

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A RENAISSANCE HOUSING

SPROGRAM INFORMATION:

Program Title:	Renaissance Housing Sites	Provider:	Department of Behavioral Health
Program Description:	Provide onsite supportive service for individuals that have been placed into permanent supportive housing. Eligibility currently includes being chronically homeless or at-risk of homelessness and living with a severe mental illness. Team also conducts outreach to homeless, provides hours at MAP and conducts application processing	MHP Work Plan:	2-Wellness, recovery, and resiliency support
Age Group Served 1:	ADULT	Dates Of Operation:	January 2011 - Current
Age Group Served 2:		Reporting Period:	July 1, 2020 - June 30, 2021
Funding Source 1:	Com Services & Supports (MHSA)	Funding Source 3:	
Funding Source 2:	Other, please specify below	Other Funding:	

Additional leveraged funding includes: Housing and Urban Development (HUD) Continuum of Care funds; Fresno HOME funds; Low Income Housing Tax Credits; Fresno Housing Authority; PNC Bank

FISCAL INFORMATION:

Program Budget Amount:	\$794,670.00	Program Actual Amount:	\$226,437
Number of Unique Clients Served During Time Period:	83		
Number of Supportive Services Rendered During Time Period:	2,143		
Approximate Cost Per Tenant:	\$1,694		

TARGET POPULATION INFORMATION:

Target Population:	DBH individuals eligibility criteria for Renaissance at Trinity and Alta Monte is limited to those individuals (18 and older) living with a Serious Mental Illness that were chronically homeless at move-in. Individual eligibility criteria for Renaissance at Santa Clara is limited to those clients living with a Severe Mental Illness that were at-risk of homelessness at time of move-in
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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:** Adults 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.

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•**Integrated service experiences:** Services for individuals and families are seamless. Individuals 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

Please describe how the selected concept (s) embedded :

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. **Hospitalization**

Hospitalization refers to any hospital admission captured in the Department's electronic health record, Avatar. Data may be entered by any hospital that utilizes Avatar including Crestwood Psychiatric Health Facility (PHF) and Exodus PHF. Additionally, the Department is collecting data on re-admissions which are defined as individuals returning to the hospital within 30 days.

- i. Objective: To prevent hospitalizations and re-admissions for individuals served. For individuals who were hospitalized, the objective is to provide timely follow up services.
- ii. Indicator: Percent of individuals who were hospitalized; average days for a follow up service.
- iii. Who Applied: Individuals served by the program that experienced a hospitalization due to a mental health condition. The Department is developing a process to track admissions and discharges from the Mental Health Plan (MHP) as well as transitions between levels of care within the plans. In the meantime, individuals served were defined as those residing in DBH housing during the reporting period
- iv. Time of Measure: FY 20-21

	Alta Monte	Santa Clara	Trinity
Unique Individuals Housed	0	0	0
Inpatient Days	0	0	0
Episodes	0	0	0
Unique Inpatient Individuals	0	0	0

Outcome: 0% of individuals housed were hospitalized in an Acute Setting.
Of individuals that were hospitalized,
0% received a *follow up service in 30 days or less.
0% of individuals received a *follow up service in 3 days or less.

***Follow-up:** is equivalent to Case Management, Medication Services, or On-Site Supportive Services.

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- v. Data Source: Avatar
- vi. Target Goal Expectancy: The Department is developing target goals for decreased hospitalizations for individuals served by program and timely follow-up. The Department is working on data collection to report pre/post housing hospitalization data.

b. Inpatient Crisis Stabilization Services

Crisis stabilization is defined as a service lasting less than 24 hours and is delivered only by providers who meet specific regulations and are licensed to provide these services. Currently, Exodus Recovery Inc. is contracted to provide such services for Fresno County.

- i. Objective: To prevent crisis stabilization services and re-occurrence of crisis stabilization services for individuals served. For individuals who received crisis stabilization services, the objective is to provide timely follow up services.
- ii. Indicator: Percent of individuals who received crisis stabilization services; average days for a follow up service.
- iii. Who Applied: Individuals served by the program who received crisis stabilization services. Individuals served for this data was defined as an individual who received more than three specialty mental health services in FY 20-21.
- iv. Time of Measure: FY 20-21.
- v. Data Source: Avatar, Crisis Episodes within Avatar
- vi. Target Goal Expectancy: The Department is developing target goals for decreased crisis stabilization services for individuals served by program and timely follow-up. The Department is working on data collection to report pre/post housing hospitalization data.

Crisis Stabilization Services	Alta Monte	Santa Clara	Trinity
Unique Individuals Housed	29	25	15
Episodes	0	1	0
Total Served	0	1	0

Outcome: Less than **1%** of individuals housed received crisis stabilization services.

Of individuals that received crisis stabilization services,

100% received a *follow up service in 30 days or less.

100% of individuals received a *follow up service in 3 days.

***Follow-up**: is equivalent to Case Management, Medication Services, or On-Site Supportive Services.

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c. Supportive Services

Supportive Services help individuals retain their housing and assist in an individual's wellness and recovery by way of direct contact with individuals and through referral of individuals to community resources. Services include screening, individual needs assessment, individual and group sessions, direct assistance to individuals to support their self-sufficiency and independent living, response to crisis', linkage of an individual to medical staff for med support.

- i. Objective: To help/assist an individual in retaining their housing.
- ii. Indicator: # of lease violations. # of evictions.
- iii. Who Applied: Current DBH individuals residing at Renaissance sites.
- iv. Time of Measure: FY 20-21
- v. Data Source: Avatar
- vi. Target Goal Expectancy: At least 90% of tenants will be engaged in a minimum of 10 hours of meaningful activity including educational activities, volunteering, social activities or employment for at least 6 months of the reporting period. Staff will be working on system to accurately document off site engagement of services.
Example: Attend Blue Sky or Wellness Groups

d. Off-Site Services (DBH/Contracted Provider)

Off-site services are services not directly provided with/by on-site supportive services; however off-site services provide linkages and consultation between staff and residents. Examples of off-site services include case management, crisis response services, services available to individuals when incarcerated and psychiatric medication services.

- vii. Objective: To help/assist an individual in maintaining stability and assist an individual in retaining their housing.

Outcome: During the reporting period, the following data demonstrates two of the Renaissance sites did not meet the anticipated goal of 90% of individuals being engaged in 10 hours per month of supportive services.

Average Hours	Alta Monte	Santa Clara	Trinity
0-3	1	21	3
4-7	1	7	0
8-9	0	4	0
10	0	1	0
11-15	2	4	3
16-20	2	0	2
Over 20	25	0	11
Total Unique Tenants	31	37	19
Total with 10 or more Hours	29	5	16
% that met 10 hour goal	94%	14%	84%

Service Types	Count of Visits	Unique Individuals
Alta Monte Totals		
Case Management	0	0
Crisis	0	0
Jail Services	0	0
MED Services	0	0
Santa Clara Totals		
Case Management	0	0
Crisis	0	0

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- viii. Indicator: # of incidences
- ix. Who Applied: Current DBH individuals residing at Renaissance sites.
- x. Time of Measure: FY 20-21
- xi. Data Source: Avatar
- xii. Target Goal Expectancy:
There was no initial "goal" of off site services in this reporting period. Need to develop a target goal for next reporting period.

<i>Jail Services</i>	0	0
<i>MED Services</i>	0	0
Trinity Totals		
<i>Case Management</i>	0	0
<i>Crisis</i>	0	0
<i>Jail Services</i>	0	0
<i>MED Services</i>	0	0
Total for All Sites	0	0

2. Efficiency

a. Cost per Tenant

Cost include supportive services provided by on-site case managers and one-on-one peer supportive staff.

- i. Objective: To capture, identify, demonstrate and understand types of expenditures per individual.
- ii. Indicator: Cost of all services related to individual.
- iii. Who Applied: Current DBH individuals residing at Renaissance sites.
- iv. Time of Measure: FY 20-21
- v. Data Source: Avatar
- vi. Targeted Goal Expectancy: To ensure funding and resources are being utilized efficiently.

	Alta Monte	Santa Clara	Trinity	
# of unique individuals	29	25	15	
On-Site Services	\$85,540	\$18,634	\$36,445	
Total Cost				\$140,619

b. Vacancies

Vacancy refers to both the number of Renaissance units not occupied as well as the length of time the unit is not occupied. Vacancy rates can reflect unsafe, undesirable housing environment.

- i. Objective: To ensure individual housing is being utilized efficiently.
- ii. Indicator: # of housing units occupied.

Outcome: Each Renaissance site maintained an occupancy rate above 90% during the reporting period.

Vacancies

	Alta Monte 29 units	Santa Clara 25 units	Trinity 15 units
30 Days or Less	2	2	2
31-60 Days	0	1	0

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- iii. Who Applied: Current DBH individuals residing at Renaissance sites.
- iv. Time of Measure: FY 20-21
- v. Data Source: Avatar
- vi. Target Goal Expectancy: Each Renaissance site will average a 90% occupancy rate during the reporting period.

c. Length of Stay (tenancy)

Length of time a individual remains housed after move-in. Data demonstrate safe, affordable housing increases a individual's housing stability, leading to improved health outcomes.

- i. Objective: To assist individuals in housing stability.
- ii. Indicator: Length of time of individuals from move-in.
- iii. Who Applied: Current DBH individuals residing at Renaissance sites
- iv. Time of Measure: FY 20-21
- v. Data Source: Avatar
- vi. Target Goal Expectancy: Upon gaining tenancy, at least 85% of Renaissance individuals will remain housed for one year

d. Reasons for moving out

Individuals move out for positive and negative reasons. Gaining a better understanding why individuals move will assist DBH in providing appropriate housing.

- i. Objective: To identify and assess reasons for individual move-outs.
- ii. Indicator: Number of move-outs.
- iii. Who Applied: Current DBH individuals residing at Renaissance sites.
- iv. Time of Measure: FY 20-21
- v. Data Source: Avatar

Over 60 Days	0	0	0
Site Totals	2	3	2

Outcome: Other than the 7 moved ins within the reporting period, all Renaissance individuals remained housed for at least a 1 year period, approximately 90%.

Duration Housed	Alta Monte	Santa Clara	Trinity
Less than 1 Year*	2	4	1
1 Year	1	0	1
2 Years	6	3	1
3 Years	7	2	2
4 Years	2	3	3
5 Years or More	11	13	7

*Gained tenancy within the reporting period.

N/A = Site was not open

Outcome: Full Renaissance occupancy is 69 units. DBH correlates negative move outs to the no-more-than 10% move-out goal. During the reporting period, 1 individual moved out for (positive) reasons including utilizing a Section 8 Voucher or finding other housing opportunities. 1 individual moved out for (negative) reasons including evictions or unit abandonment. As such, Renaissance sites met the target goal of no more than 10% move-outs .

Reasons for Vacancies

	Alta Monte	Santa Clara	Trinity
Voucher Program			
Transfer Unit	1		
Evictions	1		

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- vi. Target Goal Expectancy: Renaissance sites will not exceed more than a 10% (negative) move-out rate.

Abandoned Unit			
Found Other Housing		1	
Deceased	1		1
Unknown Reason		2	1
Site Totals:	3	3	2

3. Access –

a. Applications

Applications for Renaissance housing can reflect housing need for DBH individuals living with a severe mental illness that are either chronically homeless or at-risk of homelessness. Applications are also needed to maintain on a wait list in order to promptly fill vacancies when they occur.

- Objective: To ensure Renaissance applications are processed in a timely manner.
- Indicator: # of applications
- Who Applied: DBH individuals eligible for Renaissance programs.
- Time of Measure: FY 20-21
- Data Source: Avatar
- Target Goal Expectancy: To maintain accurate and current listing of all Renaissance applications.

b. Application Status

The status of a individual's housing application provides DBH with information related to whether or not an application needs additional documentation for approval as well as the housing status of the individual.

- Objective: All Renaissance applications pending approval will be reviewed every 60 days.
- Indicator: Renaissance applications on file
- Who Applied: DBH individuals eligible for Renaissance programs.

Outcome: During the reporting period, of those individuals that applied for Renaissance housing, 0% qualified as chronically homeless, whereas 0% qualified as at-risk of homelessness.

Type of Application	No. of Applications
Chronically Homeless	4
At-Risk	3
Total	7

* Outcome: During the reporting period, all Renaissance applications pending approval were reviewed/assessed/updated for any needed documentation no more than every 60 days after application filing.

Type of Application	Pending	Approved*	Denied**	Incomplete
Chronically Homeless	0	4	0	0
At-Risk	0	3	0	0
Total	0	7	0	0

Approved: Individual was referred to Fresno Housing Authority

****Denied:** Individual didn't meet the qualification of housing application

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- iv. Time of Measure: FY 20-21
- v. Data Source: Avatar
- vi. Target Goal Expectancy: To maintain current and accurate data within Renaissance applications on file.

Type of Application	Housed	Found other Housing*	Pending Opening	Dropped Out of Services	HA Denied
Chronically Homeless	4	0	0	0	0
At-Risk	3	0	0	0	0
Total	7	0	0	0	0

*Found Other Housing: Master Leasing Program, Falcon Court, FSP Tay, or other.

Type of Application	Found Other Housing	Closed Due to Incomplete	Jail	No Services
Chronically Homeless	0	0	0	0
At-Risk	0	0	0	0
Total	0	0	0	0

c. Length of time on Renaissance Wait List

The length of time an individual's application remains on a wait list pending housing placement is directly related to lack of available Renaissance inventory. Wait lists reflect that demand for housing is greater than housing supply.

- i. Objective: To closely monitor any pending vacancies to ensure Renaissance units are occupied as quickly as possible, thus minimizing the time an individual spends on a wait list.
- ii. Indicator: # of applications on wait lists as well as length of time on wait list.
- iii. Who Applied: DBH individuals eligible for Renaissance programs.
- iv. Time of Measure: FY 20-21
- v. Data Source: Avatar

Outcome: During the reporting period, tenant applications for chronic homelessness housing (Trinity and Alta Monte) remained on a wait list on average 30 days and individual applications for at-risk of homelessness housing (Santa Clara) remained on a waitlist 30 days. This variance in wait time is in line with the supply/demand rule, in that Renaissance housing for chronically homeless has more housing inventory (44 units) than does Renaissance at-risk of homelessness housing (25 units).

Type of Unit	Average Duration on Wait List
Chronically Homeless	30 Days
At-Risk	30 Days

- vi. Target Goal Expectancy: To minimize the time a individual's application remains on a wait list to the shortest period of time possible.

4. ***Satisfaction & Feedback of Persons Served & Stakeholders***

DBH individuals residing at the Renaissance properties are asked to complete a Satisfaction Survey annually related to the Supportive Services made available to individuals. Renaissance individuals are encouraged to participate in completing the surveys, which are made available at the Renaissance sites of Trinity, Alta Monte and Santa Clara. The survey data is provided in arrears and the most current data available is from 2021.

a. **Satisfaction Survey**

- i. Objective: To demonstrate the degree individuals are satisfied with supportive services offered at the 3 Renaissance sites as well as to collect data for quality improvement.
- ii. Indicator: Average percent of tenants who complete the survey. Response options are 'Agree', 'Neutral', and 'Disagree' for the following domains related to supportive services.
- iii. Who Applied: A total of 17 Renaissance individuals were provided with the survey in 2021.
- iv. Time of Measure: 20-21
- v. Data Source: Satisfaction Survey
- vi. Target Goal Expectancy: To have a majority of Renaissance individuals demonstrate "satisfaction" for each domain. The Department will continue to develop target goals for the Renaissance Satisfaction Survey.

Outcome: The majority of Renaissance individuals agreed that they are satisfied with the services available to them as defined in the 8 domains that were surveyed.

