MHSA Outpatient Outcomes

- Early Intervention Outpatient
- Clinic-Based Outpatient Mental Health
- Integrated Outpatient Care
- Intensive Outpatient
- Outpatient Recovery
- Inter-Agency Collaborations

from the FY 2018-19 Annual Plan

Sharon Ishikawa, Ph.D.
MHSA Coordinator
October 15, 2018

Outpatient Services Overview

- Largest service function
- Provide clinical interventions and other services in a non-hospital/non-residential setting
- Serve individuals of all ages who are experiencing mental health symptoms that can range in severity from mild to serious and persistent.
- Many provide services and supports for family members.
- Orange County devotes a considerable proportion of its MHSA allocation to funding a full array of outpatient programs
  - i.e., early intervention, integrated care, intensive outpatient, recovery outpatient, etc.
**Outpatient Services:**

**Early Intervention**

**What?** Outpatient programs aimed at preventing symptoms of mental illness from becoming severe and disabling. Most specialize in serving a traditionally underserved group.

**Who?** Individuals of all ages experiencing mild to moderate mental health symptoms.

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**Early Intervention Outpatient**

<table>
<thead>
<tr>
<th>Program</th>
<th>Children</th>
<th>TAY / Adult</th>
<th>Older Adults</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Counseling and Supportive Services (pg 92)</td>
<td>34</td>
<td>417</td>
<td>16</td>
<td>467</td>
</tr>
<tr>
<td>OC Parent Wellness (pg 110)</td>
<td>n = 76 youth; n = 541 adults</td>
<td>617</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OC ACCEPT (pg 103)</td>
<td>20</td>
<td>101</td>
<td></td>
<td>121</td>
</tr>
<tr>
<td>OC4Vets (pg 99)</td>
<td></td>
<td></td>
<td></td>
<td>172</td>
</tr>
<tr>
<td>College Veterans (pg 97)</td>
<td>27</td>
<td></td>
<td></td>
<td>27</td>
</tr>
</tbody>
</table>
Outpatient OQ© Reporting

Why Use a Measure with Clinical/Client-Focused Metrics?

Person
- Directly relevant
- Can track own progress

Clinician
- Clinical utility
- Intervention tool
- Aid in treatment planning

Agency
- Easily move between aggregate performance and identifying outliers

OQ© Clinical Scoring

**Clinical Cutoff**
- **At/Above Cutoff**
  - Level of distress in clinical range
- **Below Cutoff**
  - Level of distress comparable to general community

**Reliable Change Index (RCI)**
- Difference between baseline and follow up large enough to reflect meaningful change in functioning / symptoms
  - Better?
  - Worse?
  - No change?
Overview: Outpatient Services

Healthy (Non-distressed)
- Below cutoff at baseline & follow up OR
- Score ended below cutoff & decreased reliably (by 10+ points)

Reliably Improved
- Ended above cutoff AND score decreased reliably (by 10+ points)

Stably Distressed
- Score did not reliably change AND did not meet “Healthy” Criteria

Reliably Worsened
- Ended above cutoff AND score reliably increased (by 10+ points)

% Healthy/Improved on OQ at Follow Up
Early Intervention Outpatient Programs FY 2016-17

- CCSSS: 91% Healthy, 82% Improved
- OCPWP: 76% Healthy, 69% Improved
- OC ACCEPT: 54% Healthy, 46% Improved
- OC4Vets: 54% Healthy, 46% Improved
- College Vets: 64% Healthy, 36% Improved
### Early Intervention Outpatient

<table>
<thead>
<tr>
<th>Program</th>
<th>Children</th>
<th>TAY / Adult</th>
<th>Older Adults</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Survivor Support Services (pg 94)</td>
<td>closed groups = 94; open groups = 59 individual counseling services = 511</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SFSC: BHS for Military Families (pg 101)</td>
<td>families served = 277 referrals = 217 linkages = 106</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1st Onset Psychiatric Illness (pg 105)</td>
<td>n = 82 youth n = 336 family</td>
<td></td>
<td></td>
<td>418</td>
</tr>
<tr>
<td>Early Intervention Services for Older Adults (pg 108)</td>
<td></td>
<td></td>
<td></td>
<td>536</td>
</tr>
<tr>
<td>School-Based BHIS – Early Intervention (pg 112)</td>
<td>24</td>
<td></td>
<td></td>
<td>24</td>
</tr>
<tr>
<td>School-Based MHS – Early Intervention (pg 114)</td>
<td>623</td>
<td></td>
<td></td>
<td>623</td>
</tr>
</tbody>
</table>

### Survivor Support Services

<table>
<thead>
<tr>
<th>Reaction</th>
<th>Baseline</th>
<th>Follow Up</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Somatic Reactions</td>
<td>11%</td>
<td>11.1</td>
<td>↓</td>
</tr>
<tr>
<td>General Grief Reaction</td>
<td>17%</td>
<td>13.1</td>
<td>↓</td>
</tr>
<tr>
<td>Search for Explanation</td>
<td>17%</td>
<td>15.7</td>
<td>↓</td>
</tr>
<tr>
<td>Loss of Social Support</td>
<td>&lt;1%</td>
<td>11.6</td>
<td>↑</td>
</tr>
<tr>
<td>Stigmatization</td>
<td>9%</td>
<td>10.8</td>
<td>↓</td>
</tr>
<tr>
<td>Guilt</td>
<td>13%</td>
<td>14.0</td>
<td>↓</td>
</tr>
<tr>
<td>Responsiblity</td>
<td>12%</td>
<td>9.9</td>
<td>↓</td>
</tr>
<tr>
<td>Shame</td>
<td>8%</td>
<td>13.4</td>
<td>↓</td>
</tr>
<tr>
<td>Rejection</td>
<td>11%</td>
<td>11.6</td>
<td>↓</td>
</tr>
<tr>
<td>Self-Destruct. Behavior</td>
<td>0%</td>
<td>7.9</td>
<td>↓</td>
</tr>
<tr>
<td>Unique Reactions</td>
<td>15%</td>
<td>12.3</td>
<td>↓</td>
</tr>
<tr>
<td>Overall</td>
<td>10%</td>
<td>131.4</td>
<td>↓</td>
</tr>
</tbody>
</table>

Grief Experience Questionnaire FY 2016-17
SFSC - BHS for Military Families

% Clear Strength, Mild Strength or Improved

- Self-Sufficiency: 50%
- Family Health: 55%
- Social/Comm. Life: 44%
- Child Well-Being: 42%
- Family Safety: 40%
- Family Interactions: 64%
- Parent Capabilities: 57%
- Environ.: 63%

North Carolina Family Assessment Scale FY 2016-17

First Onset of Psychiatric Illness (OC CREW)

- Positive Sx: 43%↓ Baseline: 15.9 Follow Up: 9.0
- Negative Sx: 35%↓ Baseline: 17.6 Follow Up: 11.5
- General Sx: 32%↓ Baseline: 32.6 Follow Up: 22.2
- Total Sx: 35%↓ Baseline: 66.0 Follow Up: 42.7

PANSS FY 2016-17
Early Intervention Services for Older Adults (EISOA)

Change in Initial Clinical Depression
EIOSA FY 2016-17

PHQ-9
40%↓
Baseline: 14.3
Follow Up: 8.6

SB BHIS – Early Intervention

Change in Target Behavior Problems

Following Directions/Rules
8%↑
Baseline: 3.4
Follow Up: 3.7

Verbal Self-Regulation
0%
Baseline: 3.7
Follow Up: 3.7

Motor Self-Regulation
28%↓
Baseline: 3.0
Follow Up: 2.1

On-Task Behavior
7%↓
Baseline: 3.4
Follow Up: 3.2

Prosocial Behaviors
28%↓
Baseline: 2.9
Follow Up: 2.1

Socio-Emotion. Regulation
14%↓
Baseline: 4.2
Follow Up: 3.6

Change in Target Behavior Severity FY 2016-17
SB MHS – Early Intervention

Change in Symptoms

Tier 1: Anxiety
48%↓
Baseline: 2.9
Follow Up: 1.5

Tier 2: Anxiety
37%↓
Before: 10.4
After: 6.6

Tier 2: Depression
44%↓
Before: 10.5
After: 5.9

Outpatient Services:
Clinic-Based MH

What? Comprehensive outpatient services for individuals living with SED/SMI

Who? Older Adults
Clinic-Based Outpatient MH

<table>
<thead>
<tr>
<th>Program</th>
<th>Children</th>
<th>TAY / Adult</th>
<th>Older Adults</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Older Adult Services</td>
<td>NA</td>
<td>NA</td>
<td>398</td>
<td>398</td>
</tr>
</tbody>
</table>

Older Adult Services

Nursing Assessments
Older Adult Services - FY 2016-17

398

197

Total Older Adults Active in FY
Nursing Assessments
Outpatient Services: Integrated Care

**What?** Programs for individuals who have co-occurring chronic physical health conditions and SED/SMI.

**Who?** Youth, Adults/Older Adults

### Integrated Outpatient Care

<table>
<thead>
<tr>
<th>Program</th>
<th>Children</th>
<th>TAY</th>
<th>Adults/Older Adults</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>CYBH Co-Occurring Medical &amp; MH Clinic (pg 119)</td>
<td>218</td>
<td>131</td>
<td>-</td>
<td>349</td>
</tr>
<tr>
<td>Integrated Community Services (pg 122)</td>
<td></td>
<td></td>
<td>467</td>
<td>467</td>
</tr>
</tbody>
</table>
Integrated Community Services

Symptom Change
(if Clinical Range at Baseline)

PHQ-9
28%↓
Baseline: 18.0
Follow Up: 13.0

GAD-7
26%↓
Baseline: 16.0
Follow Up: 11.9

BP Change
(if Hypertensive at Baseline)

Outpatient Services:

Intensive Outpatient

What? Comprehensive and intensive field-based services for individuals living with SED or SMI.

Who? Individuals of all ages who have the highest level of need among those served in BHS outpatient programs.
Intensive Outpatient

<table>
<thead>
<tr>
<th>Program</th>
<th>Children</th>
<th>TAY</th>
<th>Adults</th>
<th>Older Adults</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>FSP (pg)</td>
<td>339</td>
<td>759</td>
<td>1,156</td>
<td>223</td>
<td>2,477</td>
</tr>
<tr>
<td>PACT (pg)</td>
<td>1</td>
<td>141</td>
<td>928</td>
<td>103</td>
<td>1,173</td>
</tr>
<tr>
<td>Youth Core</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Services (pg 142)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>380 total since March 2016</td>
</tr>
</tbody>
</table>

Intensive Outpatient Reporting

How Do We Measure the Impact of FSP Services?

- Compare **Year Prior to Enrollment** to **Post-Enrollment**
- Focus on effect size (i.e., **quantified “impact”**)  
- Effect size answers the question:

  ‘*How well did my intervention work?*”

- **None** - no meaningful difference  
- **Small** – can be observed through careful analysis  
- **Medium** – change large enough to be seen by naked eye  
- **Large** – grossly perceptible or really, really obvious change
**FSPs: Impact on Days Hospitalized**
Year Prior vs While Enrolled (FY 2016-17)

- **Children**: 84% ↓
  - Before: 10.8
  - After: 1.8
  - 71 Children

- **TAY**: 63% ↓
  - Before: 39.8
  - After: 14.8
  - 247 TAY

- **Adults**: 62% ↓
  - Before: 34.2
  - After: 13.1
  - 543 Adults

- **Older Adults**: 58% ↓
  - Before: 28.1
  - After: 11.7
  - 59 Older Adults

**Darker shade = greater impact**  
Impact measured by Cohen’s d

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**FSPs: Impact on Days Homeless**
Year Prior vs While Enrolled (FY 2016-17)

- **Children**: 82% ↓
  - Before: 96.4
  - After: 17.1
  - 20 Children

- **TAY**: 74% ↓
  - Before: 102.3
  - After: 26.3
  - 155 TAY

- **Adults**: 75% ↓
  - Before: 145.7
  - After: 36.9
  - 612 Adults

- **Older Adults**: 82% ↓
  - Before: 205.4
  - After: 37.6
  - 135 Older Adults

**Darker shade = greater impact**  
Impact measured by Cohen’s d
**FSPs: Impact on Days Incarcerated**
Year Prior vs While Enrolled (FY 2016-17)

<table>
<thead>
<tr>
<th>Category</th>
<th>Days Incarcerated</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children</td>
<td>Before: 28.7</td>
<td>After: 34.2</td>
</tr>
<tr>
<td></td>
<td>19% ↑</td>
<td></td>
</tr>
<tr>
<td>TAY</td>
<td>Before: 95.3</td>
<td>After: 19.9</td>
</tr>
<tr>
<td></td>
<td>72% ↓</td>
<td></td>
</tr>
<tr>
<td>Adults</td>
<td>Before: 99.6</td>
<td>After: 20.4</td>
</tr>
<tr>
<td></td>
<td>80% ↓</td>
<td></td>
</tr>
<tr>
<td>Older Adults</td>
<td>Before: 72.6</td>
<td>After: 8.4</td>
</tr>
<tr>
<td></td>
<td>88% ↓</td>
<td></td>
</tr>
</tbody>
</table>

*Darker shade = greater impact  Impact measured by Cohen’s d*

**PACT: Impact on Days Hospitalized**
Year Prior vs While Enrolled (FY 2016-17)

<table>
<thead>
<tr>
<th>Category</th>
<th>Days Hospitalized</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>TAY</td>
<td>Before: 46.6</td>
<td>After: 12.4</td>
</tr>
<tr>
<td></td>
<td>73% ↓</td>
<td></td>
</tr>
<tr>
<td>Adults</td>
<td>Before: 23.2</td>
<td>After: 12.9</td>
</tr>
<tr>
<td></td>
<td>44% ↓</td>
<td></td>
</tr>
<tr>
<td>Older Adults</td>
<td>Before: 48.1</td>
<td>After: 9.2</td>
</tr>
<tr>
<td></td>
<td>81% ↓</td>
<td></td>
</tr>
</tbody>
</table>

*Darker shade = greater impact  Impact measured by Cohen’s d*
PACT: Impact on Days Homeless
Year Prior vs While Enrolled (FY 2016-17)

Darker shade = greater impact  Impact measured by Cohen’s d

PACT: Impact on Days Incarcerated
Year Prior vs While Enrolled (FY 2016-17)

Darker shade = greater impact  Impact measured by Cohen’s d
Outpatient Services: Outpatient Recovery

What? Programs for those with SMI and/or a co-occurring substance use disorder who have made significant progress on their behavioral health recovery.

Who? Adults who can benefit from ongoing support

Outpatient Recovery

<table>
<thead>
<tr>
<th>Program</th>
<th>Children / TAY</th>
<th>Adult</th>
<th>Older Adults</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recovery Centers &amp; Clinic Services</td>
<td></td>
<td></td>
<td>2,146</td>
<td>2,146</td>
</tr>
</tbody>
</table>
Outpatient Services: Inter-Agency Collaborations

What? Programs for those living with mental health conditions and are receiving services across multiple agencies.

Who? Individuals and their families referred by collaborating agencies
Inter-Agency Collaborations

<table>
<thead>
<tr>
<th>Program</th>
<th>Children/TAY</th>
<th>Adult</th>
<th>Older Adults</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health Court – Probation Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(pg 146)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stress Free Families</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(pg 149)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Mental Health Collaborative Court – Probation Services

<table>
<thead>
<tr>
<th>Change in Jail Days</th>
<th>OC</th>
<th>RC</th>
<th>WIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>At Enroll. : 94</td>
<td>52%↓</td>
<td>89%↓</td>
<td>87%↓</td>
</tr>
<tr>
<td>After: 45</td>
<td></td>
<td>After: 58</td>
<td>After: 1,635</td>
</tr>
</tbody>
</table>

Jail Days Saved

Veterans Court

2,406

(n=11 graduates)
Stress Free Families

% Healthy/Improved on OQ at Follow Up
FY 2016-17

83%
SFF
n = 52
77%

[Diagram showing the distribution of outcomes: Reliably Worsened, Stably Distressed, Reliably Improved, Healthy]
Open Access:

- September 2018 Outcomes Follow Up

Sharon Ishikawa, Ph.D.
MHSA Coordinator
September 17, 2018

Recovery Open Access

Linked to Medication Services within 3 Days of Discharge from:

<table>
<thead>
<tr>
<th>Hospital FY 2016-17</th>
<th>Jail FY 2016-17</th>
<th>% Linked to On-Going Care within 30 Days FY 2016-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>58% (≤ 69%)</td>
<td>76% (70% to 79%)</td>
<td>57% (≤ 69%)</td>
</tr>
<tr>
<td>70% to 79%</td>
<td></td>
<td>70% to 79%</td>
</tr>
<tr>
<td>80% to 100%</td>
<td></td>
<td>80% to 100%</td>
</tr>
</tbody>
</table>

n = 753 Adults
n = 98 Adults
n = 1,357 Adults
Recovery Open Access

Qs1-3 FY 2017-18:
On target at 83%

Recovery Open Access

Linked to Medication Services within 3 Days of Discharge from:

Jail

Qs1-3 FY 2017-18:
Near target at 72%
Recovery Open Access

Linked to Medication Services within 3 Days of Discharge from:

Hospital

FY 2016-17

58% ≤ 69%
70% to 79%
80% to 100%
n = 753 Adults

Qs1-3 FY 2017-18: Off target at 58%

Recovery Open Access

Linked to Medication Services within 3 Days of Discharge from:

Hospital

FY 2016-17

58% ≤ 69%
70% to 79%
80% to 100%
n = 753 Adults

58% 87% 94% 96% 98% 100%

% discharged from hospital and linked to medication services

Days

0-3 0-7 0-10 0-14 0-30 0-58