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**Innovation Work Plan Narrative**

**Date:** 12/1/2011

**County:** Fresno County

**Work Plan #:** INN-04

Jail - Community re-integration mental health team - AB109

**Work Plan Name:** Team

**Purpose of Proposed Innovation Project (check all that apply)**

- INCREASE ACCESS TO UNDERSERVED GROUPS
- INCREASE THE QUALITY OF SERVICES, INCLUDING BETTER OUTCOMES
- PROMOTE INTERAGENCY COLLABORATION
- INCREASE ACCESS TO SERVICES

Briefly explain the reason for selecting the above purpose(s).

The primary purpose of the AB109 Team will be to promote interagency collaboration and increase access to services, however, all purposes identified above will be tracked via outcome reporting. Due to the nature of the services identified in this plan, interagency collaboration plays a large role in the services provided. Recently released low offenders will also need access to appropriate services in order to successfully re-integrate back into the community and to prevent recidivism back into the jail system.

It is currently estimated that over the next two years 75-90 new clients per month will be eligible for some form of AB109 services through the collaborative partners (Probation, Sherriff's Office, Behavioral Health, etc) in Fresno County. Of those new clients it is estimated that 60%-70% would benefit from substance use disorder services, 23% will have mental health needs and that 2%-3% will have severe mental illness.

Current services and supports available through Fresno County Department of Behavioral Health to help newly released inmates are severely strained. The Fresno County Probation Department also has strained resources to refer newly released inmates who may have a substance abuse or a mental health need. This results in a significant number of newly released inmates who don't receive the necessary services and as a result may experience frequent incarceration.

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**Project Description**

Describe the Innovation, the issue it addresses and the expected outcome, i.e. how the Innovation project may create positive change. Include a statement of how the Innovation project supports and is consistent with the General Standards identified in the MHSa and Title 9, CCR, section 3320. (Suggested length - one page)

This plan is an innovative approach to addressing the high recidivism rate among newly released inmates, due partially to a lack of adequate and appropriate services.

Among the Stakeholder's top 10 identified community needs was to provide services that assist individuals in the penal system. Through the planning and approval stages of Fresno County's INN-03 Plan, Holistic Cultural and Education Wellness Center, the Fresno County Board of Supervisors recommended utilizing Innovation funding for the AB109 population. Funding INN-04 to implement AB 109 services is in line with Innovation Guidelines as it will provide services that the community Stakeholders have expressed are needed in the community.

Staff assigned to this program shall engage consumers who are referred by the Probation Department to provide mental health services to include, assessment, individual therapy, medications, case management, and linkage to other appropriate supports in the community. Services shall be provided based on a consumer focused wellness approach. A plan shall be developed which sets goals on recovery and links clients to appropriate levels of care. In addition to providing mental health services, the AB 109 team shall also provide appropriate linkage to other mental health services such as the AB109 FSP team, AB109 Substance Abuse/Co-occurring teams and related community providers of care. This team will work in close collaboration with the Fresno County Probation Department to follow their model for effective intervention.

Staffing for this innovation program shall be a multi-disciplined team that is responsible for engagement, assessment, mental health therapy, medications, linkage, peer and family support, follow up and case management. This team will consist of peer support specialists, Case Managers, (Community Mental Health Specialists), and clinicians. Transportation, temporary housing, food, and other supports will be available as needed to assist clients in their wellness and recovery. Some key features of this program include:

- Initial assessment
- Communication, collaboration, and compliance with Fresno County Probation Department and AB109 regulations
- Providing appropriate mental health services
- Linkage to appropriate services as needed
- Follow-up with each consumer on a regular basis to ensure consumer is still actively participating in mental health and community support services.

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- A team that is culturally sensitive and offers natural supports to the client and families
- Family support services through Peer Support Specialists and Case Managers to aid in the recovery of the client as well as to educate and engage with the whole family.
- Services to meet the needs of the clients and close collaboration with the Fresno County Probation Department and other agencies that are essential to promote wellness and recovery.

This plan will provide an innovative solution to the underserved population of individuals who are referred by the Probation Department and are not receiving the appropriate levels of mental health care and follow up. It meets the qualifications of Innovation, as the model is new or at least changed from other programs in order to best serve consumers in Fresno County. This team will be innovative as it use a multi-disciplinary staffing of Peer/Family Support, Case Managers/Clinicians in a wellness and recovery approach as well as linking recent jail inmates to other mental health and natural supports in the community. This approach is also innovative as interagency coordination between the Probation Department, Behavioral health, and other community agencies will be developed with the goal of successfully re-integrating this population back into the community.

The AB109 team will also provide face to face peer/family support and linkage services to Substance Abuse, Mental Health services as well as other community supports. This team will help clients establish or connect with a support group, as well as link them to culturally sensitive services as needed. This plan not only will provide mental health services and appropriate linkage to services, but will also provide hard data and analysis that will help Fresno County identify a population that accounts for higher recidivism rates as well as to provide education and learning about this population and their unique needs. This team will collaborate with other MHSA providers and programs such as the Cultural Based Access Navigation Specialists in the County's MHSA PEI plan. Information regarding culture, faith, sexual orientation, and other support groups where the consumers may be linked outside of traditional mental health treatment will also be provided.

The issue of the high recidivism rate of newly released prisoners is directly addressed. They are not treated effectively as previously Fresno County did not have the resources, expertise or linkage services to assist consumers in a wellness and recovery model. The expected outcome of this team is to provide needed culturally sensitive mentalhealth services, better linkage of clients to appropriate levels of care, reduce the challenges faced by this population, lower the recidivism rates, reduce costs associated with recidivism, reduce emergency room visits and associated costs, and to serve a population of consumers who are not receiving appropriate services. This will result in a positive change in that there will be a higher success rate of consumers receiving appropriate mental health care, more timely services, more successful linkage to natural community supports; lower ED and inpatient costs, lower law enforcement costs, less strain on hospitals/inpatient facilities, as well as greater collaboration among the community's network of care providers.

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In relation to the MHSA and Title 9, CCR, Section 3320, Fresno County's Innovation Plan meets all identified standards. A thorough Community Program Planning Process was done via the MHSA Innovation survey, focus groups, RDA consultant system review, and stakeholder meetings. Service delivery and evaluation for this plan will include Community Collaboration, and Cultural Competence. This plan will be both Client and Family Driven, and focus on Wellness, Recovery, and Resilience, and will contain Integrated Service Experiences for clients and their families. A detailed description of these key components are identified below:

1. Community Collaboration- This innovation program will promote a high degree of community collaboration and coordination of services with the Probation Department, Sheriff's Department, and other community providers. In addition, linkage services will be provided to FSP AB109 Team, Substance Abuse Co-Occurring Team, and other MHSA CSS and PEI programs. A data base will be compiled in order for the team to appropriately assess the level of services provided and to track consumers successful community re-integration.
2. Cultural Competence- A very important component of this plan will be the provision of culturally sensitive mental health services by a multi-disciplinary team. Appropriate linkage and referral to various cultural and faith based/spiritual groups shall also be provided. In order to best serve the consumers in the identified population, especially when setting up individual's support systems, culture and spirituality will be strongly incorporated into the individuals' unique wellness plan.
3. Client Driven- Clients who represent the identified population will be involved in their own wellness and recovery plan.
4. Family Driven- Family members of consumers will be very much a part of the recovery of the individuals within this population. Families will have a strong influence and be a key in the support systems of consumers.
5. Wellness, Recovery, and Resilience Focused- This population has not been appropriately served, as shown by the increase in this population over the past several years. This team will be highly motivated regarding the wellness and recovery of these individuals. The purpose of the team is to provide the proper tools that will equate to the wellness, recovery, and resilience of consumers.
6. Integrated Service Experiences- This team will strive to provide "access to a full range of services provided by multiple agencies, programs and funding sources in a comprehensive and coordinated manner" (Title 9, CCR, Section 3200.190). The team will collaborate with all agencies and organizations within Fresno County to best serve the clients. In order to ensure that all options are given to clients, the team will keep accurate records and have an updated and coordinated data base of measurements tracked.

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**Contribution to Learning**

Describe how the Innovation project is expected to contribute to learning, including whether it introduces new mental health practices/approaches, changes existing ones, or introduces new applications or practices/approaches that have been successful in non-mental health contexts. (Suggested length - one page)

The target consumer population of recently released low offender State inmates is typically underserved upon release and it is estimated that the mental health and support services needs of this population will increase. One of the primary goals is to successfully re-integrate this population back into the community. One of the learning goals for this program is to identify who these clients are, and identify their unique needs (i.e. will an effective peer support/family support system be critical to their success, will periodic mental health therapy services in combination with linkage to natural supports - faith based/spiritual support - assist in their recovery, etc). Another contribution to learning goal will be to assess the matrix of services these clients will need in coordination with the Probation Department to increase the probability that these clients will not recidivise or relapse. An inter-disciplinary team of Mental Health specialists, Peer/family Support, Case Managers, Substance Abuse specialists, Probation Department Officers will evaluate the needs of recently released inmates and will gather information about the target population. Data will be collected to monitor the change in the recidivism rate, success of mental health services/relapse, appropriate linkage services provided, and ensure that the team is making a positive impact. This approach is a new plan or at least a modified version from other Mental Health practices relating to recently released inmates and mental health/linkage services; This approach or service delivery has not been done before in this County by offering a wide range of support services and appropriate linkages to the targeted population.

Fresno County stands to substantially learn and gain a unique understanding about this target population through this plan. Some of the known causes of recidivism of newly released inmates are; substance abuse problems, lack of adequate housing, lack of financial and social support, and mental health related problems. All of those problems can contribute to a lack of adjustment back into society, which will inevitably contribute to a high recidivism rate. Through this project Fresno County possesses the ability in coordination with the Probation Department to identify what role providing appropriate mental health and substance abuse services to the recently released inmates will play in reducing recidivism. Stakeholders expressed a concern for the community regarding jail overcrowding and high crime rates, as well as a concern for the strain on EDs. As this plan will provide adequate mental health services, linkage and supports, the usage of these other system resources for crisis services should decrease as well. This project will help address Stakeholder concerns regarding the needs of this population.

Another learning goal Fresno County proposes is to effectively identify the target consumer population and see a positive change in lowering the recidivism rate of recently released inmates being incarcerated. Included in that positive change is proper

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linkage to appropriate services for the individuals. The AB 109 Team team will keep solid records of how many services/type of services are provided, how many referrals are made and to what organization/agency. The involved organizations/agencies will provide Fresno County with records of actual utilization of the services provided/referred to, in order to ensure that the consumers are learning/making progress and following through in their re-integration into the community. There will be follow-up by the team to help encourage individuals to utilize services and to stay on the path of wellness and recovery. An additional learning goal is to identify gaps and shortages in needed services. Local agencies and organizations will be part of and see more interaction with the Department through constant contacts for linkages and referrals which we hope will inspire these agencies and organizations to look at their operations and create new and various services that will fill this potential void.

Stakeholders, RDA consultants, and the Fresno County Board of Supervisors identified one of the major issues in Fresno County is a strain on the County Jail and Probation Department. If individuals in this population continue to be served at the status quo levels, we will never learn about the unique services that should be tailored for this population as well as the alternative services and effective linkage to appropriate levels of care that can be offered to serve these clients in a more compassionate manner that is wellness and recovery oriented. With the implementation of this AB 109 team, Fresno County will learn the potentially positive changes that can come from an effective and integrated inter-disciplinary team approach to mental health services and appropriate linkage and follow-up with clients who are recently released from jail or prison.

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**Timeline**

Outline the timeframe within which the Innovation project will operate, including communicating results and lessons learned. Explain how the proposed timeframe will allow sufficient time for learning and will provide the opportunity to assess the feasibility of replication. (Suggested length - one page)

Implementation/Completion Dates: 2/12-6/14  
MM/YY – MM/YY

The AB 109 team identified in this innovation project is expected to start in February 2012 and commence through June 2014. It is expected that this time frame will allow Fresno County Department of Behavioral Health sufficient time to assess the progress of this innovation project, make necessary adjustments as needed, as well as provide the opportunity to communicate results to the Probation Department, community agencies, other key stakeholders as well as other County and State agencies.

Fresno County Department of Behavioral Health will report on a quarterly and monthly basis to key stakeholders via the Department's MHSa website, Mental Health Board meetings, as well as other community forums. The Department has established an Outcomes Committee and will report on a periodic basis key outcomes, success/lessons learned, learning achieved as well as opportunities for further learning associated with this program.

On a quarterly and monthly basis the Department will be able to track the recidivism rate of clients served in coordination with the Probation and Sheriff's Departments, be able to track recidivism rates of clients served for other crisis services, be able to track what community supports provide the most effective alternative and lower levels of care, be able to track family and client wellness and recovery and overall feelings of less risk/stress over the time of engagement, be able to track effective and integrated linkage methods, and be able to provide time sensitive follow-up as needed.

This approximately two and a half year period will allow the Department sufficient time to assess the feasibility of replication through concrete data collection methods, collaboration with key community partners on outcomes achieved, as well as through review and feedback from consumer/family members and consumer advocacy groups. This time period allows for:

- Initial Design/training in this Innovation Program –
- Collaboration with the Probation and Sheriff's Department as well as community partners –
- Implementation of the program (including RFP, contracting, MOU's etc as needed) through project completion
- Monthly and Quarterly reporting to Mental Health Board and other stakeholders

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- Adjusting this innovation model as needed to meet the needs of the consumers/family – Ongoing –
- Engaging clients to capture qualitative as well as quantitative data –
- Defining the model in a final/completed manner that can be replicated to other agencies/communities



## **Innovation Work Plan Narrative**

### **Project Measurement**

Describe how the project will be reviewed and assessed and how the County will include the perspectives of stakeholders in the review and assessment.

The AB 109 team innovation project will be reviewed and assessed through a community stakeholder driven process. This process will include communicating openly on the projects goals and reporting to the community outcome measurements on a periodic basis. Specifically the project will be reviewed and assessed in the following methods:

- Outcomes for this Innovation Project will include some of the following key items: reduction in recidivism to incarceration, reduction in recidivism to crisis services, successful linkage to community and natural supports, appropriate and increased access to culturally sensitive mental health and other health care services, successful re-integration into the community, accurately identifying the unique needs of this population, client and family wellness and recovery self reporting, developing an optimal coordination model of service delivery and case management with the Probation Department and other County Departments, development of peer/family/faith based supports, increasing pro-social behaviors through strength based approaches, and assisting in temporary housing that allows for compassionate care of clients. These outcomes will be communicated to the Local Mental Health Board and at Mental Health Board (MHB) meetings. MHB meetings are attended by various community agencies, clients and families, advocacy groups, as well as other key stakeholders.
- Outcomes will be shared and discussed at other community stakeholder meetings such as the Adult Mental Health sub-committee, Children's Mental Health sub-committee, as well as contracted provider organizational meetings.
- Outcome measurements will be posted on the Department's MHSA website and updated periodically – monthly and quarterly.
- Feedback from the Probation, Sheriff's Department, the community, clients and families will be received as services are being carried out and adjustments will be made to meet the needs of the community.
- Fresno County Department of Behavioral Health has created an Outcomes Committee and this committee will review and assess the performance of the project and provide suggestions for improvements as needed.
- Annual Updates to this project will be provided to the community and community forums/meetings will be set up to discuss outcomes and/or refinements needed.

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Data will be received through internal/contracted databases tracking client progress/linkage, as well as through the Probation Department, client and family satisfaction surveys, focus groups, as well as through billing and other data systems.

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**Leveraging Resources (if applicable)**

Provide a list of resources expected to be leveraged, if applicable.

Leveraging resources is still being worked out and it is hoped that the Department can obtain leveraging resources through the following sources:

- Probation Department – office space, data sharing on outcomes and other statistical data, and consultation with Probation Staff
- Natural Community Partners and referral sources – Community agency staff time, office space, and consultation time as well as data measurement sharing
- Temporary Housing supports existing with community partners
- Substance Abuse and Co-Occurring Programs
- Other leveraging sources to be reviewed