

Orange County Health Care Agency Behavioral Health Services

MHSA Community Services & Supports (CSS) -
Adults and Older Adults



Annette Muqrdochian
AOABH Division Director
April 2016

Overview

- ▶ Structure of CSS Adult Plan
- ▶ FY 14/15 Outcomes by Service Area
- ▶ Questions

Adult CSS Service Areas

- ▶ Assisted Outpatient Treatment (AOT)
- ▶ Crisis Services
- ▶ Intensive Outpatient Services
- ▶ Older Adult Services
- ▶ Outpatient Recovery Services
- ▶ Supportive Services
- ▶ Housing

AOT

Annette Mugrditchian, AOABH Division Director

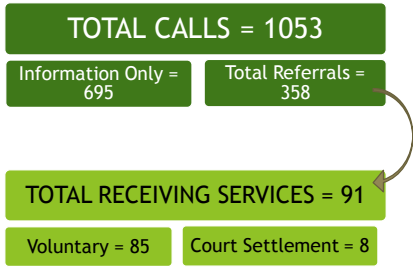
AOT Assessment and Linkage

- ▶ Provides information about AOT to callers
- ▶ Accepts referrals and conducts assessments for AOT eligibility,
- ▶ Assists with linking individuals to mental health services
 - ▶ Voluntary
 - ▶ Court-process
- ▶ Outcomes are total calls and linkages by category

AOT Assessment and Linkage: FY 14/15

TOTAL CALLS = 1053	
Information Only = 695	Total Referrals = 358

AOT Assessment and Linkage: FY 14/15



Crisis Services

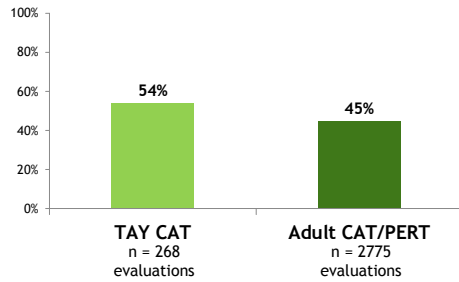
Linda Molina, Program Manager -
CAT / PERT, Crisis Residential Program

CAT / PERT

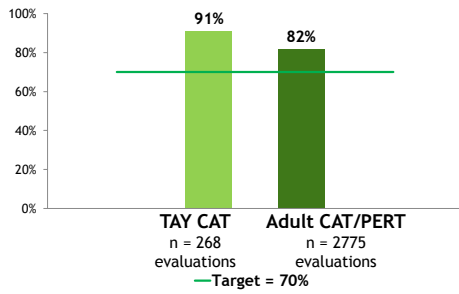
- ▶ Provides mobile response to any adult experiencing a psychiatric emergency
- ▶ Operates 24/7
- ▶ PERT pairs with law enforcement to assist during mental health emergencies

- ▶ Outcomes are *percentages*
 - ▶ These rates are *process measures*
 - ▶ "How we can improve our service delivery?"

Hospitalization Rate - FY 14/15



Dispatch to Arrival in 30 Min or Less - FY 14/15

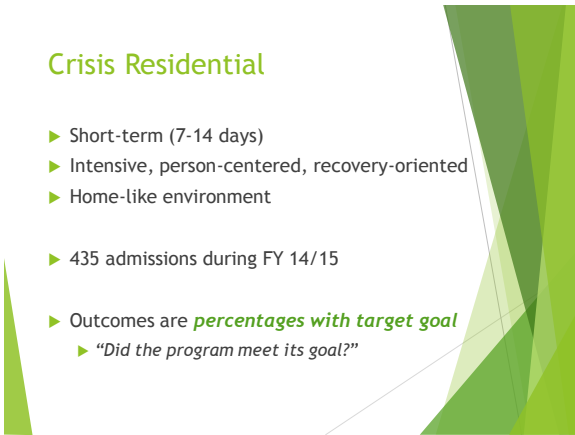


Crisis Residential

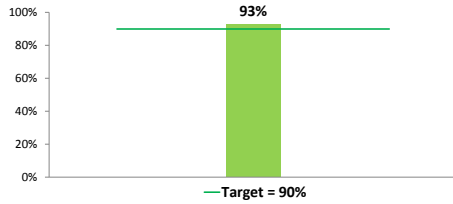
- ▶ Short-term (7-14 days)
- ▶ Intensive, person-centered, recovery-oriented
- ▶ Home-like environment

- ▶ 435 admissions during FY 14/15

- ▶ Outcomes are *percentages with target goal*
 - ▶ "Did the program meet its goal?"

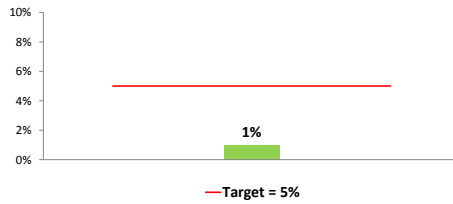


Discharge to Lower Level of Care Adult Crisis Residential - FY 14/15



n = 435 admissions

Hospitalizations Within 48 Hours of Discharge Adult Crisis Residential - FY 14/15



*n = 403/435 individuals admitted
who were discharged to outpatient services*

Crisis Services Updates

- ▶ PERT has increased partnerships with law enforcement agencies by four this past year
- ▶ Crisis Residential Program is increasing beds in 2016
- ▶ New Adult/TAY In-Home Crisis Stabilization program is going out for solicitation this year

Intensive Outpatient Services

Jenny Hudson, Program Manager -
Full Service Partnerships (FSPs)

Ian Kemmer, Program Manager -
Program of Assertive Community Treatment (PACT)

Program Comparison

FSP

- ▶ In vivo services
- ▶ Enrolls un- and under-served populations and has targeted FSPs (e.g., forensic, probation, homeless/at risk of, etc)
- ▶ Provides continuum of recovery services

PACT

- ▶ Field- and clinic-based
- ▶ Enrolls based on general eligibility criteria (e.g., hospital discharges, incarcerations)
- ▶ Provides intensive services and then links to lower levels of care

Individuals Served in FY 14/15

- ▶ Adult FSPs served 999
- ▶ TAY PACT served 150
- ▶ Adult PACT served 896

FSP and PACT Outcomes

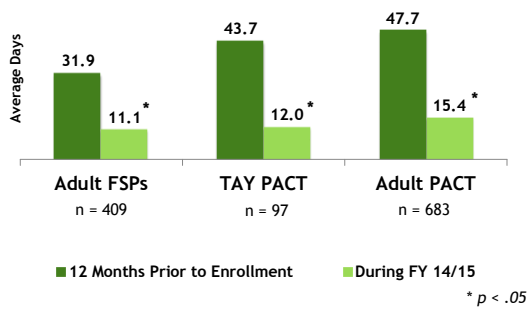
► Outcomes are *pre/post comparisons*:

- *Pre* = average number of days in the 12 months prior to enrollment
- *Post* = average number of days during FY 14/15

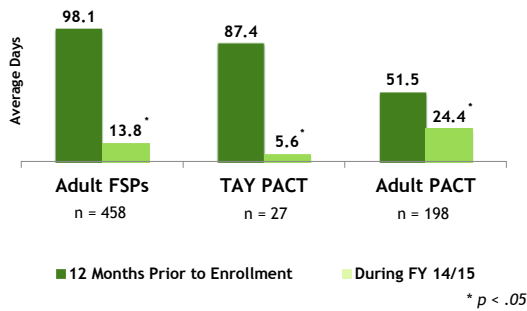
► Areas evaluated:

- Psychiatric Hospitalization
- Homelessness
- Incarceration
- Employment

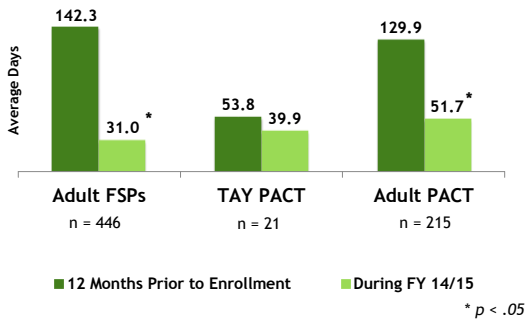
Psychiatric Hospitalization
TAY / Adult Programs - FY 14/15



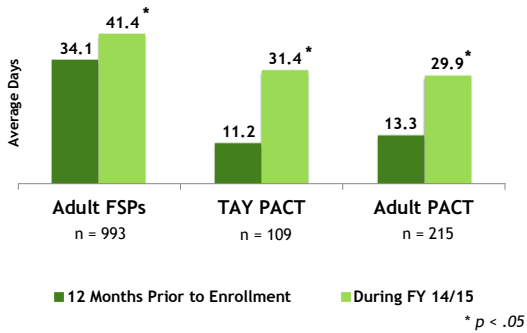
Incarceration
TAY / Adult Programs - FY 14/15



Homelessness TAY / Adult Programs - FY 14/15

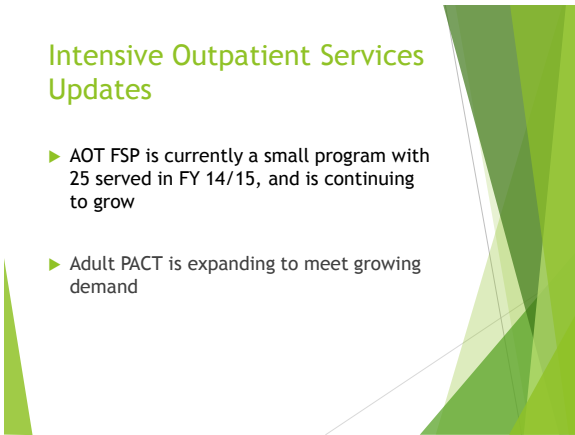


Employment TAY / Adult Programs - FY 14/15



Intensive Outpatient Services Updates

- ▶ AOT FSP is currently a small program with 25 served in FY 14/15, and is continuing to grow
- ▶ Adult PACT is expanding to meet growing demand



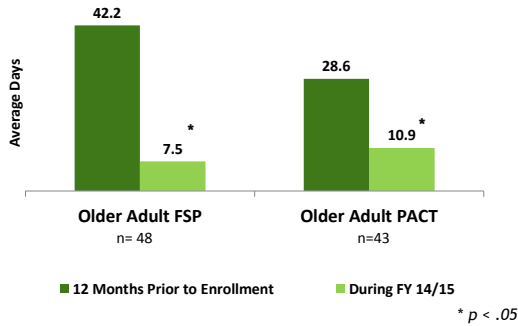
Older Adult Services

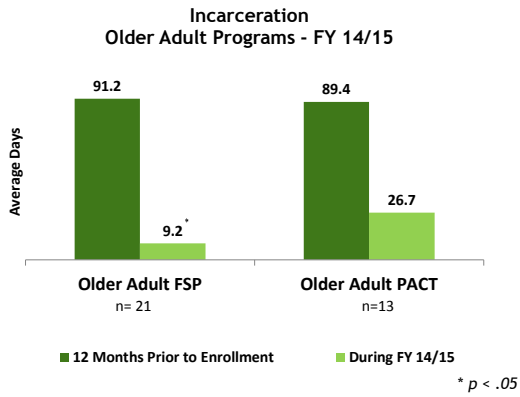
Diane Holley, Program Manager -
Older Adult FSP, Older Adult PACT, OAS Recovery

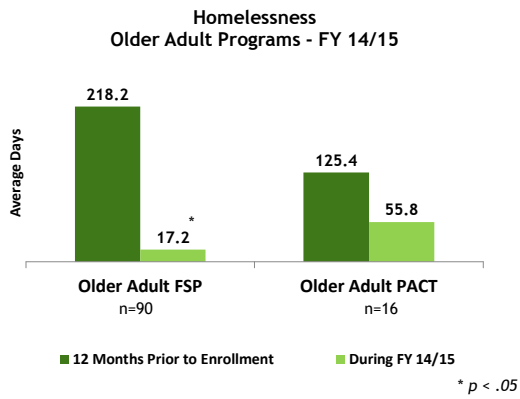
Older Adult FSP and PACT

- ▶ FSP structure accommodated to meet the needs of older adults
- ▶ Older Adult FSP served 190 in FY 14/15
- ▶ Older Adult PACT served 75 in FY 14/15
- ▶ Outcomes are the same *pre/post comparisons* as Adult FSPs and PACT

Psychiatric Hospitalization
Older Adult Programs - FY 14/15







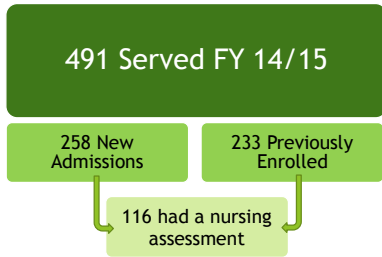
OAS Recovery

- ▶ Provides field- and clinic-based services
- ▶ Serves diverse cultural groups
- ▶ Aims to improve quality of life and access to medical services, maintain independence

- ▶ Experienced data collection issues for recovery-based measures during FY 14/15
- ▶ Outcomes reported are *enrollment and nursing assessment totals*



OAS Recovery



Older Adult Services Updates

- ▶ Older Adult PACT will be hiring a full-time clinician as part of the PACT expansion
- ▶ OAS Recovery is working on correcting data collection issues

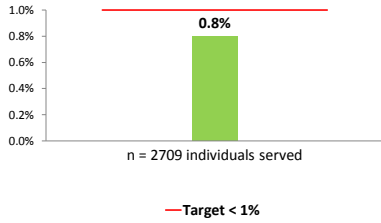
Outpatient Recovery Services

Ian Kemmer, Program Manager -
Recovery Centers

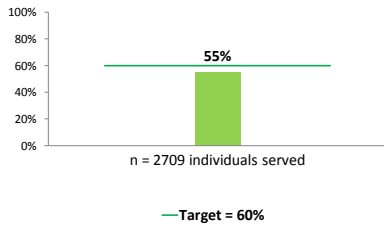
Recovery Centers

- ▶ Provide lower level of care for adults who no longer need intensive outpatient services
- ▶ Include a peer-run support component
- ▶ 2709 served in FY 14/15
- ▶ Outcomes are *percentages with target goal*
 - ▶ "Did the program meet its goal?"

Hospitalization Rate During Enrollment Recovery Centers - FY 14/15



Discharges to Lower Level of Care Recovery Centers - FY 14/15



Recovery Services Updates

- ▶ County-operated Recovery Centers were transitioned into Recovery Open Access this FY:
 - ▶ North - July 2015
 - ▶ South - October 2015

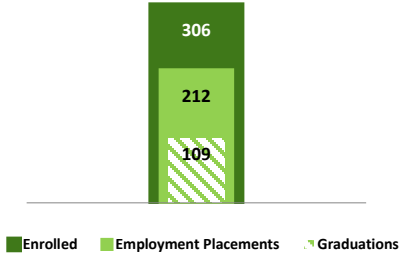
Supportive Services

Jayson Benbrook, Program Manager -
Supported Employment, Wellness Center

Supported Employment

- ▶ Provides vocational services and job placement assistance in volunteer or competitive employment positions
- ▶ Serves adults currently engaged in behavioral health services
- ▶ 306 enrolled in FY 14/15, 425 total served
- ▶ The goal is that 35% of enrollments are placed in employment

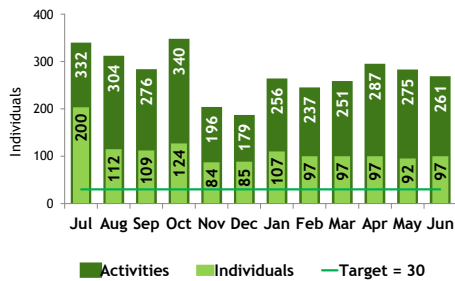
Employment Placements Supported Employment - FY 14/15



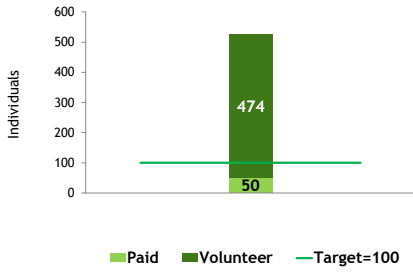
Wellness Center

- ▶ Facilitates recovery through member-directed activities
- ▶ Focuses on increasing relationship building and community integration
- ▶ 892 members active at the end of FY 14/15
- ▶ Outcomes are *participation totals with a target goal*
 - ▶ "Did the program meet its goal?"

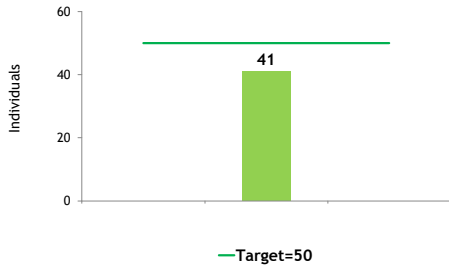
Monthly Community Integration Participation Wellness Central - FY 14/15



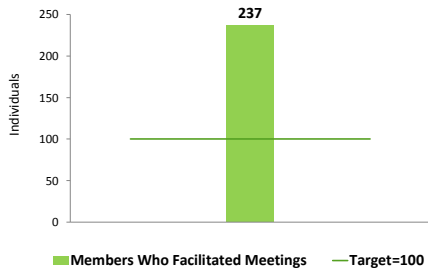
Annual Employment Wellness Central - FY 14/15



Annual Education Enrollment Wellness Central - FY 14/15



Meeting Facilitation Wellness Central - FY 14/15



Supportive Services Updates

- ▶ Supported Employment is expanding next FY
- ▶ Wellness Center opened two new sites:
 - ▶ Wellness Center South - December 2015
 - ▶ Wellness Center West - February 2016
- ▶ Peer Mentoring opened in January 2016

Housing

Judy Iturriaga, Administrative Manager

Housing

Housing Project	Units
Alegre Family Apartments	11
Avenida Villas	28
Capestone Family Apartments	19
Cotton's Point	24
Diamond Apartments	24
Doria Phase 1	20
Doria Phase 2	20
Henderson House	14

Adult CSS Plan: Questions

Annette Mugrditchian, AOABH Division Director



In Their Own Words...

“AOT FSP has been patient with me and stood by me through my addiction. No other program has done that for me.”

- AOT FSP

“The Orange County AOT program let me know I’m not alone with a mental illness” -AOT FSP

“I want to express my sincere gratitude... [The staff] have encouraged me and I don’t take them for granted.” - Recovery Center

“When time get ruff And I don’t feel tuff I come here They have helped me with my fear They have helped me They have opened my eyes to see That my mental illness can be worked on And now I’m happy to say my hospital visits are now gone.” - Recovery Center

“When all I could see was darkness and death. I thought it was the end I just wanted to die... [The staff] listened and truly cared. Their advice and worksheets showed I do have strengths. And all the staff made me feel like I was home instead of a hospital.” - Adult Crisis Residential

“I walked out a new improved [person], armed to the teeth with tools and skills and knowledge. I feel strong and confident now.” -Adult Crisis Residential
