MHSA Outcomes
Community Services & Supports - Adults and Older Adults

Annette Mugrdditchian
AOABH Division Director
April 2017

Overview

- FY 15/16 Outcomes by Service Area
- Challenges & Successes
- Future Directions
Adult CSS Service Areas

- Crisis Services
- AOT
- Intensive Outpatient
- Outpatient Recovery
- Older Adult
- Support Services
- Housing

AOT: Assessment & Linkage
AOT Assessment & Linkage

**Services**
- Provides information
- Accepts referrals
- Conducts assessments
- Links individuals to services

**Population**
- Adult living in the County
- History of not participating in treatment
- Unlikely to survive safely without supervision
- Meets threshold criteria

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AOT Call Dispositions:

**TOTAL CALLS = 1276**

- Information Only = 709
- Total Referrals = 567

**TOTAL RECEIVING SERVICES = 155**

- Voluntary = 144
- Court Settlement = 11
Crisis Services

CAT / PERT

Services
- Mobile response to any adult experiencing a psychiatric emergency
- PERT assists law enforcement during MH emergencies

Hours
- CAT: 24/7  PERT: variable

FY 15/16 Evaluations
- 2605
Clinician Response Rate:

Target > 70%

81% in < 30 min.

CAT / PERT

Services
• Intensive, person-centered
• Recovery-oriented
• Home-like environment

Length of Stay
• Short-term (7-14 days)

FY 15/16 Admissions
• 437 adults

Crisis Residential
Hospitalization Rate:

Crisis Residential

Target < 5%

4% within 48 hours of discharge

Intensive Outpatient
# Program Comparisons

<table>
<thead>
<tr>
<th>FSPs</th>
<th>Enroll un-/under-served populations (e.g., forensic, probation, homeless/at risk of, etc)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Continuum of recovery services in real-life settings</td>
</tr>
<tr>
<td></td>
<td>FY 15/16: 1059 adults served</td>
</tr>
<tr>
<td>PACT</td>
<td>Enroll based on hospitalization/incarceration history</td>
</tr>
<tr>
<td></td>
<td>Intensive services in the field &amp; clinic, linkage to lower level of care</td>
</tr>
<tr>
<td></td>
<td>FY 15/16: 143 TAY, 940 adults served</td>
</tr>
</tbody>
</table>

## Program Comparisons

<table>
<thead>
<tr>
<th></th>
<th>TAY PACT</th>
<th>Adult PACT</th>
<th>Adult FSPs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospitalization</td>
<td>64%</td>
<td>77%</td>
<td>69%</td>
</tr>
<tr>
<td>Before:</td>
<td>39.3 days</td>
<td>46.5 days</td>
<td>36.6 days</td>
</tr>
<tr>
<td>After:</td>
<td>14.2 days*</td>
<td>10.8 days*</td>
<td>11.4 days*</td>
</tr>
<tr>
<td>Unsheltered Homelessness</td>
<td>33%</td>
<td>38%</td>
<td>75%</td>
</tr>
<tr>
<td>Before:</td>
<td>48.6 days</td>
<td>113.8 days</td>
<td>147.7 days</td>
</tr>
<tr>
<td>After:</td>
<td>32.8 days</td>
<td>70.6 days*</td>
<td>37.4 days*</td>
</tr>
<tr>
<td>Incarcerations</td>
<td>63%</td>
<td>66%</td>
<td>81%</td>
</tr>
<tr>
<td>Before:</td>
<td>45.6 days</td>
<td>50.3 days</td>
<td>93.9 days</td>
</tr>
<tr>
<td>After:</td>
<td>17.0 days</td>
<td>17.0 days*</td>
<td>18.1 days*</td>
</tr>
</tbody>
</table>

*Before = 12 months prior to enrollment in FSP  
*After = During FY 15/16  
*p < .05
TAY PACT  |  Adult PACT  |  Adult FSPs

Employment

Before: 14.0 days
After: 35.2 days *

151% ↑

Before: 16.0 days
After: 30.6 days *

91% ↑

Before: 31.9 days
After: 39.9 days *

25% ↑

Before = 12 months prior to enrollment in FSP  
After = During FY 15/16  
p < .05

ICS

Services • Integrated medical and mental health services

Population • Adults with a chronic primary care and mental health care need

Total Participants • 1087 adults in Innovation project
PHQ-9 Depression

Baseline: 18.3
Follow Up: 13.3 *

27% ↓

In Those with Hypertension at Baseline:

Systolic BP

Baseline: 157.2
Follow Up: 138.8 *

12% ↓

Diastolic BP

Baseline: 99.0
Follow Up: 86.6 *

12% ↓

ICS Follow Up = Most recent follow up assessment  p < .05

Older Adult Services
Older Adult FSP & PACT

**Services**
- Structured similarly to adult FSPs, PACT
- Accommodate needs of older adults

**FY 15/16 Numbers Served**
- 211 in Older Adult FSP
- 75 in Older Adult PACT

<table>
<thead>
<tr>
<th>Metric</th>
<th>Older Adult PACT</th>
<th>Older Adult FSPs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospitalization</td>
<td>Before: 24.9 days</td>
<td>Before: 39.2 days</td>
</tr>
<tr>
<td></td>
<td>After: 8.8 days *</td>
<td>After: 1.9 days *</td>
</tr>
<tr>
<td>Unsheltered Homelessness</td>
<td>Before: 120.3 days</td>
<td>Before: 223.2 days</td>
</tr>
<tr>
<td></td>
<td>After: 54.8 days *</td>
<td>After: 18.9 days *</td>
</tr>
<tr>
<td>Incarcerations</td>
<td>Before: 100.8 days</td>
<td>Before: 75.8 days</td>
</tr>
<tr>
<td></td>
<td>After: 25.0 days *</td>
<td>After: 1.2 days *</td>
</tr>
</tbody>
</table>

Before = 12 months prior to enrollment in FSP  After = During FY 15/16  * p < .05
## OAS Recovery

| Services | • Field- and clinic-based  
  • Focus on quality of life, access to medical care, maintain independence |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Population</td>
<td>• Diverse cultural groups</td>
</tr>
<tr>
<td><strong>FY 15/16 Numbers Served</strong></td>
<td>• 546 older adults</td>
</tr>
</tbody>
</table>

### Enrollment & Nursing Assessments

- **546 Served in FY 15/16**
  - 251 New Admissions
  - 295 Previously Enrolled

**Total Nursing Assessments = 232**
Outpatient Recovery

<table>
<thead>
<tr>
<th>Recovery Centers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Services</strong></td>
</tr>
<tr>
<td>• Medication support</td>
</tr>
<tr>
<td>• Case management</td>
</tr>
<tr>
<td>• Self-directed services</td>
</tr>
<tr>
<td>• Peer-run support</td>
</tr>
<tr>
<td><strong>Population</strong></td>
</tr>
<tr>
<td>• Adults who no longer need intensive outpatient services</td>
</tr>
<tr>
<td><strong>FY 15/16 Adults Served</strong></td>
</tr>
<tr>
<td>• 1910</td>
</tr>
</tbody>
</table>

Population: 1910 FY 15/16 Adults Served
Hospitalization Rate:

Target < 1%

0.8% while enrolled

Recovery Centers

Services

• Immediate psychiatric support
• Timely follow up
• Short-term behavioral health services

Population

• Adults discharging from psychiatric hospitals, jails

FY 15/16 Numbers Served

• 1067
Linkage Rate to On-Going Care:

Target > 80%

56% within 30 days

Support Services
Peer Mentoring

Services
- Peer support in achieving recovery goal related to independent living skills

Target Population
- Adults in outpatient clinics, FSPs
- Currently/recently hospitalized, multiple ER visits

FY 15/16 Admissions
- 100 adults & older adults

Goal Completion Rate: 70%
successfully completed goal
## Supported Employment

### Services
- Vocational services
- Job placement assistance
- Volunteer, competitive

### Target Population
- Receiving County or County-contracted outpatient services

### FY 15/16 Numbers Served
- 419 adults

### Supported Employment

| Total Job Placements | = 185 |

### Rate of Placements & Graduations

| Graduations (n=105) | 57% |

*after 90 days in paid employment*
Wellness Centers

Services
- Member-directed activities
- Focus on building relationships and increasing community integration
- Dual multicultural track at West location

FY 15/16 Numbers Served
- 1787 members

Wellness Centers

Social Activity Participation Rates

- 74% participants active in 2+ groups in a month
- 55% participants active in community integration
Housing

Services
- Develop new housing for eligible tenants
- Funding limited to 30% of total development costs

Population
- Individuals living with serious mental illness
- Homeless or at risk of homelessness
- Additional criteria of funding partners
### Completed Projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alegre Family Apts</td>
<td>11</td>
</tr>
<tr>
<td>Avenida Villas</td>
<td>28</td>
</tr>
<tr>
<td>Capestone Family Apts</td>
<td>19</td>
</tr>
<tr>
<td>Cotton’s Point</td>
<td>15</td>
</tr>
<tr>
<td>Diamond Apts</td>
<td>24</td>
</tr>
<tr>
<td>Doria Phase 1</td>
<td>10</td>
</tr>
<tr>
<td>Doria Phase 2</td>
<td>10</td>
</tr>
<tr>
<td>Henderson House</td>
<td>14</td>
</tr>
<tr>
<td>Rockwood</td>
<td>15</td>
</tr>
</tbody>
</table>

### Under Construction

<table>
<thead>
<tr>
<th>Project</th>
<th>Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depot at Santiago</td>
<td>10</td>
</tr>
<tr>
<td>Fullerton Heights</td>
<td>24</td>
</tr>
<tr>
<td>Oakcrest</td>
<td>14</td>
</tr>
</tbody>
</table>
Challenges & Successes

Challenges

- Yearly increase in crisis evaluations
- Sustaining employment
- Collecting outcome data
Successes

- Rockwood Apartments completed
- Fullerton Heights recently broke ground
- AOT expanded to 120 slots
- Two new Wellness Center sites opened
- Recovery Open Access program opened
- PERT expanded

Future Directions
I've been to a lot of treatment before but WIT is the only place that changed me. I finally surrendered and stopped doing things my way. I'm so thankful because I never thought I could get this far! - WIT

The path I was taking was leading me to death for sure. All the drugs..., criminal activities, and the anger I was experiencing was consuming me. Today I feel like a new man, with hopes and future. I know I have worth and I deserve to have a life. - Opportunity Knocks

TAO helped me to move through isolation, where at one time I was barricaded in my own room and thought that the world was contaminated, to a place where I have learned to take control of my own life. It was a very loving and nurturing community... that helped me to trust people... again. - TAO FSP