

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	Fresno County Jail Behavioral Health Services	Provider:	Wellpath
Program Description:	Wellpath at the Fresno County Jail provides mental health and substance use disorder (SUD) services including 24/7 crisis intervention, individual and group therapy, medication management, acute psychiatric referrals, case management services, discharge planning, and substance use disorder assessments, education, and withdrawal/detox monitoring. Wellpath also participates in the Behavioral Health Court.	MHP Work Plan:	4-Behavioral health clinical care
Age Group Served 1:	ADULT	Dates Of Operation:	July 1, 2018 to Present
Age Group Served 2:	OLDER ADULT	Reporting Period:	July 1, 2019- June 2020
Funding Source 1:	Realignment	Funding Source 3:	Other, please specify below
Funding Source 2:		Other Funding:	

FISCAL INFORMATION:

Program Budget Amount:	\$5,232,670 (Department of Behavioral Health only)	Program Actual Amount:	\$5,219,874
Number of Unique Clients Served During Time Period:	898		
Number of Services Rendered During Time Period:	25,844		
Actual Cost Per Client:	\$5,813		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	Other, please specify below
Contract Term:	July 2018 – June 30, 2021, plus two optional twelve-month periods.	For Other:	Correctional Facility
		Renewal Date:	6/30/2023

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 behavioral health services to patients housed at the Fresno County Jail.

TARGET POPULATION INFORMATION:

Target Population: All persons in need of mental health or SUD services while incarcerated at the Fresno County Jail.

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

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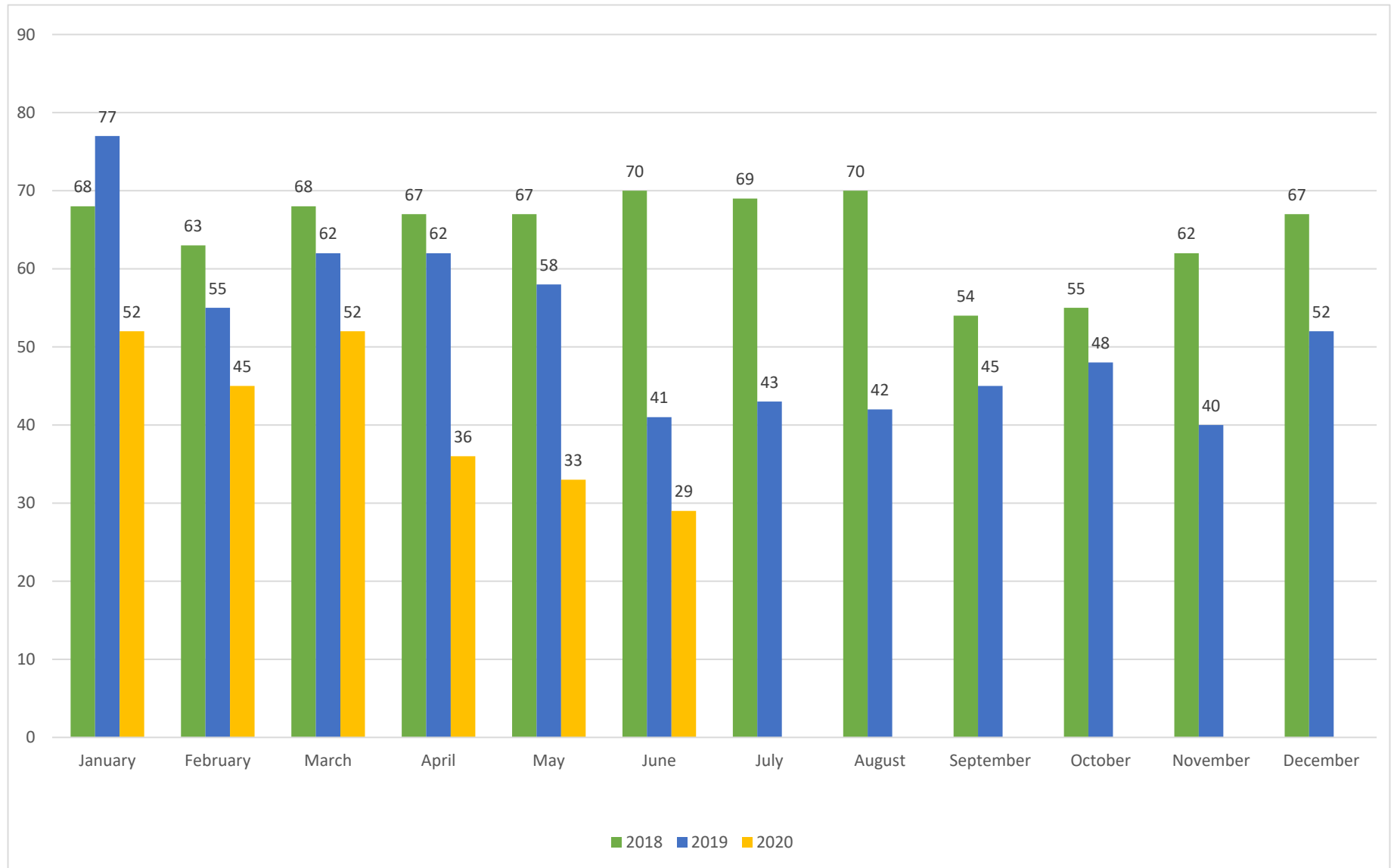
Please describe how the selected concept (s) embedded :

Individuals are identified through the intake process and appointments are populated within the individual's electronic health record as a result of their input regarding mental health needs. Individuals can access services through the Health Service Request form, which is a person-served generated document that intends to assist the individual in identifying their specific health needs as requested. Lastly, individuals who are deemed to be in need of Mental Health services, can access care through interdisciplinary referrals as well as by the request of custody staff based on patients behaviors, appearance, or known histories.

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
 - a. Indicator
 - i. Reduction in safety placements
 - b. Who Applied
 - i. Fresno County Jail Incarcerated Persons
 - c. Time of Measure
 - i. 2018 and 2019
 - d. Data Source
 - i. OffenderTrak and FSO spreadsheets
 - e. Target Goal Expectancy
 - i. Decrease or maintain safety cell placements in comparison to prior year. Wellpath will continue to discuss percentage goal.
 - f. Outcome:
 - i. From 2018 to 2019 safety cell placements went from 780 to 625. In 2020 the decrease continues as evidenced by the chart below. Wellpath's goal is to continue to have a decrease in safety cell placements in 2020-2021. Wellpath implemented a number of new forms to better capture the need of persons served and provide safety support during crisis situations. Among these new forms implemented is the collaborative safety plan. A collaborative safety plan focuses on identification of warning signs and triggers, self-management skills and strategies, social supports as well as professional supports. These skills have shown to be effective especially when coping with an emotional crisis. This form must be completed with all persons who are placed on suicide watch due to suicidal ideation and/or thoughts of self-harm.
 - ii. All safety cell placements are monitored by a crisis worker who is a Licensed Marriage and Family Therapist (LMFT). Monitoring occurs every 4 hours in order to assist in stabilization and ensure patient safety. Once a person is determined ready, a collaborative safety plan is completed and they are released from the safety cell. Post-safety cell checks are scheduled at intervals of 24 hours, 3 days, 7 days, and 30 days from the initial release date from the safety cell. Wellpath will continue to develop and refine de-escalation strategies in order to serve persons at the Jail with the intention of reducing safety cell placements and empower persons to utilize their coping skills.



2. Efficiency**a. Indicator**

- i. Decrease in need for mental health inpatient services by providing early intervention services. The goal of the program is to provide all services within the facility. When persons are transported outside of the facility there is an increase of resources utilized such as costs and custody staff.

b. Who Applied

- i. Fresno County Jail Incarcerated Persons

c. Time of Measure

- i. FY 19-20 and FY 18-19

d. Data Source

- i. Medical Utilization Spreadsheet

e. Target Goal Expectancy:

- i. Decrease the need of mental health inpatient services.

f. Outcome:

- i. In Fiscal Year (FY) 2018-2019, Wellpath began tracking admissions and length of stay of adult inmates at the Psychiatric Health Facility ran by Exodus Recovery, Inc. (Exodus) In FY 2018-19 there were 8 admissions to Exodus. In FY 2019-2020 there were 5 admissions to Exodus which was a 38% decrease from the year prior. To better facilitate care coordination, Wellpath's mental health staff collaborated with Exodus last year to develop a flow chart for referrals and transfers, which reduced disruptions and/or delays in patient care. This mechanism has helped to properly communicate transfers to and from Exodus. This flow chart is embedded in the Crisis 5150 packets used by the mental health clinicians in the jail. The program goal is to continue to develop strategies to serve persons at the Jail to reduce inpatient hospitalizations.

3. Access**a. Indicator**

- i. Convenience of services hours and consistency for SMI individuals in Administrative Segregation Housing

b. Who Applied

- i. Fresno County Jail Incarcerated SMI Persons in Administrative Segregation Housing

c. Time of Measure

- i. FY 19-20 and FY 18-19

d. Data Source

- i. Fresno Sheriff-Coroner's Office internal spreadsheet

e. Target Goal Expectancy

- i. Expectation is to provide 3 mental health contacts per week, for this population, with a target rate of compliance above 95%.

f. Outcome

- i. To remain in compliance with the remedial plan, in conjunction with providing excellent patient care, SMI persons served who are currently housed in the administrative segregation housing units which include MJ FF cells, MJ A Pods, AJ 2D cells, AJ 3B cells,

will continue to received 3 LMFT contacts per week, one individual session and two group sessions. There are 2.7 FTE (Full-Time Equivalent) LMFT's assigned to the SMI caseloads. SMI therapists main focus is seeing their SMI caseload three times per week. Data from the Sheriff's Office reports an average compliance rating of 97.79% for the entire FY 2018-19 and 100% for the FY 2019-2020. Persons served are encouraged to participate in all three sessions weekly; however, they are given the curriculum discussed that day if they decline group attendance. They have the opportunity to participate in each session for 60 minutes unless they request to end their session earlier. The goal is to engage and stabilize the person in order to transition them to less restrictive housing.

4. Satisfaction and Feedback of Persons Served and Stakeholders

a. Indicator

- i. In Fiscal Year (FY) 2020-2021, Wellpath will distribute a job satisfactory survey to all mental health professionals via email through Survey Monkey. The goal is to improve employee job satisfaction and increase employee retention. This survey will help gauge employee morale and understand how satisfied employees are with their roles, responsibilities, and work environment. It will also help the management team identify issues proactively, and take corrective action where necessary to improve the employee satisfaction and increase employee retention.

b. Who Applied

- i. Wellpath Mental Health Fresno Staff

c. Time of Measure

- i. N/A

d. Data Source

- i. Wellpath Employee Satisfactory Survey through Survey Monkey

e. Target Goal Expectancy

- i. This is the first time Wellpath is completing this survey. As survey responses come in, Wellpath will develop target goals.

DEPARTMENT RECOMMENDATION(S):