

# FRESNO COUNTY MENTAL HEALTH PLAN

# OUTCOMES REPORT- Attachment A

## PROGRAM INFORMATION:

<b>Program Title:</b>	PATH MOP	<b>Provider:</b>	Kings View Behavioral Health
<b>Program Description:</b>	PATH MOP 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>	July 1, 2020 to current
<b>Age Group Served 2:</b>	Choose an item.	<b>Reporting Period:</b>	July 1, 2020 - June 30, 2021
<b>Funding Source 1:</b>	Other, please specify below	<b>Funding Source 3:</b>	Choose an item.
<b>Funding Source 2:</b>	Choose an item.	<b>Other Funding:</b>	CDBG-CV

12.73

## FISCAL INFORMATION:

<b>Program Budget Amount:</b>	\$279,613	<b>Program Actual Amount:</b>	\$185,712.73
<b>Number of Unique Clients Served During Time Period:</b>	114		
<b>Number of Services Rendered During Time Period:</b>	345		
<b>Actual Cost Per Client:</b>	\$1,629.05		

## CONTRACT INFORMATION:

<b>Program Type:</b>	Contract-Operated	<b>Type of Program:</b>	Other, please specify below
<b>Contract Term:</b>	Click here to enter text.	<b>For Other:</b>	Outreach Component – Outreach, Engagement, Linkage, Case Management and Housing-Related Services.

Renewal Date: July 1<sup>st</sup>, 2021

Level of Care Information Age 18 &amp; Over: Choose an item.

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

Community collaboration

Integrated service experiences

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

**Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services**  
THE PATH MOP 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

## Cultural Competency

network and/or peer support group through diversion for housing related services.

### **Community Collaboration**

PATH MOP has frequent collaboration with internal Kings View programs and outside community agencies (rural law enforcement, faith based organizations and resource centers) 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, staff will provide linkage to that agency utilizing a warm-handoff approach.

### **Integrated Service Experiences**

PATH MOP 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. Staff provide resources and linkages promptly to ensure services and needs are being followed through in a timely manner.

### **Cultural Competency**

Cultural Competency and Diversity is an integral part of PATH MOP 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**

PATH MOP services to the underserved population includes individuals that are homeless or at imminent risk of being 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. 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, 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.

**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 20-21 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. (Access) Provide outreach and engagement services to at least 100 individuals in rural and unincorporated communities in Fresno County.
  - a. The PATH-MOP Team provided services to 114 individuals in rural and unincorporated communities of Fresno County.
2. (Satisfaction and Feedback) 80% of persons served will report a positive score (Agree + Strongly Agree) when responding to the statement, "I liked the services I received here."
  - a. 100% of respondents (19/19) indicated that they agreed or strongly agreed with the above statement.
3. (Satisfaction and Feedback) 80% of persons served will report a positive score (Agree + Strongly Agree) when responding to the statement, "Staff are knowledgeable, competent, act appropriate, and professionally."
  - a. 94.7% of respondents (18/19) indicated that they agreed or strongly agreed with the above statement.
4. (Satisfaction and Feedback) 80% of persons served will report a positive score (Agree + Strongly Agree) when responding to the statement, "PATH Outreach services provided the linkages to resources I needed."

- a. 94.7% of respondents (18/19) indicated that they agreed or strongly agreed with the above statement.
- 5. (Effectiveness) 80% of persons served who cannot meet their housing needs through diversion efforts will be linked to a navigator within 7 days of successful contact.
  - a. 99.15% of persons served (116/117) were linked to a navigator within 7 days of a successful contact.
- 6. (Effectiveness) 50% of persons served in rural and unincorporated areas will be linked to temporary or permanent housing.
  - a. 29.82% of persons served (34/114) were linked to temporary or permanent housing.
- 7. (Efficiency) On average, persons served will have been contacted less than 5 times needed for engagement in services.
  - a. 100% of persons served (114) were engaged in or linked to services in less than 5 contacts from the outreach team.
- 8. (Effectiveness) PATH-MOP will link persons served to various services to address needs related to COVID-19.
  - a. 117 COVID-specific services, such as provision of hygiene kits, personal protective equipment, and education on the virus and available vaccines, were provided to persons served. 345 linkages to services to address needs related to COVID-19, such as linkages to navigation services (117), housing support offers (83) and services (31), documentation (31), transportation (8), food and clothing (65), mental health/substance use disorder program linkages (11), and diversion (1), were provided to persons served.
- 9. (Efficiency) PATH-MOP will utilize a small outreach team to cover numerous communities in rural and unincorporated areas of Fresno County.
  - a. The outreach team served persons in Selma (33), Reedley (19), Huron (15), Sanger (14), Kerman (11), Parlier (7), Coalinga (4), Raisin City (5), Firebaugh (2), Orange Cove (2), Kingsburg (1), Mendota (1), Fowler (1), Calwa (1), Hanford (1).

**DEPARTMENT RECOMMENDATION(S):**

Kings View's rural outreach team has met 8/9 outcome goals during this reporting period. Goal #6 of linking at least 50% of persons served to temporary or permanent housing, was not met. The PATH Program manager indicated that this was primarily due to a lack of available housing in the County. For persons served who are entrenched, or houseless for a long period of time, offers for emergency services may have been declined due to the limitations that such shelters provide, such as sobriety requirements and curfews. Others may decline because they have lived in emergency shelters before and do not want to return due to perception of increased rate of criminal activity or drug use in area. The PATH Program Manager is keeping up-to-date as to available housing resources that will meet the needs of persons served. In order to work toward this goal in FY 2021-22, it is advised that the PATH Team continue to collaborate with the County, Fresno Madera Continuum of Care, and community partners, such as law enforcement, to reach persons experiencing homelessness and connect them to available resources.