

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	Fresno New Starts	Provider:	Mental Health Systems, Inc.
Program Description:	Program goal is to provide housing to DBH clients with barriers that prevent client from gaining/maintaining independent housing. Program will work with DBH case managers to remove barriers and move clients on to successful independent housing.	MHP Work Plan:	2-Wellness, recovery, and resiliency support 1-Behavioral Health Integrated Access 5-Infrastructure and support
Age Group Served 1:	ADULT	Dates Of Operation:	5/1/2017 - Present
Age Group Served 2:	OLDER ADULT	Reporting Period:	Choose an item.
Funding Source 1:	Com Services & Supports (MHSA)	Funding Source 3:	Choose an item.
Funding Source 2:	Other, please specify below	Other Funding:	General System Development (GSD)

FISCAL INFORMATION:

Program Budget Amount:	\$945,412	Program Actual Amount:	\$828,624
Number of Unique Clients Served During Time Period:	57		
Number of Services Rendered During Time Period:	339		
Actual Cost Per Client:	\$6,368.00		

CONTRACT INFORMATION:

Program Type:		Type of Program:	
Contract Term:	5/1/17-6/30/2020	For Other:	Master Lease Housing
		Renewal Date:	6/30/2020
Level of Care Information Age 18 & Over:	Enhanced Outpatient Treatment (caseload 1:40)		
Level of Care Information Age 0- 17:	Choose an item.		

TARGET POPULATION INFORMATION:

Target Population:	MHS master leased units will be made available to clients certified by DBH as eligible for Master Lease Housing Program. Clients will be individuals and/or families described within the CA WIC Sec. 5600.3, which includes adults living with a serious
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mental illness or seriously emotionally disturbed children under the age of 18, whose behavioral functioning may interfere with primary activities of daily living. MHS will rely solely on the DBH for client referrals to Master Lease Housing Program. Clients referred to the program will be actively engaged in supportive services that support the client in their wellness and recovery. Clients will also be assigned a case manager that will assist the client in maintaining their tenancy in the program. DBH clients referred to the program will be subject to MHS standard applications and screening processes which must comply with Fair Housing Laws and Regulations.

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

Choose an item.

Choose an item.

Please describe how the selected concept (s) embedded :

MHS has collaborated with community businesses to provide housing that is integrated into the community and at/or above all housing standards.

MHS is integrated with the DBH so that clients are referred from the DBH and remain with their DBH case manager to ensure clients do not have to work with multiple funding sources to maintain their housing stability.

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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1. Effectiveness-**a. Entering Housing to Permanent Housing**

Measuring the length of time from client entering temporary housing to removing all barriers and securing permanent housing

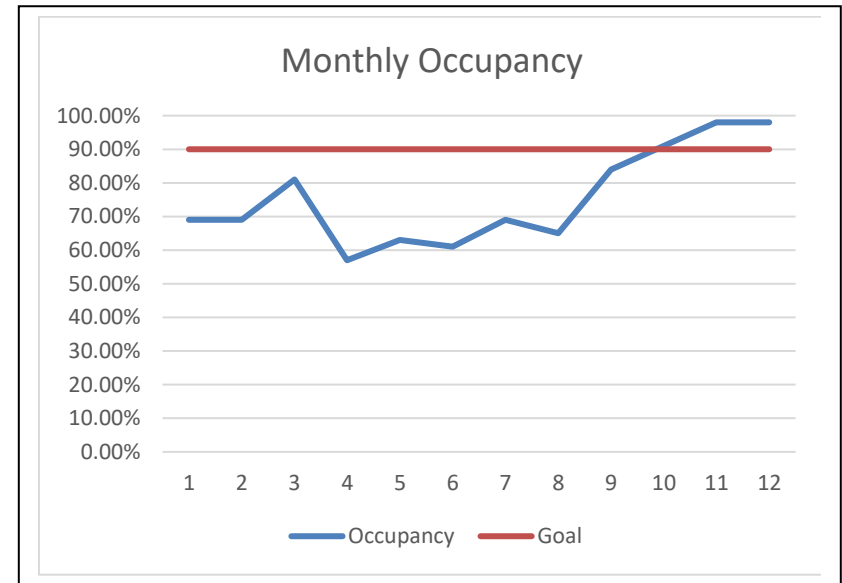
- Objective: For all clients to work on eliminating barriers to housing and successfully secure permanent housing
- Indicator: Length of time between entering program and successfully exiting program.
- Who Applied: Any client who successfully exits the program
- Time Measure: FY 18-19

b.

- Data Source: Internally created tracking sheet
- Target Goal Expectancy: No target has been established for this measure.
- Outcome: During this reporting period, no clients have completed the program.

2. Efficiency-**a. Utilization Rate of Leased Housing Units**

- Objective: Maintain a high utilization rate of leased units.
- Indicator: Number of units leased to clients
- Who Applied: All units leased under Fresno New Starts
- Time Measure: FY 18-19
- Data Source: Internally created tracking sheet
- Target Goal Expectancy: 90% occupancy
- Outcome: During this reporting period, Fresno New Starts averaged 84% occupancies of leased units. During the fiscal year, the occupancy varied from 69% to 99% occupied.



b. Cost of Program

The cost of program include rent paid to master lease units, maintain units, furnish units, and all administrative expenses including staffing and administrative overhead.

i. Objective: To provide all required services at lowest cost possible.

ii. Indicator: Cost of all services.

iii. Who Applied: All services provided in Fresno Starts.

iv. Time Measure: FY 18-19

v. Data Source: Final invoice submitted to Fresno County.

vi. Target Goal Expectancy: \$12,605.43 (total contract/ total contracted units - \$945.412/75)

vii. Outcome:

Cost Per Client	\$6,368.00
Cost Per Month of Housing	\$531.00

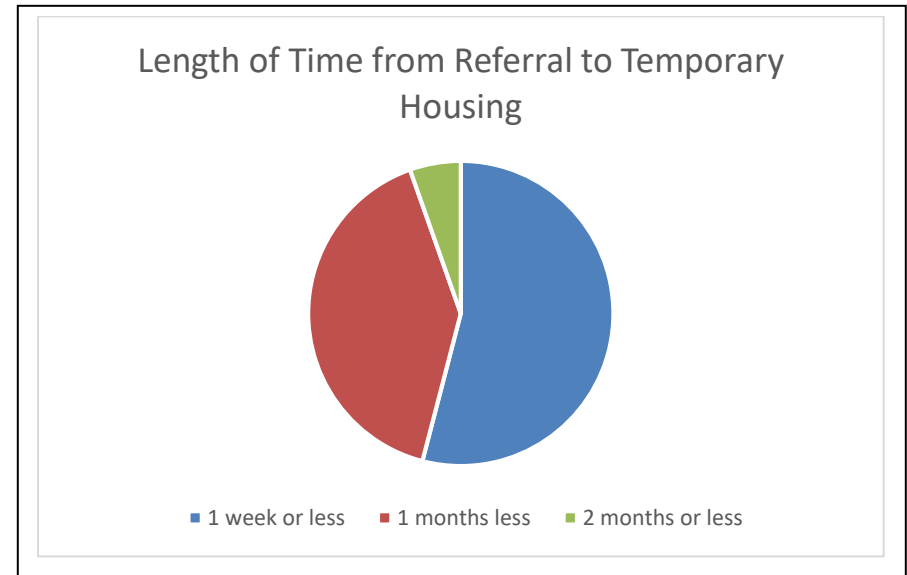
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3. Access-**a. Referral to Temporary Housing**

Measuring the length of time from Fresno New Starts receiving the referral from Fresno County DBH to the client receiving keys to temporary housing unit.

- i. Objective: House clients in the temporary units provided as part of the Fresno New Starts program.
- ii. Indicator: Number of days between receiving referral and client receiving keys to unit.
- iii. Who Applied: All referred clients from Fresno County DBH
- iv. Time of Measure: FY 18-19
- v. Data Source: Internally created tracking sheet
- vi. Target Goal Expectancy: 7 days
- vii. Outcome: Including all clients from this reporting period, the average number of days from referral to receiving keys was 16.3 days. However, 6 clients (2, clients did not have were still at a room and board and had given 30 days' notice at time of referral and 1 client was out of state, 3 were waiting for desired properties) are considered outliers. Once removing that data, the average wait was 12.2 days.



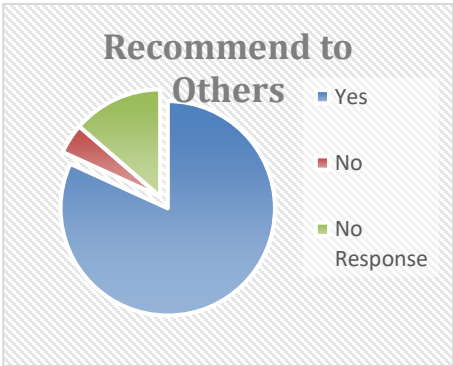
4. Satisfaction & Feedback of Persons Served & Stakeholders

a. Satisfaction Survey-

All clients participating in Fresno New Starts are asked to complete Satisfaction Survey annually related to their experience in Fresno New Starts. Surveys are provided to clients during month visits. The survey data provided is from the most recent survey completed in June 2019.

- i. Objective: Report client satisfaction with services provided by Fresno New Starts
- ii. Indicator: Responses ranged from “very poor” to “very good” for the following questions: 1. Do you feel you were treated with respect by program staff? 2. How do you rate the staff’s responses to your needs? 3. How would you rate your overall experience at this program? 4. As a result of this program, I’m better at handling my daily life? 5. Would you recommend this program to others?
- iii. Who Applied: 38 clients returned surveys (not all questions were answered on every survey)
- iv. Time of Measure: FY 18-19
- v. Data Source: Satisfaction Survey
- vi. Target Goal Expectancy: To have a majority of client’s rate “good” or “very good” in response to the above questions.

- vii. **Outcome:** The program consistently averaged a rating of 92% of respondents in a “very good” to “good” range. The program did average 5.3% of respondents rating in “poor” or “very poor” responses. Additionally, 95% of the respondents would recommend the program to others.
- *6 clients did not respond to survey and are considered outliers in these averages.



DEPARTMENT RECOMMENDATION(S):
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