

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	PATH OEL	Provider:	Kings View
Program Description:	The PATH OEL program delivers outreach, engagement and linkage services to adult consumers who are homeless or at imminent risk of becoming homeless. The program serves as an access point to clients experiencing homelessness to provide linkage and referrals for housing services, mental health, primary health care, social services, and the substance use disorder services.	MHP Work Plan:	1-Behavioral Health Integrated Access 2-Wellness, recovery, and resiliency support Choose an item.
Age Group Served 1:	ADULT	Dates Of Operation:	July 2015 to Current
Age Group Served 2:	Choose an item.	Reporting Period:	July 1, 2020 - June 30, 2021
Funding Source 1:	Com Services & Supports (MHSA)	Funding Source 3:	Other, please specify below
Funding Source 2:	Other, please specify below	Other Funding:	SAMHSA PATH Grant, HHAP Grant, Client Reimbursement

FISCAL INFORMATION:

Program Budget Amount:	\$594,309.00	Program Actual Amount:	\$455,098.27
Number of Unique Clients Served During Time Period:	359		
Number of Services Rendered During Time Period:	581		
Actual Cost Per Client:	\$1,260.66		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	Other, please specify below
Contract Term:	3 Years + 2 Years additional	For Other:	Outreach Component – Outreach, Engagement, Linkage and Housing-Related Services.
Level of Care Information Age 18 & Over:	Choose an item.	Renewal Date:	July 1 st , 2021

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 homeless.**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

Cultural Competency

Access to underserved communities

Please describe how the selected concept (s) embedded :**Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services**

Staff incorporate a strength-based approach utilizing (MI) Motivational Interviewing techniques, which allow the clients to build upon their current positive behaviors, strengths and qualities as part of their recovery. The staff utilize diversion skills to support and assist clients to reconnect with immediate/extended family members and peer groups for housing related support.

Community collaboration

The OEL staff have frequent collaboration with both internal Kings View programs and outside agencies for linkage services. The staff utilize a warm hand-off approach to ensure successful linkage and excellent delivery of

services to (emergency shelter, housing, mental health, substance treatment, physical, financial and social service support).

Cultural Competency

Cultural Competency and Diversity is an integral part of the PATH OEL as we ensure non-discriminatory and respectful services to clients 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

The PATH OEL Program services clients of the underserved population that are at imminent risk of being homeless or homeless. These clients often have barriers accessing housing related services and linkages to other services including mental health, physical health, financial services and social services. The OEL staff assist clients with linkage to emergency shelter, housing navigators for housing support, transportation to services, assistance with applying for Medi-cal, General Relief, food stamps and documentation (identification cards, Social Security cards and birth certificates).

Integrated Service Experiences

PATH (OEL) staff work directly with homeless individuals in the Fresno Metropolitan and Fresno County areas offering support for individuals that need housing assistance, obtaining documentation, accessing mental health, medical needs and financial support. PATH (OEL) staff provide resources and linkages promptly to ensure services and needs are being followed through in a timely manner. PATH (SMHS) staff offer weekly consultation and collaboration with internal service providers of the program and external service providers that are part of the individual's treatment team. PATH (SMHS) staff assist the target population with their individualized treatment goals and objectives in order to get to a state of self-sufficiency and independence.

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) At least 350 individuals experiencing homeless will be contacted by PATH outreach workers and receive linkages to services.
 - a. The PATH Team outreached to 361 persons in the Metro Area.
2. (Access) At least 200 persons served will enter into the HMIS system and PATH program.
 - a. 345 persons served were enrolled into the PATH program and HMIS system.
3. (Satisfaction) 80% of persons served by the PATH OEL Team will report a positive score (Agree + Strongly Agree) when responding to the statement, "I liked the services I received here."
 - a. 95.83% of respondents (23/24) indicated that they agreed or strongly agreed with the above statement.
4. (Satisfaction) 80% of persons served by the PATH OEL Team will report a positive score (Agree + Strongly Agree) when responding to the statement, "Staff are knowledgeable, competent, and act appropriate and professionally."
 - a. 100% of respondents (24/24) indicated that they agreed or strongly agreed with the above statement.
5. (Satisfaction) 80% of persons served by the PATH OEL Team will report a positive score (Agree + Strongly Agree) when responding to the statement, "PATH Outreach services provided the linkages to the resources I needed."
 - a. 100% of respondents (24/24) indicated that they agreed or strongly agreed with the above statement.
6. (Effectiveness) 80% of persons served who cannot meet their housing needs through diversion efforts will be linked to a navigator within 7 days of a successful contact.
 - a. 100% of persons served (361/361) were linked to a navigator within 7 business days of a successful contact.
7. (Effectiveness) 50% of individual enrolled in the PATH program and HMIS will be linked to temporary or permanent housing.
 - a. 30.92% of persons served (111/359) who were enrolled in PATH/HMIS were linked to temporary or permanent housing.
8. (Efficiency) On average, persons served will have been contacted less than 5 times needed for enrollment in the PATH program and HMIS.
 - a. The average number of contacts to enroll in the PATH program and HMIS system is 1.01.

DEPARTMENT RECOMMENDATION(S):

Kings View's outreach team has met 7/8 outcome goals during this reporting period. Goal #7 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.