

## FRESNO COUNTY MENTAL HEALTH PLAN

## OUTCOMES REPORT- Attachment A

### PROGRAM INFORMATION:

<b>Program Title:</b>	Projects for Assistance in Transition from Homelessness (PATH) – Homeless Mentally Ill Outreach and Treatment (HMIOT) Rural Mobile Outreach Program	<b>Provider:</b>	Kings View Behavioral Health
<b>Program Description:</b>	The PATH HMIOT Program delivers outreach, engagement, and linkage services to homeless individuals in the rural communities and unincorporated rural areas. The program serves as a mobile outreach access/point of entry for individuals that need assistance with housing, documentation readiness, linkage to mental health and primary health care services and substance use treatment services.	<b>MHP Work Plan:</b>	1–Behavioral Health Integrated Access 2–Wellness, recovery, and resiliency support Choose an item.
<b>Age Group Served 1:</b>	ADULT	<b>Dates Of Operation:</b>	October 22, 2019 to August 31, 2020
<b>Age Group Served 2:</b>	Choose an item.	<b>Reporting Period:</b>	October 22, 2019 – August 31, 2020
<b>Funding Source 1:</b>	Choose an item.	<b>Funding Source 3:</b>	Other, please specify below
<b>Funding Source 2:</b>	Choose an item.	<b>Other Funding:</b>	

### FISCAL INFORMATION:

<b>Program Budget Amount:</b>	\$629,000	<b>Program Actual Amount:</b>	\$629,000
<b>Number of Unique Clients Served During Time Period:</b>	292		
<b>Number of Services Rendered During Time Period:</b>	528		
<b>Actual Cost Per Client:</b>	\$2,154.11		

### CONTRACT INFORMATION:

<b>Program Type:</b>	Contract-Operated	<b>Type of Program:</b>	Other, please specify below
<b>Contract Term:</b>	Temporary component of 3 year contract with 2 additional years (as Amended in 15-257-2, 3, 4)	<b>For Other:</b>	Outreach Component – Outreach, Engagement, Linkage, Case Management and Housing-Related Services.

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Renewal Date: N/A [Click here to enter text.](#)

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: [Adults 18 years and older who are at imminent risk of homelessness or currently homeless in the rural communities.](#)

## 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)*

[Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services](#)

[Cultural Competency](#)

[Access to underserved communities](#)

[Community collaboration](#)

Please describe how the selected concept (s) embedded :

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

In the PATH HMIOT Program, staff incorporate a strength-based approach which allows individuals to build upon their current strengths and qualities as part of their recovery. The program staff employ motivational interviewing techniques when necessary as a way to meet individuals where they are at in their given situation. Staff assist individuals in reconnecting with their social support network and/or peer support group through diversion for housing related services.

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## Integrated service experiences

### **Cultural Competency**

Cultural Competency and Diversity is an integral part of the PATH HMIOT Program as we ensure non-discriminatory and respectful services to individuals we serve. Kings View Cultural Competency and diversity practices include: Events related to culturally diverse populations, providing language line and interpretation services, educating and training staff on various cultural diverse topics, and seek staff members who represent a variety of cultural backgrounds and can communicate in cross-cultural situations.

### **Access to underserved Communities**

The PATH HMIOT program provides services to the underserved population including individuals that are at imminent risk of being homeless or homeless. Individuals in our program often have barriers in obtaining documentation (birth certificate/social security card/driver's license), accessing medical services, financial services, mental health services and housing within the community. The Kings View PATH staff assist clients with linkage to increasing income (applying for SSI, General Relief, assistance food stamps) supporting clients with enrolling in medical coverage (Medi-cal and other insurance benefits), and housing assistance to connect them to permanent housing programs. On occasion, PATH staff will provide referrals as needed to other resources that offer services not provided by the program to help support and advocate for the individual's basic needs.

### **Community collaboration**

The PATH HMIOT Program has frequent collaboration with internal Kings View programs and outside community agencies when referrals are made to the program. Program staff implement coordination of care with other agencies when working with the same individuals in order to maintain excellent delivery of services. In situations where individuals are in need of a higher level of care, the PATH HMIOT Program will provide linkage to that agency utilizing a warm-handoff approach.

### **Integrated Service Experiences**

PATH (HMIOT) staff work directly with homeless individuals in the rural and unincorporated rural communities offering support for individuals that are in need of housing assistance, obtaining documentation, accessing mental health, medical needs and financial support. PATH (HMIOT) staff provide resources and linkages promptly to ensure services and needs are being followed through in a timely manner.

### 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 Fiscal Year 19-20 Quality Workplan Summary was developed to track and report progress towards goals met and to assess performance for the identified indicators. Please see QWP Below.

1. PATH HMIOT will provide outreach engagement services in rural and unincorporated areas of Fresno County. (Access)  
The HMIOT Program was a pilot program that expanded the PATH team's outreach, engagement, and linkage capacity beyond the Metro area. Utilizing three vans, the Kings View outreach team was able to provide services, including food, clothing, and hygiene kits, to 292 individuals experiencing homelessness and serious mental illness and/or co-occurring disorder a total of 528 times.
2. PATH HMIOT will provide linkages to individuals in the rural. (Effectiveness)  
Outreach workers provided a variety of linkages to persons served. Kings View tracked a total of 544 linkages. In order to build trust with persons served, 431 linkages were for food, clothing, and hygiene (kits and education). As safety concerns rose with COVID-19, providing PPE, hygiene kits, and sanitation guidance became particularly important. Other linkages include 33 social service and employment needs, 30 transportation linkages, 16 permanent housing links and 14 for temporary housing, 6 diversion linkages, 4 bus passes, 3 document retrievals, 2 linkages to MAP, 2 mental health related linkages and 1 substance use linkage, 1 Residential Drug Tx link, and 1 payment to PG&E.
3. PATH HMIOT will obtain stakeholder testimonials from community providers (Satisfaction and Feedback)  
Kings View received 6 testimonials from stakeholders who collaborated with the HMIOT outreach team. The HOPE (Help Our People Emmanuel) Sanger Center, MAP (Multi-Agency Access Program) in Selma, BK House of Hope in Fresno, the Parlier Police Department, Quality Furniture (assisting those in Selma, Reedley, and Sanger), and Cal-Trans all provided testimonies that expressed gratitude for the HMIOT Program. There is an interest in continuing mobile outreach services to keep the connection with these agencies ongoing and serve those who would otherwise not be served.
4. PATH HMIOT will utilize a small outreach team to cover numerous communities in rural and unincorporated areas of Fresno County (Efficiency).

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Kings View's team of four outreach workers were able to serve the 292 individuals in 17 communities in Fresno County outside of the Metro Area. In order to cover more than one area at a time, they split into teams of two. The PATH Team relied on references from agencies, like law enforcement and DBH, to locate where the need was greatest. Through this collaboration, they served 79 individuals in Selma, 66 in Parlier, 36 in Huron, 27 in Sanger, 23 in Mendota, 14 in Reedley, 10 in Kerman, 8 in Raisin City, 7 in Coalinga, 4 in Biola, 4 in Lost Lake, 3 in Orange Cove, 3 in Calwa, 2 in Fowler, 1 in San Joaquin, and 1 in Caruthers.

### DEPARTMENT RECOMMENDATION(S):

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