Orange County Behavioral Health Services and MHSA Implementation- The Road to Wellness and Recovery

Bonnie Birnbaum, JD, DrPH
Jim Harte, PHD
Anthony J. Delgado, LCSW
Clayton Chau, MD, PhD

Contact information: cchau@ochca.com
Continuum of Care Overview
Orange County Expansion of the Continuum of Care

- MHSA has brought systems change in OC: expanded continuum of outpatient care.
- Now, in addition to previously offered clinic services, there are a range of services available for individuals at different stages of recovery.

Including:
- FSPs
- PACT (Program for Assertive Community Treatment)
- Recovery Centers
- Wellness Center
Orange County FSP Programs

- Orange County has FSPs in each age category. **FSPs** provide highest level of care.
- **1 Combined Children and TAY’s FSP:** API
- **1 Children’s FSP:** Non-Specific
- **2 TAY FSPs**
  - Youthful Offenders
  - Non-Specific
Orange County FSP Programs

- **4 Adult FSP’s**
  - Individuals Exiting Jail
  - Individuals arrested join FSP instead of Jail
  - 2 Non-Specific
- **1 Older Adult FSP**
  - Non-Specific
Orange County PACT Programs

- Expanded PACT Programs for all age ranges: 1 TAY, 6 Adult (1 specifically for APIs) and 1 Older Adult
- Located Countywide at Clinic Sites
- Clients are high risk of homelessness and high acuity (frequent hospitalization/incarceration)
- Currently Program Expanding
- For 7/1/09 -- 3/31/10, number of clients served
  - TAY PACT 130 Clients
  - Adult PACT 475 Clients
  - OA PACT 35 Clients
Orange County Recovery Center Programs

- New type of program: meant for clients farther along in the recovery process, no longer meet criteria for clinic level of care, no ability for private pay, required continuing treatments to prevent recurrent symptoms
- Will be established for TAY, Adults and Older Adults
- 2 sites
- Projected number of clients to be served: 1648
Wellness Center

- Opened in October 2010
- Completely 100% consumer-run
- Meant for any mental health consumer in the county
- Currently more than 500 members
- Types of services
  - Peer Support
  - Social Activities: trips to museums and beaches, socialization groups, many types of classes (arts, cooking, etc) and gardening
  - Therapeutic arts and equestrian
  - Recreational activities: bowling, hiking, arts, yoga etc.
Orange County
Mental Health Services Act

Children & TAY
Full Service Wrap Programs
Increased Accesses for Hispanic Clients After MHSA Implementation

CYS Unduplicated Clients by Ethnicity
# OC Children and TAY FSW

<table>
<thead>
<tr>
<th></th>
<th>RENEW</th>
<th>STAY</th>
<th>YOW</th>
<th>OCAPICA</th>
<th>Collaborative Courts*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Children</td>
</tr>
<tr>
<td>Original Slots</td>
<td>149</td>
<td>132</td>
<td>70</td>
<td>50</td>
<td>Combined</td>
</tr>
<tr>
<td>Current Slots</td>
<td>162</td>
<td>213</td>
<td>110</td>
<td>50</td>
<td>Combined</td>
</tr>
<tr>
<td>Cost per slot</td>
<td>$20,309</td>
<td>$19,779</td>
<td>$20,310</td>
<td>$20,000</td>
<td>Combined</td>
</tr>
<tr>
<td>Year Established</td>
<td>2006</td>
<td>2006</td>
<td>2007</td>
<td>2006</td>
<td>2010</td>
</tr>
<tr>
<td>Target Group</td>
<td>Homeless or at-risk of homelessness</td>
<td>Homeless or at-risk of homelessness</td>
<td>Youthful offenders</td>
<td>Asian Pacific Youth at risk of homelessness</td>
<td>Court involved children and youth at-risk of continued out-of-home placement, hospitalization and incarceration.</td>
</tr>
<tr>
<td>Turnover 08-09</td>
<td>55%</td>
<td>30%</td>
<td>32%</td>
<td>24%</td>
<td>N/A</td>
</tr>
</tbody>
</table>

* Currently in the bid selection process
## OC Children and TAY FSW

<table>
<thead>
<tr>
<th></th>
<th>RENEW</th>
<th>STAY</th>
<th>YOW</th>
<th>OCAPICA</th>
<th>Collaborative Courts*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Children</td>
<td>TAY</td>
<td>Combined</td>
<td>Combined</td>
<td>Combined</td>
</tr>
<tr>
<td>Original Slots</td>
<td>149</td>
<td>132</td>
<td>70</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>Current Slots</td>
<td>162</td>
<td>213</td>
<td>110</td>
<td>50</td>
<td>140</td>
</tr>
<tr>
<td>Cost per slot</td>
<td>$20,309</td>
<td>$19,779</td>
<td>$20,310</td>
<td>$20,000</td>
<td>$15,000</td>
</tr>
<tr>
<td>Year Established</td>
<td>2006</td>
<td>2006</td>
<td>2007</td>
<td>2006</td>
<td>2010</td>
</tr>
<tr>
<td><strong>Target Group</strong></td>
<td><strong>Homeless or at-risk of homelessness</strong></td>
<td><strong>Homeless or at-risk of homelessness</strong></td>
<td><strong>Youthful offenders</strong></td>
<td><strong>Asian Pacific Youth at risk of homelessness</strong></td>
<td><strong>Court involved children and youth at-risk of continued out-of-home placement, hospitalization and incarceration.</strong></td>
</tr>
<tr>
<td><strong>Turnover 08-09</strong></td>
<td>55%</td>
<td>30%</td>
<td>32%</td>
<td>24%</td>
<td>N/A</td>
</tr>
</tbody>
</table>

* Currently in the bid selection process.
## OC Children and TAY FSW

<table>
<thead>
<tr>
<th></th>
<th>RENEW</th>
<th>STAY</th>
<th>YOW</th>
<th>OCAPICA</th>
<th>Collaborative Courts*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Children</td>
<td>TAY</td>
<td>Combined</td>
<td>Combined</td>
<td>Combined</td>
</tr>
<tr>
<td>Original Slots</td>
<td>149</td>
<td>132</td>
<td>70</td>
<td>50</td>
<td>401</td>
</tr>
<tr>
<td>Current Slots</td>
<td>162</td>
<td>213</td>
<td>110</td>
<td>50</td>
<td>140</td>
</tr>
<tr>
<td>Cost per slot</td>
<td>$20,309</td>
<td>$19,779</td>
<td>$20,310</td>
<td>$20,000</td>
<td>$15,000</td>
</tr>
<tr>
<td>Year Established</td>
<td>2006</td>
<td>2006</td>
<td>2007</td>
<td>2006</td>
<td>2010</td>
</tr>
<tr>
<td>Target Group</td>
<td>Homeless or at-risk of homelessness</td>
<td>Homeless or at risk of homelessness</td>
<td>Youthful offenders</td>
<td>Asian Pacific Youth at risk of homelessness</td>
<td>N/A</td>
</tr>
<tr>
<td>Turnover 08-09</td>
<td>55%</td>
<td>30%</td>
<td>32%</td>
<td>24%</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Court involved children and youth at-risk of continued out-of-home placement, hospitalization and incarceration.

* Currently in the bid selection process
# OC Children and TAY FSW

<table>
<thead>
<tr>
<th></th>
<th>RENEW</th>
<th>STAY</th>
<th>YOW</th>
<th>OCAPICA</th>
<th>Collaborative Courts*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Children</td>
<td>TAY</td>
<td>Combined</td>
<td>Combined</td>
<td>Combined</td>
</tr>
<tr>
<td>Original Slots</td>
<td>149</td>
<td>132</td>
<td>70</td>
<td>50</td>
<td>401</td>
</tr>
<tr>
<td>Current Slots</td>
<td>162</td>
<td>213</td>
<td>110</td>
<td>50</td>
<td>140</td>
</tr>
<tr>
<td>Cost per Slot</td>
<td>$20,309</td>
<td>$19,779</td>
<td>$20,310</td>
<td>$20,000</td>
<td>$15,000</td>
</tr>
<tr>
<td>Year Established</td>
<td>2006</td>
<td>2006</td>
<td>2007</td>
<td>2006</td>
<td>2010</td>
</tr>
<tr>
<td>Target Group</td>
<td>Homeless or at risk of homelessness</td>
<td>Homeless or at risk of homelessness</td>
<td>Youthful offenders</td>
<td>Asian Pacific Youth at risk of homelessness</td>
<td>N/A</td>
</tr>
<tr>
<td>Turnover 08-09</td>
<td>55%</td>
<td>30%</td>
<td>32%</td>
<td>24%</td>
<td>N/A</td>
</tr>
</tbody>
</table>

* Currently in the bid selection process.
## OC Children and TAY FSW

<table>
<thead>
<tr>
<th></th>
<th>RENEW</th>
<th>STAY</th>
<th>YOW</th>
<th>OCAPICA</th>
<th>Collaborative Courts*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Children</td>
<td>TAY</td>
<td>Combined</td>
<td>Combined</td>
<td>Combined</td>
</tr>
<tr>
<td>Original Slots</td>
<td>149</td>
<td>132</td>
<td>70</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>Current Slots</td>
<td>162</td>
<td>213</td>
<td>110</td>
<td>50</td>
<td>140</td>
</tr>
<tr>
<td>Cost per Slot</td>
<td>$20,309</td>
<td>$19,779</td>
<td>$20,310</td>
<td>$20,000</td>
<td>$15,000</td>
</tr>
<tr>
<td>Year Established</td>
<td>2006</td>
<td>2006</td>
<td>2007</td>
<td>2006</td>
<td>2010</td>
</tr>
<tr>
<td>Target Group</td>
<td>Homeless or at risk of homelessness</td>
<td>Homeless or at risk of homelessness</td>
<td>Youthful offenders</td>
<td>Asian Pacific Youth at risk of homelessness</td>
<td>Court involved children and youth at-risk of continued out-of-home placement, hospitalization and incarceration</td>
</tr>
<tr>
<td>Turnover 08-09</td>
<td>55%</td>
<td>30%</td>
<td>32%</td>
<td>24%</td>
<td></td>
</tr>
</tbody>
</table>

* Currently in the bid selection process
Orange County Children and TAY
FSW Model

- Based on SB 163
- Services brokered not directly provided
- Services in place when Wrap no longer needed
- Easier transition back to community based services
- Decreased dependency on Wrap provider
Orange County Children and TAY
FSW Model

- Based on SB 163
- Services brokered not directly provided
- Services in place when Wrap no longer needed
- Easier transition back to community based services
- Decreased dependency on Wrap provider
Orange County Children and TAY

FSW Model

- Based on SB 163
- Services brokered not directly provided
- Services in place when Wrap no longer needed
- Easier transition back to community based services
- Decreased dependency on Wrap provider
Orange County Children and TAY
FSW Model

- Based on SB 163
- Services brokered not directly provided
- Services in place when Wrap no longer needed
- Easier transition back to community based services
- Decreased dependency on Wrap provider
Orange County Children and TAY

FSW Model

- Based on SB 163
- Services brokered not directly provided
- Services in place when Wrap no longer needed
- Easier transition back to community based services
- Decreased dependency on Wrap provider
Orange County Children and TAY
FSW Model Challenges

- Difficulty with Outcome Measures
  - System does not distinguish what the treatment goal is. For example - school vs. employment.
  - System tracks progress for children but doesn’t capture outcomes for parents. For example – housing and employment.
Project RENEW

- **Project RENEW**
  - Reaching Everyone Needing Effective Wrap
- Target: Homeless SED children and those at risk of homelessness
- Parents frequent focus of services
RENRenew ethnicity

Number of participants July-Dec 09

- Caucasian: 133
- Hispanic: 1
- African American: 8
- Asian/Asian-American: 5
- Native American: 5
- Pacific Islander: 11
- Mixed: 1
- Other: 1

Total: 133 participants
This graph includes any participant who has been enrolled in school while with Project RENEW.
This graph includes any participant who has been employed while with Project RENEW. (The percentage is the number of working participants out of the number of participants who are 16+ years old.)
This graph includes any participant who has been incarcerated while with Project RENEW.
This graph includes any participant who has been in a psychiatric hospital while with RENEW.
This graph includes any participant who has been in a medical hospital while with RENEW.
This graph includes any participant who has been homeless or in a shelter while with RENEW.
STAY

- **Support** Transitional Age Youth (STAY)
- **Target:** Homeless/at risk of homelessness SMI TAY
- Housing the major issue
STAY Ethnicity

Number of Participants July-Dec 09

- Caucasian: 129
- Mixed: 10
- African American: 9
- Asian: 8
- American Indian: 11
- Other: 10

Total Participants: 129
This graph includes any participant who has been enrolled in school while with STAY.
This graph includes any participant who has been employed while with STAY.
This graph includes any participant who has been incarcerated while with STAY.

- 7 participants’ incarcerations are not included here because release date could not be accurately determined.
  - (1 in 06-07, 3 each in 07-08 & 08-09)
This graph includes any participant who has been in a psychiatric hospital while with STAY.
This graph includes any participant who has been in a medical hospital while with STAY.
This graph includes any participant who has been homeless or in a shelter while with STAY.

*“Shelter” includes participants who are staying with friends but not paying rent (i.e. couch surfing)*
YOW

- Youthful Offender Wraparound (YOW)
- **Target:** SED Children and SMI TAY who were the target of intervention while in Probation custody
- Goal is to build on skills learned while in custody
YOW Ethnicity

Number of Staff

- Caucasian
- Hispanic

11

4
YOW School Involvement

**At Enrollment**
- 50% In Juvenile Hall
- 50% In the Community

**At End of Period**
- 34% In Juvenile Hall
- 66% In the Community
## YOW Incarcerations

<table>
<thead>
<tr>
<th></th>
<th>12 Months Prior to Enrollment</th>
<th>Since Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never Incarcerated</td>
<td>6</td>
<td>50</td>
</tr>
<tr>
<td>Incarcerated at Least One Day</td>
<td>113</td>
<td>69</td>
</tr>
<tr>
<td>Incarcerated Episodes</td>
<td>225</td>
<td>88 **</td>
</tr>
<tr>
<td>Incarcerated Days</td>
<td>22,892</td>
<td>2,823</td>
</tr>
<tr>
<td>Arrests (Unduplicated Clients During Period)</td>
<td>114</td>
<td>32</td>
</tr>
<tr>
<td>Arrests (Total Episodes During Period)</td>
<td>254</td>
<td>38</td>
</tr>
<tr>
<td>Incarcerated at Enrollment (Unduplicated)</td>
<td>48</td>
<td></td>
</tr>
<tr>
<td>Incarcerated Since Enrollment (Unduplicated)</td>
<td>35</td>
<td></td>
</tr>
<tr>
<td>Incarcerated, At End of Period (Unduplicated)</td>
<td>32</td>
<td></td>
</tr>
<tr>
<td>Clients on Probation (At End of Period)</td>
<td>113</td>
<td>100</td>
</tr>
</tbody>
</table>

**Only 42 new episodes of incarceration since Enrollment (Includes when a client switches facilities)**
## YOW Incarcerations

<table>
<thead>
<tr>
<th></th>
<th>12 Months Prior to Enrollment</th>
<th>Since Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never Incarcerated</td>
<td>6</td>
<td>50</td>
</tr>
<tr>
<td>Incarcerated at Least One Day</td>
<td>113</td>
<td>69</td>
</tr>
<tr>
<td>Incarcerated Episodes</td>
<td>225</td>
<td>88</td>
</tr>
<tr>
<td>Incarcerated Days</td>
<td>22,892</td>
<td>2,823</td>
</tr>
<tr>
<td>Arrests (Unduplicated Clients During Period)</td>
<td>114</td>
<td>32</td>
</tr>
<tr>
<td>Arrests (Total Episodes During Period)</td>
<td>254</td>
<td>38</td>
</tr>
<tr>
<td>Incarcerated at Enrollment (Unduplicated)</td>
<td>48</td>
<td></td>
</tr>
<tr>
<td>Incarcerated Since Enrollment (Unduplicated)</td>
<td>35</td>
<td></td>
</tr>
<tr>
<td>Incarcerated, At End of Period (Unduplicated)</td>
<td>32</td>
<td></td>
</tr>
<tr>
<td>Clients on Probation (At End of Period)</td>
<td>113</td>
<td>100</td>
</tr>
</tbody>
</table>

**Only 42 new episodes of incarceration since Enrollment (Includes when a client switches facilities)**
OCAPICA

- Orange County Asian Pacific Islander Community Alliance (OCAPICA)
- PROJECT FOCUS – Full Service Partnership Wraparound
- This is a collaborative FSP
- Diverse service engagement with emphasis on Vietnamese and Korean communities
OCAPICA Ethnicity

Number of Staff

- 14 Vietnamese
- 5 Korean
- 3 Tagalog
- 1 Hispanic
- 1 Samoan
- 1 Japanese

Total Staff: 24
OCAPICA

Days Homeless

FY 07-08  FY 08-09  FY 09-12/09

Since Enrollment  12 mths prior
In the context of continuous quality improvement, how is your county collecting and using data?
Resilience

Never Mentioned in the Act

DMH Vision and Guiding Principles
The program will also be based upon the beliefs that children with mental or emotional problems can be helped. They can get help, they can continue to learn and grow to be healthy, they can learn to manage their problems and they can be successful. This is sometimes called “wellness” and “resilience.”
1. Recovery is a concept that served the target populations of AB2034 and seems to provide a meaningful framework for many SMI adults.

2. Recovery a difficult concept for those dealing with children and youth because recovery implies a skill or level of functioning that has been attained is then lost (due to mental illness/co-occurring disorders) and that effective programming will restore the individual to the previous level of functioning.

3. SED children and SMI youth have never attained the skill and need assistance in identifying what skills need to be developed and how best to attain them.
The Problem with Recovery for Children and TAY

1. Recovery is a concept that served the target populations of AB2034 and seems to provide a meaningful framework for many SMI adults.

2. Recovery a difficult concept for those dealing with children and youth because recovery implies a skill or level of functioning that has been attained is then lost (due to mental illness/co-occurring disorders) and that effective programming will restore the individual to the previous level of functioning.

3. SED children and SMI youth have never attained the skill and need assistance in identifying what skills need to be developed and how best to attain them.
The Problem with Recovery for Children and TAY

1. Recovery is a concept that served the target populations of AB2034 and seems to provide a meaningful framework for many SMI adults.

2. Recovery a difficult concept for those dealing with children and youth because recovery implies a skill or level of functioning that has been attained is then lost (due to mental illness/co-occurring disorders) and that effective programming will restore the individual to the previous level of functioning.

3. SED children and SMI youth have never attained the skill and need assistance in identifying what skills need to be developed and how best to attain them.
The CYS Outcomes Committee expressed an interest in assessing resilience in youth receiving services through CYS FSPs.

1. A review of the research literature was conducted, resulting in the conclusion that there is not a readily-available psychometrically-established measure of resilience for children and youth.

2. Furthermore, there is little consensus in the literature regarding what resilience means, for children and youth.

3. The Committee decided to conduct a pilot survey with approximately 10% of its clients to ask them what factors or characteristics help them succeed in life.

Project lead by Dr. Janel Alberts, HCA Quality Management
One of the Ways OC is Addressing Issue

The CYS Outcomes Committee expressed an interest in assessing resilience in youth receiving services through CYS FSPs.

1. A review of the research literature was conducted, resulting in the conclusion that there is not a readily-available psychometrically-established measure of resilience for children and youth.

2. Furthermore, there is little consensus in the literature regarding what resilience means, for children and youth.

3. The Committee decided to conduct a pilot survey with approximately 10% of its clients to ask them what factors or characteristics help them succeed in life.

Project lead by Dr. Janel Alberts, HCA Quality Management
One of the Ways OC is Addressing Issue

The CYS Outcomes Committee expressed an interest in assessing resilience in youth receiving services through CYS FSPs.

1. A review of the research literature was conducted, resulting in the conclusion that there is not a readily-available psychometrically-established measure of resilience for children and youth.

2. Furthermore, there is little consensus in the literature regarding what resilience means, for children and youth.

3. The Committee decided to conduct a pilot survey with approximately 10% of its clients to ask them what factors or characteristics help them succeed in life.

Project lead by Dr. Janel Alberts, HCA Quality Management
1. Respondents rated how satisfied they were with their life in the previous two weeks.

2. From a list of 26 descriptive phrases (generated by the Committee, and described in the results section), clients were asked to choose the top five things that best describe them when they are successful in life.

3. They also were given the option of adding a descriptor that was not on the existing list.

Project lead by Dr. Janel Alberts, HCA Quality Management
Results of the First Pilot

Number of Respondents by FSP

YOY - 10

Project FOCUS - 10

STAY - 25

RENEW - 21

Survey Respondents:
A total of 66 children and youth from the four FSPs responded to the survey

Project lead by Dr. Janel Alberts, HCA Quality Management
Race/Ethnicity of Respondents

- Caucasian: 44%
- Hispanic: 24%
- African American: 20%
- Asian/Pacific Islanders: 6%
- Other: 6%

Project lead by Dr. Janel Alberts, HCA Quality Management
Life Satisfaction in Last 2 Weeks

Percentage of Respondents

- Completely Dissatisfied
- Mostly Dissatisfied
- A Mix of Dissatisfied and Satisfied
- Mostly Satisfied
- Completely Satisfied

Project lead by Dr. Janel Alberts, HCA Quality Management
Mixed Patterns Emerged

Age Differences

- Connectedness to FSP program most important for older youth, less important to children younger than 18 years
- Control of life and ability to bounce back after a setback more important to older youth than to children
- Good relationships with friends and family and ability to solve problems were more important to success for younger children than for youth aged 18 and older
Children and youth in treatment longer (i.e., more than one year) more likely than those in treatment for less time to say that feeling like they can achieve their goals, having control over life, and feeling good about themselves contributes to success in life.

In contrast, children and youth in treatment for one year or less were more likely than those in treatment longer to say that having goals, having a reason to live, and knowing they can do things are important to success in life.
Current Status – May 2010

- Resilience scale updated
- Observer rating for FSP staff
- Observer rating for family (in translation)
- Plan to administer current revision of the instrument late June - early July
- Reliability and validity established
- Revise as necessary
Resilience in Youth (draft)

Below are statements that describe how people sometimes feel about themselves and their lives. For each statement, circle the number to the right that describes how often you feel that way.

<table>
<thead>
<tr>
<th></th>
<th>No, Never</th>
<th>Yes, Some of the Time</th>
<th>Yes, Most of the Time</th>
<th>Yes, All of the Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I have goals and plans for the future.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>2. I use my resources to get what I need.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>3. I am in control of my life.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>4. I am connected to this program.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>5. I feel like I have a reason to live.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>6. I have a friend who really cares about me.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>7. I have a family member who listens to me when I have something to say.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>8. I have hope about my life.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>9. I feel that I can recover quickly after something bad happens.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>10. I have friends who help me when I’m having a hard time.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>
Resilience in Youth  (draft)
Below are statements that describe how people sometimes feel about themselves and their lives. For each statement, circle the number to the right that describes how often you feel that way.

(Continued)

<table>
<thead>
<tr>
<th></th>
<th>No, Never</th>
<th>Yes, Some of the Time</th>
<th>Yes, Most of the Time</th>
<th>Yes, All of the Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>11. My life has too many ups and downs.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>12. I feel that I can achieve my goals.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>13. I am able to deal with change.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>14. I know where to go to get what I need.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>15. I feel good about myself.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>16. I feel like I belong to a community.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>17. I solve my problems.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>18. I have a family member who really cares about me.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>19. I ask for help when I need it.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>
Reliability/Validity Check

- **Rater Description**
  - Assessment completed by one or more independent raters
  - Each client must have one primary PSC providing a rating
  - Up to two other people (PSCs or family members) may also provide ratings

- **Progress Rating**
  - Describes participant’s progress towards achieving treatment goals since beginning treatment: *No Progress, A Little Progress, Some Progress, Significant Progress*

- **Readiness for Change Rating**
  - Determines participant’s current readiness for change: *Not Interested in Change, Considering Change, Preparing for Change, Taking Steps to Change, Keeping Change Going*
Adult and Older Adult Full Service Partnerships
Data and Outcome Questions

- **State**
  - Are we fiscally responsible and true to the Act?

- **Community**
  - Who is being served? Are programs effective?

- **Program**
  - Are we creating a positive flow through the system?

- **Individual**
  - Does the data reflect my work?
Data is Ineffective Unless We…

- Collect It
  - If we can count it, we can manage it

- Correct It
  - Garbage in; Garbage Out

- Analyze It
  - Let the data speak to us

- Use It
  - Utilize data to produce a positive change
Using Data Successfully in FSPs

- Data Analysts
  - Dedicated Position for Data
  - Collaborate With Other Data Analysts

- Website: [www.ochealthinfo.com/mhsa/fsp](http://www.ochealthinfo.com/mhsa/fsp)
  - Quarterly Data
  - Performance Outcomes
  - Success Stories

- Pacific Clinics Intern
  - Consumer perspective
Adult and Older Adult FSPs

- Telecare: 220
- OASIS: 150
- Older Adults: 710 (91% Full)
- Opportunity Knocks: 140
- MHA Choices: 100
- MHA WIT Court: 100

Correctional Mental Health

710 Slots (91% Full)
FSP Referral Sources (as of 12/31/09)

- Mental Health/Community Agency: 170
- Other County Agency: 151
- Acute Psychiatric/State Hospital: 69
- Jail/Prison: 57
- Self: 54
- Street Outreach: 41
- Friend/Neighbor: 31
- Family Member: 28
- Social Services Agency: 16
- Other: 13
- Substance Abuse Treatment: 4
- Unknown: 4
- Faith-based Organization: 2
- Significant Other: 2
- Homeless Shelter: 1

N=643
Yearly FSP Savings
Based on Current Enrollment as of 12/31/09

- Reductions in Hospitalizations: $2,290,818
- Reductions in Incarcerations: $2,398,208
- Savings per member/per year: $7,292

Does not include savings from:
- Reductions in homelessness
- Decreased Unemployment
- Medical Hospitalizations
Cost Per Enrolled Member
Based on Current Enrollment as of 12/31/09

- Opportunity Knocks $14,420
- Telecare and Orange $14,601
- MHA WIT Court and Choices $18,425
- OASIS $17,257

- Average Cost $16,176
FSP Outcome Measures

- Psychiatric Hospitalization Days: -50%
- Incarceration Days: -86%
- Homeless Days: -70%
- Employment Days: 20%
- Partners in School: 63%

N = 634
Reductions in Psychiatric Hospitalizations

Number of hospital days in 12 months prior to enrollment: 7,267
Number of hospital days since enrollment: 3,625

50.1% reduction

N = 643
Reductions in Incarcerations

- Number of days incarcerated in 12 months prior to enrollment: 21,688
- Number of days incarcerated since enrollment: 3,103
- Reduction: 85.7%

N=643
Reductions in Homelessness

Number of homeless days during 12 months prior to enrollment

Number of homeless days since enrollment (INCLUDING SHELTER OR TEMP HOUSING DAYS)

84,982

25,804

69.64%

N=643
Telecare
Telecare FSP Psychiatric Hospitalizations

Enrollment through December 2009
N = 218

- Number of hospital days in 12 mos prior to enrollment
- Number of hospital days since enrollment

Number of Days

- 5,503
- 2,406

Avg. Number of Days in Program per Consumer = 647.41
Actual Post-Enrollment Days = 4,268

56.3%
Telecare FSP Incarcerations

Enrollment through December 2009
N = 218

- Number of days incarcerated in 12 months prior to enrollment
- Number of days incarcerated since enrollment

Number of Days:
- Purple cylinder: 2,751
- Pink cylinder: 502

Avg. Number of Days in Program per Consumer = 647.41
Actual Post-Enrollment Days = 890

81.8% decrease
Telecare FSP Homelessness

Number of homeless days during 12 mos prior to enrollment

Number of homeless days since enrollment (INCLUDING SHELTER OR TEMP HOUSING DAYS)

Enrollment through December 2009
N = 218

30,665

6,256

79.6%

Avg. Number of Days in Program per Consumer = 647.41
Actual Post-Enrollment Days = 11,097
Telecare FSP Homelessness

Homeless at Enrollment vs. Homeless on December 31, 2009

- Number of consumers homeless at enrollment: 89
- Number of unduplicated consumers homeless as of December 31, 2009: 18

79.8% decrease
Telecare FSP Employment

- Number of days employed in 12 mos prior to enrollment
- Number of days employed since enrollment

- Enrollment through December 2009: N = 218

Number of Days:
- 6,507
- 4,861

Average Number of Days in Program per Consumer: 647.41
Actual Post-Enrollment Days: 8,621

25.3% decrease
Telecare FSP – Consumers in School

Enrollment through December 2009
N = 218

Number of consumers in school during 12 mos. prior to enrollment
Number of consumers in school since enrollment

Number of Consumers

11
19

Avg. Number of Days in Program per Consumer = 647.41
Actual Post-Enrollment Consumers = 34

72.7%
Telecare FSP Disenrollments

Discharge Reasons

- Partner decided to discontinue program participation (70)
- Partner moved to another county (36)
- Partner cannot be located (58)
- Partner will be serving jail/prison sentence (20)
- Partner has successfully met his/her goals (13)
- Partner declined (13)
- Partner disenrollment reason not specified (2)
Measuring Attitudes
Toward Education and Work
Our goal was to measure client perceptions of three broad areas:

- Employment
- Education
- Living Situation
We created and validated scales by administering a two-page survey to 130 clients …
Living Situation
Satisfaction with living situation was measured with the 3-item scale from the California Quality of Life (CA-QOL).
How do you feel about:
• The living arrangements where you live?
• The privacy you have there?
• The prospect of staying on where you currently live for a long period of time?

1-Terrible, 2-Unhappy, 3-Mostly dissatisfied, 4-Mixed, 5-Mostly satisfied, 6-Pleased, and 7-Delighted
Educational & Vocational Satisfaction
Educational and Vocational Attitudes
Four Scales:

Satisfaction

Aspiration

Vocational

Educational
We started with 32 items to measure vocational and educational attitudes. After collecting and analyzing 130 client surveys, we retained 14 of these items, forming four valid and reliable scales.

1. Work Aspiration
2. Work Satisfaction
3. Educational Aspiration
4. Educational Satisfaction
Work Aspiration

• I will work hard to improve my work situation.
• I am willing to put in effort to have a job I enjoy.
• Having a good job is important to my sense of well-being.
• Improving my employment situation is not important right now *(reverse scored)*.
Work
Satisfaction

• I have work which is satisfying to me.
• I feel as though my work is a good fit for my skills and abilities.
• I do work that is interesting to me.
Educational Aspiration

• I’m interested in attending more school.
• I am willing to work hard to get more education.
• One of my most important goals is to get more education.
• I would put effort into a school or a training program if it would lead to a good job.
Educational Satisfaction

• I am happy with the amount of education I have completed.
• I am satisfied with my educational accomplishments.
• I am proud of my education.
## Scale Reliability

<table>
<thead>
<tr>
<th>Scale</th>
<th>N</th>
<th>N of items</th>
<th>Cronbach's alpha</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Aspiration (WA)</td>
<td>312</td>
<td>4</td>
<td>0.73</td>
</tr>
<tr>
<td>Educational Aspiration (EA)</td>
<td>319</td>
<td>4</td>
<td>0.90</td>
</tr>
<tr>
<td>Work Satisfaction (WS)</td>
<td>296</td>
<td>3</td>
<td>0.79</td>
</tr>
<tr>
<td>Educational Satisfaction (ES)</td>
<td>324</td>
<td>3</td>
<td>0.82</td>
</tr>
<tr>
<td>Living Situation Satisfaction (LSS)</td>
<td>358</td>
<td>3</td>
<td>0.90</td>
</tr>
<tr>
<td>Scale</td>
<td>Criterion</td>
<td>Validity coefficient</td>
<td></td>
</tr>
<tr>
<td>------------------------------</td>
<td>-----------------------------------------------</td>
<td>----------------------</td>
<td></td>
</tr>
<tr>
<td>Living Situation Satisfaction</td>
<td>Permanent Housing &gt; Other</td>
<td>0.32</td>
<td></td>
</tr>
<tr>
<td>Work Aspiration</td>
<td>Have a work recovery plan</td>
<td>0.69</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Have work-related goals</td>
<td>0.48</td>
<td></td>
</tr>
<tr>
<td>Educational Aspiration</td>
<td>Have an educational recovery plan</td>
<td>0.65</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Planning additional education</td>
<td>0.59</td>
<td></td>
</tr>
<tr>
<td>Work Satisfaction</td>
<td>Working/Volunteering&gt;Not working</td>
<td>0.34</td>
<td></td>
</tr>
<tr>
<td>Educational Satisfaction</td>
<td>Educational level</td>
<td>0.27</td>
<td></td>
</tr>
</tbody>
</table>
Between January 8 and March 18, 2010 we collected 358 FSP surveys across five programs.

<table>
<thead>
<tr>
<th>Program</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHOICES</td>
<td>66</td>
</tr>
<tr>
<td>OK</td>
<td>60</td>
</tr>
<tr>
<td>TELECARE</td>
<td>69</td>
</tr>
<tr>
<td>WIT</td>
<td>71</td>
</tr>
<tr>
<td>OASIS</td>
<td>92</td>
</tr>
<tr>
<td>Total</td>
<td>358</td>
</tr>
</tbody>
</table>
Sample Description:

• 48% Female
• Mean age: 48 years (std. dev.: 14 years)
• 38% in Permanent Housing
• 72% Not Working or Volunteering
• 79% Graduated High School, 11% Graduated college
## Work and Educational Aspiration

<table>
<thead>
<tr>
<th>Aspiration</th>
<th>Work Aspiration (WA)</th>
<th>Educational Aspiration (EA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aspiration</td>
<td>2.96</td>
<td>2.89</td>
</tr>
</tbody>
</table>

**Diagram:**
- **Strongly Agree**
- **Agree**
- **Disagree**

The diagram illustrates the distribution of responses for work and educational aspirations.
Work and Educational Satisfaction

<table>
<thead>
<tr>
<th>Satisfactory</th>
<th>Work Satisfaction (WS)</th>
<th>Educational Satisfaction (ES)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>2.41</td>
<td>2.65</td>
</tr>
</tbody>
</table>

Strongly Agree
Agree
Disagree
What factors affect vocational and educational aspiration and satisfaction?
Work and educational aspiration, by age

<table>
<thead>
<tr>
<th>Age</th>
<th>Work</th>
<th>Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 30</td>
<td>3.26</td>
<td>3.37</td>
</tr>
<tr>
<td>31-40</td>
<td>3.08</td>
<td>3.15</td>
</tr>
<tr>
<td>41-50</td>
<td>3.06</td>
<td>2.97</td>
</tr>
<tr>
<td>51-60</td>
<td>3.07</td>
<td>2.94</td>
</tr>
<tr>
<td>61-70</td>
<td>2.49</td>
<td>2.26</td>
</tr>
<tr>
<td>Over 70</td>
<td>2.39</td>
<td>2.06</td>
</tr>
</tbody>
</table>
Educational Aspiration by FSP

<table>
<thead>
<tr>
<th>FSP</th>
<th>Educational Aspiration</th>
</tr>
</thead>
<tbody>
<tr>
<td>OASIS</td>
<td>2.36</td>
</tr>
<tr>
<td>CHOICES</td>
<td>2.67</td>
</tr>
<tr>
<td>TELECARE</td>
<td>2.99</td>
</tr>
<tr>
<td>OK</td>
<td>3.25</td>
</tr>
<tr>
<td>WIT</td>
<td>3.30</td>
</tr>
</tbody>
</table>
Work and Educational Recovery Plans
Plan to obtain more education: 67%

Have an Educational Recovery Plan: 45%

Have work goals: 61%

Have a Work Recovery Plan: 47%

Many clients with personal goals for work and education have no recovery plan in place.
Work goals vs. Work Recovery Plans, by FSP

<table>
<thead>
<tr>
<th></th>
<th>CHOICES</th>
<th>OK</th>
<th>TELE-CARE</th>
<th>WIT</th>
<th>OASIS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work goals</td>
<td>50</td>
<td>62</td>
<td>69</td>
<td>67</td>
<td>57</td>
</tr>
<tr>
<td>Work recovery plan?</td>
<td>45</td>
<td>53</td>
<td>54</td>
<td>59</td>
<td>26</td>
</tr>
</tbody>
</table>
Program effectiveness can be measured by looking at client satisfaction and objective progress in the areas of living situation, education, and employment.
## KET DISCHARGE REASONS

<table>
<thead>
<tr>
<th></th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Target population criteria are not met.</td>
</tr>
<tr>
<td>2</td>
<td>Partner decided to discontinue Full Service Partnership participation after partnership established.</td>
</tr>
<tr>
<td>3</td>
<td>Partner moved to another county/service area.</td>
</tr>
<tr>
<td>4</td>
<td>After repeated attempts to contact partner, s/he cannot be located.</td>
</tr>
<tr>
<td>5</td>
<td>Community services/program interrupted – Partner’s circumstances reflect a need for residential/institutional mental health services at this time.</td>
</tr>
<tr>
<td>6</td>
<td>Community services / program interrupted – Partner will be serving JAIL sentence</td>
</tr>
<tr>
<td>7</td>
<td>Partner has successfully met his / her goals such that discontinuation of Full Service Partnership is appropriate.</td>
</tr>
<tr>
<td>8</td>
<td>Partner is deceased.</td>
</tr>
<tr>
<td>9</td>
<td>Community services / program interrupted – Partner will be placed in JUVENILE HALL / CAMP/ RANCH.</td>
</tr>
<tr>
<td>10</td>
<td>Community services / program interrupted – Partner will be placed in DIVISION OF JUVENILE JUSTICE.</td>
</tr>
<tr>
<td>11</td>
<td>Community services/ program interrupted – Partner will be serving PRISON sentence.</td>
</tr>
</tbody>
</table>
TOTAL DISCHARGES BY TIME PERIOD

284 served during period
78 Discharges during period
ALL FSP MEETING
RESPONSES TO DATA

JANUARY 20, 2010
REASONS FOR PARTNER DISCONTINUING FSP:

- Symptom Impairment
- Partner Services Not Met
- Partner Not Engaged
- Partner’s Expectations Are Too High
- Perception of Rigid Program Requirements
- Partner Gained Independence
### STRATEGIES FOR INCREASED RETENTION

#### Staff Actions
- Build A Relationship With The Member
- Know Your Member
- Empower the Member
- Focus on Members’ Strengths
- Share Successes/Challenges (via Data)
- Meet Member in Their Environment

#### Program Actions
- Increase Program Engagement Effort
- Increase Connectedness to Program
- Program Flexibility
- Positive/Welcoming Environment
- Provide Basic Needs

#### Organizational Actions
- Satisfaction Survey
- Community Meetings
- Member Guidance/Input
- Member Ambassador Program
"Reach-Out"

- Part of the daily activity of the club house at the Full Service Partnership involves keeping track of all of the active members.

- When a member doesn't attend the club house or is in the hospital a "reach out" telephone call or visit is made to the absent member.

- Each member is reminded that they are missed and that they are welcome and needed at the clubhouse. This process not only encourages members to participate but it is an early warning system for members who are experiencing difficulties and may need extra help.

- This would be especially meaningful for members at the lower level of Recovery Scale (unengaged).
Orange County
Mental Health Services Act

Adult PACT Preliminary data
Hospitalizations (298 clients) 02/09 - 02/10

- Sum of 12 Months Prior
- Sum of Since Enrollment

- Hospital Days: 9129, 2432
- Hospitalizations: 480, 135
Incarcerations (298 clients)
02/09 - 02/10

- Sum of 12 Months Prior
- Sum of Since Enrollment

3153 days
1007 incarcerations
97 incarcerations
45 incarcerations
Homelessness (298 clients)
02/09 – 02/10

Number of Days of Homelessness

- Sum of 12 Months Prior: 6606
- Sum of Since Enrollment: 3891
Orange County
Mental Health Services Act

Recovery Center South
A questionnaire was developed for the Recovery Center South as it is a new and developing program. Therefore it was important to discover what services our clients would find most useful and most helpful.

The total number of respondents was 52 but not each question on the questionnaire was answered.

Administered between July and August 2009.

The respondents were adults, open to the Recovery Center South and newly receiving services.
One respondent selected Pashto as his/her preferred language.
In the general comments, a few respondents noted specifically what they wanted to learn in school: Nursing, counseling and substance abuse counseling.
Most respondents noted a desire to increase their vocational skills on some level.
In the general comments, many respondents noted they had a wish to improve their relationships with others.
Some were interested in how to promote sibling relationships, how to find appropriate child care.
Community outings included the library, locating public bus access, locating services near and around their homes.
Acknowledgment

- Jenny Hudson, LCSW
- Ian Kemmer, MFT
- K.C. Pickering, PsyD
- Wendy Cova, MFT
Q & A