

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	2nd Home, Inc. Short-Term Residential Therapeutic Program	Provider:	2nd Home, Inc.
Program Description:	Specialty mental health services to youth placed within the program's care.	MHP Work Plan:	1-Behavioral Health Integrated Access 4-Behavioral health clinical care Choose an item.
Age Group Served 1:	CHILDREN	Dates of Operation:	April 21, 2020- Present
Age Group Served 2:	Choose an item.	Reporting Period:	July 1, 2020 - June 30, 2021
Funding Source 1:	Medical FFP	Funding Source 3:	Realignment
Funding Source 2:	EPSDT	Other Funding:	Click here to enter text.

FISCAL INFORMATION:

Program Budget Amount:	\$ 571,398	Program Actual Amount:	\$165,016.30
Number of Unique Persons Served During Time Period:	11		
Number of Services Rendered During Time Period:	1,959		
Actual Cost Per Person Served:	\$ 15,001.48		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	Outpatient
Contract Term:	April 21, 2020 – June 30, 2021 plus two optional one-year extensions	For Other:	Click here to enter text.
		Renewal Date:	7/1/2021
Level of Care Information Age 18 & Over:	High Intensity Treatment/FSP (caseload 1:12)		
Level of Care Information Age 0- 17:	Outpatient Treatment		

TARGET POPULATION INFORMATION:

Target Population:	Children ages 6 to 12 with mental health issues, histories of trauma, and/or developmental disabilities. 2nd Home serves male children, including cisgender and transgender male children with any gender expression.
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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:** adult persons served, 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 persons served and families are seamless. Persons served 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

Integrated service experiences

Choose an item.

Please describe how the selected concept (s) embedded:

2nd Home, Inc. presently provides comprehensive, integrated services and supports that target the individual needs of children who have been traumatized, abused, neglected, suffer from poor academic performance, and who need cultural and spiritual support. 2nd Home collaborates with other reputable community agencies, including the Fresno LGBTQ Community Center, Rape Counseling Services in Fresno, and Central Valley Regional Center, to provide specialized services to our children.

Treatment Services

2nd Home uses a combination of therapy models to address the needs of each youth. This service mix is tailored to the individual needs of each youth to offer both cognitive-based and sensory-based interventions and models. The Trauma Resiliency Model (TRM) teaches emotion regulation by helping children identify more clearly what they feel, to observe these emotions without experiencing overwhelming fear or anger, and to manage these emotions without acting destructively towards themselves or others.

Cognitive-Behavioral Therapy (CBT) focuses on the relationship between thoughts, feelings, and behaviors. Children learn about personal antecedents and triggers and their impacts. The long-term goal is to change a child's thinking and behavioral patterns to healthier ones.

Play therapy is commonly used with children in individual therapy. By watching children play, clinicians allow children to express their feelings and learn more about their experiences, beliefs, and internal processes.

In Art therapy, children use creative expression to foster healing and wellbeing. Using art activities guided by mental health staff, children explore self-expression, develop self-awareness, explore emotions, cope with stress and boost self-esteem.

Cultural Competency

The following trainings are provided to all 2nd Home staff to ensure a high level of cultural competency:

New Employee Training - Instruction on cultural competency and sensitivity relating to, and best practices for, providing adequate care to lesbian, gay, bisexual, and transgender youth in out-of-home care.

Annual Training – Instruction on cultural competency and sensitivity relating to, and best practices for, providing adequate care to lesbian, gay, bisexual, and transgender youth in out-of-home care. Provided each March by Gabrille Conroe, from Educate, Empower, Lead. Staff learn to create an inclusive organizational culture, prevention services, supporting the positive development and expression of sexual orientation. Cultural diversity training highlights the importance of cultural diversity and competency, how to handle cultural diversity in foster care. Provided each May by Gabrille Conroe, from Educate, Empower, Lead.

Integrated Services:

2nd Home has weekly mental health team meetings to discuss the person served needs and treatment plans. This meeting allows for team communication, continuity of treatment planning, and identification of the person served needs. There is also extensive use of a Child and Family Team (CFT) to identify needs and track the spectrum of services and supports being

provided to the person served. The CFT is also involved in transition planning to ensure that the services a person served receives after they leave 2nd Home will align with their treatment goals.

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

Effectiveness:

Indicator: The person served will show improvement in their CANS assessments while they are in our care.

Who Applied: All youth receiving 2nd Home services.

Time of Measure: FY 2020-2021. The person served receives an intake CANS assessment by clinical staff at admission, an update CANS every six months, and a discharge CANS when they exit our program.

Data Source: 2nd Home's EHR is used to collect and store CANS data, and agency QA staff performs the CANS analysis every 6 months.

Target Goal Expectancy: At least 80% of persons served will show a decrease in the total number of actionable CANS items between their intake CANS and the latest available CANS during a specified time. Data shows that for the fiscal year 20-21 that 50% of persons served showed a decrease in the total number of actionable CANS items between intake CANS and latest available CANS.

Efficiency:

Indicator: Clinical staff will meet the documentation timeline for services provided.

Who Applied: All clinical staff.

Time of Measure: FY 2020-2021

Data Source: Staff use EHR to create, review and store all clinical documents. All entries include document/service dates and can identify the time to complete.

Target Goal Expectancy: At least 90% of 2nd Home's clinical documents are submitted on or before their due date as determined by licensure standards. 2nd Home's EHR provides reports showing dates of service as well as the dates of document submission and completion. These reports are used to determine the timely completion percentage and is reviewed by the clinical leadership team.

Access:

Indicator: All persons served will receive the type and frequency of services as outlined in their treatment plan.

Who Applied: All youth receiving 2nd Home services.

Time of Measure: FY 2020-2021

Data Source: Individual and group services are tracked by clinical documentation in our EHR. Staff take attendance at each session and write a service note to document which persons served participated in the services. The EHR aggregates the services and provides a report showing the services by person served. EHR service data will be used to calculate the number of services provided in both individual and group settings. The total amount of services provided per month will be reviewed monthly to identify potential actions to increase service delivery.

Target Goal Expectancy: 2nd Home's direct service provision to persons served will increase by 20% for both individual and group services over the next 6 months.

Satisfaction and Feedback of Persons Served and Stakeholder:

Indicator: Persons served, employees, and other stakeholders will experience high satisfaction in their interaction with 2nd Home.

Who Applied: Persons served, employees, and other stakeholders.

Time of Measure: FY 2020-2021

Data Source: The annual surveys are conducted using a variety of methods depending on the audience and resources. Survey responses are aggregated by QA staff and reviewed by the leadership team, including the Overall Satisfaction score. These surveys include and "Overall Satisfaction" rating that is ranked by the survey taker on a 5-point scale (0- "strongly disagree" to 4- "strongly agree").

Target Goal Expectancy: At least 80% of submitted surveys will have a 3 or 4 selected for the Overall Satisfaction question in the survey for each of the 3 groups surveyed. Data shows that for the fiscal year 20-21 that 77.5% of annual satisfaction surveys rated by the survey taker of a 5-point scale ranked an answer of 4-strongly agree or 3-agree.

DEPARTMENT RECOMMENDATION(S):

Click here to enter text.