

FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES

PROGRAM TITLE: Children's Crisis Intervention (CAIR)

PROVIDER: Department of Behavioral Health (DBH)

PROGRAM DESCRIPTION: The Children's Crisis Assessment, Intervention and Resolution Program (CAIR) provides mental health crisis intervention services on a 24/7 basis for children and youth up to 18 years of age seeking voluntary services. CAIR is designated as a W&I (Welfare and Institutions Code) 5150 facility, which allows involuntary treatment for children placed on a hold due to being a danger to self, others or unable to access basic needs due to a mental illness. CAIR also receives clients from the Juvenile Justice Campus when crisis intervention services are needed. Services include a crisis assessment, intervention, case management, medication support and safety monitoring.

CAIR may also receive referrals from hospital emergency departments of minors needing crisis intervention services following medical clearance by hospital staff and collaborate in discharge planning from the hospital to CAIR. Nursing staff are present to provide a health screening, work with the Psychiatrist on any medication needs or health concerns, locate and arrange admission to adolescent inpatient psychiatric facilities and provide the continuous monitoring when seclusion and restraint are necessary for client/staff safety. The CAIR clinicians also serve as the front door to Children's Mental Health Services in metropolitan Fresno. The clinicians conduct the initial assessments to determine if a mental illness is present and meets Medi-Cal criteria. If so, the client is then referred for ongoing outpatient services. The program focuses on achieving the following goals: (1) reduction in the recidivism in crisis visits and (2) reduction of inpatient hospitalization through crisis intervention services provided as demonstrated by the number of clients served compared to the number referred for inpatient hospitalization.

PROGRAM DEMOGRAPHICS FOR JANUARY 2014 – JUNE 2015

- A total of 1694 clients received services
- Language: 1482 English (87.48%), 174 Spanish (10.28%), Hmong 10 (0.57%), 20 Other (1.20%), 8 Unknown (0.47%)
- Race: 962 Hispanic (56.81%), 443 Caucasian (26.13%), 167 African American (9.86%), 42 Asian/Pacific Islander (2.50%) and of the remaining 79 (4.69%) of the following: 11 Native American, 21 Other, 47 Unknown
- Gender: 915 Female (53.99%), 776 Male (45.80%), 3 Unknown

Children
 Adult

TAY
 Older Adult

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DATES OF OPERATION: 1982 as crisis stabilization and was changed to a crisis intervention program in August 2006

DATES OF DATA REPORTING PERIOD: Jan 2014 –Jun 2015, *Program closed effective April 26th, 2015. Data was pulled through end of April.

OUTCOME GOAL

This reporting period captures program process outcomes and effectiveness. *Data was pulled at different times from Avatar and numbers may vary due to corrections, edits, etc. made in Avatar by staff.

1. Client count – there was a reduction in the number of clients served over this time period due to program closure.
2. Crisis services-Number of clients seen by crisis service providers have decreased at every 6 month period. Reduction could be attributed to program closure in April 2015.
3. CCAIR Return Visits-Majority of clients did not have return visits in the 18 month period.

OUTCOMES DATA

Client Count	Jan-Jun 2014	Jul-Dec 2014	% Increase/ Decrease	Jan-Jun 2015	% Increase/ Decrease	Total # Unique Clients
Children's Crisis Intervention (CCAIR)	780	721	-7.6%	527	-26.9%	1694
CMH Division Total	3459	2872	-17.0%	2546	-11.4%	6755
CMH Division Total Average	314	287	-8.7%	255	-11.4%	614

Service Count	Jan-Jun 2014	Jul-Dec 2014	% Increase/ Decrease	Jan-Jun 2015	% Increase/ Decrease	Total
Children's Crisis Intervention (CCAIR)	3,615	4,969	37.5%	3,568	-28.2%	12,152
CMH Division Total	22,877	20,371	-11.0%	19,428	-4.6%	62,676
CMH Division Average	2080	2037	-2.0%	1943	-4.6%	5698

CCAIR Return Visits	Jan-Jun 14	Jul-Dec 14	Jan-April 15	Total
No return visits	70%	72%	74%	67%
1 return visit	17%	15%	15%	16%
2-5 return visits	11%	10%	9%	11%
6-9 return visits	1%	0%	0%	2%
> 9 return visits	0%	0%	0%	1%

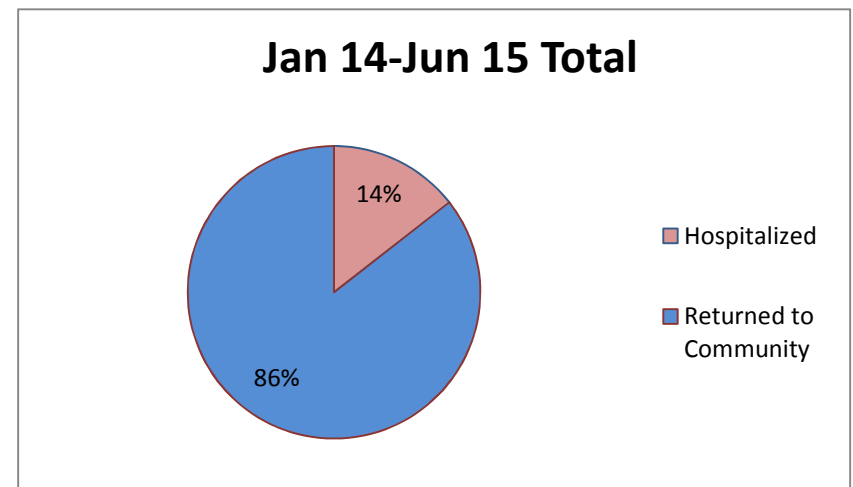
**Client count, service count, wait time by program and proportion of services data was pulled from Avatar in 07/2015. CCAIR return visits data was pulled in September 2015.*

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4. Hospitalization-Increase in hospitalization was due to youth presenting with high acuity and untreated mental health symptoms. 14% of clients served by CCAIR required inpatient hospitalization and 86% did not.
5. Wait time- Decreased at every 6 month period
6. Clients received primarily Crisis Services and Case Management.

*Hospitalization	Jan-June 2014	Jul-Dec 2014	% Increase/Decrease	Jan-Jun 2015	% Increase/Decrease	Jan 14-Jun 15 Total
# of Clients Hospitalized	100	88	-12%	109	24%	271
# of Days of Hospitalization	1,137	901	-21%	1,137	26%	3,624
# of Clients with more than one consecutive period of hospitalization	24	20	-17%	28	40%	90

	Jan-June 2014	Jul-Dec 2014	% Increase/Decrease	Jan-Jun 2015	% Increase/Decrease	Jan 14-Jun 15 Total
# of Clients Hospitalized	100	88	-12%	109	24%	271
# of Clients Returned to the Community	680	633	-7%	602	-5%	1604



**This data was pulled on September 22, 2015 and reflects real time data. Client counts may have changed due to Avatar corrections. Data was pulled from Crestwood PHF, Central Star PHF, and hospitals in Avatar.*

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Wait Time By Program (Days): Avatar Report Wait time from assessment to first service. Medical service is meds services, crisis services and psychiatrist services. Non-medical services all other codes. This report excludes note to charts, cancellations, and no shows	January-June 2014			July-December 2014				January-June 2015			
	Medical Service	Non-Medical Service	Combined	Medical Service	Non-Medical Service	Combined	% Increase/Decrease	Medical Service	Non-Medical Service	Combined	% Increase/Decrease
Children's Crisis Intervention (CCAIR)	33	15	47	34	10	44	-7%	22	11	33	-23%
CMH Division Average	83	24	108	62	18	80	-26%	31	9	41	-49%

Proportion of Services (Avatar)	January-June 2014										
	Assessments	Case Management	Collateral	Crisis Services	Placement	Plan Development	Rehab	Therapy	Med Services	Day Treatment Services	Total
Children's Crisis Intervention (CCAIR)	0.17%	27.55%	0.69%	38.86%	0.00%	14.72%	5.12%	0.23%	12.66%	0.00%	100.00%
CMH Division Average	6.85%	17.06%	6.74%	6.52%	0.01%	7.76%	8.69%	40.95%	2.13%	3.29%	100.00%

Proportion of Services (Avatar)	July-December 2014										
	Assessments	Case Management	Collateral	Crisis Services	Placement	Plan Development	Rehab	Therapy	Med Services	Day Treatment Services	Total
Children's Crisis Intervention (CCAIR)	0.14%	24.61%	0.74%	34.41%	0.00%	12.64%	14.56%	0.09%	12.81%	0.00%	100.00%
CMH Division Average	5.63%	17.17%	6.24%	6.61%	0.02%	6.75%	7.76%	44.22%	2.41%	3.19%	100.00%

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Proportion of Services (Avatar)	January-June 2015										
	Assessments	Case Management	Collateral	Crisis Services	Placement	Plan Development	Rehab	Therapy	Med Services	Day Treatment Services	Total
Children's Crisis Intervention (CCAIR)	.09%	26.34%	0.13%	37.20%	0.00%	13.84%	11.98%	0.30%	10.13%	0.00%	100.00%
CMH Division Average	5.77%	17.36%	5.87%	5.25%	0.01%	6.54%	7.26%	47.72%	1.38%	2.86%	100.00%

DEPARTMENT RECOMMENDATION(S): The Department recommends discontinuing the CCAIR program for FY 2015-16.