

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	Rural Triage- East/West	Provider:	Kings View Behavioral Health Corporation
Program Description:	Rural Mental Health Triage Services	MHP Work Plan:	1-Behavioral Health Integrated Access Choose an item. Choose an item.
Age Group Served 1:	ADULT	Dates Of Operation:	Sun.-Sat. 6am to 12am
Age Group Served 2:	CHILDREN	Reporting Period:	July 1, 2018 – June 30, 2019
Funding Source 1:	Realignment	Funding Source 3:	Prevention (MHSA)
Funding Source 2:	Medical FFP	Other Funding:	Early Intervention (MHSA)

FISCAL INFORMATION:

Program Budget Amount:	\$1,375,952.00 East; \$1,165,286.00 West	Program Actual Amount:	\$1,154,750 East; \$1,120,541 West
Number of Unique Clients Served During Time Period:	988 East; 310 West		
Number of Services Rendered During Time Period:	1714 East; 469 West		
Actual Cost Per Client:	\$1,168.77 East; \$3,614.64 West		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	
Contract Term:	5 years	For Other:	Crisis Intervention- Outpatient
		Renewal Date:	June 30, 2020
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:	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.
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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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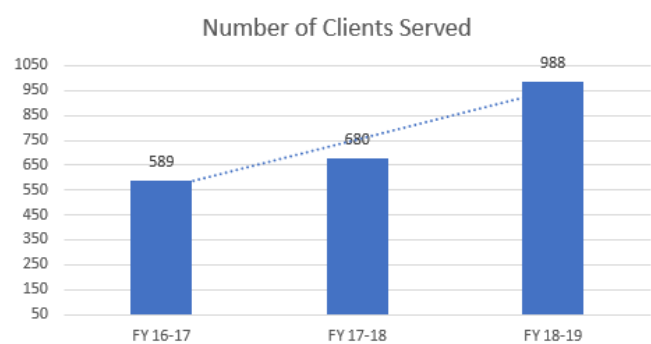
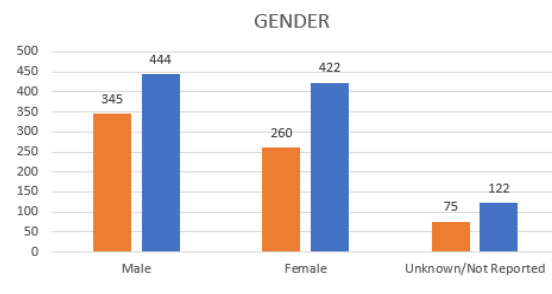
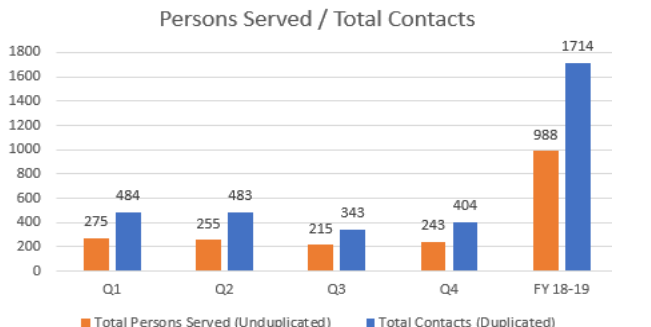
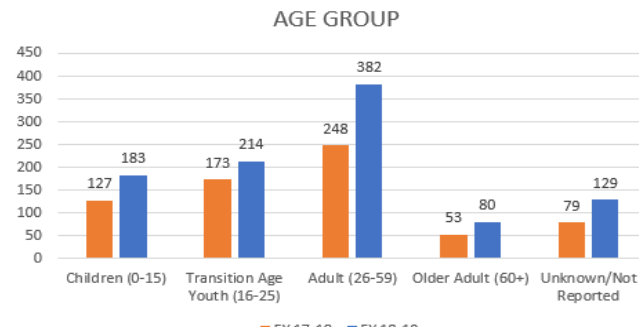
The goal of this project is to provide rural crisis triage staff consultation services to the rural Eastern Fresno County Cities of Kingsburg, Selma, Fowler, Parlier, Sanger, Reedley and Orange Cove and Western Fresno County Cities of Coalinga, Huron, Firebaugh, Kerman, Mendota, and San Joaquin in a 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. The Fiscal Year 18-19 Quality Workplan Summary was developed to track and report progress towards goals met and to assess performance for the identified indicators. Please see QWP Below.

RURAL TRIAGE - East

Quality Improvement (QI) Workplan Summary

FY 18-19

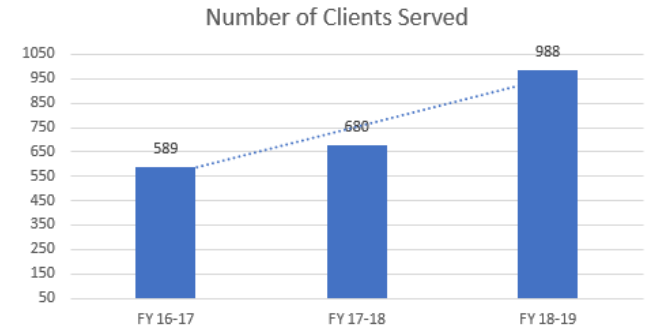
I. Key Performance Indicators

Key Performance Indicators & Demographics		Reporting Timeframe																																				
<div>Unique Client Contacts, N= 988</div> <div>Number of Clients Served</div>  <table><thead><tr><th>Fiscal Year</th><th>Unique Client Contacts</th></tr></thead><tbody><tr><td>FY 16-17</td><td>589</td></tr><tr><td>FY 17-18</td><td>680</td></tr><tr><td>FY 18-19</td><td>988</td></tr></tbody></table>	Fiscal Year	Unique Client Contacts	FY 16-17	589	FY 17-18	680	FY 18-19	988	<div>Number of Men Served, N = 444</div> <div>Women Served, N = 422</div> <div>GENDER</div>  <table><thead><tr><th>Gender</th><th>FY 17-18</th><th>FY 18-19</th></tr></thead><tbody><tr><td>Male</td><td>345</td><td>444</td></tr><tr><td>Female</td><td>260</td><td>422</td></tr><tr><td>Unknown/Not Reported</td><td>75</td><td>122</td></tr></tbody></table>	Gender	FY 17-18	FY 18-19	Male	345	444	Female	260	422	Unknown/Not Reported	75	122	FY18-19 (July 2018 – June 2019)																
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II. Program Outcome Measures & Goals

Indicators	Goals	Domain	Activities	Performance Measures	Reporting Timeframe								
Service Access-Increase in Services Provided	25% Increase in Total number of Services Provided to Rural Clients	Access	Collaboration and Co- locating with additional police departments to include Sanger PD, Providing additional training to staff on Linkages and Case Management.	Percentage Increase in access to services for Rural Clients; FY 18-19, n= 988, 45% Increase. Target Goal Met  <table><caption>Number of Clients Served</caption><thead><tr><th>Fiscal Year</th><th>Number of Clients Served</th></tr></thead><tbody><tr><td>FY 16-17</td><td>589</td></tr><tr><td>FY 17-18</td><td>680</td></tr><tr><td>FY 18-19</td><td>988</td></tr></tbody></table>	Fiscal Year	Number of Clients Served	FY 16-17	589	FY 17-18	680	FY 18-19	988	FY 18-19 (July 1 st – June 30 th)
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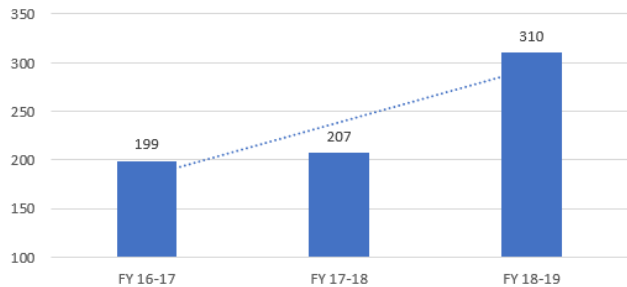
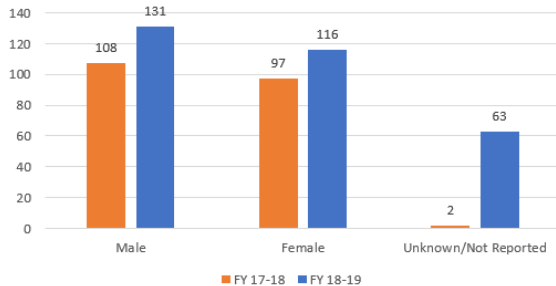
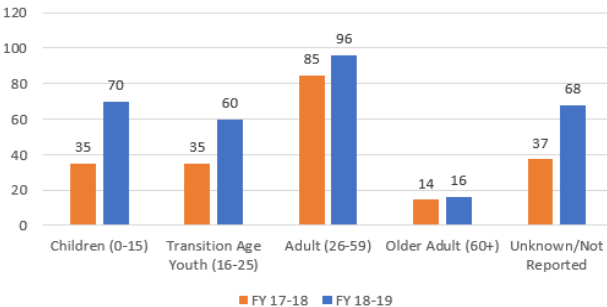
			to safety plan with the clients.	<div><p>Crisis Assessments</p><p>409</p><p>Non-Hospitalized Clients</p></div>	
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RURAL TRIAGE - West

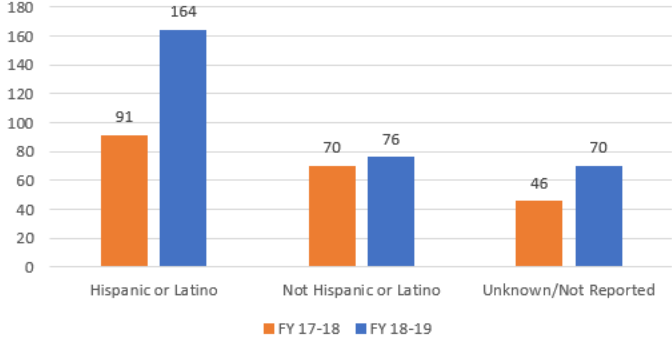
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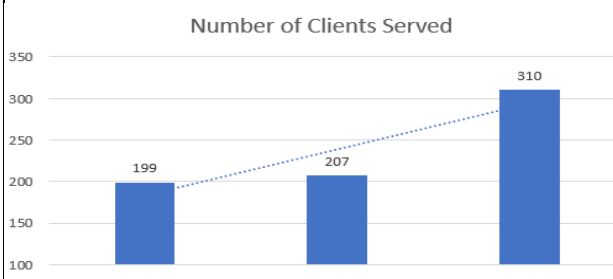

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