

# FRESNO COUNTY MENTAL HEALTH PLAN

# OUTCOMES REPORT- Attachment A

## PROGRAM INFORMATION:

<b>Program Title:</b>	Permanent Supportive Housing	<b>Provider:</b>	Turning Point of Central California
<b>Program Description:</b>	Offering 24 Permanent Supportive Housing Units at two service locations, Family Villa and Falcon Court	<b>MHP Work Plan:</b>	1-Behavioral Health Integrated Access 2-Wellness, recovery, and resiliency support 3-Culturally and community defined practices
<b>Age Group Served 1:</b>	ADULT	<b>Dates Of Operation:</b>	January 1, 2020-Present
<b>Age Group Served 2:</b>	CHILDREN	<b>Reporting Period:</b>	July 1, 2022 - June 30, 2023
<b>Funding Source 1:</b>	Realignment	<b>Other Funding:</b>	Housing and Urban Development (HUD)
<b>Funding Source 2:</b>	Other, please specify below		

## FISCAL INFORMATION:

<b>Program Budget Amount:</b>	\$789,059.96	<b>Program Actual Amount:</b>	\$417,157.63
<b>Number of Unique Clients Served During Time Period:</b>	127		
<b>Number of Services Rendered During Time Period:</b>	N/A		
<b>Actual Cost Per Client:</b>	\$3,284.71		

## CONTRACT INFORMATION:

<b>Program Type:</b>		<b>Type of Program:</b>	
<b>Contract Term:</b>	January 1, 2020 – June 30, 2024	<b>For Other:</b>	Permanent Supportive Housing (PSH)
		<b>Renewal Date:</b>	July 1, 2024
<b>Level of Care Information Age 18 &amp; Over:</b>	Traditional Outpatient Treatment (caseload 1:80)		
<b>Level of Care Information Age 0- 17:</b>	Outpatient Treatment		

## TARGET POPULATION INFORMATION:

**Target Population:** Individuals and their families that meet the HUD definition of homelessness and who have a mental health and/or SUD need. Participants must be engaged in a DBH treatment program or have been part of a DBH treatment program. All participants will be assessed and/or referred by Housing Access and Resource Team (HART), a DBH adult service program, to ensure that eligibility criteria are met. DBH reserves the right to make referrals through

other appropriate DBH adult service programs in the future. DBH may consider additional requirements to help limit participation to those DBH clients who most need these services. DBH cannot guarantee any specific number of referrals.

**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)*

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

Community collaboration

Choose an item.

Choose an item.

**Please describe how the selected concept (s) embedded :**

Family Villa and Falcon Court provides 24 Permanent Supportive Housing (PSH) units for families and individuals that meet the HUD definition of homelessness with at least one adult family member having a mental health and/or substance use disorder (SUD). In an effort to support individuals who may be receiving or have received services from DBH to live as independently as possible, DBH is offering limited funding for programs who provide housing through HUDs CoC grant.

PSH is an intervention that combines affordable housing assistance with support services to address the needs of chronically homeless people. The services are designed to build independent living skills while connecting those served with community-based services tailored to individualized needs. DBH provides a portion of the overall costs of the PSH program as match funds for the Department of Housing and

Urban Development (HUD) Continuum of Care (CoC) grants, to help DBH clients access these services.

**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-*

Residential Stability

- i. *Objective:* To assist residents with removing barriers in successfully transitioning from the program.
- ii. *Indicator:* Client enrollments and discharges.
- iii. *Who Applied:* Individuals and their families that meet the HUD definition of homelessness and who have a mental health and/or SUD need.
- iv. *Time Measured:* FY 22-23
- v. *Data Source:* Program rosters and service plans.
- vi. *Goals:* To maintain supportive housing and successfully transition to independent unsupported housing, while reducing the number of nights residents are hospitalized and incarceration.
- vii. *Outcome:*
  - a. *Residents who maintained residency:* 127 residents were served (45 Adults and 82 children). Of the 127 residents 18 left the program, yielding an 86% objective of residents who maintained residency. A total of 8,651 nights of shelter were provided.
  - b. *Residents who achieve independent, unsupported permanent housing:* 14 residents went into unsupported/independent permanent housing, yielding a 78% success rate.
  - c. *Reduction in the number of days out of residence due to hospitalization, incarceration, or lack of financial or family stability:* 1 residents was incarcerated for more than 8 months.

2. *Efficiency-*

## Achievement of Greater Self-Determination

- i. *Objective:* To assist residents with outlining immediate and long-term goals for self-sufficiency.
- ii. *Indicator:* Percentage based on resident service plans.
- iii. *Who Applied:* Program residents and their families.
- iv. *Time Measured:* FY 22-23
- v. *Data Source:* Service Plans
- vi. *Goals:* For tenants to successfully gain self-sufficiency towards unsupported housing.
- vii. *Outcome:*
  - a. *Residents who develop a service plan that outlines immediate and long-term goals for self-sufficiency. At least one service plan goal will address parenting and/or child development as applicable received public benefits:* 100% of residents meet with their Case Manager to create their initial individualized service plan that will include short and long-term goals for each resident. Monthly, residents meet with their Case Manager to discuss progress, barriers, or completed goals which includes addressing parenting and/or child development milestones.
  - b. *Residents who meet individualized plan goals:* Service plans are individualized or tailored by the resident and 100% of residents meet the minimum or exceed beyond the two goals per fiscal year.
  - c. *Residents who develop new enhancements to promote sobriety:* Approximately 25% of residents are working on developing new enhancements to promote sobriety.
  - d. *Residents who participate in recovery focused network or tenant council:* Approximately 55% of residents participate in recovery focused network or tenant councils.

3. *Access-*

## Increased Skills and/or Income

- i. *Objective:* To assist residents with accessing onsite and community services and benefits.
- ii. *Indicator:* Percent of residents who successfully received services and benefits.

- iii. *Who Applied:* Individuals and their families that meet the HUD definition of homelessness and who have a mental health and/or SUD need.
- iv. *Time Measured:* FY 22-23
- v. *Data Source:* Program rosters and activity sign-in sheets.
- vi. *Goals:* To successfully increase skills and/or income for the transition to unsupported housing.
- vii. *Outcome:*
  - a. *Residents who access public benefits:* All Residents (100%) are linked to mainstream resources such as AFDC, Medicaid, Cal-Fresh (SNAPS) and all Low-Income housing based Programs and the Housing Choice Voucher Program, along with various other resources that meet the resident’s needs.
  - b. *Residents who accessed offered life skills activities or groups:* 80% of residents come to groups each month. There are 8 Life Skills groups a month (different days/times) to accommodate all residents.
  - c. *Residents who participate in SUD and/or mental health treatment:* 95% of residents are enrolled into SUD and/or mental health treatment services.
  - d. *Residents who access employment or enrolled into education programs:* 75% of residents are either employed or attending a vocational or general education program.

4. *Client Satisfaction-*

Client Satisfaction surveys are conducted yearly during a one month time frame. All residents are encouraged to participate in completing surveys. The data provided is most current from July 2023.

- I. *Objective:* To monitor the satisfaction of clients and gather pertinent information for service planning and overall improvements of the program.
- II. *Indicator:* The survey consisted of questions/suggestions from clients and with a “on a scale of” satisfaction rate. The rating on “ how satisfied are you being in this program” was done on a scale of 1-10 rate, (1-not satisfied and 10-completely satisfied). Suggestions for improvement of the program were left open space for clients to answer freely.
- III. *Who applied:* Clients who were residents during FY 22-23.
- IV. *Data Source:* June-July 2023 Client Satisfaction Questionnaire.
- V. *Target Goal:* TP would like to see the majority of the clients satisfied with the overall program. TP will strive to meet expectations and the need of the clients.

VI. *Outcome: For the FY 22-23, Out of 24 County residents that were served/present and returned a Satisfaction Questionnaire, 11 (46%) of them were satisfied. This is based off the average of the surveys that were answered with GOOD or EXCELLENT for “quality of overall service”.*

Satisfaction & Feedback	#
Clients Served	24
Clients who submitted survey	17
Clients who were satisfied with overall program	11
Client who submitted average or less for program satisfaction	6 (3 did not answer)
Total percentage	46% = Satisfied

**DEPARTMENT RECOMMENDATION(S):**

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