

## FRESNO COUNTY MENTAL HEALTH PLAN

## OUTCOMES REPORT- Attachment A

### PROGRAM INFORMATION:

<b>Program Title:</b>	Vocational and Education Services	<b>Provider:</b>	Dreamcatchers Empowerment Network
<b>Program Description:</b>	Vocational and Educational Services (VES) program and provide Individual Placement Services (IPS) for adult and older adult individuals with psychiatric disabilities living in Fresno County and receiving specialty mental health services from DBH or other County contracted providers	<b>MHP Work Plan:</b>	2-Wellness, recovery, and resiliency support Choose an item. Choose an item.
<b>Age Group Served 1:</b>	TAY	<b>Dates Of Operation:</b>	March 10, 2020 – Current
<b>Age Group Served 2:</b>	ADULT	<b>Reporting Period:</b>	July 1, 2021 - June 30, 2022
<b>Funding Source 1:</b>	Com Services & Supports (MHSA)	<b>Funding Source 3:</b>	Choose an item.
<b>Funding Source 2:</b>	Choose an item.	<b>Other Funding:</b>	Click here to enter text.

### FISCAL INFORMATION:

<b>Program Budget Amount:</b>	\$924,079	<b>Program Actual Amount:</b>	\$628,167.66
<b>Number of Unique Clients Served During Time Period:</b>	221		
<b>Number of Services Rendered During Time Period:</b>	336		
<b>Actual Cost Per Client:</b>	\$2,842.38		

### CONTRACT INFORMATION:

<b>Program Type:</b>	Contract-Operated	<b>Type of Program:</b>	Other, please specify below
<b>Contract Term:</b>	March 10, 2020 through June 30, 2025	<b>For Other:</b>	Employment
		<b>Renewal Date:</b>	N/A
<b>Level of Care Information Age 18 &amp; Over:</b>	Choose an item.		
<b>Level of Care Information Age 0- 17:</b>	Choose an item.		

### TARGET POPULATION INFORMATION:

<b>Target Population:</b>	Adults and Older Adults seeking competitive based employment within the community
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## 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:** adults 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 individuals and families are seamless. Persons served 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

Choose an item.

Choose an item.

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

Employment plays a vital role in the recovery journey. It provides hope, meaning, value and purpose. Dreamcatchers services help people to accomplish the goal of obtaining employment and going to school. The services also focus on providing side-by-side support throughout the process including the experience of other peers who have walked this journey. All of our work is a collaborative effort. The employers and other community agencies as well as family members and natural supports all provide a vital role in helping achieve these outcomes in employment and education.

## 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

Data is collected on all goals on a monthly basis by program and clerical staff. It is gathered from referrals, enrollment/intake paperwork, employment and education plans, as well as through Dreamcatchers service and case note tracking system. Information is also captured through placement reports. Satisfaction surveys are completed twice a year to obtain feedback and recommendations from individuals served on the services they are receiving.

**Effectiveness:**

- **Percentage of individuals served who will find employment**
  - **Goal:** 40% of those served will be hired
  - **Out come:** Of the 221 individuals served over the past year, 36% found competitive employment.
    - Sectors or industries of hires included clerical, warehouse, stocking, retail, driver, customer service, and restaurant/dishwasher
    - The past year has continued to be impacted by COVID, yet more and more people are becoming more comfortable in being in the community and beginning to seek and obtain employment. Of the individuals served, not all are actively pursuing employment with some pursuing education first, or combined education and employment. We have experienced many people starting the program and then dropping out of services; they engage and then disengage. This impacts the number of people actively participating thus becoming employed.
    - Success Stories: Individual came to our Employment program with many fears thinking that she would not be able to have a job since she did not have much work experience. The first job we helped find was at Robertitos Tacos, she wasn't sure she could do the customer job but wanted to try it, while working is Robertitos, Blue Sky offered her Peer Support training for 2 weeks, she left the job and she explained to me that she wanted to take that training. She finished her training, and we focused on looking for a job at Peer Support in less than a week she received a job offer from West Care in which she has worked for more than 4 months, and she loves her job.
    - Success Story: Individual arrived at our program and had gone through serious mental and physical health problems at the age of 55. She had worked hard in previous years to get an education and got an Alcohol and Drug certificate. Together we created a resume with a profile in that area, we started making applications and she got 2 job interviews the first month, but she couldn't do them because that month she tested positive for covid. She didn't give up and the second month she got an interview at Delta Care and was hired a few weeks after her interview. She has been working for 5 months in Delta and she feels happy and grateful. Individual will now move to an apartment to live independently, she is doing the paperwork to get a driver's license and get a car.
- **Percentage of persons served who will maintain employment for a minimum of 90 days**
  - **Goal:** 75% of those hired will maintain employment for a minimum of 90-days
  - **Outcome:** 41% of those hired have maintained employment for 90 days and 10 others are in process towards achieving this goal.

The Dreamcatchers program was opening in the middle of the COVID-19 therefore impacting service delivery. While individuals began services, a large portion of the services were delivery remotely with individuals not ready to interact in person. Shelter orders prohibited businesses being open at times, yet alone hiring for vacancies. This in-turn limited the capability of staff job developing and establishing relationships with employers for hiring which therefore impacts the goal of maintaining employment.
- **Percentage of persons served who will be enrolled in higher education or vocational training**
  - **Goal:** 15% of those served will be enrolled in higher education or vocational training
  - **Outcome:** 33 individuals are seeking, enrolled or have enrolled in higher education

- Many of our persons served are seeking their GED, enrolled at Fresno City College completing their general education or specialized vocational training.
- Persons served successes: Individual has been part of Dreamcatchers for nearly 2 years and has achieved so much. During her time here she has been able to receive her drivers license, maintained employment and has welcomed a new baby to her family. Individual waited patiently for her opportunity to begin school and always made herself available for any tasks she had to complete to get her where she needed to be. After nearly a year of waiting, she was accepted into a Truck Driving program this summer of 2022 and has officially graduated this August. We are all very proud of this accomplishment and are excited to help her find permanent employment.
- Persons served successes: Individual started his GED program at Cesar Chavez Adult Education Center earlier this year in January 2022. Individual has overcome classroom struggles such as constantly switching his modes of instruction from in-person to hybrid learning and then to online virtual learning. He has never given up even when times were hard. He is also the kind of person that takes responsibility for himself and never uses excuses. Our favorite thing about this individual is that he does not wait to receive help, but always takes action to help himself with any resources he has available for him. He is extremely selfless and will decline free textbooks offered to him so another classmate who may have less than him can receive these resources instead. Currently, he displays the textbooks and materials he buys for himself in his room to motivate himself and uses it as a visual aid to see how far he has come with achieving his goals. He is expected to complete his GED at the end of this year, and we will get the chance to help him on his next journey of employment.

**Efficiency of services:**

- **Employment Specialist Average Caseloads**
  - **Goal:** To maintain fidelity standards to the IPS model, each Employment Specialist caseload shall be no more than 20 individuals at any given time and only serve two treatment teams
  - **Outcome:** Currently, no IPS Employment Specialist staff has more than 20 individuals on their caseload but this has also resulted in a wait list. Dreamcatchers received referrals from a wide variety of treatment teams or contracted providers which makes it challenging to maintain fidelity with this standard.
- **Cost per Person Served**
  - **Goal:** Maintain cost per person served over the course of the program
  - **Outcome:** The cost per person served based upon program expenses for the past year were \$2,842.38 per person, however based upon total services provided the cost is \$1,869.54 per service. As compared to the prior year, the cost per person and per service decreased.

**Service Access:**

- **Timely contact for new referrals**
  - **Goal:** All referrals will be contacted within 72 hours
  - **Outcome:** 90% of the referrals received, were contacted within 72 hours

- Dreamcatchers strives to contact all individuals within 72 hours from referral to begin services, there were 19 individuals that were contacted outside of this parameter. This was due to several reasons including individuals being on a waiting list and staff out of the office when assigned.
- **Program Capacity**
  - **Goal:** Program will serve 100 individuals per fiscal year (FY)
  - **Outcome:** The program served 221 individuals in FY 21-22
    - Referrals are received from the County clinical treatment teams and the County provider partners agencies. Dreamcatchers received 186 new referrals through the contract year. 69 individuals that had been referred either declined services or were unable to be reached to begin the process. Quality referrals impacts the numbers served. In March 2022, Dreamcatchers and CIBHS developed a new “interest” form for those that have questions or want more information about the program, before a referral is made. This tool was introduced and implemented during a refresher training sessions for all treatment teams and partner provider agencies.

**Satisfaction of Person Served:**

- **Goal: 90 % of responses received are satisfied with the program**
- **Satisfaction rate:** 91% satisfaction based upon responses from survey received
- Quote by person served from 2021: “I’ve was in the program for a year or so. I want to say it wasn’t always easy making meetings, but with help I was able to keep a good job. The staff has always been supportive and encouraged me; keeping me level when I thought it was tough. I want to say you can accomplish what you dream of. It doesn’t matter what happened yesterday, everyday is a new opportunity to focus on doing the best we can. Keep believing that whatever you do it’s worth it to keep striving to get the dreams you’re after.”

**DEPARTMENT RECOMMENDATION(S):**

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