

## FRESNO COUNTY MENTAL HEALTH PLAN

## OUTCOMES REPORT- Attachment A

### PROGRAM INFORMATION:

<b>Program Title:</b>	Supervised Child Care Services	<b>Provider:</b>	Reading and Beyond
<b>Program Description:</b>	Reading and Beyond provides supervised child-care services for children in two rooms of the County of Fresno Department of Behavioral Health (DBH): 1)the Heritage Centre, and 2) the West Fresno Regional Center. Reading and Beyond serves children 12 years of age and younger and services are provided only while clients (parents/guardians/siblings) are in the building conducting business with the DBH. Children will be offered nutritional snacks, filtered water, and age/developmentally-appropriate activities. The staff-to-child ratio will be no less than one staff person for each of the following; 3 infants (up to 1 year old); 9 children (ages 2 – 12); 2 infants and 5 children; and 1 infant and 7 children.	<b>MHP Work Plan:</b>	2-Wellness, recovery, and resiliency support Choose an item. Choose an item.
<b>Age Group Served 1:</b>	ADULT	<b>Dates Of Operation:</b>	July 1, 2015 – June 30, 2020
<b>Age Group Served 2:</b>	CHILDREN	<b>Reporting Period:</b>	July 1, 2018 - June 30, 2019
<b>Funding Source 1:</b>	Com Services & Supports (MHSA)	<b>Funding Source 3:</b>	Choose an item.
<b>Funding Source 2:</b>	Choose an item.	<b>Other Funding:</b>	Click here to enter text.

### FISCAL INFORMATION:

<b>Program Budget Amount:</b>	\$148,058	<b>Program Actual Amount:</b>	\$117,781.96
<b>Number of Unique Clients Served During Time Period:</b>	987		
<b>Number of Services Rendered During Time Period:</b>	3336		
<b>Actual Cost Per Client:</b>	\$150.00		

**CONTRACT INFORMATION:**

<b>Program Type:</b>	Contract-Operated	<b>Type of Program:</b>	Outpatient
<b>Contract Term:</b>	July 1, 2018 through June 30 2019	<b>For Other:</b>	Therapeutic Child Care Services
		<b>Renewal Date:</b>	June 30, 2019
<b>Level of Care Information Age 18 &amp; Over:</b>	Choose an item.		
<b>Level of Care Information Age 0- 17:</b>	Choose an item.		

**TARGET POPULATION INFORMATION:**

**Target Population:** Children 12 years of age and younger. Children are DBH clients and their siblings as well as the children of DBH clients.

**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)*

Cultural Competency

Integrated service experiences

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

The Supervised Children Rooms are open Monday-Friday from 8:00a.m.-5:00p.m. to enable clients sufficient time to conduct their appointments. The childcare room is staffed with qualified bilingual

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

English/Spanish speakers in order to communicate with the clients more effectively. Staff provide children with enriched classroom activities.

Choose an item.

#### 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 - Reduction in rescheduling of appointments due to unavailability of childcare.

Survey Question: If our room was unavailable, would you/your child miss today's appointment?

\*Each time a service was provided to a child, a Parent/Guardian Survey was also conducted. Out of the 3,336 services/surveys 3,336 responses were received. 3,105 responses indicated yes, 206 indicated no, and 25 indicated they were not sure.

#### OUTCOME DATA

FY 18-19 Parent/Guardian Survey	
Overall Rating	Percent
Yes	93%
No	6%
Not Sure	1%

2. Efficiency - Participants will attend DBH appointments regularly.

Due to the transition of the Program across three different program managers this last Fiscal Year, the Program was not able to send out Surveys to clinicians to gather this information from the clinicians account in regards to this Outcome. Positive outcomes due to the availability of Supervised Child Care can be deduced by the fact that 93% of Parents/Gaurdian stated that they were able to make appointment due to this service available to them. The new Program Manager and the Staff Analyst assigned will work towards generating a survey that can be utilized to collect this information for the next fiscal Year.

3. Access - Participant's ability to receive Mental Health Services.

Due to the transition of the Program across three different program managers this last Fiscal Year, the Program was not able to send out Surveys to clinicians to gather this information from the clinicians account in regards to this Outcome. Positive outcomes due to the availability of Supervised Child Care can be deduced by the fact that 93% of Parents/Gaurdian stated that they were able to make appointment due to this service available to them. The new Program Manager and the Staff Analyst assigned will work towards generating a survey that can be utilized to collect this information for the next fiscal Year.

#### 4. Satisfaction and Feedback – Client’s and Clinician’s

The Program has proven to be useful according to the fact that 93% of the Parents/Gaudians state that they would not have been able to attend their appointment if Supervised Child care was not available or provided fpr their children. Satisfaction and feedback from the Parents and/or Guardians is not easy to collect. The fact of the matter is that the Program is not sure how this survey would be administered. DBH can only ask for the survey to be completed optionally as well as the Program cannot ask for the Clinician to complete a survey because they cannot bill Medi-Cal for the time that would be need to complete each survey. The Program Manager and the assigned Staff Analyst will work together this next year to try and figure out a creative way to get some more data collected to be able to provide a more expanded Outcome report.

**In conclusion:** The goal of the program is to provide DBH clients with temporary, on-site child care so that they may have the ability to receive the necessary services from the Fresno County mental health department. We are also working towards complying with the CARF performance measures. The value of this service has proven effective because without it parents express that they would often have to miss their appointments due to lack of child care. It has proven to be efficient because 93% of the clients who seek this child care service receive it. That percentage reflects the effectiveness and accessibility of the program to the clients being served at the 2 DBH sites from a client’s standpoint.

#### DEPARTMENT RECOMMENDATION(S):

Click here to enter text.