

# FRESNO COUNTY MENTAL HEALTH PLAN

# OUTCOMES REPORT- Attachment A

## PROGRAM INFORMATION:

<b>Program Title:</b>	PATH SMHS	<b>Provider:</b>	Kings View
<b>Program Description:</b>	PATH SMHS delivers services to adult consumers with serious mental illness (SMI) and/or co-occurring substance use disorders who are homeless or at imminent risk of becoming homeless. The program serves as a front door for clients into continuum of care services and mainstream mental health, primary health care, permanent supportive housing, social services, and the substance use disorder services system.	<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, 2015 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>	Com Services & Supports (MHSA)	<b>Funding Source 3:</b>	Other, please specify below
<b>Funding Source 2:</b>	Medical FFP	<b>Other Funding:</b>	SAMHSA PATH Grant, Client Reimbursement

## FISCAL INFORMATION:

<b>Program Budget Amount:</b>	\$184,787	<b>Program Actual Amount:</b>	\$163,433.48
<b>Number of Unique Clients Served During Time Period:</b>	49		
<b>Number of Services Rendered During Time Period:</b>	778		
<b>Actual Cost Per Client:</b>	\$3,335.37		

## CONTRACT INFORMATION:

<b>Program Type:</b>	Contract-Operated	<b>Type of Program:</b>	Other, please specify below
<b>Contract Term:</b>	3 Years +2 Years additional	<b>For Other:</b>	Specialty Mental Health Treatment and Supportive Housing.
		<b>Renewal Date:</b>	July 1, 2021
<b>Level of Care Information Age 18 &amp; Over:</b>	Enhanced Outpatient Treatment (caseload 1:40)		
<b>Level of Care Information Age 0- 17:</b>	Choose an item.		

**TARGET POPULATION INFORMATION:**

**Target Population:** Adults 18 years and older with a Seriously Mentally Illness or Co-Occuring Disorder who are at imminent risk of homelessness or currently 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**

In PATH SMHS, treatment and client care plans are customer driven and goals are developed involving collaboration from the client as desired goals for treatment. Staff incorporate a strength-based approach which allows the clients to build upon their current positive behaviors, strengths and qualities as part of their recovery. In addition, our focus is to broaden the client's social support networks, which can include the client's family members or peer support as an active part in their mental health treatment. Clients that want to include their family or friends as part of wellness and recovery can participate in treatment sessions involving education centered around mental illness and strategic ways the family/friends can act as a support with follow through of the client's mental health needs.

### **Cultural Competency**

Cultural Competency and Diversity is an integral part of the PATH Program 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**

PATH SMHS services clients of the underserved population including individuals that are at imminent risk of being homeless, are homeless, that suffer from a severe mental illness and/or co-occurring disorder. The clients enrolled in our program often have barriers in accessing mental health services, medical services, financial services and housing within the community. PATH SMHS staff assist clients with linkage to increasing income (applying for SSI, General Relief, assistance food stamps and obtaining employment), 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, advocate in order to promote independent living for the clients served.

### **Community collaboration**

PATH SMHS frequent collaboration with both internal Kings View programs and outside agencies when making referrals to the program. In situations, where clients are receiving services from our program and other service providers, the staff maintain frequent coordination of care and consultation to ensure clients are achieving excellent delivery of services. In situations when clients are in need of a higher level of care, staff will provide linkage to an agency that can deliver appropriate services to address the client's current

mental health needs (i.e. Exodus, FSP, Crisis Residential Programs, Residential Substance Abuse Treatment Programs).

#### Integrated Service Experiences

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. Staff assist the target population with their individualized treatment goals and objectives in order to get to a state of self-sufficiency and independence. The staff support individuals of the program in managing their mental health, accessing housing needs, attending medical appointments, managing finances and enrollment of health care insurance. In addition, when linking to outside agencies, linkage to other programs is done so with a warm hand-off approach in a timely manner.

#### 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. (Effectiveness) 50% reduction in number of incarceration occurrences for persons enrolled in the PATH (SMHS) Program
  - a. There was a 100% reduction (7:0) in the number of incarceration occurrences for persons served.
2. (Effectiveness) 50% reduction in number of psychiatric hospitalizations occurrences for persons enrolled in the PATH (SMHS) Program
  - a. There was a 50% reduction (2:1) in the number of psychiatric hospitalization occurrences for persons served.
3. (Effectiveness) 60% reduction in number of homelessness occurrences for individuals enrolled in the PATH (SMHS) Program
  - a. There was a 52% reduction (23:11) in the number of incidents of homeless occurrences for persons served.
4. (Efficiency) 60% reduction of individuals exiting the PATH SMHS Program will successfully meet their individual care plan goals within 18 months.
  - a. 43.48% (10/23) of persons served had a successful exit from the PATH SMHS Program, with 5 (21.74%) achieving this within 18 months.
5. (Satisfaction) 80% of individuals will report a positive score (Agree + Strongly Agree) with Satisfaction with Agency Services
  - a. 91.10% of respondents (37/41) indicated that they agreed or strongly agreed with the above statement.
6. (Satisfaction) 80% of individuals will report a positive score (Agree + Strongly Agree) with Satisfaction with Accessibility of Services
  - a. 84.60% of respondents (34/41) indicated that they agreed or strongly agreed with the above statement.
7. (Satisfaction) 70% of individuals will report a positive score (Agree + Strongly Agree) with Satisfaction with Life Functioning as an Indicator or Effectiveness
  - a. 70.70% of respondents (29/41) indicated that they agreed or strongly agreed with the above statement.

8. (Access) 75% of individuals referred to the SMHS Program will be offered an assessment appointment within 24 hours of the referrals
  - a. 100% of persons referred to the program (31/31) were offered an assessment appointment within 24 hours of the referral.

**DEPARTMENT RECOMMENDATION(S):**

Kings View's SMHS team has met 6/8 of their outcome goals during this reporting period. The PATH Program Manager indicated that Goals #3 and 4 were likely not met due to the impacts of COVID-19 on continued engagement from persons served, such as a reduction of in-person services, group facilitation, and the overall instability caused by the pandemic. It was also noted that persons served without phones were difficult to keep in contact with if they left their usual encampment site. As experienced by PATH's outreach teams, there was a lack of available housing in the County that limited their ability to reduce the number of homeless occurrences. In order to work toward Goal #3 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 to connect persons experiencing homelessness to available resources. As for Goal #4, Kings View's team will continue to utilize safety measures, but will also increase contact with persons served when possible. It is advised to develop a performance improvement plan to ensure the SMHS team focuses on improving this outcome. For the next two fiscal years, the Department and Kings View will assess if 18 months is an appropriate expectation.