

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	Manuch Short-Term Residential Therapeutic Program (STRTP)	Provider:	Manuch, Inc.
Program Description:	STRTP for foster youth who require stabilization and support in order to transition to lower levels of care, including permanency.	MHP Work Plan:	4-Behavioral health clinical care
Age Group Served 1:	CHILDREN	Dates Of Operation:	10/1/2020 to Present
Age Group Served 2:	TAY	Reporting Period:	July 1, 2021 - June 30, 2022
Funding Source 1:	Medical FFP	Funding Source 3:	Realignment
Funding Source 2:	EPSDT	Other Funding:	

FISCAL INFORMATION:

Program Budget Amount:	\$364,658	Program Actual Amount:	\$92,197
Number of Unique Persons Served During Time Period:	16		
Number of Services Rendered During Time Period:	956		
Actual Cost Per Person Served:	\$5,762		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	Outpatient
Contract Term:	October 1, 2020 – June 30, 2021 plus two optional one-year extensions	For Other:	
		Renewal Date:	07/01/2022
Level of Care Information Age 18 & Over:	High Intensity Treatment/FSP (caseload 1:12)		
Level of Care Information Age 0- 17:	Outpatient Treatment		

TARGET POPULATION INFORMATION:

Target Population: Youth between the ages of 12-21 years, non-minor dependents who turn 18 while under STRTP care; youth with Juvenile Dependency Court/ Juvenile Delinquency Court status per California Welfare and Institutions Codes (WIC §§ 300, 601, 602), and youth diagnosed with mental disorders.

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 persons served 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 persons served 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)

Community collaboration

Cultural Competency

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

Integrated service experiences

Please describe how the selected concept (s) embedded :

Community Collaboration -- Manuch, Inc. (Manuch) collaborates with various agencies and providers to meet the needs of the youth it serves. The agency works with Fresno County providers, the youth's Child and Family Team (CFT) which includes significant support members, placement agencies including the Department of Social (DSS) , the Probation Department, as well as licensing and regulatory agencies. The following describes some of the specific activities administered by Manuch, Inc. which promote successful collaboration on behalf of the youth it serves.

Specific Activities:

- Manuch mental health staff attend all CFT meetings for each youth served. Staff provide Intensive Care Coordination (ICC) services in collaboration with CFT members and team directives. Both, the Mental Health Clinician and Mental Health Rehabilitation Specialist (MHRS) provide this service. CFT's are held monthly for each youth in placement.
- Manuch ensures that all persons served who are eligible have access to participate in the Fresno County Independent Living Program. Manuch provides support and resources including transportation, staff time, and space to support this activity.
- Case management and linkage is a service offered by Manuch which involves interfacing and facilitating access to services/resources identified in the youth's

mental health treatment plan. The MHRS and Mental Health Clinician provide this service and collaborate with agencies that the youth has been referred to including medication management services, Wraparound (WRAP) services, Therapeutic Behavioral Services (TBS), and substance use disorder (SUD) programs.

- Manuch attends quarterly Joint Vendor Meetings hosted by Fresno County which are specific to STRTP providers. Agencies are provided information about the mental health plan and given opportunities to share ideas, methods and strategies which promote collaboration. The Head of Service and Executive Director attend these meetings and share information from the meetings with the staff during regular staff meetings.
- Monthly Contract Meetings are hosted by the Fresno County Department of Behavioral Health (DBH) Contracts Division which invite the participation of DSS' Child Welfare staff, DBH's Managed Care Division, , and DBH's Child Welfare Mental Health (CWMH) Team. The monthly meeting focuses on the status of progress of the Manuch mental health program. The agency provides a general update on person served and operational activity including program census, person served outcomes, staffing changes, training opportunities, etc.

Cultural Competence -- Manuch adopts behaviors, attitudes and policies that enable its staff to work effectively in cross-cultural situations. This is achieved by assessing the linguistic, cultural, and ethnic makeup of the youth. The agency incorporates strategies in its Cultural Competence Plan which promotes competencies of the staff and includes policy initiatives which support cultural diversity, regular assessment of staff and person served demographics, and incentives for training amongst staff. Some of the specific activities carried out by Manuch which support this concept are listed below.

Specific Activities:

- The agency completes a survey of cultural competence trainings the staff participated in, and linguistic capacities of the agency staff, every six months. The report is submitted to Fresno County.
- Cultural Competence Training -- The agency has hosted/coordinated cultural competence and language assistance trainings for its mental health staff, including Fresno County Hosted Behavioral Health Interpreter Training (BHIT) for providers and Introduction & Implementation of Cultural Responsiveness (IICR) Training.
- The agency posts all of the current Medi-Cal beneficiary informing documents in threshold languages as provided by DBH's Managed Care Division. During the initial orientation, the youth's need for language assistance services is assessed by

the mental health staff. Any youth who requires interpretation/language assistance services is reasonably accommodated.

- The agency administers a person served satisfaction survey semi-annually where persons served are given the opportunity to provide feedback about the program's services, staff, and accommodations. A series of questions about how well the agency responds to their needs and respects the youth and his/her culture, individuality, beliefs, and preferences are included in the satisfaction survey.
- The agency incorporates the celebration/observation of major holidays and traditions of various cultures. Activities are published in the program schedule and Manuch encourages the persons served to share ideas and give suggestions on ways to observe/celebrate cultural traditions as well.

Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services: Manuch assists the youth and their families to identify needs and preferences that result in the most effective services and supports. The following specific activities describe the methods used by the agency to support this core concept.

Specific Activities:

- CFT -- Manuch mental health staff attend all CFT meetings for each youth served. Staff provide ICC services in collaboration with CFT members and team directives. Both, the Mental Health Clinician and MHRS provide this service. CFT's are held monthly for each youth in placement.
- A Needs and Services Plan (NSP) in addition to the mental health treatment plan is completed for each youth. As part of the NSP, the youth's strengths, needs, abilities, and preferences are assessed and updated. This information is shared with treatment personnel as well as CFT members. This data is used to set goals and objectives for the youth and promote inclusion in the treatment process.
- The agency facilitates collateral services with supportive members of the child's treatment. The Mental Health Clinician and MHRS provide this service. Also, the agency provides ICC in collaboration with the youth's CFT as well as case management to support the linkage and facilitation to services/resources identified in the youth's treatment plan.
- In addition to specialty mental health services, the agency provides vocational/educational services for its youth including one-on-one support with completing job applications, writing resumes, building interview skills, tutoring in educational studies, college application and benefit assistance.

Integrated service experiences: Manuch offers its persons served continuity of care by providing mental health services and supports that aim to utilize systems intended for

collaboration such as the CFT. This ensures that persons served and families do not have to negotiate with multiple agencies and funding sources to meet their needs. Manuch mental health staff is trained to broker services and supports to streamline access points to care through case management and linkage.

Specific Activities:

- CFT -- Manuch, Inc. mental health staff attend all CFT meetings for each youth served. Staff provide ICC services in collaboration with CFT members and team directives. Both, the Mental Health Clinician and MHRS provide this service. CFT's are held monthly for each youth in placement. A CFT action plan is updated during each meeting to align with the treatment plan. Manuch mental health staff use the CFT action plan to guide efforts of case management and linkage.
- Case management and linkage is a service offered by Manuch which involves interfacing and facilitating access to services/resources identified in the youth's mental health treatment plan. The MHRS and Mental Health Clinician provide this service and collaborate with agencies that the youth has been referred to including medication management services, WRAP services, Therapeutic Behavioral Services (TBS), and substance use disorder (SUD) programs, etc.

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.

Manuch, Inc. began providing mental health services as an Organizational Provider of the Fresno County Mental Health Plan in October, 2020. The agency conducted a survey of outcomes of the youth who participated in the STRTP during the period of July 1, 2021 to June 30, 2022. A digital survey was conducted by the mental health staff which focused on outcomes in the areas of 1) Effectiveness, 2) Efficiency, 3) Access, and 4) Satisfaction and Feedback of Persons Served and Stakeholders. The outcomes survey relied on information from mental health documents used by the agency including assessments, treatment plans, clinical reviews, and transition determination plans. Results of the outcomes survey were recorded in an Excel data base where formulas, charts, and pivot tables were used for compilation. In addition, data was exported from MyAvatar provider billing reports and used to determine utilization outcomes for each person served and cost analysis between facilities. A total of 17 unduplicated youth were served during the reporting period. Fourteen (14) of the seventeen (17) persons served had billable service claims. As of the report period end date of June 30, 2022, a total of two (2) persons served were enrolled in the STRTP.

1) Effectiveness

a. Effectiveness of treatment interventions

(a) **Indicator:** 75% of persons served will demonstrate progress toward achieving treatment plan goals as determined during formal clinical review sessions.

Who Applied: All youth receiving Manuch Inc. Services

Time of Measure: FY 2021-2022

Data Source: Clinical Review Report

Results: 7 of 13 (54%) of persons served who were enrolled in the STRTP, demonstrated progress toward meeting treatment plan goals as indicated in the most recent Clinical Review Report.

Analysis: The agency employed two clinicians throughout the reporting period who performed clinical reviews in 90-day intervals for each client. Reports of progress can be found in progress notes, treatment plan updates, clinical reviews and transition determination plan. In order to improve these results, the agency will develop a method to ensure that progress is reported consistently amongst the various tools and the providers. This will include training clinicians on proper progress tracking methods and consistency in documentation.

b. Effectiveness of discharge planning

(a) **Indicator:** 100% of youth will have a transition determination plan completed as part of their treatment.

Who Applied: All youth receiving Manuch Inc. Services

Time of Measure: FY 2021-2022

Data Source: Transition Determination Plan

Results: 15 of 16 (94%) active persons served have a transition determination plan on file.

Analysis: The STRTP will continue to work to ensure that all youth have a transition determination plan created and on file.

(b) **Indicator:** 75% of persons served who have achieved their treatment plan goals will transition to a lower level of care.

Who Applied: All youth receiving Manuch Inc. Services

Time of Measure: FY 2021-2022

Data Source: Discharge Summary

Results: 5 of 15 (33%) of youth transitioned to lower levels of care upon completion of treatment plan goals.

Analysis: The agency experienced some premature discharges of the youth served due to occurrences of misconduct and non-compliance. Due to several unplanned discharges, some youth did not transition to a lower level of care as identified in their transition determination plan.

2) Efficiency

a. Length of stay in program

(a) **Indicator:** The average length of stay for persons served will be within 6 months

Who Applied: All youth receiving Manuch Inc. Services

Time of Measure: FY 2021-2022

Data Source: Treatment Plan/Discharge Summary

Results: Of all persons served, the average length of stay was six (6) months.

b. Cost per person served

(a) Indicator: The agency will monitor cost per person served as measured by reconciling monthly service invoices with MHP estimated UOS

Who Applied: All youth receiving Manuch Inc. Services

Time of Measure: FY 2021-2022

Data Source: Provider Billing Report by Cost Center (Report Range: 7/1/21-6/30/22)

Results: The average monthly treatment for each person served was billed at \$1,290/month, yielding a per unit rate of \$2.70

3) Access

a. Timeliness between referral to assessment and completion of assessment

(a) Indicator: 100% of Persons served will receive a mental health assessment within five (5) calendar days of placement in the STRTP, unless a valid assessment was conducted within 60 days prior to STRTP placement.

Who Applied: All youth receiving Manuch Inc. Services

Time of Measure: FY 2021-2022

Data Source: Assessment & CANS

Results: A mental health assessment was completed within 5 days of placement for 14 of 15 or 93% of youth who were placed in the STRTP.

Analysis: In the cases where youth did not receive a mental health assessment within five (5) calendar days, an assessment appointment was offered but not held by the youth, due to unauthorized absences and other similar cases.

(b) Indicator: 100% of Persons served whose assessment necessitates the need for specialty mental health services will have a mental health treatment plan completed by a clinician within ten (10) calendar days of placement in the STRTP

Who Applied: All youth receiving Manuch Inc. Services

Time of Measure: FY 2021-2022

Data Source: Treatment Plan

Results: 13 of 15 persons served or 87% had a treatment plan on file that was initiated within ten calendar days of placement.

Analysis: The agency reports that two (2) persons served left before their 10th day in the program and did not have treatment plan on file.

- (c) **Indicator:** 90% of Persons served with a mental health treatment plan will access services as directed by the treatment plan.

Who Applied: All youth receiving Manuch Inc. Services

Time of Measure: FY 2021-2022

Data Source: Services Utilization Report/Provider Billing Report

Results: 15 of 15 (100%) persons served received the services listed in their treatment plan.

4) Satisfaction & Feedback of Persons Served & Stakeholder

- a. Surveys of persons serviced, family members, other health care providers, and other stakeholders

- (a) **Indicator:** 80% of persons served will complete a satisfaction survey every quarter.

Who Applied: All youth receiving Manuch Inc. Services

Time of Measure: FY 2021-2022

Data Source: Person served Feedback Survey (digital)

Results: A satisfaction survey was issued to the youth served during the FY 2021-22 year. Six (6) responses (50%) were received and analyzed to inform the agency's evaluation of performance, business planning, and service delivery.

Method to improve validity of results: Administer surveys to persons served at least every six months. In order to improve results, staff will work more closely with youth to ensure that the surveys are completed. Staff will ensure that youth have time to complete the surveys, and work with the youth to help them understand the importance of their feedback.

- (b) **Indicator:** 75% of persons served who complete a satisfaction survey, will express satisfaction that the STRTP Mental Health Program met their needs.

Who Applied: All youth receiving Manuch Inc. Services

Time of Measure: FY 2021-2022

Data Source: Person served Feedback Survey (digital)

Results: A satisfaction survey was issued to the youth served during the FY 2021-22 year. Six (6) responses were received and analyzed to inform the agency's evaluation of performance, business planning, and service delivery. 83% of responses indicated "very high" overall satisfaction with the STRTP.

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