

## FRESNO COUNTY MENTAL HEALTH PLAN

## OUTCOMES REPORT- Attachment A

### PROGRAM INFORMATION:

<b>Program Title:</b>	Kings View Rural Triage - West	<b>Provider:</b>	Kings View Behavioral Health
<b>Program Description:</b>	Rural Mental Health Triage Services	<b>MHP Work Plan:</b>	1—Behavioral Health Integrated Access
<b>Age Group Served 1:</b>	ALL AGES	<b>Dates Of Operation:</b>	October 1, 2015 - June 30, 2020
<b>Age Group Served 2:</b>		<b>Reporting Period:</b>	July 1, 2019 - June 30, 2020
<b>Funding Source 1:</b>	Prevention (MHSA)	<b>Funding Source 3:</b>	Early Intervention (MHSA)
<b>Funding Source 2:</b>	Medical FFP	<b>Other Funding:</b>	

### FISCAL INFORMATION:

<b>Program Budget Amount:</b>	\$1,193,388.00	<b>Program Actual Amount:</b>	\$968,718.66
<b>Number of Unique Clients Served During Time Period:</b>	324		
<b>Number of Services Rendered During Time Period:</b>	419		
<b>Actual Cost Per Client:</b>	\$2,989.87		

### CONTRACT INFORMATION:

<b>Program Type:</b>	Contract-Operated	<b>Type of Program:</b>	Other, please specify below
<b>Contract Term:</b>	10/1/2015 – 6/30/2021	<b>For Other:</b>	Crisis Intervention Mental Health Services
		<b>Renewal Date:</b>	June 30, 2021

**Level of Care Information Age 18 & Over:**

**Level of Care Information Age 0- 17:**

The levels of care shown above do not apply. This program provides crisis intervention services along with short-term case management in order to link individuals to appropriate and effective mental health treatment services.

### TARGET POPULATION INFORMATION:

**Target Population:** Rural Triage services may include, but are 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 other 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 person served has been assessed and it's determined that they would benefit from linkage to local resource(s), Kings View works with the person served and their families (permission is required for adults) and community agencies. By collaborating with other agencies such as Turning Point, West Care, Valley Health Team, United Health Centers, Exodus, the Housing Authority, room and board facilities, board and care facilities, the Social Security Administration, local law enforcement, Kings View is committed to working together in order to provide the best support and services needed for the wellness and recovery of persons served and their families.

**Integrated Services Experience:**

Kings View utilizes a wellness and recovery-based approach, including those with co-occurring disorders, to provide integrated clinical/case management services to the community members and families of rural Fresno County. Kings View is committed to using appropriate evidence-based approaches to meet the various needs of the community. Kings View provides services regardless of race, religion, culture, gender, belief systems or the ability to pay for services. Every effort is made to engage in the persons served'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:**

FY 2019-20 Outcomes

From the beginning of the crisis, Kings View meets the person served where they are at. Knowing that resiliency is innate and cross-cultural, Kings View assists the person served in identifying, nurturing and building on their own resiliency. The focus is on supporting the person served to manage their behavioral health challenges which affect their daily living in their community. Kings View uses evidence-based models and approaches in our resiliency, recovery-focused services.

**Access to underserved communities:**

By traveling to and co-locating with law enforcement in the rural cities of Fresno County, Kings View is able to provide immediate crisis assessment, use deescalation skills and techniques, conduct safety plans, and provide linkages and follow-up in efforts to reduce the number of 5150 holds 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

The goal is to provide rural crisis triage staff consultation services in the rural Western Fresno County cities of Firebaugh, Mendota, Kerman, San Joaquin, Huron and Coalinga. These services are provided by interagency coordination between behavioral health and law enforcement to identify, triage, assess, and link or reconnect persons served and their family to behavioral health direct services and support with the goal of mitigating unnecessary use of law enforcement agencies' staff time, resources and funds. The included FY 19-20 Quality Improvement Workplan Summary was developed to track and report progress towards goals met and to assess performance for the identified indicators. Please see attached QWP.

**DEPARTMENT RECOMMENDATION(S):**

# RURAL TRIAGE - West

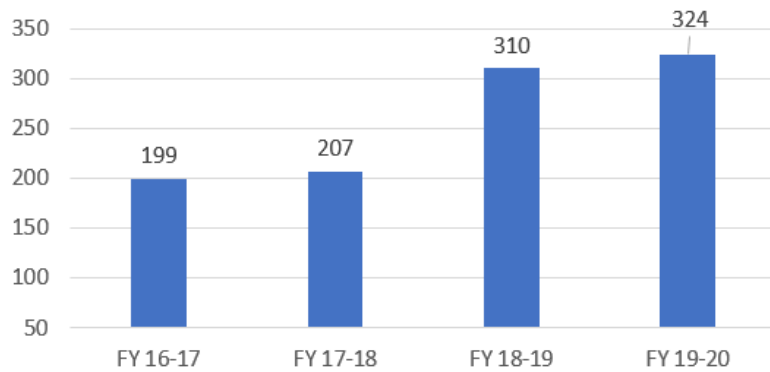
## Quality Improvement (QI) Workplan Summary

FY 19-20 (July - June)

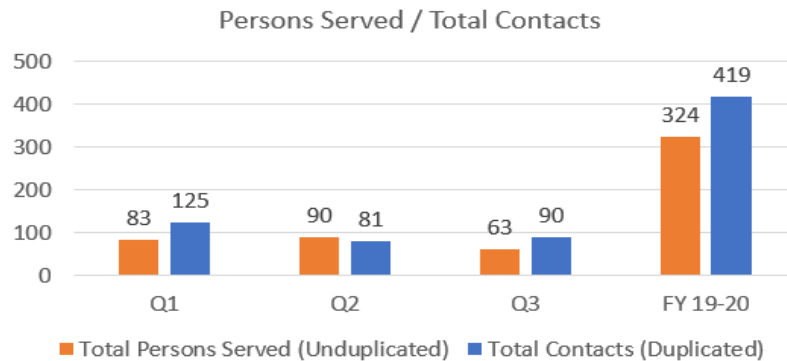
### I. Key Performance Indicators

#### Key Performance Indicators & Demographics

##### Unique Client Contacts, N= 324



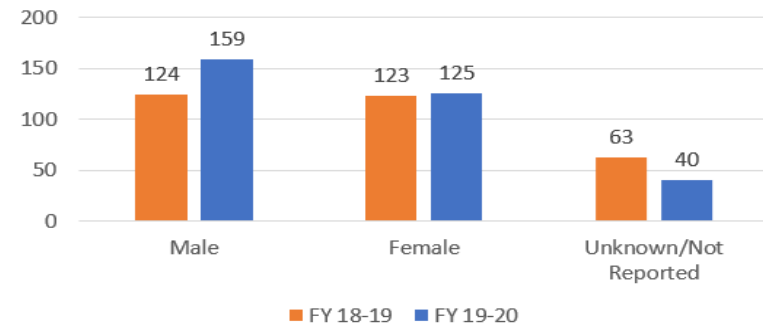
##### Total Client Contacts, N = 419



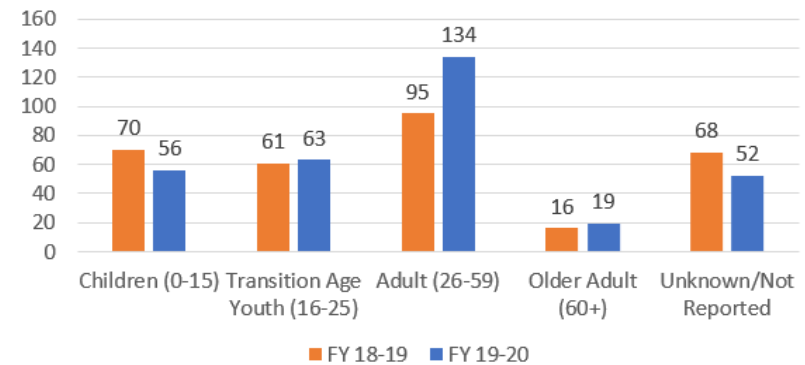
Data Source: Rural Triage Client Tracking Log

##### Number of Men Served, N = 159

##### Women Served, N = 125



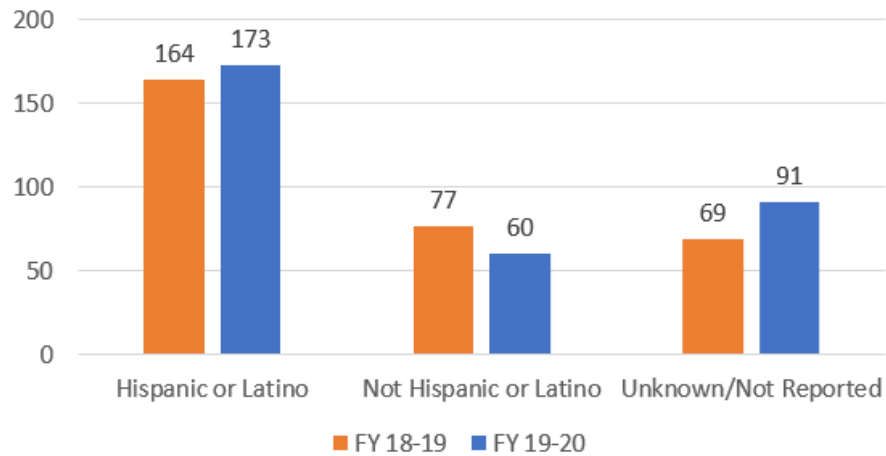
##### Age Group



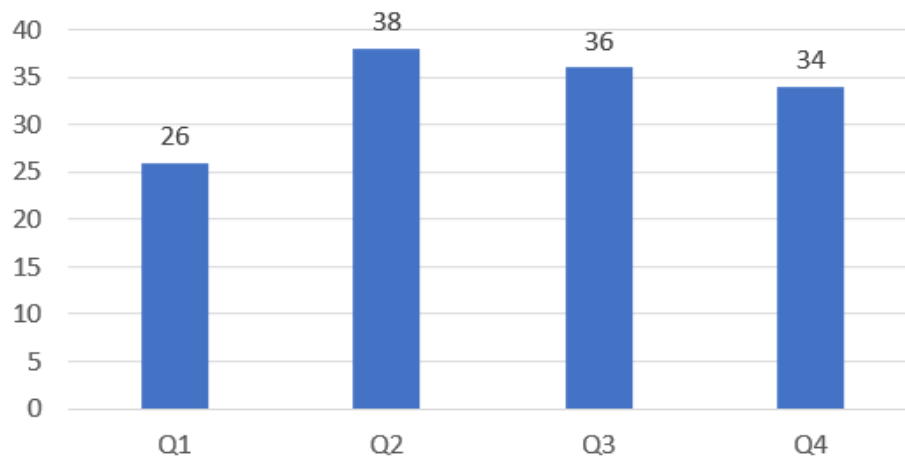
Data Source: Rural Triage Client Tracking Log

## Key Performance Indicators & Demographics

### Ethnicity

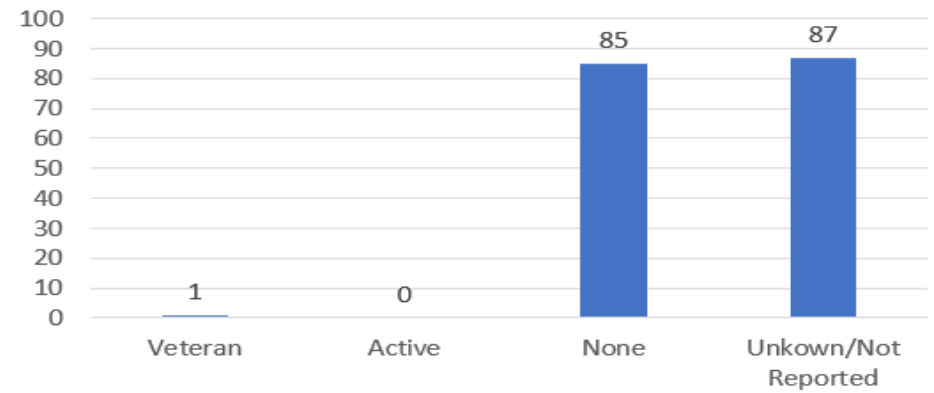


### Hospitalizations, N=134

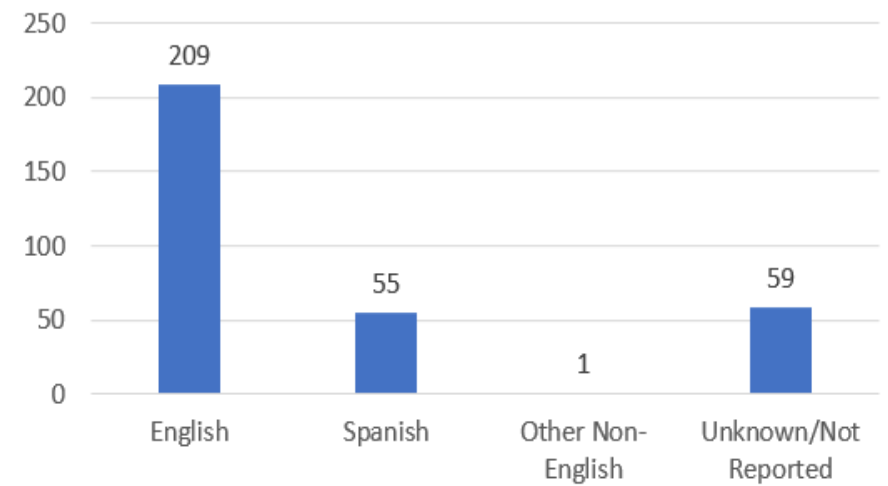


Data Source: Rural Triage Client Tracking Log

### Veteran Status, N = 1

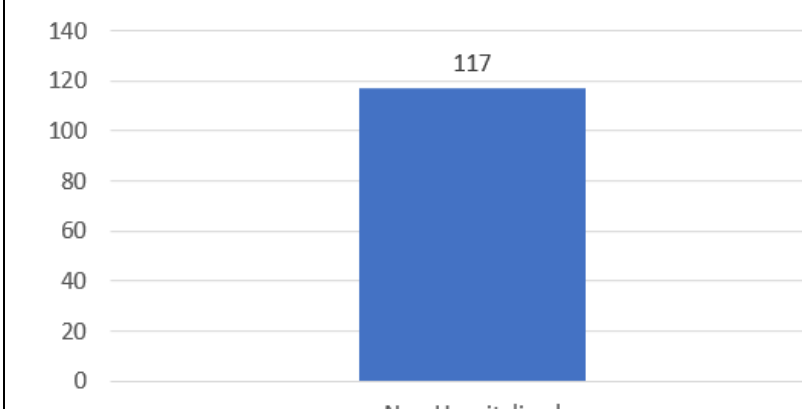


### Language



Data Source: Rural Triage Client Tracking Log

## II. Program Outcome Measures & Goals

Indicators	Goals	Domain	Activities	Performance Measures										
Service Access- Increase in Services Provided	Increase in Total number of Services Provided to Rural Clients	Access	Collaboration and Co- locating with additional police departments to include Kerman PD, Providing additional training to staff on Linkages and Case Management.	<p>Percentage Increase in access to services for Rural Clients; FY 18-19, N= 324 <b>Target Goal Met</b></p>  <table><tr><th>Fiscal Year</th><th>Value</th></tr><tr><td>FY 16-17</td><td>199</td></tr><tr><td>FY 17-18</td><td>207</td></tr><tr><td>FY 18-19</td><td>310</td></tr><tr><td>FY 19-20</td><td>324</td></tr></table> <p>Data Source: Kings View Rural Triage Log</p>	Fiscal Year	Value	FY 16-17	199	FY 17-18	207	FY 18-19	310	FY 19-20	324
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Psychiatric Holds (5150) – Reduction in Hospitalizations	40% of Crisis Assessments will result in a Safety Plan/ Non- Hospitalization	Effectiveness	<p>Crisis Co Responders received training in Safety Planning and Self Harm Reduction.</p> <p>Crisis Co Responders will intervene and deescalate in order to safety plan with the clients.</p>	<p>Percentage of Crisis Assessments that resulted in a safety plan/ Non-Hospitalization; FY 19-20, N=117/251, 46.61%. <b>Target Goal Met.</b></p>  <table><tr><th>Category</th><th>Value</th></tr><tr><td>Non-Hospitalized</td><td>117</td></tr></table> <p>Data Source: Kings View Rural Triage Log</p>	Category	Value	Non-Hospitalized	117						
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Non-Hospitalized	117													

Indicators	Goals	Domain	Activities	Performance Measures												
2.3 Stakeholder Satisfaction – Services Provided	80% of Stakeholders (Law Enforcement) reported a positive score (Strongly Agree + Agree) that services provided were useful, reliable and of high quality	Satisfaction and Feedback	Distribute and Collect Stakeholder Satisfaction Surveys. Analyze data to assess performance and identify areas for program improvement.	<p>Percentage of stakeholders who responded “Agree” or “Strongly Agree” that services were useful, reliable, and of high quality.</p> <p>N= 29/29, 100% <b>Target Met</b></p> <table><thead><tr><th>Response</th><th>Percentage</th></tr></thead><tbody><tr><td>Strongly agree</td><td>72.41%</td></tr><tr><td>Agree</td><td>27.59%</td></tr><tr><td>Neither agree nor disagree</td><td>0.00%</td></tr><tr><td>Disagree</td><td>0.00%</td></tr><tr><td>Strongly disagree</td><td>0.00%</td></tr></tbody></table> <p>Data Source: Stakeholder Survey Results</p>	Response	Percentage	Strongly agree	72.41%	Agree	27.59%	Neither agree nor disagree	0.00%	Disagree	0.00%	Strongly disagree	0.00%
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2.4 Stakeholder Satisfaction – Recommend Crisis Intervention Team Clinician	80% of stakeholders (Law Enforcement) who reported a positive score (Strongly Agree + Agree) they would recommend Kings View Crisis Intervention Team Clinician for future MH related calls.	Satisfaction and Feedback	Distribute and Collect Stakeholder Satisfaction Surveys. Analyze data to assess performance and identify areas for program improvement.	<p>Percentage of stakeholders who responded “Agree” or “Strongly Agree” they would recommend Kings View Crisis Intervention Team Clinician for future MH related calls.</p> <p>N= 29/29, 100%, <b>Target Met</b></p> <table><thead><tr><th>Response</th><th>Percentage</th></tr></thead><tbody><tr><td>Strongly agree</td><td>82.76%</td></tr><tr><td>Agree</td><td>17.24%</td></tr><tr><td>Neither agree nor disagree</td><td>0.00%</td></tr><tr><td>Disagree</td><td>0.00%</td></tr><tr><td>Strongly disagree</td><td>0.00%</td></tr></tbody></table> <p>Data Source: Stakeholder Survey Results</p>	Response	Percentage	Strongly agree	82.76%	Agree	17.24%	Neither agree nor disagree	0.00%	Disagree	0.00%	Strongly disagree	0.00%
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