

## Orange County Health Care Agency Behavioral Health Services

MHSA Community Services & Supports (CSS) -  
Children and Youth



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Program Manager  
2016

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### Overview

- ▶ Structure of CSS Children's and TAY Plan
- ▶ Outcomes by Service Area
- ▶ Challenges and Successes
- ▶ Future Directions

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### Children's CSS Service Areas

- ▶ Crisis Services
- ▶ Full Service Partnerships
- ▶ Mentoring

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## Crisis Services



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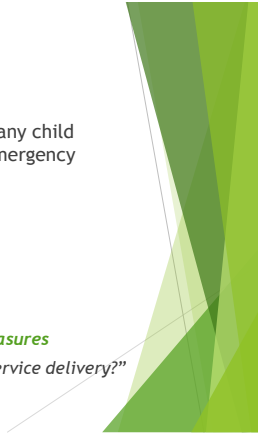
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## CAT

- ▶ Provides mobile response to any child experiencing a psychiatric emergency
- ▶ Operates 24/7
  
- ▶ Outcomes are *percentages*
  - ▶ These rates are *process measures*
  - ▶ "How we can improve our service delivery?"



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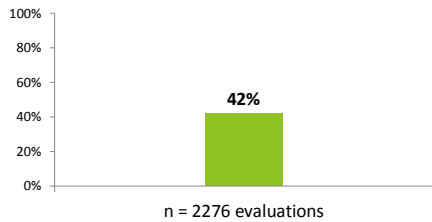
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Hospitalization Rate  
Children's CAT - FY 14/15



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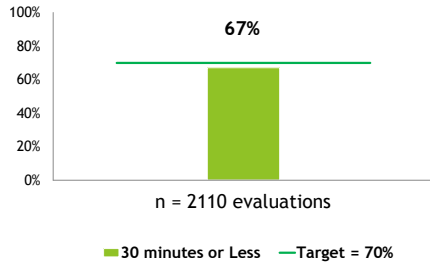
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### Dispatch to Arrival in 30 Minutes or Less Children's CAT - FY 14/15



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### In Home Crisis Stabilization

- ▶ Short-term (about 3 weeks)
- ▶ Intensive, family-centered services provided in the home
- ▶ 302 admissions during FY 14/15
- ▶ Outcome is a *percentage with a target goal*
  - ▶ "Did the program meet its goal?"



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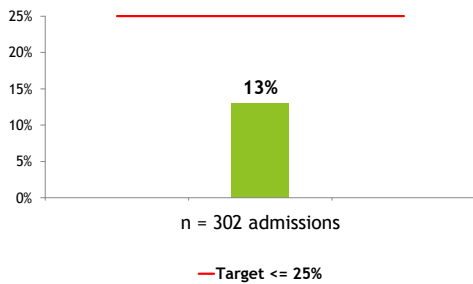
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### Hospitalizations Up to 60 Days Following Discharge Children's In Home Crisis Stabilization - FY 14/15



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## Crisis Residential

- ▶ Short-term (about 3 weeks)
- ▶ Intensive, youth-centered, family-involvement
- ▶ Home-like environment
  
- ▶ Children's CRP had 174 admissions in FY 14/15
- ▶ TAY CRP/SRP had 105 admissions in FY 14/15
  
- ▶ Outcome is a **percentage with a target goal**
  - ▶ "Did the program meet its goal?"

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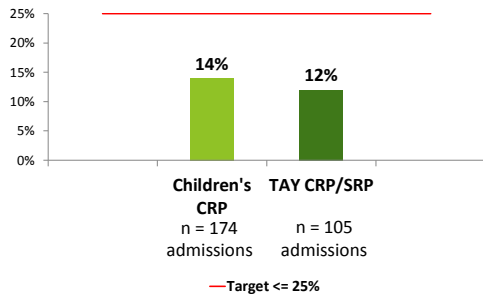
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### Hospitalizations Up to 60 Days Following Discharge Crisis Residential - FY 14/15



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## Crisis Services Updates

- ▶ CAT is fully staffed as of March 2016
  
- ▶ Crisis Residential Program is opening a new location with a target date of May 2016
  - ▶ Location is on Yorba Street in Tustin

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## Full Service Partnerships

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## Full Service Partnerships

- ▶ Provide intensive, community-based wrap-around services for youth and their families
- ▶ Enroll un- and under-served specialty populations
  - ▶ e.g., culturally/linguistically isolated, juvenile justice, homeless/at risk of homelessness
- ▶ Children's FSPs served 340 in FY 14/15
- ▶ TAY FSPs served 752 in FY 14/15

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## FSP Outcomes

- ▶ Outcomes are *pre/post comparisons*:
  - ▶ Pre = average number of days in the 12 months prior to enrollment
  - ▶ Post = average number of days during FY 14/15
- ▶ Areas evaluated:
  - ▶ Psychiatric Hospitalization
  - ▶ Homelessness
  - ▶ Incarceration
  - ▶ School Performance / Employment

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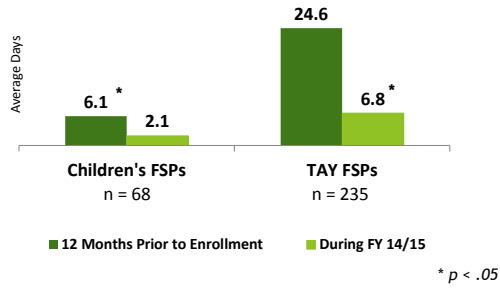
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Psychiatric Hospitalization - FY 14/15




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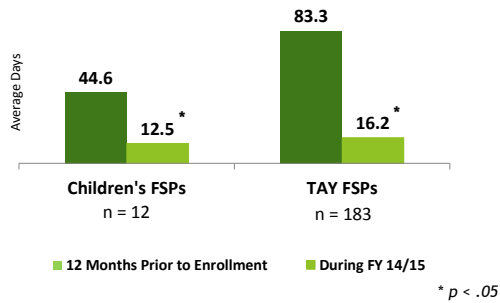
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Homelessness - FY 14/15




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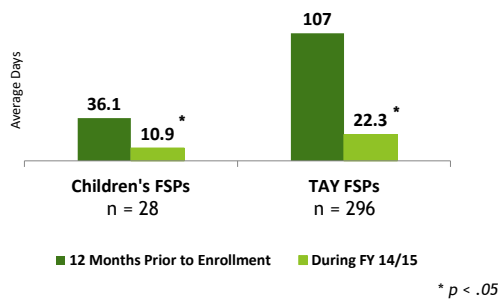
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Incarceration Days - FY 14/15




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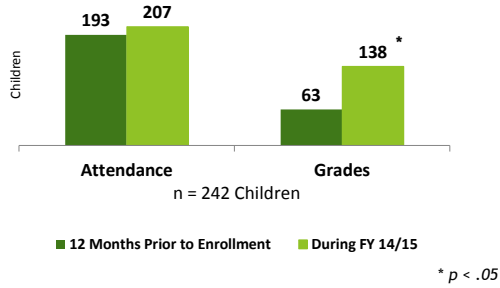
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### Good/Improved School Performance Children's FSPs - FY 14/15



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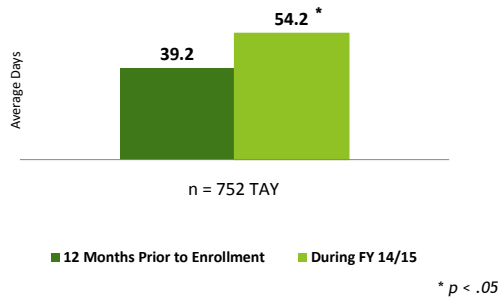
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### Average Days Employed TAY FSPs - FY 14/15



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### Mentoring



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## Mentoring

- ▶ Enrolls youth receiving outpatient services
- ▶ Community-based, youth- and family-centered
- ▶ Parent Mentors also available
  
- ▶ 115 children served in FY 14/15
- ▶ 85 TAY served in FY 14/15
- ▶ 18 parents served in FY 14/15
  
- ▶ Outcomes are *pre/post comparisons*:
  - ▶ Pre = Self-rating prior to mentor match
  - ▶ Post = Self-rating at 6 months/discharge

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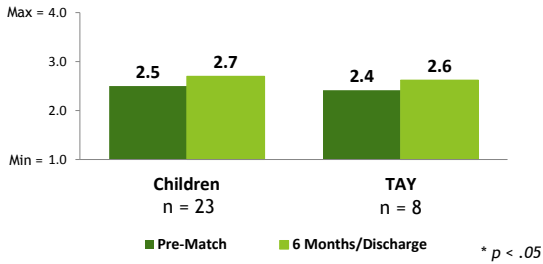
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Resilience Questionnaire Self-Efficacy Rating  
Mentoring - FY 14/15



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## Mentoring Updates

- ▶ Outcome measures will be reviewed for updating

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## Challenges and Successes

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## Challenges

- ▶ Yearly increase in crisis evaluations
- ▶ Shortage of psychiatric beds for youth, particularly children under age 12
- ▶ Challenges with sustaining employment among TAY
- ▶ Large number of programs with different types of outcomes
  - ▶ BHS effort to standardize outcomes

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## Successes

- ▶ Henderson House opened March 2016
- ▶ Children's Crisis Residential expanding May 2016
- ▶ Children's CAT...
  - ▶ ... is fully staffed for the first time as of March 2016
  - ▶ ... was re-structured with on-site shift supervisors
  - ▶ ... is coordinating the referral process with Adult CAT

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## Future Directions: Programs in Development

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## Programs in Development

- ▶ OC Children with Co-Occurring Mental Health and Chronic Acute Severe Physical Illness, Special Needs, or Eating Disorders
- ▶ Children and Youth Outpatient Services Expansion
- ▶ Medi-Cal Match: Mental Health Services
- ▶ TAY PACT (12-17 years)
- ▶ Children's Urgent Care Center

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## In Their Own Words...

"Just Amazing! What a wonderful opportunity for the whole family!"

- Children's CRP

"We were in dire need. Program put us in a motel when we most needed it. We are able to move forward."

- Project RENEW

"It's a great program and I would recommend it to my friends."

- YOW FSP

"Keep doing what yall are doing"

- Project FOCUS

*"It is a wonderful program! We were able to be assisted even in the school team meeting. She helped us understand what was said in more of an easier way."*

- Children's In Home Crisis Stabilization

"It was really great experience, I just want to thank you for allowing this program to exist, you are my loves. Of course second to pancakes though..."

- TAY SRP

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Questions?

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