

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	New Starts Program/Master Lease Agreement	Provider:	Department of Behavioral Health (DBH), RH Community Builders (RHCB)
Program Description:	Persons served with a serious mental illness who are homeless or at risk of homelessness receive housing supportive services and rental assistance from DBH while leasing an apartment unit from RHCB with the goal of developing the stability, skills, and resources needed to secure and maintain permanent housing outside of the program.	MHP Work Plan:	Choose an item. Choose an item. Choose an item.
Age Group Served 1:	ADULT	Dates Of Operation:	July 1, 2020 – June 30, 2022
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:	Choose an item.
Funding Source 2:	Other, please specify below	Other Funding:	Tenant-Collected (Rent, Maintenance Costs, PG&E)

FISCAL INFORMATION:

Program Budget Amount:	\$1,056,708	Program Actual Amount:	\$914,298.13
Number of Unique Clients Served During Time Period:	81		
Number of Services Rendered During Time Period:	517		
Actual Cost Per Client:	\$11,287.63		

CONTRACT INFORMATION:

Program Type:	DBH-Operated	Type of Program:	Other, please specify below
Contract Term:	7/1/20 – 6/30/22	For Other:	Master Lease Agreement
		Renewal Date:	7/1/22
Level of Care Information Age 18 & Over:	Enhanced Outpatient Treatment (caseload 1:40)		
Level of Care Information Age 0- 17:	Choose an item.		

TARGET POPULATION INFORMATION:

Target Population: Adults with a serious mental illness who are homeless or at risk of homelessness and receiving services through the Department of Behavioral Health. They must be able to live independently with support.

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)

Cultural Competency

Integrated service experiences

Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services

Access to underserved communities

Please describe how the selected concept (s) embedded :

Cultural Competency: DBH and RHCB must ensure that respective teams do not discriminate on the basis of race, color, national origin, sex, disability, or religion. Staff attend trainings on culturally diverse topics, provide interpretation services as needed, and are representative of the diverse cultural backgrounds of persons served.

Integrated service experiences: Persons served remain with their case manager as needed while receiving housing support services from an assigned DBH Housing Support Specialist and property management services from RHCB. DBH teams work collaboratively with RHCB to address any concerns that may arise.

Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services: The Housing Support Specialist team “meets people where

FY 2020-21 Outcomes

they are at” to ensure that services are in line what persons served are expressing in that moment. The Team integrates Wellness/Recovery principles in assessing needs of persons served, such as developing safety and housing plans. They utilize Housing First principles to serve those in the New Starts Program. As such, they are housed and then assisted in getting/maintaining services, applying for housing vouchers, benefits, and/or income via employment, and learning the skills necessary to maintain housing.

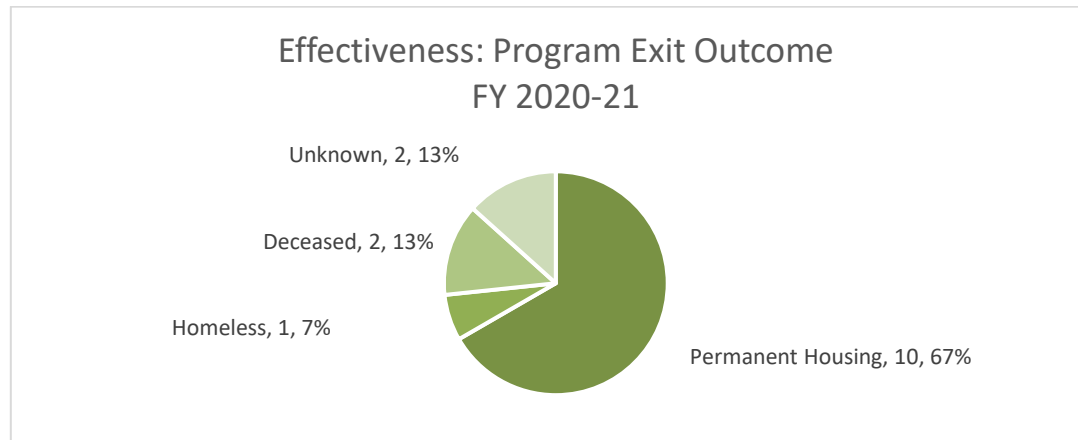
Access to Underserved Communities: The New Starts Program and Master Lease Agreement serve those who are homeless or at-risk of homelessness and with serious mental illness.

PROGRAM OUTCOME & GOALS

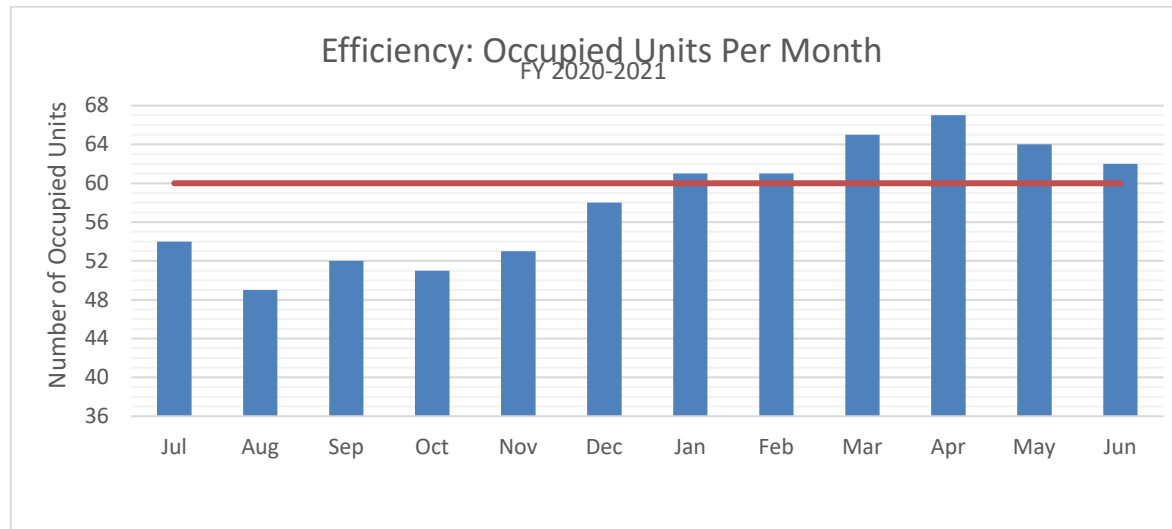
- **Must include each of these areas/domains:** (1) Effectiveness, (2) Efficiency, (3) Access, (4) Satisfaction & Feedback Of Persons Served & Stakeholder

- **Include the following components for documenting each goal:** (1) Indicator, (2) Who Applied, (3) Time of Measure, (4) Data Source, (5) Target Goal Expectancy

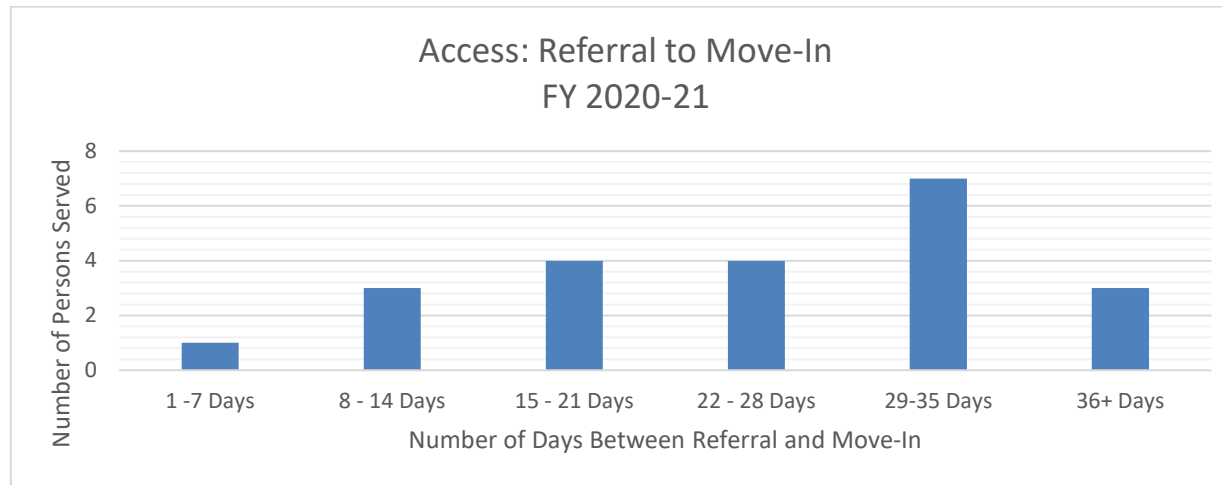
1. (Effectiveness) Objective: New Starts Team will assist persons served in securing permanent housing.
 - a. Indicator: Persons served successfully exit the program by entering into permanent housing.
 - b. Who Applied: Persons served who exit the program.
 - c. Time Measure: FY 2020-21
 - d. Data Source: Avatar Report, Internal Tracking Sheet
 - e. Target Goal Expectancy: 70% of persons served will exit the program into permanent housing.
 - f. Outcome: Of the 15 people who exited the program, 10 (67%) entered into permanent housing, 2 (13%) were deceased, 1 (7%) became homeless, and 2 (13%) were unknown.



2. (Efficiency) Objective: New Starts Team will work with RH Community Builders to maintain a high utilization rate of units available under the Master Lease Agreement.
- Indicator: Number of occupied units at the end of each month
 - Who Applied: 68 units available as part of the Master Lease Agreement
 - Time Measure: FY 2020-21
 - Data Source: Internal Tracking Sheet
 - Target Goal Expectancy: At least 60 units will be occupied at the end of each month.
 - Outcome: January '21 through June '21, there were at least 60 units occupied at the end of each month. Occupancy is as follows:
July had 54, August had 49, September had 52, October had 51, November had 53, December had 58, January had 61, February had 61, March had 65, April had 67, May had 64, and June had 62 occupied units.

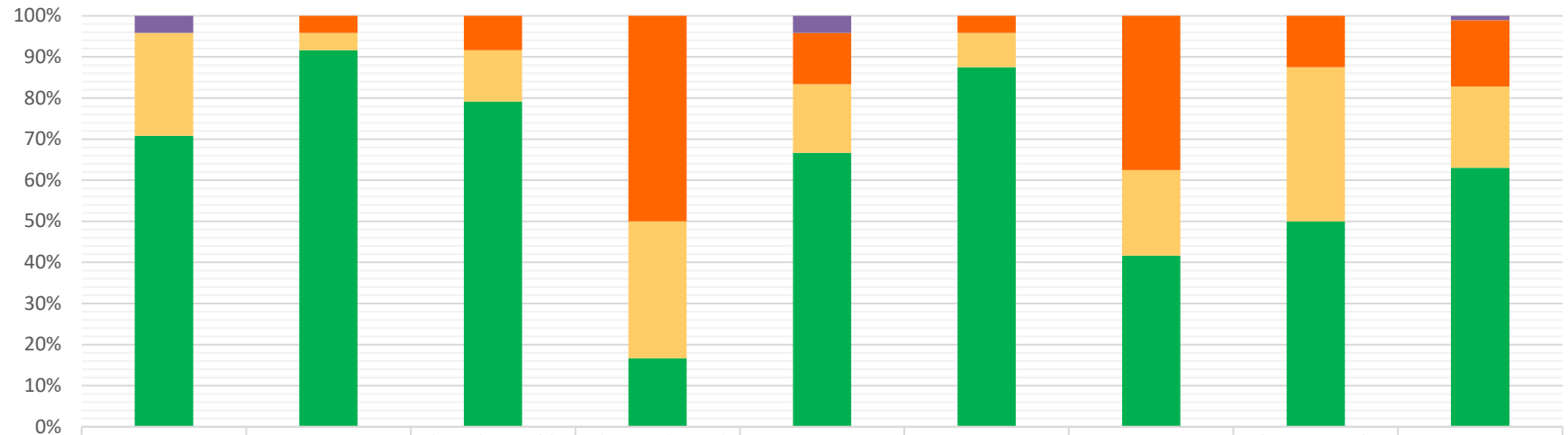


3. (Access) Objective: Persons served who are referred to the Master Lease Agreement will move in to their housing unit in a timely fashion.
- a. Indicator: Number of days between referral into Master Lease Agreement and move-in date.
 - b. Who Applied: Persons served under New Starts Program
 - c. Time of Measure: FY 2020-21
 - d. Data Source: Avatar Report
 - e. Target Goal Expectancy: Achieve an average of 14 Days or Less Between Date of Referral and Date of Move-In.
 - f. Outcome: Of 22 move-ins during the reporting period, there was an average of 29 days between referral date and move-in. Excluding an outlier of 129 days, the average of 21 move-ins was 24 days. 14% of move-ins (3/22) occurred between 8-14 days after referral. 32% of move-ins (7/22) occurred between 29-35 days after referral.



4. (Satisfaction & Feedback) Objective: Persons served in New Starts Program will receive an annual Satisfaction Survey and report favorably with satisfaction of the program and overall progress toward removing barriers to housing.
- a. Indicator: Percentage of persons served reporting a positive score.
 - b. Who Applied: Persons served who replied to the survey
 - c. Time of Measure: FY 2020-21, survey provided in May '21
 - d. Data Source: Satisfaction Surveys
 - e. Target Goal Expectancy: Aggregate survey responses will have 70% 'Agree' responses to the statements.
 - f. Outcome: 24 persons served completed the surveys. Their responses resulted in a 63.02% overall agreement with the affirmative statements of the survey.

Satisfaction & Feedback: Survey Results FY 2020-21



Missing	1	0	0	0	1	0	0	0	2
Disagree	0	1	2	12	3	1	9	3	31
Neutral	6	1	3	8	4	2	5	9	38
Agree	17	22	19	4	16	21	10	12	121

DEPARTMENT RECOMMENDATION(S):

It is recommended that the DBH Housing Team and RHCBC Property Management Team continue to communicate prospective tenants and available vacant units to ensure that persons served are referred and moved into empty units as soon as possible. The Housing Team will need to increase collaboration with persons served and their Treatment Team to ensure that persons served are assisted in obtaining benefits/income/supportive services to maintain their housing while securing permanent housing. The assigned contract analyst will compare outcomes across fiscal years to assess if a 14-day average Access Goal is an achievable goal given the barriers present.