

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	Family Urgent Response System (FURS)	Provider:	Kings View Behavioral Health Corporation
Program Description:	FURS is a free 24/7, 365 day hotline for current or former foster youth and their caregivers to call and get immediate help for any big or small issues they may be experiencing.	MHP Work Plan:	4-Behavioral health clinical care 3-Culturally and community defined practices Choose an item.
Age Group Served 1:	TAY	Dates Of Operation:	June 1, 2022 – Present
Age Group Served 2:	CHILDREN	Reporting Period:	July 1, 2022 – June 30, 2023
Funding Source 1:	Realignment	Funding Source 3:	Other, please specify below
Funding Source 2:	Choose an item.	Other Funding:	Department of Social Services State FURS funds

FISCAL INFORMATION:

Program Budget Amount:	\$429,908.00	Program Actual Amount:	\$354,329.33
Number of Unique Clients Served During Time Period:	17		
Number of Services Rendered During Time Period:	19 phone calls		
Actual Cost Per Client:	\$18,648.28		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	Outpatient
Contract Term:	June 1, 2022 – June 30, 2025, with two (2) twelve (12) month renewal options.	For Other:	Click here to enter text.
		Renewal Date:	July 1, 2023
Level of Care Information Age 18 & Over:	Other		
Level of Care Information Age 0- 17:	Other		

TARGET POPULATION INFORMATION:

Target Population: Kings View provides services to current and former foster children or youth and their caregivers. Referrals from the statewide hotline are based on the location where the face-to-face mobile response is needed, and not based on the county of jurisdiction. “Current and former foster children or youth” is defined to include “a child or youth adjudicated under Section 300, 601, 602, or 727(a) and who is served by a county child welfare agency or probation department, and a child or youth who has exited foster care to reunification, guardianship, or adoption. A current or former foster child or youth shall be eligible for services under this chapter until they attain 21 years of age.” There is

no time restriction on when an exit must have occurred for a former foster youth. The former foster youth may have been adopted, re unified, or appointed a legal guardian at an early age and can still access FURS. A “caregiver” is defined as “a person responsible for meeting the daily care needs of a current or former foster child or youth, and who is entrusted to provide a loving and supportive environment for the child or youth to promote their healing from trauma.” A caregiver is defined broadly and includes individuals beyond a parent who are acting in a caregiving role.

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 clients 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 clients and families are seamless. Clients 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)

Community collaboration

Cultural Competency

Please describe how the selected concept (s) embedded:

Community Collaboration: The FURS team is dedicated to proactively addressing individuals and families’ needs, aiming to reduce the need to contact 911. To achieve this, the FURS program actively engages in collaborative efforts with various key stakeholders in Fresno County. This includes presenting at joint vendor meetings with Fresno County STRTPs (Short Term Residential Therapeutic Programs), where they exchange valuable insights and strategies to better serve the community.

In addition to this, the FURS team plans to meet with Central Star WRAP teams, the Department of Social Services (DSS), and various foster care agencies throughout Fresno County. These collaborations are essential to create a more comprehensive support system, enabling

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

FURS to address the needs of the community through crisis intervention and prevention. Through these connections, the FURS program aims to strengthen its community ties, ensuring the foster youth and their families the most effective and well-rounded support possible.

Access to underserved communities

Cultural Competency: The FURS team works toward maintaining strong principles of equity and cultural competence. FURS invests in staff training to ensure a heightened sensitivity to the unique needs of underserved communities and prioritize respectful communication and client-centered service delivery.

- **LGTBQIA+:** The FURS team recognizes the importance of understanding and addressing the unique challenges faced by the LGTBQIA+ community. To enhance cultural competence, staff actively participated in a specialized training, which involved viewing informative videos designed to educate them about the perspectives and struggles of LGTBQIA+ youth within the community. This training promotes a more inclusive and supportive environment for LGTBQIA+ individuals.
- **Mental Health Crisis with Hmong Families:** FURS acknowledges the significance of cultural perspective with diverse communities, including the Hmong population. Staff engagement in training specific to mental health crisis within Hmong families allows for a deeper understanding of the unique cultural factors that influence their needs.
- **Holiday Celebration Panel Discussion:** Recognizing that cultural competence extends to understanding diverse cultural traditions, FURS organized a Holiday Celebration Panel Discussion. Staff members born in different countries were selected to share their cultural traditions and how they celebrate holidays. This training was aimed at providing other Kings View staff with a perspective on different ways of celebrating holidays.

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

Services: The core of FURS' approach is rooted in values of collaboration, empowerment, and the overall well-being of the youth and their families. This approach is characterized by several key elements:

- Collaboration: FURS engages with the youth and their families and involves them in the decision-making process.
- Empowerment: FURS encourages the people they serve to take an active role in their own wellness and recovery journey by providing the necessary tools, information, and support.
- Wellness, Recovery and Resiliency: FURS promotes mental, emotional, and physical well-being. The team helps individuals regain control over their lives.

Additionally, FURS is able to participate in the Child and Family Team (CFT) meetings if and when they are invited.

Access to underserved communities: By combining the following, FURS is dedicated to removing barriers and ensuring that underserved communities have equal access to the support and resources necessary to improve their well-being:

- Community Collaboration: FURS recognizes that to access underserved communities effectively, they must work in partnership with local organizations, service providers and the community. By actively collaborating with these stakeholders, FURS gains valuable insights into the specific needs and challenges of the underserved populations.
- Cultural Competence: FURS places a strong emphasis on training its staff to be culturally sensitive and proficient in addressing the unique needs of underserved communities. This ensures services are not only accessible but also respectful and effective.
- Tailored Services: To truly access and serve underserved communities, FURS offers tailored services that take into consideration specific circumstances and preferences of each community.

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

1. Effectiveness

- a. Effectiveness of decreasing emergency services involvement.
 - i. **Indicator/Target goal expectancy:** Prevent the need for a 911 call or law enforcement involvement (to avoid criminalization of traumatized youth) to 30% or less.
 1. **Who applied:** Any community member utilizing FURS services.
 2. **Time of measure:** FY 2022-2023
 3. **Data source:** King View FURS Call Log spreadsheet.
 4. **Analysis:** 2 of 19 calls (11%) resulted in the need to call 911, 8 calls had insufficient data. Unable to determine if goal was met or not met due to this data not being recorded during the first half of the year. To ensure the accuracy and completeness of the data required for reporting purposes, a Microsoft Forms survey with mandatory questions has been designed and implemented. The survey will collect the necessary information from the respondents and prevent from submitting incomplete responses.
- b. Effectiveness of preventing psychiatric hospitalization and placement into congregate care.
 - i. **Indicator/Target goal expectancy:** 30% or less of the callers will result in the need to request 5150 evaluation or placement change to congregate care setting for foster youth.
 1. **Who applied:** Any community member utilizing FURS services.
 2. **Time of measure:** FY 2022-2023
 3. **Data source:** King View FURS Call Log spreadsheet.
 4. **Analysis:** 2 out of 19 (11%) calls resulted in a 5150 evaluation or placement change, 8 calls had insufficient data. Unable to determine if goal was met or not met due to this data not being recorded during the first half of the year. To ensure the accuracy and completeness of the data required for reporting purposes, a Microsoft Forms survey with mandatory questions has been designed and implemented. The survey will collect the necessary information from the respondents and prevent from submitting incomplete responses.
- c. Effectiveness preventive placement disruption.
 - i. **Indicator/Target goal expectancy:** 30% or less of the calls will result in the need to disrupt placement for foster youth.
 1. **Who applied:** Any community member utilizing FURS services.
 2. **Time of measure:** Fiscal Year 2022 - 2023
 3. **Data source:** King View FURS Call Log spreadsheet.

- 4. **Analysis:** 9 out of the 19 (47%) of the calls did not result in placement changes of any kind. 10 out of the 19 calls had insufficient data. Unable to determine if goal was met or not met due to insufficient data. To ensure the accuracy and completeness of the data required for reporting purposes, a Microsoft Forms survey with mandatory questions has been designed and implemented. The survey will collect the necessary information from the respondents and prevent from submitting incomplete responses.

- d. Effectiveness of process for determining mobile response criteria.
 - i. **Indicator/ Target goal expectancy:** 100% of the calls will include the utilization of the Columbia Suicide Severity Rating Scale (C-SSRS), or another evidence- based process and criteria that is approved by Fresno County.
 - 1. **Who applied:** Any community member utilizing FURS services.
 - 2. **Time of measure:** Fiscal Year 2022 - 2023
 - 3. **Data source:** King View FURS Call Log spreadsheet.
 - 4. **Analysis:** 5 out of 19 (26%) calls reported utilizing the C-SSRS. 4 reported not utilizing the C-SSRS and 10 calls had insufficient data. Unable to determine if goal was met or not met due to insufficient data. To ensure the accuracy and completeness of the data required for reporting purposes, a Microsoft Forms survey with mandatory questions has been designed and implemented. The survey will collect the necessary information from the respondents and prevent from submitting incomplete responses.

- e. Effectiveness for identifying if the child or youth has an existing mental health treatment plan and a placement preservation strategy through Child Welfare or Probation.
 - i. **Indicator/Target goal expectancy:** Kings View FURS staff will confirm child welfare or probation services involvement for 100% of the callers.
 - 1. **Who applied:** Any community member utilizing FURS services.
 - 2. **Time or measure:** Fiscal Year 2022-2023
 - 3. **Data Source:** Kings View FURS Call Log spreadsheet.
 - 4. **Analysis:** Ten (10) out of nineteen (19) calls confirmed child welfare/probation services. Eight (8) of the calls had insufficient data, and one (1) reported “no.” Unable to determine if goal was met or not met due to insufficient data. To ensure the accuracy and completeness of the data required for reporting purposes, a Microsoft Forms survey with mandatory questions has been designed and implemented. The survey will collect the necessary information from the respondents and prevent from submitting incomplete responses.

- 2. **Efficiency**
 - a. Confirming transitions from mobile response and stabilization services to ongoing services.
 - i. **Indicator/ Target goal expectancy:** 100% of post crisis coordination will result in confirmation that a treating provider will deliver ongoing services with a caller.

1. **Who applied:** Any community member utilizing FURS services.
 2. **Time of measure:** Fiscal Year 2022 - 2023
 3. **Data source:** King View FURS Call Log spreadsheet.
 4. **Analysis:** Insufficient data provided. To ensure the accuracy and completeness of the data required for reporting purposes, a Microsoft Forms survey with mandatory questions has been designed and implemented. The survey will collect the necessary information from the respondents and prevent from submitting incomplete responses.
- b. Cost per caller
- i. **Indicator/Target goal expectancy:** The first fiscal year will establish the baseline and subsequent fiscal years will demonstrate no less than a 10% improvement due to limited historical data.
 1. **Who applied:** Any community member utilizing FURS services.
 2. **Time of measure:** Fiscal Year 2022 - 2023
 3. **Data source:** Financial reporting and auditing track by Kings View.
 4. **Analysis:** \$354,329.33 divided by 19 callers, \$18,648.28. Currently no previous year to compare data for improvement. Going forward we will utilize fiscal year 2022 – 2023 outcome as a baseline to compare to upcoming year.
- c. FURS team composition
- i. **Indicator/ Target goal expectancy:** 70% of mobile responses will include the community-based of the Family Partner.
 1. **Who applied:** Any community member utilizing FURS services.
 2. **Time of measure:** Fiscal Year 2022 - 2023
 3. **Data source:** King View FURS Call Log spreadsheet.
 4. **Analysis:** No data collected to report on. Kings View FURS is working to recruit a Family Partner.
- d. Service Types for Mobile Responses
- i. **Indicator/Target goal expectancy:** 95% or more of mobile responses will include a claimable specialty mental health service.
 1. **Who applied:** Any community member utilizing FURS services.
 2. **Time of measure:** Fiscal Year 2022 - 2023
 3. **Data source:** King View FURS Call Log spreadsheet.
 4. **Analysis:** Out of the 19 calls, 7 were noted to include a billable service. Unable to determine if goal was met or not met due to insufficient data. To ensure the accuracy and completeness of the data required for reporting purposes, a Microsoft Forms survey with mandatory questions has been designed and implemented. The survey will collect the necessary information from the respondents and prevent from submitting incomplete responses.

3. Access

- a. Timely response for urgent calls
 - i. **Indicator/Target goal expectancy:** 100% of urgent mobile responses will be achieved in under one (1) but no less than three (3) hours.
 - 1. **Who applied:** Any community member utilizing FURS services.
 - 2. **Time of measure:** Fiscal Year 2022 - 2023
 - 3. **Data source:** King View FURS Call Log spreadsheet.
 - 4. **Analysis:** 41% of the responses were achieved under one (1) hour and 89% were achieved under three (3) hours. 100% of the calls that were received had a response under three (3) hours.
- b. Timely responses for non-urgent calls.
 - i. **Indicator/ Target goal expectancy:** 100% of non-urgent mobile responses will be achieved the same day or within 24 hours.
 - 1. **Who applied:** Any community member utilizing FURS services.
 - 2. **Time of measure:** Fiscal Year 2022 - 2023
 - 3. **Data source:** King View FURS Call Log spreadsheet.
 - 4. **Analysis:** 100% of non-urgent responses were achieved on the same day.
- c. Identifying existing child and family team.
 - i. **Indicator/Target goal expectancy:** FURS team members will attend 100% of Child and Family Team (CFT) meetings and exchange pertinent information.
 - 1. **Who applied:** Any community member utilizing FURS services.
 - 2. **Time of measure:** Fiscal Year 2022 - 2023
 - 3. **Data source:** King View FURS Call Log spreadsheet.
 - 4. **Analysis:** 0% of the calls resulted in a FURS team members attending a CFT meeting. Unable to determine if goal was met or not met due to insufficient data. To ensure the accuracy and completeness of the data required for reporting purposes, a Microsoft Forms survey with mandatory questions has been designed and implemented. The survey will collect the necessary information from the respondents and prevent from submitting incomplete responses. Additionally, the FURS team will work to ensure that the other parties present at CFT meetings are aware that the FURS team can be invited to these meetings.
- d. Service Availability Independent of Payor Status.
 - i. **Indicator/ Target goal expectancy:** 100% of individuals requesting services will receive them.
 - 1. **Who applied:** Any community member utilizing FURS services.

- 2. **Time of measure:** Fiscal Year 2022 - 2023
- 3. **Data source:** King View FURS Call Log spreadsheet.
- 4. **Analysis:** FURS team members reported support/services were offered to 18 callers regardless of client’s ability to pay. 1 call went unreported. To ensure the accuracy and completeness of the data required for reporting purposes, a Microsoft Forms survey with mandatory questions has been designed and implemented. The survey will collect the necessary information from the respondents and prevent from submitting incomplete responses.

4. **Satisfaction**

- a. Services provided.
 - i. **Indicator/Target goal expectancy:** 80% of stakeholders will report either strongly agree or agree that the services provided were useful, reliable, and of high quality.
 - 1. **Who applied:** Any community member utilizing FURS services.
 - 2. **Time of measure:** Fiscal Year 2022 - 2023
 - 3. **Data source:** King View Microsoft Forms Survey.
 - 4. **Analysis:** No data was collected to report on. To effectively gather survey responses from stakeholders, we will send the following link (<https://forms.office.com/r/4n3j5qAcdD>) after FURS services have been provided.
- b. **Indicator/Target goal expectancy:** 80% of stakeholders will report either strongly agree or agree that they would recommend Kings View FURS staff. (Satisfaction)
 - 1. **Who applied:** Any community member utilizing FURS services.
 - 2. **Time of measure:** Fiscal Year 2022 - 2023
 - 3. **Data source:** King View Microsoft Forms Survey.
 - 4. **Analysis:** No data was collected to report on. To effectively gather survey responses from stakeholders, we will send the following link (<https://forms.office.com/r/4n3j5qAcdD>) after FURS services have been provided.

DEPARTMENT RECOMMENDATION(S):

Click here to enter text.