

**FRESNO COUNTY**  
**DEPARTMENT OF BEHAVIORAL HEALTH**

**OUTCOMES REPORT**  
**CHIP Independent Living Association- Fresno County**

**PROGRAM INFORMATION:**

<b>Program Title:</b>	Independent Living Association – Fresno County (ILA-FC)	<b>Provider:</b>	Department of Behavioral Health
<b>Program Description:</b>	Create a quality improvement program that will increase the housing capacity for individuals living with mental illness who utilize DBH services; in particular housing capacity as it relates to owners/operators of “room and board” housing in Fresno County.	<b>MHP Work Plan:</b>	5-Infrastructure and support
<b>Age Group Served 1:</b>	ADULT	<b>Dates Of Operation:</b>	October 2018 - Current
<b>Age Group Served 2:</b>		<b>Reporting Period:</b>	July 1, 2020- June 30, 2021
<b>Funding Source 1:</b>	Early Intervention (MHSA)	<b>Funding Source 3:</b>	
<b>Funding Source 2:</b>	Other, please specify below	<b>Other Funding:</b>	

**FISCAL INFORMATION:**

<b>Program Budget Amount:</b>	\$400,000.00	<b>Program Actual Amount:</b>	\$279,732.33
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**Number of Unique Clients Served During Time Period:**

The ILA-FC program does not provide direct services. For reporting purposes clients are defined as the number of independent living home operators that joined the association.

As of June 30, 2021 the ILA-FC had 6 member operators.

**Number of Services Rendered During Time Period:**

- 508 outreach efforts conducted
- 23 Peer Review and Accountability Team visits
- 6 ILA Fresno total member operators
  - 5 member operators onboarded FY 20-21
- 1 web based directory
- 26 education courses held
  - 364 course attendees

**TARGET POPULATION INFORMATION:**

**Target Population:** The ILA-FC is designed to serve adults (18+) landlord operators/owners of independent living homes, also referred to as room and boards, who provide shared housing for adults (18+) living with mental illness in Fresno County.

**CORE CONCEPTS:**

1. **Education and Training:** The ILA-FC provides a suite of education and training courses specifically for independent living operators, tenants, and community members. The goal of the education and training is to teach adult learners best practices to successfully house adults living with mental illness.
2. **Online Directory:** The ILA-FC directory displays unbiased information about independent living homes in Fresno County that adhere to the ILA quality standards. The directory is an online searchable platform used to market and promote high quality independent living homes.
3. **Peer Review and Accountability Team (PRAT):** Each member of the ILA-FC will receive annual home visits to support them in their pursuit of quality shared housing.
4. **Advocacy:** The ILA-FC monitors legislation and policies to support the rights of independent living operators, tenants, and local government offices.

**Please select core concepts embedded in services/ program:**

*(May select more than one)*

Community collaboration

**Please describe how the selected concept (s) embedded :**

- ILA-FC staff convened 11 Work Team meetings of diverse stakeholders to help guide the development of the ILA-FC program.

**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. Efficiency**

**Efficiency Goal One**

**Goal:** To increase the number of quality independent living homes in Fresno County

**Indicators:**

- Number of independent living homes

- Number of beds
- Number of operators

Independent Living Association- Fresno County Membership			
Month	Number of Independent Living Homes	Number of Beds	Number of Operators
July 2020	1	6	1
August 2020	0	0	0
September 2020	1	9	0
October 2020	0	0	0
November 2020	1	4	1
December 2020	0	0	0
January 2021	0	0	0
February 2021	0	0	0
March 2021	4	22	1
April 2021	0	0	0
May 2021	0	0	0
June 2021	1	6	0
<b>Total</b>	<b>8</b>	<b>47</b>	<b>3</b>

**Who applied:** Independent living operators in Fresno County

**Time measure:** July 1, 2020- June 30, 2021

**Data sources:**

- ILA-FC membership application
- Internal membership documentation Excel workbook completed by ILA-FC program staff

**Target goal expectancy:**

- To raise the living standards for tenants living in independent living homes in Fresno County
- To provide an unbiased resource for independent living operators in Fresno County

## 2. Access

**Access Goal One**

**Goal:** To maintain a central web based directory of ILA-FC member independent living homes

**Background:** The ILA California website was launched on February 1, 2020.

**Indicators:**

- Pageviews: Pageviews is the total number of pages viewed. Repeated views of a single page are counted.
- Bounce rate: The percentage of single-page sessions in which there was no interaction with the page. A bounced session has a duration of 0 seconds.
  - A bounce rate should not be higher than 55%
  - A bounce rate of 40% or less is considered excellent

ILA Directory and Website		
Quarter	Pageviews	Bounce Rate
FY 20-21 Q1 (July 2020- September 2020)	1,589	54.4%
FY 20-21 Q2 (October 2020- December 2020)	1,615	54.3%
FY 20-21 Q3 (January 2021- March 2021)	2,046	46.3%
FY 20-21 Q4 (April 2021- June 2021)	2,802	38.5%

**Who applied:** Website visitors, which includes but is not limited to: potential or existing independent living home operators, individuals looking for housing, family members of individuals looking for housing, community service providers (i.e., case managers), etc.

**Time measure:** July 1, 2020- June 30, 2021

**Data Source:** Google Analytics

**Target goal expectancy:**

- To provide the Fresno County community with an easily accessible list of quality independent living homes

**3. Satisfaction & Feedback Of Persons Served & Stakeholder**

**Satisfaction & Feedback Of Persons Served & Stakeholder Goal One**

**Goal:** To create and maintain a professional membership association that provides independent living home operators in Fresno County with resources to successfully run their business

**Background:** Each fiscal year an operator satisfaction survey is administered to each ILA-FC member operator. The survey is optional and asks respondents to rate their overall satisfaction with the ILA-FC on a five point Likert scale. “Very satisfied” is the highest score a respondent can select.

**Indicator:** Percentage of ILA-FC operators that are “very satisfied” with membership

Independent Living Association- Fresno County Member Satisfaction		
Month	Number of Surveys Completed	% Very Satisfied
July 2020	1	100%
August 2020	0	N/A
September 2020	0	N/A
October 2020	0	N/A
November 2020	2	100%
December 2020	0	N/A
January 2021	0	N/A
February 2021	0	N/A
March 2021	0	N/A
April 2021	1	100%
May 2021	0	N/A
June 2021	0	N/A
<b>Total</b>	<b>4</b>	

**Who applied:** ILA-FC member independent living home operators

**Time measure:** July 1, 2020- June 30, 2021

**Data Source:** Operator satisfaction survey administered via Microsoft Forms

**Target goal expectancy:**

- To gather information from operators on how to improve the ILA-FC program

**Satisfaction & Feedback Of Persons Served & Stakeholder Goal Two**

**Goal:** To provide operators and the community with education and training opportunities related to independent living homes

**Background:** The ILA-FC provides education and training opportunities for potential or existing independent living home operators, tenant and community members. The Operations Course provides a robust overview on how to successfully operate an independent living home. It is required an operator take this course to become a member of the ILA-FC. Additional course topics include: budgeting, pest prevention, tenants' rights, etc. A course evaluation is administered at the end of each course. The evaluation asks respondents to rate their overall satisfaction with the course on a five point Likert scale. "Very satisfied" is the highest score a respondent can select.

**Indicator:** Percentage of course attendees are "very satisfied" with the course

Training and Education				
Date	Topic	Location	Attendance	% Very Satisfied
Wednesday, July 8, 2020	Operations Course	Zoom	2	N/A
Friday, August 7, 2020	Operations Course	Zoom	6	100% (n=2)
Friday, September 4, 2020	Operations Course	Zoom	4	75% (n=4)
Friday, September 25, 2020	Business Development Course: Budgeting	Zoom	15	100% (n=3)
Friday, October 2, 2020	Operations Course	Zoom	2	100% (n=1)
Wednesday, October 14, 2020	Faith Based Strategic Planning Meeting	Zoom	7	75% (n=2)
Wednesday, October 21, 2020	Emergency Preparedness Course	Zoom	3	N/A
Friday, October 23, 2020	Business Development Course: LGBTQ+ and Ally Course	Zoom	14	N/A
Wednesday, November 18, 2020	Business Development Course: COVID-19 Landlord-Tenant Law Course	Zoom	16	100% (n=7)
Monday, December 14, 2020	Cook with the ILA Video Series	YouTube	64	N/A
Friday, January 22, 2021	Business Development Course: Pest Prevention	Zoom	16	N/A
Friday, January 22, 2021	Business Development Course: Tenant Rights & Responsibilities	Zoom	13	N/A
Thursday, February 18, 2021	Evictions & Moratorium Update Course	Zoom	19	N/A
Tuesday, March 2, 2021	Business Development Course: Communication and De-Escalation	Zoom	22	N/A
Tuesday, March 2, 2021	Business Development Course: Tenant Screening	Zoom	1	N/A
Tuesday, March 16, 2021	ILA/RRA Legal Shield Presentation for Operators	Zoom	5	N/A
Thursday, March 25, 2021	ILA/RRA Legal Shield Presentation for Operators	Zoom	8	N/A
Friday, April 2, 2021	Operations Course	Zoom	2	N/A
Monday, April 26, 2021	Eviction & Retention: What you should know to Advocate for your Client	Teams	51	N/A

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Thursday, May 6, 2021	Operations Course	Zoom	3	N/A
Friday, May 14, 2021	Eviction & Retention: What you should know to Advocate for your Client	Teams	50	N/A
Friday, May 14, 2021	Business Development Course: Budgeting Course	Zoom	1	N/A
Tuesday, June 8, 2021	Business Development Course: Tenant Screening	Zoom	10	N/A
Thursday, June 17, 2021	NonProfit/501(c)3 Informational Session	Zoom	12	N/A

**Who applied:** ILA-FC course attendees

**Time measure:** July 1, 2020- June 30, 2021

**Data Source:** Course evaluations administered via Microsoft Forms

**Target goal expectancy:**

- To gather information from course attendees on how to improve courses
  - This information is shared with course trainers