

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	2nd Home, Inc.- Short-Term Residential Therapeutic Program (STRTP)	Provider:	2nd Home, Inc.
Program Description:	Specialty mental health services to youth placed within the program's care.	MHP Work Plan:	1–Behavioral Health Integrated Access
Age Group Served 1:	CHILDREN	Dates Of Operation:	April 21, 2020 - Present
Age Group Served 2:		Reporting Period:	July 1, 2022 - June 30, 2023
Funding Source 1:	Medical FFP	Funding Source 3:	Realignment
Funding Source 2:	EPSDT	Other Funding:	

FISCAL INFORMATION:

Program Budget Amount:	\$ 693,293.00	Program Actual Amount:	\$ 294,468.50
Number of Unique Persons Served During Time Period:	22		
Number of Services Rendered During Time Period:	4,308		
Actual Cost Per Person Served:	\$ 13,384.93		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	Outpatient
Contract Term:	April 21, 2020 – June 30, 2021 plus two optional one-year extensions	For Other:	
		Renewal Date:	7/1/2023
Level of Care Information Age 18 & Over: N/A			
Level of Care Information Age 0- 17: 18		Outpatient Treatment	

TARGET POPULATION INFORMATION:

Target Population: Children, aged 6 to 12, with mental health issues, histories of trauma, and/or developmental disabilities. 2nd Home serves children, including cisgender and transgender children with any gender expression.

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)

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

Cultural Competency

Integrated service experiences

Choose an item.

Please describe how the selected concept (s) embedded :

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

2nd Home, Inc. presently provides comprehensive, integrated services and supports that target the individual needs of children who have been traumatized, abused, neglected, suffer from poor academic performance, and who need cultural and spiritual support. 2nd Home collaborates with other reputable community agencies, including the Fresno LGBTQ Community Center, Rape Counseling Services in Fresno, and Central Valley Regional Center, to provide specialized services to our children. Treatment Services

2nd Home uses a combination of therapy models to address the needs of each youth. This service mix is tailored to the individual needs of each youth to offer both cognitive-based and sensory-based interventions and models.

The Trauma Resiliency Model (TRM) teaches emotion regulation by helping children identify more clearly what they feel, to observe these emotions without experiencing overwhelming fear or anger, and to manage these emotions without acting destructively towards themselves or others.

Cognitive-Behavioral Therapy (CBT) focuses on the relationship between thoughts, feelings, and behaviors. Children learn about personal antecedents and triggers and their impacts. The long-term goal is to change a child's thinking and behavioral patterns to healthier ones.

Play therapy is commonly used with children in individual therapy. By watching children play, clinicians allow children to express their feelings and learn more about their experiences, beliefs, and internal processes. In art therapy, children use creative expression to foster healing and wellbeing. Through the use of art activities guided by mental health staff, children explore self-expression, develop self-awareness, explore emotions, cope with stress and boost self-esteem.

Cultural Competency:

The following trainings are provided to all 2nd Home staff to ensure a high level of cultural competency:

- New Employee Training - Instruction on cultural competency and sensitivity relating to, and best practices for, providing adequate care to lesbian, gay, bisexual, and transgender youth in out-of-home care.
- Annual Training – Instruction on cultural competency and sensitivity relating to, and best practices for, providing adequate care to lesbian, gay, bisexual and transgender youth in out-of-home care. Provided each March by Gabralle Conroe, from Educate, Empower, Lead. Staff learn to create an inclusive organizational culture, prevention services, supporting the positive development and expression of sexual orientation. Cultural diversity training highlights the importance of cultural diversity and competency, how to handle cultural diversity in foster care. Provided each May by Gabralle Conroe, from Educate, Empower, Lead.

Integrated Services:

2nd Home has weekly mental health team meetings to discuss the needs and treatment plans of persons served. This meeting allows for team communication, continuity of treatment planning, and identification of persons served needs. There is also extensive use of a person served’s Child and Family Team (CFT) to identify needs and track the spectrum of services and supports being provided to the person served. The CFT is also involved in transition planning to ensure that the services a person served receives after they leave 2nd Home will align with their treatment goals.

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

Effectiveness:

Indicator: Persons served will show improvement in their Child and Adolescent Needs and Strengths (CANS) assessments while they are in our care.

Who Applied: All youth receiving 2nd Home Services.

Time of Measure: FY 2022-23. Persons served will receive an intake CANS at admission, an update CANS every six months and a discharge CANS when they exit our program.

Data Source: 2nd Home's Electronic Health Record (EHR) is used to collect and store CANS data and agency QA staff perform the CANS analysis every 12 months.

Target Goal Expectancy: At least 80% of persons served will show a decrease in the total number of actionable CANS items between their intake CANS and the latest available CANS during a specified time period.

Data: For the fiscal year 2022-2023 data shows 76.9% of persons served showed a decrease in the total number of actionable CANS items between intake CANS and latest available CANS. Of those whose CANS reflected improved scores, persons served improved by an average of 13.1 points on the measure. Seven persons served only had data from their initial CANS at time of data evaluation, due to recent intake. Additionally, during this past fiscal year several of our persons served were in care for a second time with 2nd Home due to stepdown placements (with family and/or foster) being unsuccessful. While 2nd Home is often noted as the “most stable placement” for these youth and therefore it is requested that the person served returned to our care for a short time, we have found this can present challenges. In these cases 2nd Home was able to facilitate restabilization of both mental health and residential needs for the person served. However we

have found the second time in placement does not show the same decrease in CANS scores for returning persons served compared to their first placement with 2nd Home.

Efficiency:

Indicator: Clinical staff will meet the documentation timeline for services provided.

Who Applied: All clinical staff.

Time of Measure: FY 2022-23.

Data Source: Staff use our EHR to create, review and store all clinical documents. All entries include document/service dates and can identify the time to complete. 2nd Home's EHR provides reports showing dates of service as well as the dates of document submission and completion. These reports are used to determine the timely completion percentage and is reviewed by the clinical leadership team.

Target: At least 90% of 2nd Home's clinical documents are submitted on or before their due date as determined by licensure standards.

Data: In the 2021-2022 fiscal year, 2nd Home Inc. sampled data of progress notes showed 88.83% of the time documents were completed within within seventy-two (72) hours of the service provided. During the 2022-2023 fiscal year, 2nd Home Inc. sampled data showed 95.8% of the time having documents completed within a timely manner. This shows an increase in timely documentation for 2nd Home staff.

Access:

Indicator: All persons served will receive the type and frequency of services as outlined in their treatment plan.

Who Applied: All youth receiving 2nd Home services.

Time of Measure: FY 2022-23

Data Source: Individual and group services are tracked by clinical documentation in our EHR. Staff take attendance at each session and write a service note to document which persons served participated in the services. The EHR aggregates the services and provides a report showing the services by person served. EHR service data will be used to calculate the amount of services provided in both individual and group settings. The total amount of services provided per month will be reviewed on a monthly basis to identify potential actions to increase service delivery.

Target Goal Expectancy: 2nd Home's direct service provision to persons served will increase by 20% for both individual and group services over the next 6 months.

Data: In the 2021-2022 fiscal year, 2nd Home Inc. billed Fresno County for 91,607 service minutes. During the 2022-2023 fiscal year, 2nd Home Inc. billed Fresno County for 123,129 service minutes. This is a 34.33% increase in direct service provision to persons served services thus superseding the 20% outcome goal proposed.

Satisfaction and Feedback of Persons Served and Stakeholder:

Indicator: Persons served, employees, and other stakeholders will experience high satisfaction in their interaction with 2nd Home.

Who Applied: Persons served, employees, and other stakeholders.

Time of Measure: FY 2022-23

Data Source: The annual surveys are conducted using a variety of methods depending on the audience and resources. Survey responses are aggregated by QA staff and reviewed by the leadership team, including the Overall Satisfaction score. These surveys include an “Overall Satisfaction” rating that is ranked by the survey taker on a 5-point scale (0-“strongly disagree” to 4-“strongly agree”).

Target Goal Expectancy: At least 80% of submitted surveys will have a “3” or “4” selected for the Overall Satisfaction question in the survey for each of the 3 groups surveyed.

Data: For the fiscal year 2022-2023 76.82% of annual satisfaction surveys rated by the survey taker of a 5-point scale ranked an answer of 4-strongly agree or 3-agree. While this was a 2% increase in satisfaction from the 2021-2022 year, the target goal was not met, satisfaction survey results will continue to be evaluated and improved upon. In the future, we will be taking the persons served age and understanding of the questions asked into account, making accommodations as necessary to ensure the persons served’s opinion is accurately captured.

DEPARTMENT RECOMMENDATION(S):

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