

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	Certification Hearing Review Officer	Provider:	J. Melton & Associates
Program Description:	In support of compliance with statute, the Certification Review Hearing Officer conducts due process hearings pursuant to Welfare and Institutions Code 5250 and following. These hearings are required to involuntarily detain an individual in a designated Fresno county psychiatric facility.	MHP Work Plan:	1-Behavioral Health Integrated Access The MHP Work Plan designations does not readily apply to this program
Age Group Served 1:	ADULT	Dates Of Operation:	July 1, 2018-present
Age Group Served 2:	CHILDREN	Reporting Period:	July 1, 2019 - June 30, 2020
Funding Source 1:	Realignment	Funding Source 3:	Choose an item.
Funding Source 2:	Choose an item.	Other Funding:	Click here to enter text.

FISCAL INFORMATION:

Program Budget Amount:	\$140,000	Program Actual Amount:	\$109,310
Number of Unique Clients Served During Time Period:	1065		
Number of Services Rendered During Time Period:	1286		
Actual Cost Per Client:	\$85 per hearing, \$132 per person		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	
Contract Term:	July 2018-June 2021 with two optional additional one year extensions	For Other:	Click here to enter text.
		Renewal Date:	06/30/2021
Level of Care Information Age 18 & Over:	Choose an item.		
Level of Care Information Age 0- 17:	Choose an item.		

The level of care information above does not apply to this contracted program

TARGET POPULATION INFORMATION:

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Target Population: Adults and children involuntarily detained pursuant to the provisions of the Laternman-Petris-Short Act of the California Welfare & Institution Code.

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

Choose an item.

Choose an item.

Choose an item.

Please describe how the selected concept (s) embedded :

Therapeutic jurisprudence, including culturally competent hearings, is a focus of training and mentoring on a regular basis with the hearing officers.

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: W&I 5000 indicates that Certification Review Hearings are intended to end inappropriate, indefinite involuntary commitment of psychiatric patients; to protect public safety and provide the least restrictive setting for treatment.**

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- a) Indicator-Effectiveness has two parallel measures: 1) How many patients' certifications for detention are upheld in order to protect the patient or the community from harm? 2) How many patients' certifications for detention were not upheld, so that patients were released eliminating inappropriate, indefinite, involuntary commitment? This indicator can be assessed by studying a sample of hearing outcomes to determine which decisions were made in each of the measures of effectiveness.
- b) Who applied- All certification hearings from FY 19-20
- c) Time of measure-FY 2019-20
- d) Data source-The hearing reports completed for each hearing.
- e) Target goal expectancy-There shall be the presence of at least 1% in each category of decisions.
- f) Outcome: For the FY 19-20 93% of the decisions were to uphold the certification 6% were not upheld and 1% of the patients were found to be willing and able to receive inpatient treatment voluntarily. We met our target goal.

Facility	Number of Hearings	Upheld	Not Upheld	No/Voluntary
Exodus Adult Psychiatric Health Facility	121	120	1	0
Central Star Youth Psychiatric Health Facility	137	112	24	1
Community Behavioral Health Center/Managed Care	569	534	27	8
Community Behavioral Health Center/Non-Managed Care	459	427	30	2
Distribution of Total Rulings		1193	82	11
Percent of Total Rulings		93%	6%	1%

2) Efficiency: Measured by adherence to the contract annual cap for Certification Review Hearings.

- a) Indicator-The amount billed for Certification Review Hearings up to and including a given month is equal to or less than the year-to-date budgeted amount
- b) Who Applied-County invoice will be reviewed monthly
- c) Time of measurement- FY 2019-20
- d) Data source-J. Melton & Associates Monthly Invoice
- e) Target goal- 100% compliance with the contract budget.
- f) Outcome: For FY 19-20, a total of \$109,310 was invoiced to DBH with 22% remaining on the contract, meeting our program target goal.

Contract Budget	Total Invoiced	% Remaining
\$ 140,000.00	\$ 109,310.00	22%

3) Access: W&I 5256 mandates the CRH shall be held within four days of the date on which the person is certified for a period of intensive treatment unless postponed by request of the person or his or her attorney or advocate.

- a) Indicator: The hearings shall be conducted in a timely manner and within the timeframe mandated in the statute.
- b) Who applied: A random sample month in each quarter of 2019-20 fy in each of the designated Fresno county facilities will be reviewed to determine the level of compliance with the access time frames as required by law.
- c) Time measurement- FY 2019-20
- d) Data source: The Certification Review Hearing reports for the sample month of each quarter from each facility will be reviewed.
- e) Target goal-90% compliance
- f) Outcome-For FY 19-20, 411 hearings were reviewed, one month from each quarter. Of the 411 reviewed, 98% were completed on the day the certification was written and four days later. In 2% of the sample, the hearing occurred on the 5th day (6 cases) and one was completed on day 11 and one on day 15. The two outliers were 5270 which suggests that the initial certification date was entered instead of the certification date for the 5270 status. Each of the hospitals had at least two late hearings. We met our target goal.

4) Satisfaction: It is not unusual for patients detained involuntarily for treatment to object to their loss of freedom even though the law provides for it in W&I 5250 and following. One significant measure of their dissatisfaction with decisions to uphold the certification for involuntary treatment is their request for a writ of habeus corpus to appeal the decision to the Superior Court.

- a) Indicator: At the time of the hearing the patient is informed of their right to file a writ of habeus corpus. The patient's response is noted at the end of the hearing process. The frequency of requesting a writ can be used to measure level of dissatisfaction.
- b) Who applied: A random sample month in each quarter of FY 2019-20 in each of the facilities will be reviewed to determine frequency of the request for a writ.
- c) Time of measurement- FY 2019-20
- d) Data source: The Certification Review Hearing reports for the sample month of each quarter from each facility will be reviewed.
- e) Target goal- Patients requesting a writ shall be 50% or less indicating an acceptable level of dissatisfaction with the hearing decision.
- f) For FY 19-20, 82% of the sample declined a writ, were uncertain or didn't understand. 18% of the sample requested a writ at the time of the hearing, meeting our program target goal.

DEPARTMENT RECOMMENDATION(S):

Click here to enter text.