

FRESNO COUNTY
DEPARTMENT OF BEHAVIORAL HEALTH

OUTCOMES REPORT
CHIP Independent Living Association- Fresno County

PROGRAM INFORMATION:

Program Title:	Independent Living Association – Fresno County (ILA-FC)	Provider:	Department of Behavioral Health
Program Description:	Create a quality improvement program that will increase the housing capacity for individuals living with mental illness who utilize DBH services; in particular housing capacity as it relates to owners/operators of “room and board” housing in Fresno County.	MHP Work Plan:	5-Infrastructure and support
Age Group Served 1:	ADULT	Dates Of Operation:	October 2018 - Current
Age Group Served 2:		Reporting Period:	July 1, 2019- June 30, 2020
Funding Source 1:	Early Intervention (MHSA)	Funding Source 3:	
Funding Source 2:	Other, please specify below	Other Funding:	

FISCAL INFORMATION:

Program Budget Amount:	\$400,000.00	Program Actual Amount:	\$263,044.57
-------------------------------	--------------	-------------------------------	--------------

Number of Unique Clients Served During Time Period:

The ILA-FC program does not provide direct services. For reporting purposes clients are defined as the number of independent living home operators that joined the association.

As of June 30, 2020 the ILA-FC had three member operators.

Number of Services Rendered During Time Period:

- 547 outreach efforts conducted
- 8 Peer Review and Accountability Team visits
- 3 ILA-FC member operators
- 1 web based directory
- 16 education courses held
 - 141 course attendees

TARGET POPULATION INFORMATION:

Target Population: The ILA-FC is designed to serve adults (18+) landlord operators/owners of independent living homes, also referred to as room and boards, who provide shared housing for adults (18+) living with mental illness in Fresno County.

CORE CONCEPTS:

1. **Education and Training:** The ILA-FC provides a suite of education and training courses specifically for independent living operators, tenants, and community members. The goal of the education and training is to teach adult learners best practices to successfully house adults living with mental illness.
2. **Online Directory:** The ILA-FC directory displays unbiased information about independent living homes in Fresno County that adhere to the ILA quality standards. The directory is an online searchable platform used to market and promote high quality independent living homes.
3. **Peer Review and Accountability Team (PRAT):** Each member of the ILA-FC will receive annual home visits to support them in their pursuit of quality shared housing.
4. **Advocacy:** The ILA-FC monitors legislation and policies to support the rights of independent living operators, tenants, and local government offices.

Please select core concepts embedded in services/ program:

(May select more than one)

Community collaboration

Please describe how the selected concept (s) embedded :

- ILA-FC staff convened 13 Work Team meetings of diverse stakeholders to help guide the development of the ILA-FC program.

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

Effectiveness Goal One

Goal: To outreach and recruit potential or existing independent living home operators in Fresno County to join the ILA- Fresno County

Indicator: Number of outreach efforts to potential or existing independent living home operators

Outreach Efforts to Potential or Existing Independent Living Home Operators															
Month	Telephone Call		Text Message		Email		Face-to-face		Mail		Inbound communication*		Large distribution**		Total
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
July 2019	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0	N/A	0
August 2019	44	52%	0	0%	37	44%	1	1%	1	1%	2	2%	0	0%	85
September 2019	21	27%	0	0%	22	28%	1	1%	3	4%	28	35%	4	5%	79
October 2019	16	18%	4	4%	34	37%	0	0%	0	0%	33	36%	4	4%	91
November 2019	3	7%	2	5%	20	49%	1	2%	0	0%	13	32%	2	5%	41
December 2019	3	9%	1	3%	13	41%	1	3%	0	0%	10	31%	4	13%	32
January 2020	10	22%	2	4%	12	26%	1	2%	0	0%	20	43%	1	2%	46
February 2020	29	48%	4	7%	10	17%	2	3%	1	2%	12	20%	2	3%	60
March 2020	21	57%	0	0%	3	8%	2	5%	0	0%	7	19%	4	11%	37
April 2020	13	39%	1	3%	12	36%	0	0%	0	0%	3	9%	4	12%	33
May 2020	7	30%	3	13%	0	0%	0	0%	0	0%	5	22%	8	35%	23
June 2020	7	35%	2	10%	5	25%	0	0%	0	0%	2	10%	4	20%	20
Total	174	32%	19	3%	168	31%	9	2%	5	1%	135	25%	37	7%	547

*Inbound communication is communication that ILA-FC staff receive without reaching out

**Large distribution is a mass email communication that is sent out

Who applied: Potential or existing independent living home operators in Fresno County

Time measure: July 1, 2019- June 30, 2020

Data source: Internal communication log completed by ILA-FC program staff

Target goal expectancy:

- To build and maintain rapport with ILA-FC applicants and members
- To increase attendance for ILA-FC offered courses
- To increase the awareness and knowledge of the ILA program in Fresno County

Effectiveness Goal Two

Goal: To uphold the ILA-FC's eight quality standards through Peer Review and Accountability Team home visits

Background: A fundamental component to the ILA-FC are the quality standards that establish expectations for independent living operators. To become a member of the ILA-FC an independent living home has to pass an Initial Peer Review and Accountability Team (PRAT) home visit and an Annual PRAT visit each year after. Each PRAT member is given a checklist with indicators based on the ILA's eight quality standards to guide the visit. It is important to note that if an independent living home does not pass the PRAT visit on the first attempt, ILA-FC program staff work with the operator until the quality standards are met.

The first Operations Course took place in September 2019 and must be completed before a PRAT is scheduled, so PRATs were not offered until September 2019. Due to COVID-19, PRAT visits have been conducted virtually since April 2020.

Indicators:

- Total number of PRAT visits completed
 - Number of Initial PRAT visits completed
 - Number of Annual PRAT visits completed
- Pass rate of completed PRAT visits

Peer Review and Accountability Team Visits						
Month	Initial		Annual		Total	Pass Rate
	Pass	Fail	Pass	Fail		
July 2019	0	0	0	0	0	N/A
August 2019	0	0	0	0	0	N/A
September 2019	0	0	0	0	0	N/A
October 2019	1	0	0	0	1	100%
November 2019	0	0	0	0	0	N/A
December 2019	1	2	0	0	3	33%
January 2020	0	4	0	0	4	0%
February 2020	0	0	0	0	0	100%
March 2020	0	0	0	0	0	N/A
April 2020	0	0	0	0	0	N/A
May 2020	0	0	0	0	0	N/A
June 2020	0	0	0	0	0	N/A
Total	2	6	0	0	8	25%

Who applied: ILA-FC applicants and member operators

Time measure: July 1, 2019- June 30, 2020

Data source: Internal PRAT documentation log completed by ILA-FC program staff

Target goal expectancy:

- To provide independent living home operators with information about the quality of their home(s)

2. Efficiency

Efficiency Goal One

Goal: To increase the number of quality independent living homes in Fresno County

Indicators:

- Number of independent living homes

- Number of beds
- Number of operators

Independent Living Association- Fresno County Membership			
Month	Number of Independent Living Homes	Number of Beds	Number of Operators
July 2019	0	0	0
August 2019	0	0	0
September 2019	0	0	0
October 2019	1	6	1
November 2019	0	0	0
December 2019	1	8	1
January 2020	0	0	0
February 2020	0	0	0
March 2020	3	20	1
April 2020	0	0	0
May 2020	0	0	0
June 2020	0	0	0
Total	5	34	3

Who applied: Independent living operators in Fresno County

Time measure: July 1, 2019- June 30, 2020

Data sources:

- ILA-FC membership application
- Internal membership documentation Excel workbook completed by ILA-FC program staff

Target goal expectancy:

- To raise the living standards for tenants living in independent living homes in Fresno County
- To provide an unbiased resource for independent living operators in Fresno County

3. Access

Access Goal One

Goal: To create a central web based directory of ILA-FC member independent living homes

Background: The ILA California website was launched on February 1, 2020.

Indicators:

- Pageviews: Pageviews is the total number of pages viewed. Repeated views of a single page are counted.
- Bounce rate: The percentage of single-page sessions in which there was no interaction with the page. A bounced session has a duration of 0 seconds.
 - A bounce rate should not be higher than 55%
 - A bounce rate of 40% or less is considered excellent

ILA Directory and Website		
Quarter	Pageviews	Bounce Rate
FY 19-20 Q1 (July 2019- September 2019)	N/A	N/A
FY 19-20 Q2 (October 2019- December 2019)	N/A	N/A
FY 19-20 Q3 (January 2020- March 2020)	1522	67.45%
FY 19-20 Q4 (April 2020- June 2020)	1034	63.2%

Who applied: Website visitors, which includes but is not limited to: potential or existing independent living home operators, individuals looking for housing, family members of individuals looking for housing, community service providers (i.e., case managers), etc.

Time measure: July 1, 2019- June 30, 2020

Data Source: Google Analytics

Target goal expectancy:

- To provide the Fresno County community with an easily accessible list of quality independent living homes

4. Satisfaction & Feedback Of Persons Served & Stakeholder

Satisfaction & Feedback Of Persons Served & Stakeholder Goal One

Goal: To create and maintain a professional membership association that provides independent living home operators in Fresno County with resources to successfully run their business

Background: Each fiscal year an operator satisfaction survey is administered to each ILA-FC member operator. The survey is optional and asks respondents to rate their overall satisfaction with the ILA-FC on a five point Likert scale. “Very satisfied” is the highest score a respondent can select.

Indicator: Percentage of ILA-FC operators that are “very satisfied” with membership

Independent Living Association- Fresno County Member Satisfaction		
Month	Number of Surveys Completed	% Very Satisfied
July 2019	0	N/A
August 2019	0	N/A
September 2019	0	N/A
October 2019	1	100%
November 2019	0	N/A
December 2019	2	100%
January 2020	1	100%
February 2020	0	N/A
March 2020	0	N/A
April 2020	0	N/A
May 2020	0	N/A
June 2020	0	N/A
Total	4	

Who applied: ILA-FC member independent living home operators

Time measure: July 1, 2019- June 30, 2020

Data Source: Operator satisfaction survey administered via Microsoft Forms

Target goal expectancy:

- To gather information from operators on how to improve the ILA-FC program

Satisfaction & Feedback Of Persons Served & Stakeholder Goal Two

Goal: To provide operators and the community with education and training opportunities related to independent living homes

Background: The ILA-FC provides education and training opportunities for potential or existing independent living home operators, tenant and community members. The Operations Course provides a robust overview on how to successfully operate an independent living home. It is required an operator take this course to become a member of the ILA-FC. Additional course topics include: budgeting, pest prevention, tenants' rights, etc. A course evaluation is administered at the end of each course. The evaluation asks respondents to rate their overall satisfaction with the course on a five point Likert scale. "Very satisfied" is the highest score a respondent can select.

Indicator: Percentage of course attendees are "very satisfied" with the course

Training and Education				
Date	Topic	Location	Attendance	% Very Satisfied
Friday, September 6, 2019	Operations Course	Bitwise South Stadium	16	100% (6/6)
Friday, October 4, 2019	Operations Course	CVHPI	10	100% (7/7)
Thursday, October 31, 2019	PRAT Training	Bitwise Hive	2	100% (2/2)
Friday, November 1, 2019	Operations Course	CVHPI	9	88.9% (8/9)
Tuesday, November 19, 2019	PRAT Training	CVHPI	4	100% (3/3)
Friday, December 6, 2019	Operations Course	CVHPI	4	100% (3/3)
Thursday, January 9, 2020	Operations Course	CVCF	3	100% (2/2)
Friday, February 7, 2020	Operations Course	CVHPI	7	100% (7/7)
Thursday, February 20, 2020	PRAT Training	CVCF	7	100% (7/7)
Friday, March 6, 2020	Tenant Screening	1625 E. Shaw	5	100% (4/4)
Saturday, March 7, 2020	Operations Course	Bitwise	2	100% (2/2)
April 13, 2020 and April 14, 2020	Operations Course	Zoom	6	N/A
Friday, May 1, 2020	Operations Course	Zoom	3	N/A
Wednesday, May 6, 2020	Statewide Webinar: Operating an Independent Living during COVID 19	Zoom	59	70.6% (12/17)
Thursday, May 28, 2020	Eviction and Retention	Zoom	3	N/A
Friday, June 5, 2020	Operations Course	Zoom	1	N/A

Who applied: ILA-FC course attendees

Time measure: July 1, 2019- June 30, 2020

Data Source: Course evaluations administered via paper and Microsoft Forms

Target goal expectancy:

- To gather information from course attendees on how to improve courses
 - This information is shared with course trainers