

# FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH - OUTCOMES

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**PROGRAM TITLE:** Latino Team

**PROVIDER:** Department of Behavioral Health (DBH)

**PROGRAM DESCRIPTION:** The Department of Behavioral Health Adult Outpatient Latino 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 who can deliver services in Spanish or English with an emphasis on working with the family, Oversight is provided by clinical supervisor staff who also provide culturally appropriate training and supervision of this specialty staff. The majority of clients served has a Latino background and identify with the Hispanic culture. Some speak Spanish only, some speak both Spanish and English but prefer Spanish or have a family member or caregiver in their support system that needs help in Spanish. During January 2014-June 2015, the Latino Team served 643 unduplicated consumers.

## PROGRAM DEMOGRAPHICS FOR JANUARY 2014 – June 2015

- A total of 643 consumers received services
- Language: 549 English (85.35%), 78 Spanish (12.09%), 1 Hmong (0.10%), 13 Other (2.06%), 3 Unknown (0.39%)
- Race: 380 Hispanic (59.10%), 136 Caucasian (21.14%), 93 African American (14.45%), 15 Asian/Pacific Islander (2.36%) and the remaining 19 (2.95%) of the following: 9 Native American, 9 Other, and 1 Unknown
- Gender: 346 Female (53.79%), 297 Male (46.12%), 1 Unknown (0.10%)

**AGES SERVED:**

- |   |   |
|---|---|
| <input type="checkbox"/> Children         | <input checked="" type="checkbox"/> TAY         |
| <input checked="" type="checkbox"/> Adult | <input checked="" type="checkbox"/> 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 Latino 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 and with reoccurrence of crisis services at every 6 month period. 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 by 19, number of days hospitalized by 36, and clients with more than one consecutive period of hospitalization by 16 in January-June 2015 compared to previous 6 months. Staff is reminded to make contact/collaborate with the acute psychiatric hospital discharge planners upon becoming aware 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.

## OUTCOME DATA

Client Count	Jan-Jun 2014	Jul-Dec 2014	% Increase/Decrease	Jan-Jun 2015	% Increase/Decrease	Total # Unique Clients
Latino Team	309	337	-.1%	300	-11%	643
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
Latino Team	1,469	1,471	0.1%	1,524	3.6%	4,464
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	64	44	-31%	36	-18%	194
# of Clients with recurrence of crisis services	38	19	-50%	11	-42%	11

*\*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 reoccurrence 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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4. All served clients received primarily Case Management, Rehab and Therapy services.

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

<b>*Hospitalization</b>	<b>Jan-June 2014</b>	<b>Jul-Dec 2014</b>	<b>% Increase/Decrease</b>	<b>Jan-Jun 2015</b>	<b>% Increase/Decrease</b>	<b>Jan 14-Jun 15 Total</b>
# of Clients Hospitalized	36	32	-11%	26	-19%	133
# of Days of Hospitalization	309	329	6%	210	-36%	1,545
# of Clients with more than one consecutive period of hospitalization	18	19	6%	16	-16%	56

*\*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*

<b>Proportion of Services (Avatar)</b>	<b>January-June 2014</b>									
	<b>Assessments</b>	<b>Case Management</b>	<b>Collateral</b>	<b>Crisis Services</b>	<b>Placement</b>	<b>Plan Development</b>	<b>Rehab</b>	<b>Therapy</b>	<b>*Med Services</b>	<b>Total</b>
Latino Team	.21%	32.42%	0%	0.21%	1.03%	4.06%	39.02%	23.06%	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
Latino Team	0%	37.43%	0.07%	0.07%	1.04%	5.18%	34.81%	21.41%	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
Latino Team	3.56%	28.98%	0%	0.07%	0.26%	4.36%	36.7%	26.07%	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 funding for this program.