Vista Program offers recovery-oriented intensive outpatient mental health services that provide individuals served with opportunities to utilize their strengths and abilities to gain independence and self-sufficiency in the community	MHP Work Plan:	2-Wellness, recovery, and resiliency support Choose an item. Choose an item.
Age Group Served 1:	ADULT	Dates Of Operation:	July 1, 2015 - Current
Age Group Served 2:	Choose an item.	Reporting Period:	July 1, 2022 - June 30, 2023
Funding Source 1:	Com Services & Supports (MHSA)	Funding Source 3:	Choose an item.
Funding Source 2:	Medical FFP	Other Funding:	Private Insurance

FISCAL INFORMATION:

Program Budget Amount:	\$4,211,158	Program Actual Amount:	\$2,946,551
Number of Unique Persons Served During Time Period:	190		
Number of Services Rendered During Time Period:	17,706		
Actual Cost Per Person Served:	\$15,508.16		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	FSP
Contract Term:	5 Years	For Other:	Click here to enter text.
		Renewal Date:	July 1, 2025
Level of Care Information Age 18 & Over:	High Intensity Treatment/FSP (caseload 1:12)		
Level of Care Information Age 0- 17:	Choose an item.		

TARGET POPULATION INFORMATION:

Target Population: The target population served includes adults residing in Fresno County who meet requirements for Serious Mental Illness and meet one or more of the following criteria: homelessness; at risk of homelessness; involvement in the criminal justice system; frequent users of hospitals and/or emergency room services.

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)

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

Community collaboration

Integrated service experiences

Community collaboration

Please describe how the selected concept (s) embedded :

Each individual served is treated individually with a focus on person-centered goals and strengths. An ISSP is developed in collaboration with the participant and includes personal goals in their voice. Participants are given the option to include support persons (family or others) in the development of the treatment plan. Vista staff promotes the inclusion of support persons as part of the treatment team to enhance treatment interventions and outcomes. The treatment team attempts to offer a variety of options for treatment, rehabilitation, and support. Services are flexible and are provided with the individual needs of participants in mind. The program provides advocacy and helps develop connections with community partners. Collaborative

relationships have been developed and maintained with several community agencies, treatment providers, and local government with the goal of continuity of care and optimal person served outcomes. Program services focus on meeting the needs of the whole person to improve physical health and mental health. Any substance abuse is also considered in the treatment plan with substance abuse services and linkages. Staff encourage and assist with linkage and transportation to primary care settings for preventative and follow-up health care. Program nursing staff provide routine monitoring of vitals, medication side effects, and health education. The program is committed to hiring bicultural, bilingual, and culturally competent staff. All staff members are provided sensitivity training in the area of cultural competence. Culture is considered to be an integral part of their treatment.

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

1. Effectiveness-

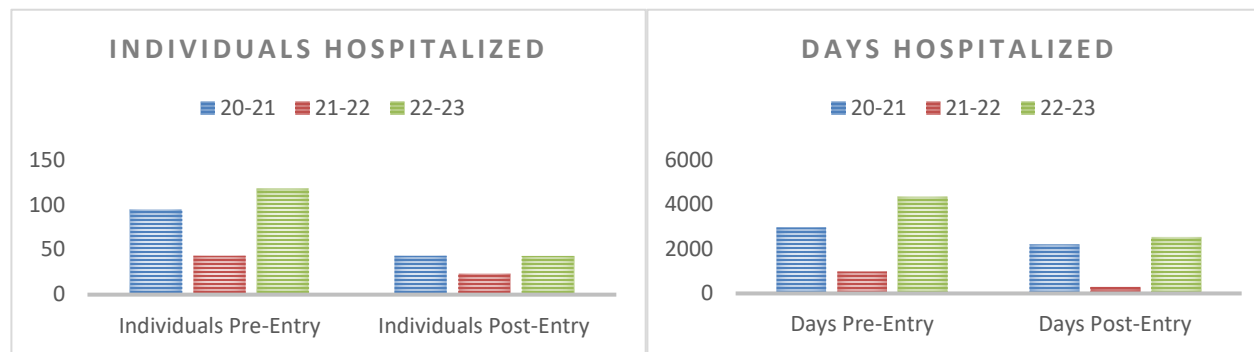
a. Psychiatric Hospitalization

Hospitalization refers to any hospital admission captured in Fresno County’s electronic health record, Avatar. Data may be entered by any hospital that utilizes Avatar including Exodus PHF, Community Behavioral Health Center (CBHC), and Kaweah Delta Psychiatric Hospital.

- i. Objective: To prevent and reduce the total number of persons and days spent in a psychiatric hospital setting compared to the total number of persons and days spent hospitalized 12 months prior to program enrollment.
- ii. Indicator: Percentage of individuals served that experienced no psychiatric hospitalizations, and total number of individuals and days spent in a hospital setting compared to pre-enrollment.
- iii. Who Applied: Individuals served by the program for a minimum of one year.
- iv. Time of Measure: FY 22-23
- v. Data Source: DCR/ITWS State database.
- vi. Target Goal Expectancy: A minimum of 70% of persons enrolled in FSP services will experience no episodes of psychiatric hospitalization. The number of persons and days spent in a psychiatric hospital setting will be reduced when compared to the number of days hospitalized prior to program enrollment.
- vii. Outcome: The total number of persons hospitalized was reduced by 63% and the total number of days was reduced by 42% compared to 12 months prior to program enrollment. 77% of persons enrolled experienced no psychiatric hospital episodes. Due to Vista taking in hiring risk

persons served who stepped down from conservatorship or were referred through voluntary services with the AOT program, some of the individuals needed additional care.

Period	# of Individuals Pre-Entry	# of Individuals Post-Entry	% Reduction	Days Pre-Entry	Days Post-Entry	% Reduction	% of Individuals with no hospitalizations
20-21	94	43	54%	2956	2204	26%	88%
21-22	43	23	47%	985	296	70%	84%
22-23	118	43	63%	4329	2515	42%	77%



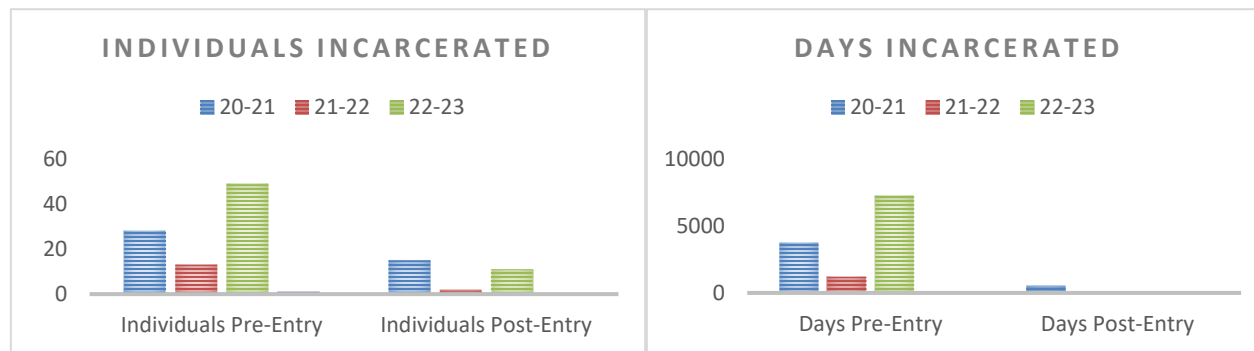
b. Incarcerations

Incarceration refers to individuals confined in a jail or prison setting.

- i. Objective: To prevent and reduce the total number of persons and days spent incarcerated compared to the total number of days spent incarcerated 12 months prior to program enrollment.
- ii. Indicator: Percentage of persons that experienced no incarcerations and the total number of persons and days spent incarcerated compared to pre-enrollment.
- iii. Who Applied: Individuals served by the program for a minimum of one year.
- iv. Time of Measure: FY 22-23
- v. Data Source: DCR/ITWS State database.
- vi. Target Goal Expectancy: A minimum of 70% of individuals enrolled in FSP services will experience no episodes of incarceration. The total number of individuals and days incarcerated will be reduced when compared to 12 months prior to enrollment.

vii. Outcome: The total number of persons incarcerated was reduced by 77%. The total days spent incarcerated was also reduced by 98%. 94% of individuals enrolled in FSP services experienced no episodes of incarceration.

Period	# of Individuals Pre-Entry	# of Individuals Post-Entry	% Reduction	Days Pre-Entry	Days Post-Entry	% Reduction	% of Individuals with no Incarceration
20-21	28	15	46%	3770	547	85%	96%
21-22	13	2	85%	1200	6	99%	99%
22-23	49	11	77%	7278	148	98%	94%



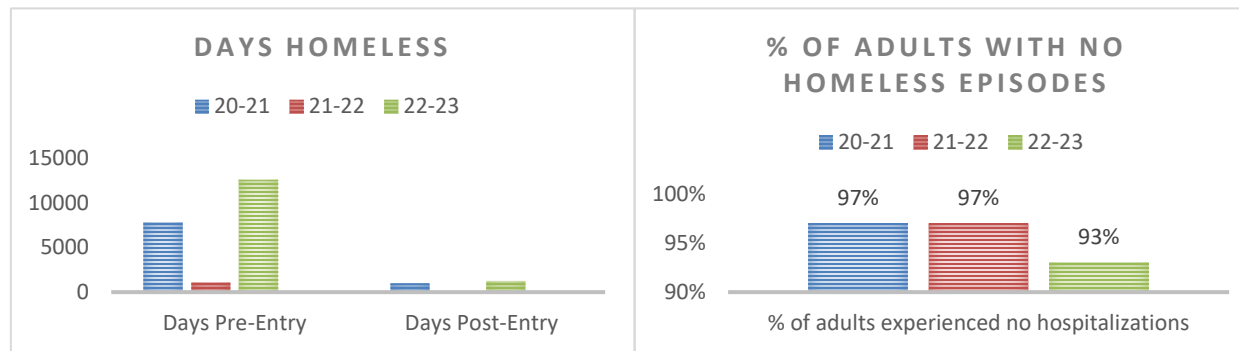
c. Homelessness

Homelessness refers to individuals without a place to live, who are living in a place not meant for human habitation, or who are living in an emergency shelter.

- i. Objective: To prevent and reduce the total number of persons and days spent homeless compared to the total number of persons and days spent homeless 12 months prior to program enrollment.
- ii. Indicator: Percentage of individuals that experienced no episodes of homelessness and the total number of individuals and days spent homeless compared to pre-enrollment.
- iii. Who Applied: Individuals served by the program a minimum of one year.
- iv. Time of Measure: FY 22-23
- v. Data Source: DCR/ITWS State database.
- vi. Target Goal Expectancy: A minimum of 70% of individuals enrolled in FSP services will experience no episodes of homelessness. The total number of persons and days spent homeless will be reduced when compared to 12 months prior to program enrollment.

vii. Outcome: The total number of persons experiencing homelessness was reduced by 81%. The total number of days spent homeless was reduced by 90%. 93% of individuals enrolled in FSP services experienced no episodes of homelessness.

Period	# of Individuals Pre-Entry	# of Individuals Post-Entry	% Reduction	Days Pre-Entry	Days Post-Entry	% Reduction	% of Individuals with no homeless episodes
20-21	48	12	75%	7821	998	87%	97%
21-22	47	5	89%	1074	127	89%	97%
22-23	76	15	81%	12580	1249	90%	93%



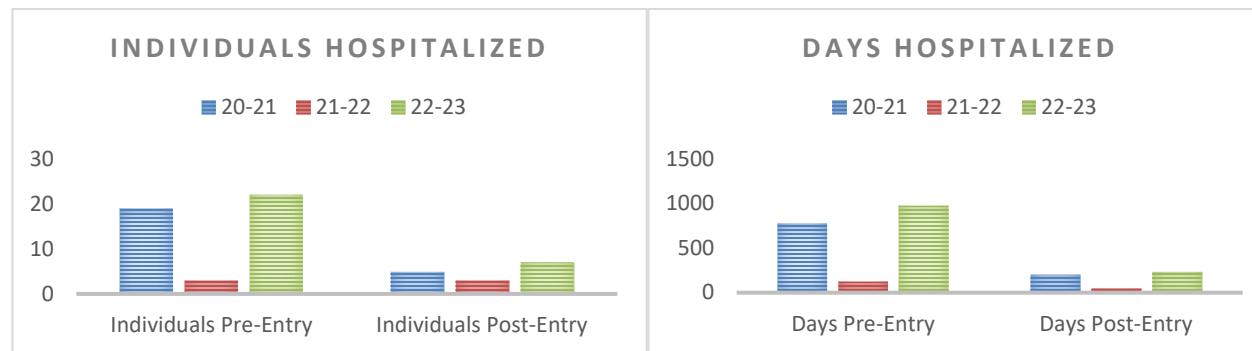
d. Medical Hospitalizations

Medical hospitalization refers to individuals who frequently require hospitalization at a local hospital or emergency department as a result of chronic or untreated physical health-related conditions.

- i. Objective: To prevent and reduce the total number of persons and days spent in a hospital or emergency department (ED) setting compared to 12 months prior to program enrollment.
- ii. Indicator: Percentage of individuals that experienced no episodes of medical hospitalizations or ED admissions, and the total number of individuals and days admitted in a medical hospital or ED compared to pre-enrollment.
- iii. Who Applied: Individuals served by the program for a minimum of one year.
- iv. Time of Measure: FY 22-23

- v. Data Source: DCR/ITWS State database.
- vi. Target Goal Expectancy: A minimum of 70% of persons enrolled in FSP services will experience no episodes of medical hospitalizations or ED admissions. The total number of persons and days admitted in a medical hospital or ED will be reduced when compared to 12 months prior to program enrollment.
- vii. Outcome: The total number of persons admitted for a medical hospitalization or ED admission remained the same, and the total number of days was reduced by 69%. 89% of individuals enrolled in FSP services experienced no medical hospital or ED admissions. Persons served in our program continue to experience COVID-19 and long-term COVID-19 combined with existing serious health issues continues to impact medical hospitalizations.

Period	# of Individuals Pre-Entry	# of Individuals Post-Entry	% Reduction	Days Pre-Entry	Days Post-Entry	% Reduction	% of Individuals with no hospital episodes
20-21	19	5	74%	776	203	74%	99%
21-22	3	3	0%	121	46	62%	97%
22-23	22	7	69%	975	234	76%	89%

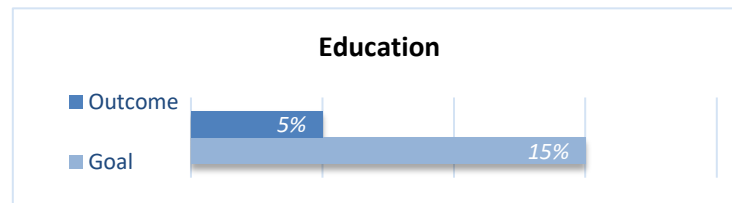


e. Participation in Educational Settings

Educational setting refers to any learning environment or institution that offers educational services and curriculum according to specific objectives. Examples may include adult schools, vocational schools, community colleges, and universities.

- i. Objective: To increase the annual percentage of individuals served enrolled in educational settings.
- ii. Indicator: Annual percentage of served individuals enrolled in educational settings.
- iii. Who Applied: Individuals served by the program enrolled in educational settings.
- iv. Time of Measure: FY 22-23
- v. Data Source: DCR/ITWS State database.
- vi. Target Goal Expectancy: 15% of served individuals will be enrolled in educational settings.
- vii. Outcome: 5% of served individuals were enrolled in an educational setting during the reporting period. The impacts of COVID-19 on the educational system continue to impact enrollment and accessibility for the population we serve. Schools continue to move towards an online system and this means more students in our programs need laptops, a quiet place to experience the class, and access to printers/scanners for assignments. We continue to support our persons served and we will look for additional resources to make education more accessible.

Period	Individuals Served	Individuals Enrolled Educational Setting	Percentage
20-21	347	12	3%
21-22	201	9	5%
22-23	224	12	5%

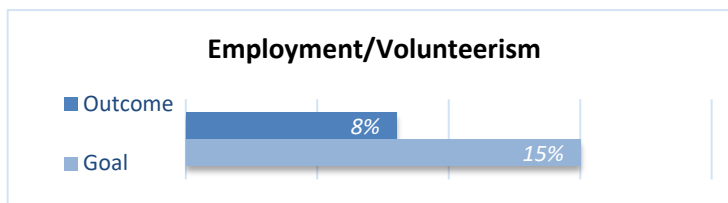


f. Participation in Employment or Volunteerism

Employment refers to work environments where persons served are paid competitive wages in exchange for job-related activities performed. Volunteerism refers to environments where persons willingly provide services or complete tasks without any expectation of financial compensation but may gain work experience and job-related skills.

- i. Objective: To increase the annual percentage of served individuals engaged in employment or volunteer activities.
- ii. Indicator: Annual percentage of persons engaged in employment or volunteer activities.
- iii. Who Applied: Individuals served by the program engaged in employment or volunteer activities.
- iv. Time of Measure: FY 22-23
- v. Data Source: DCR/ITWS State database.
- vi. Target Goal Expectancy: To have a minimum of 15% of served individuals engaged in employment or volunteer activities annually.
- vii. Outcome: The annual percentage of served individuals engaged in employment or volunteer activities was 8%. The decrease in the percentage of persons enrolled during this evaluation period compared to the previous year can be attributed to serving higher acuity levels resulting in lengthier stabilization and recovery periods as well as the impacts of COVID-19 on employment and volunteering opportunities. Vista continues to look for volunteer opportunities that can be a stepping stone for employment.

Period	Individuals Served	Individuals Employed/Volunteer	Percentage
20-21	347	17	5%
21-22	201	10	5%
22-23	224	18	8%



2. Efficiency-

a. Cost per Individual

Costs include all staffing and overhead costs associated with the operation of the program.

- i. Objective: To efficiently use resources and maintain or minimize cost per person served.
- ii. Indicator: Total program costs compared to number of unique Individuals served.
- iii. Who Applied: Individuals served by the program.

- iv. Time of Measure: FY 22-23
- v. Data Source: Avatar and Financial Records
- vi. Target Goal Expectancy: To keep within departmental budgeted costs for the program.
- vii. Outcome: The Cost per person served for this year was \$15,508.16. The program successfully operated within budgeted costs.

Period	Persons Served	Average Cost per Person Served	Total Program Cost
20-21	347	\$8,073.40	\$2,801,472.11
21-22	201	\$12,662.99	\$2,545,261.13
22-23	224	\$15,508.16	\$2,946,551

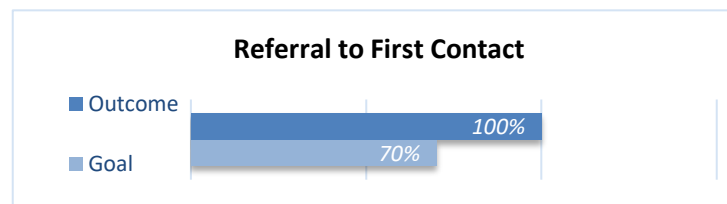
3. Access-

a. **Length of time from referral to first contact**

The Vista program receives referrals from multiple community entities. The goal of the program is to act promptly for each referral.

- i. Objective: To provide timely service for persons requesting mental health care.
- ii. Indicator: Percentage of referred individuals that received first contact attempts within 7 business days of the referral date.
- iii. Who Applied: Individuals referred to the program.
- iv. Time of Measure: FY 22-23
- v. Data Source: Avatar
- vi. Target Goal Expectancy: 70% of referred individuals will attempt to be contacted within 7 business days of the referral date.
- vii. Outcome: The average length of time from referral to first contact was 2.4 days. 100% of referred individuals were contacted within seven business days of the referral date.

Period	Individuals Enrolled	Ave Time to 1 st Contact	Percentage of persons served contacted within 7 days
20-21	50	1 day	100%
21-22	34	3.7 days	91%
22-23	37	2.4 days	100%

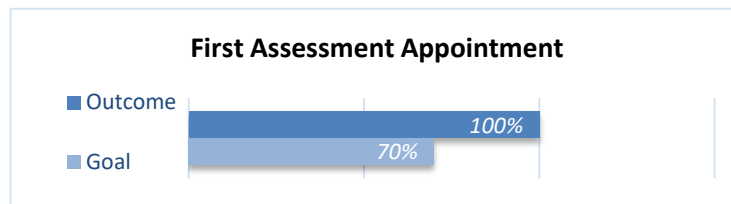


b. Length of time from first contact to first assessment appointment offered

The Vista program receives referrals from multiple community entities. The goal of the program is to act promptly for each referral.

- i. Objective: To provide timely service for individuals requesting mental health care.
- ii. Indicator: Percentage of individuals offered their first assessment appointment within 10 business days of the first contact date.
- iii. Who Applied: Individuals referred to the program and offered an assessment appointment.
- iv. Time of Measure: FY 22-23
- v. Data Source: Avatar
- vi. Target Goal Expectancy: 70% of referred individuals will be offered their first assessment appointment within 10 business days of the first contact date.
- vii. Outcome: The average wait time from the first contact date to the first assessment appointment date offered was 6.2 days. 100% of individuals were offered an assessment date within 10 days of the first contact date.

Period	Individuals Enrolled	Ave Time to 1 st Offered Assessment Date	Percentage offered assessment appointment within 10 days
20-21	50	3 days	100%
21-22	40	3.8 days	100%
22-23	32	6.2 days	100%



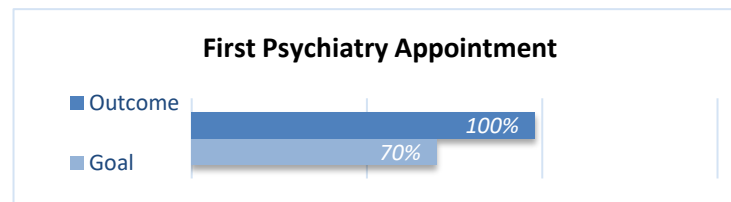
c. Length of time from assessment to the first psychiatry appointment offered

The Vista program receives referrals from multiple community entities. The goal of the program is to act promptly for each referral.

- i. Objective: To provide timely service for individuals requesting psychiatric care and medications.
- ii. Indicator: Percentage of individuals offered their first psychiatry appointment within 15 business days of their assessment appointment.
- iii. Who Applied: Individuals assessed and enrolled in program services.

- iv. Time of Measure: FY 22-23
- v. Data Source: Avatar
- vi. Target Goal Expectancy: 70% of individuals will be offered their first psychiatry appointment within 15 business days of their assessment date.
- vii. Outcome: The average wait time from the assessment date to the first psychiatry appointment date offered was 8 days. 100% of individuals were offered a psychiatry appointment within 15 days of the assessment date.

Period	Individuals Enrolled	Ave Time to 1 st Offered Psychiatry Date	Percentage offered 1 st psychiatry appointment within 15 days
20-21	50	4 Days	100%
21-22	40	7.14 Days	100%
22-23	23	8 days	100%



4. Satisfaction & Feedback of Persons Served & Stakeholders-

a. Consumer Perception Survey

Consumer Perception Surveys (CPS) are conducted every six months over a one-week period. Beneficiaries of the MHP are encouraged to participate in filling out the CPS surveys which are available to consumers and family members at County and contracted provider organizations.

- i. Objective: To gauge satisfaction of individuals served and collect data for service planning and quality improvement.
- ii. Indicator: Average percent of served individuals who completed the survey and response was 'Agree' or 'Strongly Agree' for the following domains: General Satisfaction, Perception of Access, Perception of Quality and Appropriateness, Perception of Treatment Participation, Perception of Outcomes of Services, Perception of Functioning, and Perception of Social Connectedness.
- iii. Who Applied: Persons served who completed the survey in June 2021.
- iv. Time of Measure: The survey was conducted in June 2021.
- v. Data Source: Consumer Perception Survey data

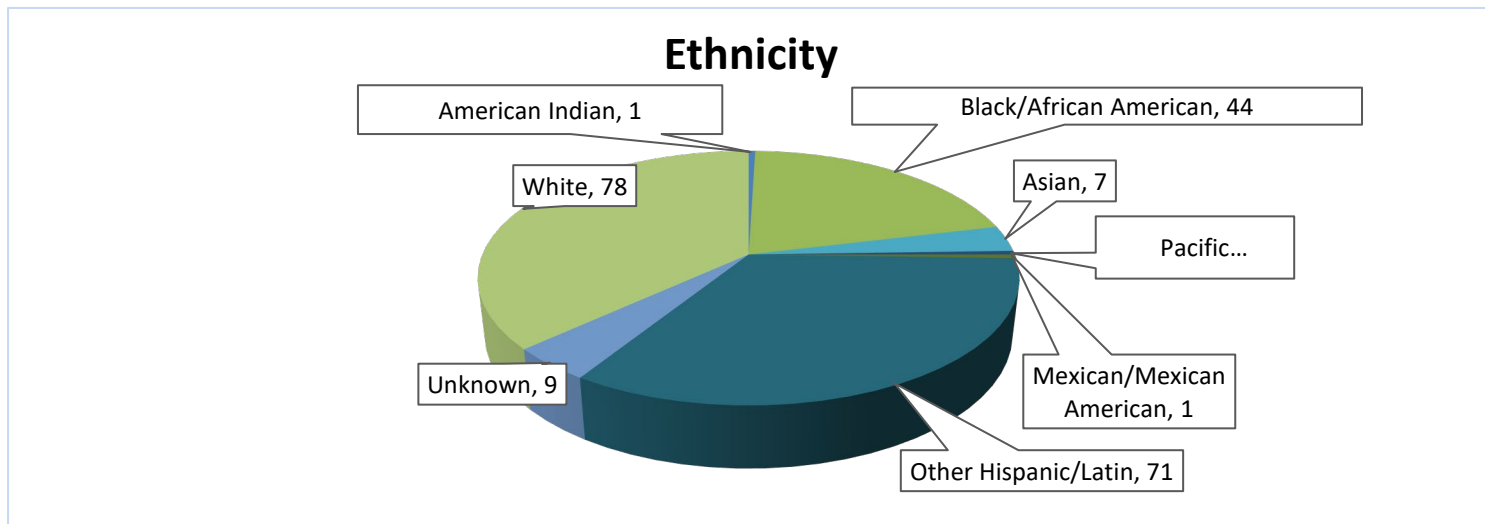
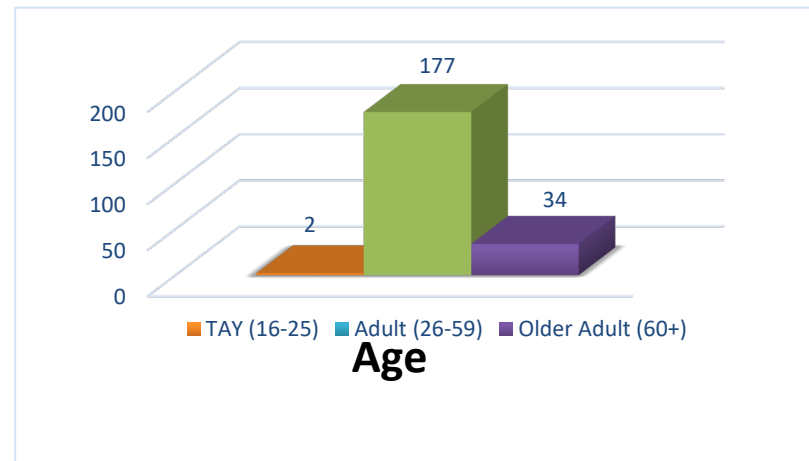
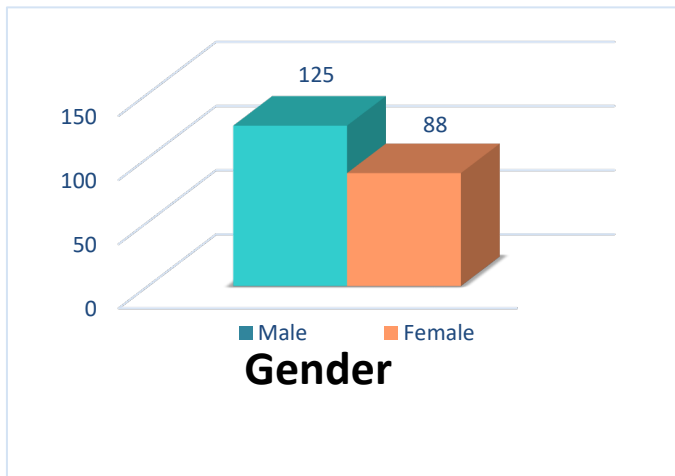
- vi. Target Goal Expectancy: The program would like to see a majority of served individuals satisfied for each domain.
- vii. Outcome: A majority of served individuals rated themselves as satisfied in all seven domains. General Satisfaction, Perception of Access, Perception of Quality and Appropriateness, Perception of Treatment Participation, Perception of Outcomes of Services, Perception of Functioning, and Perception of Social Connectedness indicate that 83% of served individuals surveyed were satisfied.

Domains	Nov 2019	June 2021
General Satisfaction	93%	83%
Perception of Access	92%	83%
Perception Quality & Appropriateness	89%	89%
Perception of Participation in Tx Planning	88%	89%
Perception of Outcome of Services	74%	78%
Perception of Functioning	71%	82%
Perception of Social Connectedness	73%	78%

CPS Survey Results 2022-2023

Satisfied with program’s services	% of Overall Satisfaction
Strongly Agree	63%
Agree	32%
Neutral	5%
Disagree	0%
Strongly Disagree	0%

Program Demographics



DEPARTMENT RECOMMENDATION(S):

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