

# FRESNO COUNTY MENTAL HEALTH PLAN

# OUTCOMES REPORT- Attachment A

## PROGRAM INFORMATION:

<b>Program Title:</b>	Exodus 24/7 Access Line	<b>Provider:</b>	Exodus Recovery, Inc.
<b>Program Description:</b>	In addition to the CSC for adults and youth, Exodus Recovery operates a toll-free 24/7 Access Line for DBH in accordance with state and federal regulations and utilizes the County's Access Line Database to maintain a log of all requests for mental health services.	<b>MHP Work Plan:</b>	1-Behavioral Health Integrated Access Choose an item. Choose an item.
<b>Age Group Served 1:</b>	ALL AGES	<b>Dates Of Operation:</b>	July 1, 2016 to Present
<b>Age Group Served 2:</b>	Choose an item.	<b>Reporting Period:</b>	07/01/2017-06/30/2018
<b>Funding Source 1:</b>	Realignment	<b>Funding Source 3:</b>	Choose an item.
<b>Funding Source 2:</b>	Choose an item.	<b>Other Funding:</b>	Click here to enter text.

## FISCAL INFORMATION:

<b>Program Budget Amount:</b>	\$296,883.00	<b>Program Actual Amount:</b>	\$189,950.81
<b>Number of Unique Clients Served During Time Period:</b>			
<b>Number of Services Rendered During Time Period:</b>	2,861		
<b>Actual Cost Per Client:</b>	\$66.39		

## CONTRACT INFORMATION:

<b>Program Type:</b>	Contract-Operated	<b>Type of Program:</b>	Other, please specify below
<b>Contract Term:</b>	07/01/2016 – 06/30/2019 plus two optional one-year extensions	<b>For Other:</b>	Access Line
		<b>Renewal Date:</b>	06/30/2021

Level of Care Information Age 18 & Over: N/A

Level of Care Information Age 0- 17: N/A

The levels of care shown above do not apply.

**TARGET POPULATION INFORMATION:**

**Target Population:** No particular target population. The toll-free Access Line is open and accessible to all populations.

**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:**

*(May select more than one)*

Community collaboration

Access to underserved communities

Integrated service experiences

Choose an item.

**Please describe how the selected concept (s) embedded :**

We have provided a welcoming environment where a person in crisis or with urgent mental health needs will immediately be seen and evaluated by a professional and receive the services he/she needs. Treatment has been client-centered by incorporating the client's input in determining the services and supports that are most effective and helpful for our clients. We have provided ongoing services until the client is successfully connected to community services. A key component of our treatment services is the development of a comprehensive discharge plan designed to transition the client to a less restrictive but supportive level of care, reestablish linkage to their previous service provider, and link clients and their families to a system of relevant community resources. These have included outpatient treatment, crisis residential beds, shelter beds, board and cares, sober living houses, and other programs.

**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

Exodus has designed a continuous quality assurance and quality improvement (QI) process with strategies to measure variations in the structure, method and program outcomes for the Exodus Access Line. In addition, Exodus' Decision Support Department provides analytical support to the Exodus Access Line by collecting, analyzing and reporting outcomes data from conceptualization through presentation to all stakeholders. The work of the Decision Support Department drives and supports key business decisions that yield positive outcomes at the Exodus Access Line. Altogether, our Quality Management Program and Plan are dedicated to meeting the needs and to exceed the expectations of our clients, their families and the community.

With the assistance of Decision Support, Quality Improvement Department and program management, Exodus collects, manages and submits data for internal tracking purposes as well as to demonstrate client outcomes and performance-based criteria inclusive of guidelines set forth by Exodus, Fresno County and the State. An internal Access based computerized tracking system ("the Admission Log") is used to collect and maintain data related to all Access Line calls received by Exodus.

**\*\*\*All data from this point forward is originated directly from the Access Line Annual Test Call Report**

EFFECTIVENESS							
* Baseline performance is based on the overall average from the 24/7 Access Line Test Calls for FY 2016-17. Outcomes for FY 2017-18 is the overall average for each category.							
#	Performance Indicator	Numerator	Denominator	Goal	Baseline Performance: Outcomes for FY 2016-17	Outcomes for FY 2017-18	Graph
1	Information on how to access service	# of Callers informed how to access services	Total # of Test Calls	100%	94%	98%	<div data-bbox="1094 461 1860 1029"> <p style="text-align: center;"><b>Information on How to Access Services</b> FY 2017-18</p> <p style="text-align: center;"> <span style="color: blue;">■</span> Test Call Results                        <span style="color: red;">—</span> GOAL                        <span style="color: grey;">—</span> FY 2016-17                        <span style="color: yellow;">—</span> FY 2017-18                 </p> </div>
*The number listed in each individual column, indicates the number of test calls made for each month. % indicate the # of calls successfully given information on how to access services.							

#	Performance Indicator	Numerator	Denominator	Goal	Baseline Performance: Outcomes for FY 2016-17	Outcomes for FY 2017-18	Graph																										
2	Information about services needed to treat a beneficiary 'Urgent Condition'	# of Test callers assessed for Crisis	Total # of Test Calls	100%	95%	96%	<div data-bbox="1087 365 1848 1031"> <p style="text-align: center;"><b>Information About Services Needed to Treat Beneficiary with Urgent Condition</b> FY 2017-18</p> <table border="1"> <caption>Monthly Test Call Results Data</caption> <thead> <tr> <th>Month</th> <th>Test Call Results</th> </tr> </thead> <tbody> <tr><td>Jul-17</td><td>15</td></tr> <tr><td>Aug-17</td><td>15</td></tr> <tr><td>Sep-17</td><td>15</td></tr> <tr><td>Oct-17</td><td>12</td></tr> <tr><td>Nov-17</td><td>14</td></tr> <tr><td>Dec-17</td><td>15</td></tr> <tr><td>Jan-18</td><td>12</td></tr> <tr><td>Feb-18</td><td>15</td></tr> <tr><td>Mar-18</td><td>15</td></tr> <tr><td>Apr-18</td><td>15</td></tr> <tr><td>May-18</td><td>15</td></tr> <tr><td>Jun-18</td><td>14</td></tr> </tbody> </table> </div> <p>*The number listed in each individual column, indicates the number of test calls made in each month. % indicate how many calls were assessed for crisis.</p>	Month	Test Call Results	Jul-17	15	Aug-17	15	Sep-17	15	Oct-17	12	Nov-17	14	Dec-17	15	Jan-18	12	Feb-18	15	Mar-18	15	Apr-18	15	May-18	15	Jun-18	14
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3	Foreign Language Line Connection	# of Callers successfully connected to the language line	Total # foreign language test calls made	100%	97%	97%	<p><b>Foreign Language Line Connection</b> FY 2017-18</p> <table border="1"> <caption>Monthly Test Call Results</caption> <thead> <tr> <th>Month</th> <th>Test Call Results</th> </tr> </thead> <tbody> <tr><td>Jul-17</td><td>3</td></tr> <tr><td>Aug-17</td><td>3</td></tr> <tr><td>Sep-17</td><td>4</td></tr> <tr><td>Oct-17</td><td>3</td></tr> <tr><td>Nov-17</td><td>3</td></tr> <tr><td>Dec-17</td><td>3</td></tr> <tr><td>Jan-18</td><td>2</td></tr> <tr><td>Feb-18</td><td>3</td></tr> <tr><td>Mar-18</td><td>3</td></tr> <tr><td>Apr-18</td><td>3</td></tr> <tr><td>May-18</td><td>3</td></tr> <tr><td>Jun-18</td><td>2</td></tr> </tbody> </table> <p>*The number listed in each individual column, indicates the number of foreign language test calls completed by month. % indicated the # of calls successfully connected to the language line. FY 2016-17 and FY 2017-18 shares the same outcome, both lines are overlapping.</p>	Month	Test Call Results	Jul-17	3	Aug-17	3	Sep-17	4	Oct-17	3	Nov-17	3	Dec-17	3	Jan-18	2	Feb-18	3	Mar-18	3	Apr-18	3	May-18	3	Jun-18	2
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4	Information about how to use the beneficiary problem resolution and Fair Hearing process	# of Callers informed how to access services	Total # of Grievance test calls	100%	91%	80%	<p style="text-align: center;"><b>Information on How to Use Beneficiary Problem Resolution and Fair Hearing Process</b></p> <p>100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%</p> <p style="text-align: center;">— GOAL      — FY 2016-17      — FY 2017-18</p>

\* In FY 2017-18, a total of **10 grievance test calls** were completed. Of the 10 test calls, **8** were identified as being acceptable; providing sufficient information to test caller.

EFFICIENCY																																
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1	Name of Beneficiary	# of accurate Names recorded	Total # of Test Calls	100%	91%	88%																										
<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p><b>Graph</b></p> <table border="1" style="display: none;"> <caption>Data for Name of Beneficiary FY 2017-18 Graph</caption> <thead> <tr> <th>Month</th> <th>Test Call Results</th> </tr> </thead> <tbody> <tr><td>Jul-17</td><td>15</td></tr> <tr><td>Aug-17</td><td>15</td></tr> <tr><td>Sep-17</td><td>15</td></tr> <tr><td>Oct-17</td><td>12</td></tr> <tr><td>Nov-17</td><td>14</td></tr> <tr><td>Dec-17</td><td>15</td></tr> <tr><td>Jan-18</td><td>12</td></tr> <tr><td>Feb-18</td><td>15</td></tr> <tr><td>Mar-18</td><td>15</td></tr> <tr><td>Apr-18</td><td>15</td></tr> <tr><td>May-18</td><td>15</td></tr> <tr><td>Jun-18</td><td>14</td></tr> </tbody> </table> </div> </div>							Month	Test Call Results	Jul-17	15	Aug-17	15	Sep-17	15	Oct-17	12	Nov-17	14	Dec-17	15	Jan-18	12	Feb-18	15	Mar-18	15	Apr-18	15	May-18	15	Jun-18	14
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#	Performance Indicator	Numerator	Denominator	Goal	Baseline Performance: Outcomes for FY 2016-17	Outcomes for FY 2017-18	Graph
2	Date of Request	# of accurate Dates recorded	Total # of Test Calls	100%	91%	91%	<p><b>Date of Request FY 2017-18</b></p> <p>100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%</p> <p>Jul-17 Aug-17 Sep-17 Oct-17 Nov-17 Dec-17 Jan-18 Feb-18 Mar-18 Apr-18 May-18 Jun-18</p> <p>Test Call Results GOAL FY 2016-17 FY 2017-18</p> <p>*The number listed in each individual column, indicates the number of test calls made in that month. % indicated the # of calls with accurate dates of request. FY 2016-17 and FY 2017-18 shares the same outcome, both lines are overlapping.</p>

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3	Initial Disposition Request	# of accurate disposition recorded	Total # of Test Calls	100%	91%	88%	<div data-bbox="1066 365 1806 974"> <p><b>Initial Disposition</b> FY 2017-18</p> <table border="1"> <caption>Initial Disposition Data</caption> <thead> <tr> <th>Month</th> <th>Test Call Results (n)</th> <th>% Accurate Disposition</th> </tr> </thead> <tbody> <tr><td>Jul-17</td><td>15</td><td>~87%</td></tr> <tr><td>Aug-17</td><td>15</td><td>~87%</td></tr> <tr><td>Sep-17</td><td>15</td><td>~93%</td></tr> <tr><td>Oct-17</td><td>12</td><td>~75%</td></tr> <tr><td>Nov-17</td><td>14</td><td>~93%</td></tr> <tr><td>Dec-17</td><td>15</td><td>~93%</td></tr> <tr><td>Jan-18</td><td>12</td><td>~75%</td></tr> <tr><td>Feb-18</td><td>15</td><td>~93%</td></tr> <tr><td>Mar-18</td><td>15</td><td>~87%</td></tr> <tr><td>Apr-18</td><td>15</td><td>~87%</td></tr> <tr><td>May-18</td><td>15</td><td>~93%</td></tr> <tr><td>Jun-18</td><td>14</td><td>~71%</td></tr> </tbody> </table> </div> <p>*The number listed in each individual column, indicates the number of test calls made in that month. % indicated the # of calls with accurate initial disposition.</p>	Month	Test Call Results (n)	% Accurate Disposition	Jul-17	15	~87%	Aug-17	15	~87%	Sep-17	15	~93%	Oct-17	12	~75%	Nov-17	14	~93%	Dec-17	15	~93%	Jan-18	12	~75%	Feb-18	15	~93%	Mar-18	15	~87%	Apr-18	15	~87%	May-18	15	~93%	Jun-18	14	~71%
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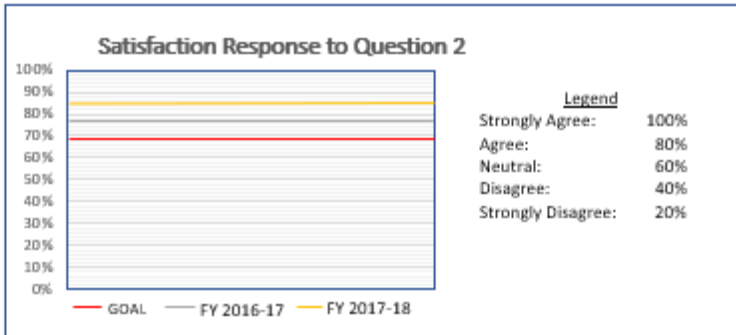
#	Performance Indicator	Numerator	Denominator	Goal	Baseline Performance: Outcomes for FY 2016-17	Outcomes for FY 2017-18	Graph
4	Phone Number	# of accurate disposition recorded # of accurate Phone Number recorded	Total # of Test Calls	100%	92%	89%	<p><b>Phone Number FY 2017-18</b></p> <p>100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%</p> <p>Jul-17 Aug-17 Sep-17 Oct-17 Nov-17 Dec-17 Jan-18 Feb-18 Mar-18 Apr-18 May-18 Jun-18</p> <p>Test Call Results GOAL FY 2016-17 FY 2017-18</p> <p>*The number listed in each individual column, indicates the number of test calls made in that month. % indicated the # of calls with accurate phone # recorded.</p>

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5	Assessed for Crisis	# of Test Callers assessed for Crisis	Total # of Test Calls	100%	95%	96%	<div style="text-align: center;"> <p><b>Accessed for Crisis</b> FY 2017-18</p> <table border="1"> <caption>Monthly Test Call Results for 'Assessed for Crisis' (FY 2017-18)</caption> <thead> <tr> <th>Month</th> <th>Test Call Results (%)</th> <th>Number of Test Calls</th> </tr> </thead> <tbody> <tr><td>Jul-17</td><td>~93%</td><td>15</td></tr> <tr><td>Aug-17</td><td>~93%</td><td>15</td></tr> <tr><td>Sep-17</td><td>~93%</td><td>15</td></tr> <tr><td>Oct-17</td><td>~87%</td><td>12</td></tr> <tr><td>Nov-17</td><td>~92%</td><td>14</td></tr> <tr><td>Dec-17</td><td>~93%</td><td>15</td></tr> <tr><td>Jan-18</td><td>~92%</td><td>12</td></tr> <tr><td>Feb-18</td><td>~87%</td><td>15</td></tr> <tr><td>Mar-18</td><td>~93%</td><td>15</td></tr> <tr><td>Apr-18</td><td>~93%</td><td>15</td></tr> <tr><td>May-18</td><td>~93%</td><td>15</td></tr> <tr><td>Jun-18</td><td>~93%</td><td>14</td></tr> </tbody> </table> <p>*The number listed in each individual column, indicates the number of test calls made in that month. % indicated the # of calls with assessed for crisis.</p> </div>	Month	Test Call Results (%)	Number of Test Calls	Jul-17	~93%	15	Aug-17	~93%	15	Sep-17	~93%	15	Oct-17	~87%	12	Nov-17	~92%	14	Dec-17	~93%	15	Jan-18	~92%	12	Feb-18	~87%	15	Mar-18	~93%	15	Apr-18	~93%	15	May-18	~93%	15	Jun-18	~93%	14
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6	# of calls recorded on the Call Log		Total # of Test Calls	100%	97%	91%	<div data-bbox="1066 365 1812 954"> <p style="text-align: center;"><b>Calls Logged on the FCMHP Call-In Database</b> FY 2017-18</p> <table border="1"> <caption>Calls Logged on the FCMHP Call-In Database FY 2017-18</caption> <thead> <tr> <th>Month</th> <th>Test Call Results</th> <th>% of Calls Logged</th> </tr> </thead> <tbody> <tr><td>Jul-17</td><td>15</td><td>~91%</td></tr> <tr><td>Aug-17</td><td>15</td><td>~91%</td></tr> <tr><td>Sep-17</td><td>15</td><td>~91%</td></tr> <tr><td>Oct-17</td><td>12</td><td>~77%</td></tr> <tr><td>Nov-17</td><td>14</td><td>~89%</td></tr> <tr><td>Dec-17</td><td>15</td><td>~91%</td></tr> <tr><td>Jan-18</td><td>12</td><td>~77%</td></tr> <tr><td>Feb-18</td><td>15</td><td>~91%</td></tr> <tr><td>Mar-18</td><td>15</td><td>~86%</td></tr> <tr><td>Apr-18</td><td>15</td><td>~86%</td></tr> <tr><td>May-18</td><td>15</td><td>~91%</td></tr> <tr><td>Jun-18</td><td>14</td><td>~91%</td></tr> </tbody> </table> </div> <p>*The number listed in each individual column, indicates the number of test calls made in that month. % indicated the % of calls logged on the FCMHP Access Line Call-in Database within 24 hour of the test call being made.</p>	Month	Test Call Results	% of Calls Logged	Jul-17	15	~91%	Aug-17	15	~91%	Sep-17	15	~91%	Oct-17	12	~77%	Nov-17	14	~89%	Dec-17	15	~91%	Jan-18	12	~77%	Feb-18	15	~91%	Mar-18	15	~86%	Apr-18	15	~86%	May-18	15	~91%	Jun-18	14	~91%
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ACCESS							
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1	Linked to Services	# of Callers Linked to Services	Total # of Callers via Access Line	70%	—	—	Data unavailable at this time. The current data system is unable to capture the point from which a request for initial services via phone, to first service. Access Timeliness Report is inclusive of all beneficiaries who access system via walk-in, write in or by phone and reflects when the client Access Form completed.
2	Referred to Service	# of Callers referred to Services	Total # of Callers via Access Line	100%	—	—	Data unavailable at this time; Access Timeliness Report is inclusive of all beneficiaries who access system via walk-in, write in or by phone and reflects when the client Access Form completed.
3	Request to 1st Service	Total # of Days to 1st Services	Total # of callers via Access Line who received any service	10 Days	8 Days	—	Data unavailable at this time; Access Timeliness Report is inclusive of all beneficiaries who access system via walk-in, write in or by phone and reflects when the client Access Form completed.

SATISFACTION																									
* Results are from the FCMHP 24/7 Access Line Caller Satisfaction Survey for FY 2016-17 and FY 2017-18. Results are based on a sample size of 160 callers who called the Access Line for each Fiscal Year.																									
#	Performance Indicator	Numerator	Denominator	Goal	Baseline Performance: Outcomes for FY 2016-17	Outcomes for FY 2017-18	Graph																		
1	Survey Call Respondents	Total # of caller participated	Total # of Calls	40%	51%	49%	<p>Caller Satisfaction Survey Participation Rate FY 2017-18</p> <table border="1"> <tr> <th>Category</th> <th>Percentage</th> </tr> <tr> <td>Participate</td> <td>49%</td> </tr> <tr> <td>Did Not Participate</td> <td>51%</td> </tr> </table> <p>*Based on a sample size of 160 callers. The goal is to have more than 40% of the 160 calls participate in the survey to have a valid survey.</p>	Category	Percentage	Participate	49%	Did Not Participate	51%												
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Did Not Participate	51%																								
#	Performance Indicator	Numerator	Denominator	Goal	Baseline Performance: Outcomes for FY 2016-17	Outcomes for FY 2017-18	Graph																		
2	Consumer Satisfaction- Caller Satisfaction Survey, Question 1: "Operator understood me and gave me the information and direction on what to do."	# of respondents who strongly Agreed or Agreed to Satisfaction	Total # of respondents to satisfaction question	70%	73%	84%	<p>Satisfaction Response to Question 1</p> <table border="1"> <tr> <th>Year/Goal</th> <th>Percentage</th> </tr> <tr> <td>GOAL</td> <td>70%</td> </tr> <tr> <td>FY 2016-17</td> <td>73%</td> </tr> <tr> <td>FY 2017-18</td> <td>84%</td> </tr> </table> <p><b>Legend</b></p> <table border="1"> <tr> <td>Strongly Agree:</td> <td>100%</td> </tr> <tr> <td>Agree:</td> <td>80%</td> </tr> <tr> <td>Neutral:</td> <td>60%</td> </tr> <tr> <td>Disagree:</td> <td>40%</td> </tr> <tr> <td>Strongly Disagree:</td> <td>20%</td> </tr> </table>	Year/Goal	Percentage	GOAL	70%	FY 2016-17	73%	FY 2017-18	84%	Strongly Agree:	100%	Agree:	80%	Neutral:	60%	Disagree:	40%	Strongly Disagree:	20%
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3	Consumer Resources provided to caller- Caller Satisfaction Survey, Question 2: "Overall I am satisfied with my experience with the Access Line."	# of respondents who Strongly Agreed or Agreed to receiving appropriate resources	Total # of respondents to questions	70%	77%	84%	 <p><b>Satisfaction Response to Question 2</b></p> <p>The chart displays satisfaction levels for Question 2. The y-axis represents percentages from 0% to 100%. A red horizontal line indicates the GOAL at 80%. Two data series are shown: FY 2016-17 (grey line) at 77% and FY 2017-18 (yellow line) at 84%. A legend on the right defines the satisfaction levels: Strongly Agree (100%), Agree (80%), Neutral (60%), Disagree (40%), and Strongly Disagree (20%).</p> <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>GOAL</td> <td>80%</td> </tr> <tr> <td>FY 2016-17</td> <td>77%</td> </tr> <tr> <td>FY 2017-18</td> <td>84%</td> </tr> </tbody> </table>	Year	Percentage	GOAL	80%	FY 2016-17	77%	FY 2017-18	84%
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**DEPARTMENT RECOMMENDATION(S):**

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