

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	Rural Triage- East	Provider:	Kings View Behavioral Health Corporation
Program Description:	Rural Mental Health Triage Services. The Prevention & Early Intervention Crisis Field Clinician (LCSW) serves as active liaison with law enforcement in the County to provide training, outreach, and direct field response to clients with mental illness in the community, specifically in the metro area. Evaluations for 5150's and recurrent calls from law enforcement are a primary focus. Enhancement included in this program is the Rural Triage component, operated by Kings View, providing parallel services to the rural communities of Fresno County. This program falls under DBH's Work Plan of Behavioral Health Integrated Access (BHIA).	MHP Work Plan:	1—Behavioral Health Integrated Access
Age Group Served 1:	ADULT	Dates Of Operation:	July 14, 2015 - Current
Age Group Served 2:	CHILDREN	Reporting Period:	July 1, 2017 - June 30, 2018
Funding Source 1:	Realignment	Funding Source 3:	Prevention (MHSA)
Funding Source 2:	Medical FFP	Other Funding:	Early Intervention (MHSA)

FISCAL INFORMATION:

Program Budget Amount:	\$1,327,322.00	Program Actual Amount:	\$1,230,110.62
Number of Unique Clients Served During Time Period:	680		
Number of Services Rendered During Time Period:	1559		
Actual Cost Per Client:	\$1,808.98		

CONTRACT INFORMATION:

Program Type:		Type of Program:	Outpatient
Contract- Operated		For Other:	Crisis Intervention Crisis Co-Responders
Contract Term:	5 years	Renewal Date:	June 30, 2020

Performance Outcomes FY 17-18

TARGET POPULATION INFORMATION:

Target Population: Rural Triage Services may include, but is not limited to: crisis assessment, crisis intervention, community referrals and linkages, and short-term/brief case management. In addition, time permitting, services shall also include community outreach, engagement, education, and prevention to those potentially in need of services for mental illness and/or co-occurring substance use disorders, the general public, emergency first responders and other community agencies. Rural Triage Services shall be provided in collaboration with first responders primarily in the field where client interaction with law enforcement and emergency services personnel (first responders) typically occurs, and where triage services are most beneficial.

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)

Community collaboration

Integrated service experiences

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

Access to underserved communities

Please describe how the selected concept (s) embedded :

Community Collaboration: Once a community member has been assessed and it's determined that they would benefit from linkage to a local resource, we will work with the client/family (for adults with their prior permission) and community agencies. By collaborating with other agencies such as Turning Point, West Care, Valley Health Team, United Health Centers, Exodus, Housing Authority, Room and Boards, Board and Care, Social Security, local law enforcement, etc. we can work together to provide the best support and services needed for our client/families' wellness and recovery.

Integrated Services Experience: We provide wellness and recovery based co-occurring disordered integrated clinical/case management services to the community members and families of rural Fresno County. We are committed to using appropriate evidence-based approaches to meet their needs. We do not exclude anyone based on race, religion, culture, gender, their belief system or ability to pay for services. Every effort is made to engage in the community member/family's wellness and recovery at their pace, assisting them to manage the challenges that they identify, and to lead healthy, productive lives in their community.

Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services: From the beginning of the client/family experience we meet them where they are at. Knowing that resiliency is innate and cross cultural, we assist the client/family in identifying, nurturing and building on their own resiliency. The focus is on supporting them to manage their behavioral health challenges which affect their daily living in their community. We use evidence-based models and approaches in our resiliency/recovery focused services.

Access to underserved communities: By traveling to and co-locating in the rural cities of Fresno County, we are able to provide immediate crisis assessment, use deescalation skills and techniques, safety planning, provide linkages and follow-up in efforts to reduce the number of 5150's and arrests.

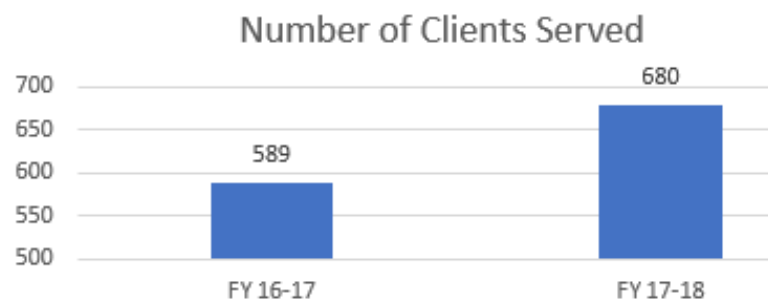
PROGRAM OUTCOME & GOALS

- **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

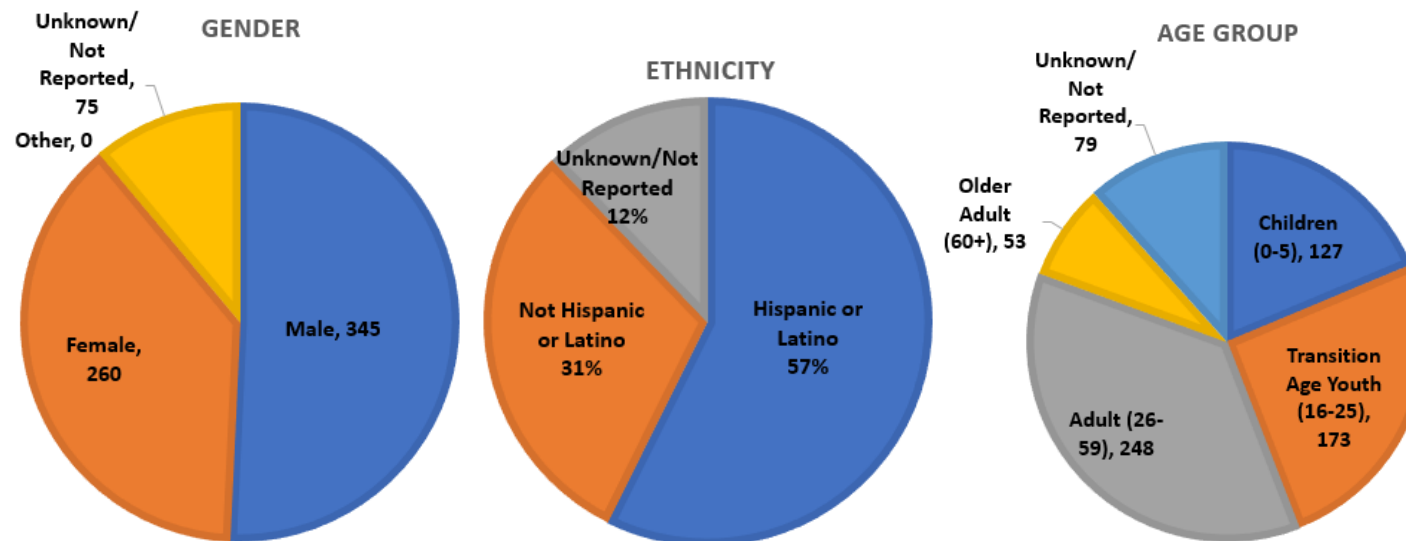
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The goal of this project is to provide rural crisis triage staff consultation services to the rural Eastern Fresno County Cities of Kingsburg, Selma, Fowler, Parlier, Sanger, Reedley and Orange Cove in a means that has never been provided. These services shall be provided by interagency coordination between behavioral health and law enforcement to identify, triage, assess, and link or reconnect community members/families to behavioral health direct services and support. By doing this we will mitigate unnecessary expenditures of law enforcement agencies' staff time, resources and funds.

FY 17-18 Number of Clients Served, N= 680.



FY 17-18 Demographics (Gender, Ethnicity, Age Group)



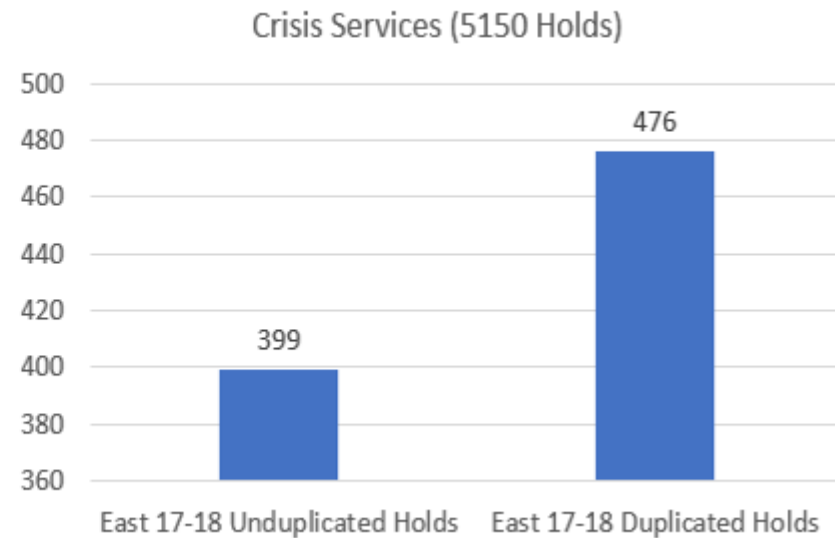
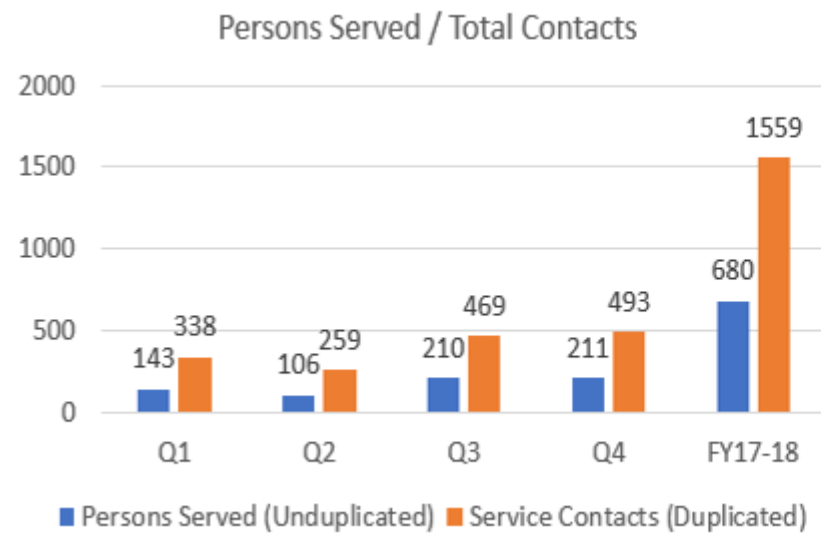
Rural Crisis Triage Services staff placement and participation with local law enforcement agencies will increase available finite criminal justice system resources for response to safety and criminal behavior calls/needs by reducing their time spent on behavioral health issues. Rural Crisis Triage Services staff will be on-site for rapid response and behavioral health triage and assessment as subject matter experts providing timely and appropriate interventions and/or linkages with follow-up.

- Crisis Co-Responders are co-located in the following Eastern Police Departments: Selma PD, Reedley PD, and Sanger PD. The staff provided a combined total of 13,714 hours of direct service to the community. The staff are available 7 days per week from 6am to 12Am.

Community member/families living with psychiatric and/or substance use challenges who engage with local law enforcement will have more efficient access to crisis services, will receive treatment more sensitive to their behavioral health issues, experience fewer legal concerns and costs related to encounters with law enforcement, have improved safety, and experience less discrimination/stigmatization due to their challenges.

FY17-18 Persons Served / Total Contacts N = 680/1559

FY 17-18 Number of Crisis Services (5150 Holds) N = 476



DEPARTMENT RECOMMENDATION(S):

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