

# FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES

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**PROGRAM TITLE:** Asian Pacific Islander Team  
**PROVIDER:** Department of Behavioral Health (DBH)

**PROGRAM DESCRIPTION:** The Department of Behavioral Health Adult Outpatient Asian Pacific Islander program provides culturally-competent, strength-based, wellness & recovery focused treatment services. This includes a mental health assessment, case management, crisis intervention, psychiatric evaluation, medication management, individual and group rehabilitation interventions, peer-to-peer support groups, and individual and group therapy. The program staff members work with clients to help increase their level of functioning while reducing mental health symptoms. The services are geared toward reducing psychiatric hospitalization, improving support systems, increasing and improving socialization skills, developing and improving coping skills, linking clients to services within our department and the community, and teaching and promoting Wellness & Recovery. The outpatient programs serve adults who have been diagnosed with a serious and persistent mental health condition. Services are provided by mental health clinicians, community mental health specialists, licensed vocational nurses, psychiatrists, nurses, and peer support specialists who have specialized cultural training and linguistic skills. Oversight is provided by a clinical supervisor that also provides culturally appropriate training and supervision of this specialty staff. The majority of the clients are refugees suffering from war trauma and the complications of acculturating into a society vastly different from their own. During January 2014-June 2015, the Asian Pacific Islander Team served 553 unduplicated clients.

## PROGRAM DEMOGRAPHICS FOR JANUARY 2014 – JUNE 2015

- A total of 553 consumers received services
- Language: 327 English (59.15%), 109 Hmong (19.67%), 30 Cambodian (5.34%), 59 Lao (10.67%), 28 Other (5.18%)
- Race: 270 Asian/Pacific Islander (48.78%), 78 Hispanic (14.02%), 110 Caucasian (19.82%), 82 African American (14.79%) and of the remaining 14 (2.59%) of the following: 5 Native American, 9 Other
- Gender: 273 Female (49.39%), 280 Male (50.61%)

**AGES SERVED:**             Children             TAY  
                                  Adult                 Older Adult

**DATES OF OPERATION:** 2007 – Current

**DATES OF DATA REPORTING PERIOD:** Jan 2014 – Jun 2015

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## **OUTCOME GOAL**

The Adult Division is currently redesigning the API program based on client needs and outcome measures will be established accordingly. This reporting period captures program process outcomes rather than client outcomes. \*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 as Urgent Care Wellness Center, Access are maintaining clients for short-term treatment and referring mild to moderate clients to community/primary providers.
2. Crisis Services-Decreased % of clients receiving crisis services by 23 and with reoccurrence of crisis services by 47 in July-December 2014 compared to previous 6 months. There was an increase in Jan-June 2015; however, the numbers were still lower than Jan-June 2014. Staff has been reviewing their caseloads regularly to assess identified treatment goals and whether or not they have been achieved. If so, they have been encouraged to discharge the clients and/or link them to community resources. Therefore, caseloads have decreased to improve services.
3. Hospitalization-Decreased % of clients hospitalized, number of days hospitalized, and clients with more than one consecutive period of hospitalization at every 6 month period. Staff is reminded to make contact/collaborate with the acute psychiatric hospital discharge planners upon becoming aware

## **OUTCOME DATA**

Client Count	Jan-Jun 2014	Jul-Dec 2014	% Increase/Decrease	Jan-Jun 2015	% Increase/Decrease	Total # Unique Clients
Asian Pacific Islander Team	360	377	4.7%	330	-12.5%	553
ASOC Division Total	4319	4187	-3.1%	4,271	2.0%	9,152
ASOC Division Total Average	360	349	-3.1%	356	2.0%	763

Service Count	Jan-Jun 2014	Jul-Dec 2014	% Increase/Decrease	Jan-Jun 2015	% Increase/Decrease	Total
Asian Pacific Islander Team	2,356	2,473	5%	2,399	-3%	7,228
ASOC Division Total	30,383	27,648	-9.0%	28,977	4.8%	75,694
ASOC Division Average	2,532	2,304	-9.0%	2,415	4.8%	6,308

*Crisis Services	Jan-June 2014	Jul-Dec 2014	% Increase/Decrease	Jan-Jun 2015	% Increase/Decrease	Jan 14-Jun 15 Total
# of Clients w/Crisis Services	43	33	-23%	40	21%	129
# of Clients with recurrence of crisis services	17	9	-47%	14	56%	61

*\*Crisis services were pulled from Exodus from 01/01/2014 through May 2015. This data was pulled on October 2015 and reflects real time data. Crisis recurrence is defined as more than one 23 hour period visit at those locations.*

*\* Data was broken down by 6 months and reflects crisis services for the youth receiving services and crisis within only those months. Data for the whole 18 month period will capture clients who were served within the 18 months as well as received a crisis services in the 18 months. This is the reason the number is higher than each of the 6-month periods.*

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of the client's hospitalization. In addition, staff is to go to the hospital (local only....PHF/CBHC) to see their client within the first three days.

4. All served clients received primarily Rehab services and Case Management

*\*Client count, service count, wait time by program and proportion of services data was pulled from Avatar in 07/2015*

*Hospitalization	Jan-June 2014	Jul-Dec 2014	% Increase/Decrease	Jan-Jun 2015	% Increase/Decrease	Jan 14-Jun 15 Total
# of Clients Hospitalized	33	28	-15%	24	-14%	88
# of Days of Hospitalization	408	333	-18%	321	-4%	1,504
# of Clients with more than one consecutive period of hospitalization	19	16	-16%	11	-31%	42

*\*This data was pulled October 2015 and reflects real time data. Client counts may have changed due to Avatar corrections. Data was pulled from Crestwood PHF and hospitals in Avatar.*

*\* Data was broken down by 6 months and reflects # of clients hospitalized from the youth served within those same months. Data for the whole 18 month period will capture clients who were served within the 18 months and were hospitalized within the 18 months. This is the reason the number is higher than each of the 6-month periods*

Proportion of Services (Avatar)	January-June 2014									
	Assessments	Case Management	Collateral	Crisis Services	Placement	Plan Development	Rehab	Therapy	*Med Services	Total
Asian Pacific Islander Team	2.51%	28.27%	0.64%	0.17%	0.55%	5.82%	54.51%	7.53%	N/A	100.00%
ASOC Division Average	6.63%	34.63%	.86%	1.41%	2.16%	6.34%	18.11%	28.54%	1.59%	100.00%

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Proportion of Services (Avatar)	July-December 2014									
	Assessments	Case Management	Collateral	Crisis Services	Placement	Plan Development	Rehab	Therapy	*Med Services	Total
Asian Pacific Islander Team	1.26%	30.82%	0.89%	0.24%	0.24%	4.94%	53.22%	8.38%	N/A	100.00%
ASOC Division Average	8.32%	33.88%	0.77%	1.13%	2.14%	5.38%	18.70%	27.98%	1.69%	100.00%

Proportion of Services (Avatar)	January-June 2015									
	Assessments	Case Management	Collateral	Crisis Services	Placement	Plan Development	Rehab	Therapy	*Med Services	Total
Asian Pacific Islander Team	3.38%	31.14%	.92%	.13%	.54%	4.17%	49.92%	9.81%	N/A	100.00%
ASOC Division Average	10.64%	29.01%	0.76%	1.00%	1.44%	6.27%	19.88%	28.67%	2.34%	100.00%

\*These services are part of the program and client received medical services through the Doctor's teams.

**DEPARTMENT RECOMMENDATION(S):** The Department recommends continuing the program for Fiscal Year 15-16.