

# FRESNO COUNTY MENTAL HEALTH PLAN

# OUTCOMES REPORT- Attachment A

## PROGRAM INFORMATION:

<b>Program Title:</b>	California Psychological Institute	<b>Provider:</b>	California Psychological Institute
<b>Program Description:</b>	Outpatient specialty mental health services for children and youth with serious emotional disturbances and parents with a serious mental illness and court-specific services to children and families in Fresno County's Child Welfare Services system.	<b>MHP Work Plan:</b>	4-Behavioral health clinical care
<b>Age Group Served 1:</b>	ADULT	<b>Dates Of Operation:</b>	2001 - Current
<b>Age Group Served 2:</b>	CHILDREN	<b>Reporting Period:</b>	July 1, 2019 - June 30, 2020
<b>Funding Source 1:</b>	Medical FFP	<b>Funding Source 3:</b>	Other, please specify below
<b>Funding Source 2:</b>	EPSDT	<b>Other Funding:</b>	DSS

## FISCAL INFORMATION:

<b>Program Budget Amount:</b>	\$4,750,000	<b>Program Actual Amount:</b>	\$3,748,492.68
<b>Number of Unique Clients Served During Time Period:</b>	1,074		
<b>Number of Services Rendered During Time Period:</b>	24,630		
<b>Actual Cost Per Client:</b>	\$3,490.22		

## CONTRACT INFORMATION:

<b>Program Type:</b>	Contract-Operated	<b>Type of Program:</b>	Outpatient
<b>Contract Term:</b>	07/01/2019 – 06/30/2022 plus two optional 1-year extensions	<b>For Other:</b>	
		<b>Renewal Date:</b>	7/1/2022
<b>Level of Care Information Age 18 &amp; Over:</b>	Medium Intensity Treatment (caseload 1:22)		
<b>Level of Care Information Age 0- 17:</b>	Outpatient Treatment		

## TARGET POPULATION INFORMATION:

<b>Target Population:</b>	Children, youth, parents, guardians, and foster parents of children with an open Child Welfare case. This target population includes children and youth referred to in the Katie A. Settlement Agreement as members of "class" and "subclass."
---------------------------	--

## 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

Cultural Competency

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

Integrated service experiences

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

CPI has a culturally diverse staff, in order to meet the needs of our clients. Our staff turnover is low, as we invest in staff development to create a supportive environment. We also do multiple cultural competency information trainings every year. Our services are geared towards continuity of care for each of our clients and include a seamless coordination between all agencies and people involved in each client's life. We offer multiple services under one roof, allowing our staff to work together at the same time; making it easier for clients to access and receive multiple services. All goals are developed with the client and their family to assure that the client has ownership and control of their own healing.

**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

**Effectiveness of Services:**Discharged For Non-compliance

- (1) Indicator – A client that is discharged for non-compliance is defined as a client that is not willing to comply with services and not consistently participating with services. A client that is non-compliant is less likely to make progress towards meeting their treatment goals. Each client has their own requirements for compliance that are discussed and agreed upon during assessment and continuously throughout treatment with their therapists. Some examples of non-compliance can be excessive no-shows to prearranged appointments without communicating with CPI staff, or an excessive amount of time without contacting CPI staff to discuss attendance or treatment plans. Prior to discharge, efforts also made with county Social Workers, for additional assistance.
- (2) Who Applied - All clients (adults and minors) discharged from services at CPI.
- (3) Time of Measure - Fiscal year 2019-20
- (4) Data Source – An internal tracking spreadsheet updated by our support staff to categorize every discharged client.
- (5) Objective (Goal) – Less than 25% of the clients discharged from CPI's program will be discharged unsuccessfully.
- (6) Outcome - **Of total discharges for FY 2019-20, only 19% were discharged for non-compliance. For a total of 70 clients discharged for non-compliance, 21 were minors, between one and 17 years old, and 49 were adults.**

Decrease in Risky Behavior

- (1) Indicator –Risky behavior is defined as self-harm, substance abuse, unsafe sexual behavior, etc. The benefits of our adult clients having a decrease in risky behavior suggests that a parent is able to provide a stable and consistent environment for their children. An adult having a decrease in risky behavior also supports emotional and developmental growth for their child.
- (2) Who Applied - All Adult parent clients engaged in services at CPI.
- (3) Time of Measure - Fiscal year 2019-20
- (4) Data Source – An internal tracking spreadsheet updated by our support staff to categorize every discharged client.
- (5) Objective (Goal) – No more than 15% of CPI's adult clients in treatment will report an increase in risky behavior.
- (6) Outcome – **Only 11% of CPI's Adult clients reported an increase of risky behavior while engaged in services with CPI, meaning 89% had stability or exhibited a decrease in risky behavior.**

## Efficiency of Services:

### Billable Services

- (1) Indicator: CPI is contracted with the Department of Social Services and the Department of Behavioral Health to provide specialty mental health services to families involved in Child Welfare. CPI has an allotted amount of money allocated to provide the maximum amount of services.
- (2) Indicator – All services provided under contract during FY 2019-20 (\$4,750,000 budgeted) .
- (3) Time of Measure – Fiscal year 2019-20
- (4) Who Applied – The amount of allocated funds billed for the Fiscal year 2019-20 contract.
- (5) Data Source - Billable services report pulled from CPI's Electronic Health Record, Exym.
- (6) Objective (Goal)– To bill a minimum of 75% of our county contract while providing the maximum amount of services allowed (even with 3 months of the FY being affected by COVID-19).
- (7) Outcome – **CPI billed 79% (\$3,748,492.68) of the FY 2019-20 contract.**

## Access to Services:

### Standard Referrals

- (1) Indicator – A standard referral is defined as a client referred by the Child Welfare Mental Health Team from the Department of Social Services who is not categorized as a crisis referral.
- (2) Who Applied – All standard referrals received from the Department of Social Services via the Child Welfare Mental Health Team.
- (3) Time of Measure – Fiscal year 2019-20
- (4) Data Source - An internal tracking spreadsheet updated by our intake coordinator, tracking date of referral and number of days from referral to mental health assessment dates offered and scheduled.
- (5) Objective (Goal)– On average, standard referrals will be offered and/or scheduled for their mental health assessment the recommended time frame (10 business days).
- (6) Outcome – **CPI received a total of 989 standard referrals: 636 Minors and 353 Adults. On average, standard clients were offered and/or scheduled for their mental health assessment in 7.39 days**

### Crisis Referrals

- (1) Indicator – A crisis referral is defined as a client in imminent risk of suicide and/or self-mutilation/harm (current expression of suicidal or homicidal ideation), currently at risk of harm to others (repeated patterns of aggressive behaviors), significant behavior concerns that put their current living arrangement at imminent risk, history of significant mental health issues (hallucinations, delusions), or past attempts at suicide. Even though CPI does not receive a considerable amount of crisis referrals, they are prioritized due to the severity of symptoms.
- (2) Who Applied – All crisis referrals received from the Department of Social Services via the Child Welfare Mental Health Team.

- (3) Time of Measure – Fiscal Year 2019-20
- (4) Data Source -- An internal tracking spreadsheet updated by our intake coordinator, tracking date of referral and number of days from referral to mental health assessment dates offered and/or scheduled.
- (5) Objective (Goal) -- All crisis referrals will be offered and/or scheduled for their mental health assessment within the recommended time frame (3 business days).
- (6) Outcome – **CPI received a total of 15 crisis referrals. All were minors, aged 7-17 years old. On average, crisis clients were offered and/or scheduled for their mental health assessment in 2 days.**

### Satisfaction & Feedback:

#### Client Satisfaction: Accessibility of Services

- (1) Indicator – Client satisfaction of accessibility of services from CPI, as it pertains to receiving services at their preferred time, day and location.
- (2) Who Applied – All active clients.
- (3) Time of Measure – Fiscal year 2019-20
- (4) Data Source – Client Satisfaction Survey administered to active clients on a quarterly basis. Every client aged 13 and over completed the survey themselves. Care providers completed the survey for clients under the age of 13. In addition a client care survey was given during COVID-19 shelter-in-place, to make sure they were satisfied with the services they were receiving through telehealth and phone calls.
- (5) Objective (Goal) – A minimum of 90% of CPI's clients will report an overall satisfaction of accessibility of services from CPI, as it pertains to receiving services at their preferred time, day and location.
- (6) Outcome – **A total of 364 clients completed CPI's satisfaction survey; of which 97% reported an overall satisfaction with their accessibility of services from CPI, as it pertains to receiving services at their preferred time, day and location.**

#### Client Satisfaction: Services Received

- (1) Indicator – Client satisfaction of services received from CPI.
- (2) Who Applied – All active clients.
- (3) Time of Measure – Fiscal year 2019-20
- (4) Data Source – Client Satisfaction Survey administered to active clients on a quarterly basis. Every client aged 13 and over completed the survey themselves. Care providers completed the survey for clients under the age of 13.
- (5) Objective (Goal) – A minimum of 90% of CPI's clients will report that the mental health services received at CPI have helped them with their life goals.
- (6) Outcome – **A total of 204 clients completed CPI's satisfaction survey; of which 92% reported that the mental health services at CPI have helped them with their life goals.**

***\*\*Responses received from the Satisfaction surveys can be seen below:***

- I am able to schedule appointments on a time/day that works for me: **91% Strongly Agreed or Agreed**
- I always receive a confirmation call about my appointments: **91% Strongly Agreed or Agreed**
- CPI staff speaks to me in a way I understand: **95% Strongly Agreed or Agreed**
- My therapist treats me with respect: **96% Strongly Agreed or Agreed**
- My therapist is interested and concerned in my well-being: **93% Strongly Agreed or Agreed**
- My therapist listens to what I have to say: **96% Strongly Agreed or Agreed**
- My therapist asks me what I want/need: **95% Strongly Agreed or Agreed**
- My therapist makes me feel comfortable: **96 % Strongly Agreed or Agreed**
- I'm learning skills or approaches that help me (my child): **91% Strongly Agreed or Agreed**
- I helped in choosing my (child's) treatment goals and services: **92% Strongly Agreed or Agreed**

**When asked "What do you like best about CPI":**

- How friendly everyone is; mine and my child's therapist is great and I feel things have improved
- accessibility
- always on time and pleasant
- Being with my therapist (Rosa)
- Communication
- confirmation calls
- CPI helps me at school
- Everyone is nice here
- Everything
- everything is excellent
- everything is fine
- everything, the people
- everything. thank you for everything
- flexibility
- Friendly
- friendly environment
- friendly help children that ill. bring end always
- friendly people

- Good communication
- Good people
- great communication, very friendly, my daughter enjoys the time and patience of her therapist.
- how friendly they are to people
- how nice and prompt it is
- how they communicate with the children. Genuine concern for child's welfare
- how they take their time in working with Dominga
- i can talk about stuff that i never shared before
- I can talk to someone
- I come to my house and always friendly and always up on reminding call.
- I have a cool person to talk too
- I have dealt with 5 CPI workers and overall I noticed that they are all dedicated in getting the right treatment for my kids.
- I like how CPI will talk to me about my concerns or needs
- i like how nice and respectful the staff are when communicating, and how much my therapist is willing to help me.
- I like how they help me with our problem
- I like how they play games with you and talk with about the problems you are having.
- I like that everyone treats me as their friend
- I like that i get to see my therapist and give her hugs. and talk to her about how im truly feeling
- I like the atmosphere; people
- I like the snacks and staff
- I love it; everyone is friendly and respectful and i feel very welcomed here.
- I love my doctor and my therapist so much
- I love the professionalism and Marci the therapist
- I talk to people and share my thoughts
- It's clean and has a tv for the kids and friendly and nice
- its helping me
- its like a get away from my stress
- just everything there is excellent
- kind and friendly staff
- love to talk

- Most of the staff is understanding and patient
- my child's therapist helps me better understand where he might be coming from & provides helpful ways of thinking about and dealing with his behavior
- my granddaughters home visits appointments and the companies reminder
- my son's therapist is very patient, very open, and caring with my needs and my son's needs.
- my therapist helps me a lot
- nice office; great therapist
- nice people; good service
- nice staff
- Open-Ended Response
- patients and scheduling accommodations
- que desde que yo yegu aqui no st mi josgo pov mi problemas se enfocaron en ayudarme
- que me ofrecieron ayuda y me dejan decidir si quiero la aguda, la facilidad que dan para la terapia
- que todo esta en orden y me ayuda a entenderme mejor
- releasing my feelings
- seem helpful
- she listens to me and does eye contact
- she understands me and I can talk to her like a friend
- Shows respect with the child
- some therapist can go into the community. services (therapy; psychiatry; etc)
- Son enjoys session
- staff
- Tara and Martha (my therapist and CCC)
- That he talks about what's going on and we get to have fun
- that patients are taught skills to deal with the child's everyday challenges
- that there are nice and they always call me for my appointment
- that they are kind and helpful
- that they are very comforting
- that they help a lot
- the communication between my son's therapist and I
- the counselor comes to me way less of a hassle
- The environment



- the friendliness
- The friendly staff
- the front office and doctor staff is especially helpful
- the help
- The kindness of the staff
- the medication
- the people at CPI are nice
- the people here are kind
- the positivity
- the professionalism and staff- the positive outcomes
- the services
- the staff
- the staff! very friendly
- the therapist comes to our home to provide the services.
- the therapist Daryl. the information provided
- the therapists
- the waiting room is nice
- there always helpful
- there are people who care
- There employees
- there nice, they care, and listen
- They are always there for you when you need it.
- they are nice and friendly
- they are very professional and understanding. Help remind me of appointments
- they ask about what concerns the group home/client have
- they can make home visits and Amy really helps me with my anxiety she is great. and a great help
- They care about my well being
- they come out to me where ever I may be
- They come to my house
- they come to you which is awesome
- they don't share what is talked about
- they dont make you feel crazy even though they most likely think it

- they help me and talk to me
- they help me talk about things when i'm stressed
- they help me with my problems
- They help me with my problems.
- they help the best way they can
- they keep me in the loop.
- they listen to my concerns
- time they work
- understanding. friendly therapist
- very professional
- We love our therapist. she is truly here for the kids
- what i like about CPI is the staff here is nice

**When asked "What do you like least about CPI":**

- all good
- bathrooms arent always clean – *CPI RESPONSE - CPI got a new janitorial Company*
- Dr. Tyler
- everything is fine
- everything is perfect
- far away from house
- how far out it is; especially when it comes to taking the bus
- I cant say that I dislike anything or like something the least
- i dont have any problems with CPI
- I dont have anything not to like
- I like best about cpi is that they understand what you have been going through.
- i like everything and there is nothing i dislike
- i like it all
- I'm not sure
- it is far from where we live
- its far
- its hard to get there sometimes
- Later time for appointments

- Location
- location its way out on Herndon
- nothing
- nothing about it
- nothing its a good services
- nothing; great place
- Return of Phone calls is not prompt
- she hears me out. good advise and skills
- Some of the activities they do
- some people make me do paperwork. I dont like when my therapist misunderstands a lot of times.
- sometimes its difficult to see the doctor
- sometimes the kids are loud
- That it is like a maze
- That its far from Clovis
- the confidentiality
- the little time we have
- the long drive
- the water cups can be a little bigger
- There is nothing that I hate about CPI
- there is so many appointments
- They do not always return calls
- todo esta bien
- we don't always get snacks

### DEPARTMENT RECOMMENDATION(S):

[Click here to enter text.](#)