

PROGRAM INFORMATION:

Program Title:	Supported Employment and Education Services (S.E.E.S)	Provider:	Department of Behavioral Health
Program Description:	<p>The Supported Employment and Education Services (SEES) is a collaborative partnership with the State Department of Rehabilitation (DOR), the Department of Behavioral Health (DBH) and Mental Health Services Act (MHSA) Workforce Education and Training (WET) Plan to provide vocational and educational services to individuals with psychiatric disabilities living in Fresno County and receiving mental health services from DBH or other County contracted mental health providers. The SEES program provides vocational services such as career development, vocational assessments and employment services to include job preparation, placement and retention. Beyond employment, SEES offers supported education, volunteer training and placement, and a computer learning center. SEES is a program accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF).</p> <p>Staffing for the program consists of 2 Community Mental Health Specialists and 4 Peer Support Specialists.</p>	MHP Work Plan:	Choose an item.
Age Group Served 1:	ADULT	Dates Of Operation:	2009 - Current
Age Group Served 2:	OLDER ADULT, TAY	Reporting Period:	July 1, 2016 - June 30, 2017
Funding Source 1:	Realignment	Funding Source 3:	Choose an item.
Funding Source 2:	Other, please specify below	Other Funding:	Department of Rehabilitation, MHSA (match funds)

FISCAL INFORMATION:

Program Actual Amount: \$293,812
 Number of Unique Clients Served During Time Period: 178
 Number of Services Rendered During Time Period: 590
 Actual Cost Per Client: \$1,651

TARGET POPULATION INFORMATION:

Target Population: Transitional age youth and adults.

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:

Community collaboration

Please describe how the selected concept (s) embedded :

The Supported Employment and Education Services (SEES) program is a collaborative program that provides collaborative services along with many other community providers. The SEES program works in collaboration with relation to education, continued mental health services, and employment. The program offers supported education and assistance, which provides linkage and support for educational goals, i.e. GED, post secondary schools, vocational training, and adult school classes. The SEES program also works with various programs throughout Fresno County DBH and its contracted providers. The SEES program serves as a liaison to DBH teams and mental health contracted providers. Vocational Specialist with the SEES Program continue to collaborate with employers. Through this continued process, the

Cultural Competency

SEES program is able to encourage referrals, build relationships, share information and gain insight related to possible positions for employment.

The SEES program promotes cultural awareness and cultural competency and has been an on-going focus within Fresno County DBH. Staff are encouraged to consult, attend cultural trainings, do their own research related to culture, and to embrace each person's culture individually. Each person's services are guided by the culture in which they identify. Inclusion of natural supports are used as a method to ensure a cultural appropriateness. However, assumptions should never be made. Culturally competent staff maintain an "asking protocol", remains curious, and gives the client the opportunity to say who they are.

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

The SEES program works from a client/family centered strength based approach to treatment. This allows each person to work towards their own recovery, as they desire. The SEES program puts Wellness and Recovery into practice. As the program support clients to gain the skills, confidence and tools needed to sustain wellness, the program encourages the use of 5 key concepts of recovery. They are; Hope, Personal Responsibility, Education, Self-Advocacy and Support, and the values and ethics of WRAP (Wellness Recovery Action Plan). WRAP is an evidence-based practice that focuses on assisting clients to apply these key concepts to their everyday lives. PSS (Peer Support Specialist) are also utilized in the SEES program. PSS staff are able to align themselves with clients in the SEES program and use themselves as a role model related to wellness/resiliency based on their past lived experience.

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. DOR Intake/SEES Employment Services

The SEES program provides employment and non-employment services. New clients who are interested in employment services go through an intake process. On-going clients continue to receive employment services.

- i. Objective: To increase client flow in receiving DOR/SEES Employment Services.
- ii. Indicator: Clients who received DOR/SEES Employment Services and DOR Intake.
- iii. Who Applied: Clients who received DOR/SEES Employment Services and DOR Intake.
- iv. Time of Measure: FY 16-17
- v. Data Source: SEES Database
- vi. Target Goal Expectancy: For 110 clients to receive DOR/SEES Employment Services or complete DOR Intake.
- vii. Outcome: The program was able to meet 64% of the target goal expectancy. The program was unable to meet 100% of the goal due to ongoing staffing issues with recruitment of qualified candidates. Additionally, the DOR contract focus is on helping clients acquire competitive employment while many of the DBH clients are in need of supportive employment.

Clients who received DOR/SEES Employment Services

# of Clients	Goal	Percentage
70	110	64%

b. Successful job placements

A client is considered to have successful job placement when employment is found and maintained beyond 90 days.

- i. Objective: To reintegrate clients into the workforce and maintain successful job placements.
- ii. Indicator: Clients with successful job placements.
- iii. Who Applied: Clients who completed an IPE and received employment services.
- iv. Time of Measure: FY 16-17
- v. Data Source: SEES Database
- vi. Target Goal Expectancy: 24 clients with successful job placements.
- vii. Outcome: The program has met 88% of its target goal in helping clients obtain successful job placement. Majority of clients have been placed in competitive employment.

c. New Individualized Plan for Employment (IPE)

Before receiving employment services, client will have to complete an IPE to set goals and achievements for guidance.

- i. Objective: Increase client success in reaching their goals, focus and possibility of finding employment.
- ii. Indicator: Clients with newly established IPEs in program.
- iii. Who Applied: Clients in the program that qualified for an IPE.
- iv. Time of Measure: FY 16-17
- v. Data Source: SEES Database
- vi. Target Goal Expectancy: 35 clients will have new IPEs.
- vii. Outcome: The program met 63% of the target goal expectancy. The outcome is due to the shortage of direct service staff and the screening process for clients.

Successful job Placements

# of Clients	Goal	Percentage
21	24	88%

Client Employment Industry

	Percentage
Clerical / Customer Service	28%
Food / Restaurant	20%
Labor	40%
Education	4%
Peer Support Counseling	8%
Total	100%

New Individualized Plan for Employment

# of Clients	Goal	Percentage
22	35	63%

d. Average days from completion of IPE to employment

Completing the IPE marks the start of client receiving employment services and employment searches.

- i. Objective: To help client obtain employment within an appropriate period.
- ii. Indicator: Average days from a client’s IPE completion to finding employment.
- iii. Who Applied: Clients who completed an IPE and found employment in FY 16-17.
- iv. Time of Measure: FY 16-17
- v. Data Source: SEES Database
- vi. Target Goal Expectancy: Days from IPE completion to employment will be less than 60 days.
- vii. Outcome: Program has surpassed target goal expectancy of 60 days or less. Average days from completion of IPE to employment is 24 days.

Average Days from completion of IPE to Employment

FY 16-17	Goal	Percentage
24 days	< 60 days	100%

2. Efficiency

a. Cost per Client

Costs include all staffing and overhead costs associated with operation of the program.

- i. Objective: To maximize the use of resources allocated to the program
- ii. Indicator: Total program costs compared to number of unique clients served.
- iii. Who Applied: Clients served by the program. Clients served represents clients who received any SEES services in FY 16-17.
- iv. Time of Measure: FY 16-17
- v. Data Source: Avatar and Financial Records
- vi. Target Goal Expectancy: To keep within departmental budgeted costs for the program.
- vii. Outcome: Compared to prior year, the cost per client for FY 16-17 decreased by 16%. The number of unique clients served decreased by 22%. The decrease in clients and costs are due to lack of direct service staffs to provide services.

Cost per Client

	FY 15-16	FY 16-17
Unique Clients	229	178
Program Actual Amount	\$449,007	\$293,812
Cost per Client	\$1,961	\$1,651

3. Access:

SEES/DOR services are accessible to anyone who enters the MHP. The majority of SEES/DOR referrals come from internal programs but are not formally tracked through the Avatar referral form. Clients can attend the weekly Tuesday orientation with no prior appointment, notice or through a verbal referral. Department is developing a process to accurately track time of referral to services started.

4. Satisfaction & Feedback of Persons Served & Stakeholders

Fresno County Client Satisfaction Surveys (FCCSS) are conducted monthly to obtain feedback. Beneficiaries of the MHP are encouraged to participate in filling out the FCCSS, which are available to consumers and family members at County and contracted provider organizations.

b. Fresno County Client Satisfaction Survey

- i. Objective: To gauge satisfaction of clients and collect data for service planning and quality improvement.
- ii. Indicator: Average percent of clients who complete the survey and response was ‘Agree’, ‘Strongly Agree’, ‘Disagree’, ‘Strongly Disagree’ and ‘Neutral / NA’ in the following areas: welcoming environment to obtain services, respect to cultural needs, staff involvement in support and planning, progress in recovery, alternate paths to recovery, achievement goal recognitions, referral to other programs, and support in wellness and recovery.
- iii. Who Applied: Clients who received SEES services in FY 16-17.
- iv. Time of Measure: FY 16-17
- v. Data Source: FCCSS
- vi. Target Goal Expectancy: The Department would like to see a majority of clients satisfied for each area. The Department will continue to develop target goals for the FCCSS.
- vii. Outcome: Eighty-seven (87%) percent of clients were generally satisfied with client/staff interactions and services that SEES program provided.

Client's Overall Satisfaction

	FY 15-16	FY 16-17
Strongly Agree / Agree	80%	87%
Strongly Disagree / Disagree	3%	4%
Neutral / NA	17%	9%