



OCCARES

*Justice through Prevention & Intervention*

Welcome to the  
OCCJCC

March 17, 2023  
County Administration South  
Conference Center

# Agenda

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- I. Call to Order/Introductions/Opening Remarks
- II. Review and Approval of Minutes: February 17, 2022
- III. Data & Dashboards Discussion
- IV. OC CARES Updates
  - a. Communication Strategy
  - b. Jail Releases Outside of Business Hours
  - c. Care Management Overlaps & Impacts
- IV. OCCJCC Comments
- V. Public Comments

# Data & Dashboards

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KIM ENGELBY & LILLY SIMMERING, CEO

# Update on Current Status

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- Created System Flow Charts for Each Pillar
  - Goals – Action Items – Reportable Outcomes – Performance Indicators
- OCCJCC Offsite – September 24, 2021
  - Confirmed Reportable Outcomes, Performance Indicators and Strategic Priorities
- Data Working Group
- Core (Key) Performance Indicators

Note: This is separate from SOCDIS

# Key Performance Indicators

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- **Community:** *community accesses system & participants as community members*
- **Demographics:** *jail pop, avg length of stay, high-utilizers, probationers*
- **Enrollment/Engagement:** *education, job readiness, inmate services, collaborative courts*
- **Linkages:** *case management, discharge plans, assistance programs, DMV IDs*
- **Return to Justice System:** *arrests, convictions, flashes*
- **System Capacity:** *wait times, wait lists, response times*
- **System Delivery:** *MAT participants, treatment programs, Be Well*

# Measuring Success

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- Data Working Group & Data Consultants
- Implement a Data Gathering Template
  - Responsibility is with the department
  - Documented
  - Consistently reported
- Dashboards by Pillar for Adults and for Juvenile & TAY
- Community Corrections Dashboard – Adults and for Juv/TAY

# Community Corrections

## High Utilizers

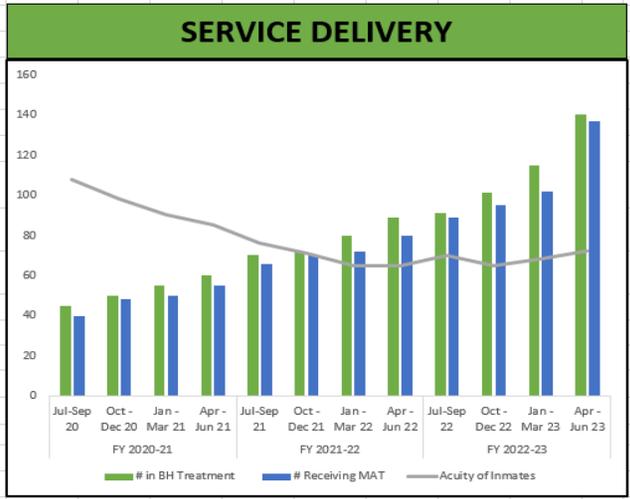
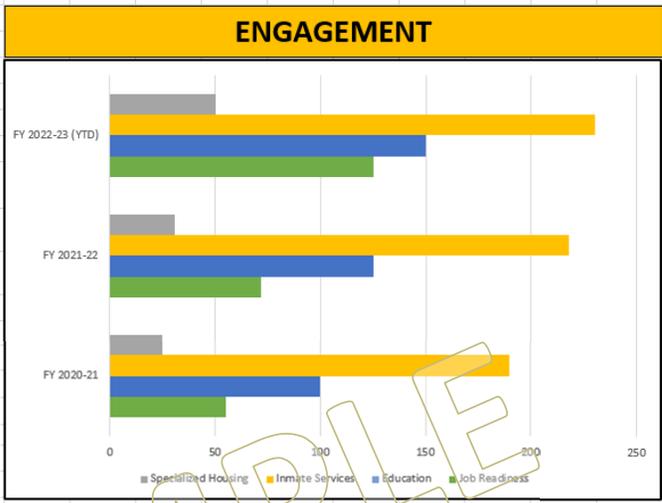
	PY	CY
Total	483	412
Avg Times In Jail/Yr	7	5
Connected to FSP	225	110

### DEMOGRAPHICS (In-Custody Population)

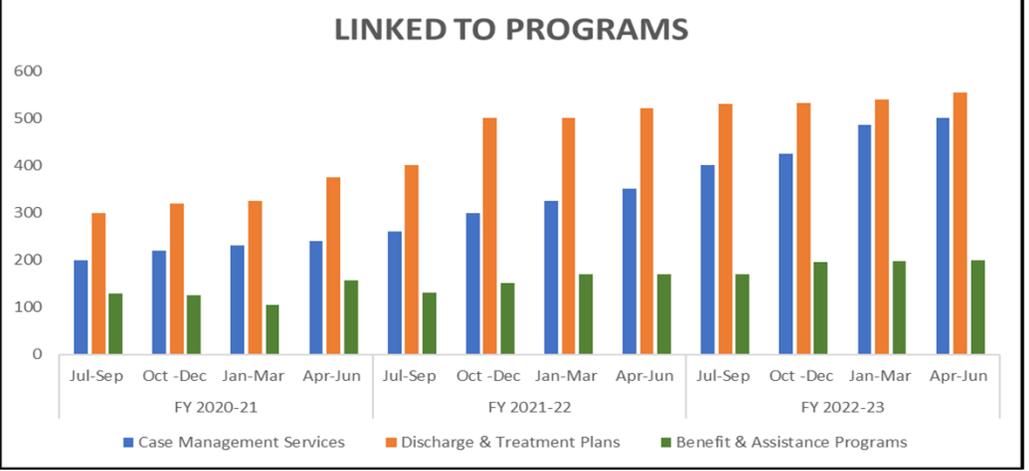
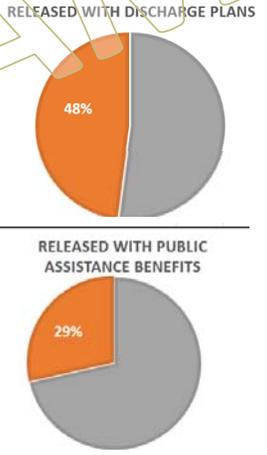
	FY 21-22	FY 22-23
Serious and Persistent Mental Illness	512	442
Substance Use Disorder	378	324
Co-Occurring Disorder	200	115

### SYSTEM CAPACITY

	FY 21-22	FY 22-23
Total Population of Inmates Returned to Jail	750	500
Former Participants Returned to Jail	68	108
Percent Returned to Jail that Received Services	9%	22%
<b>Average Wait Times:</b>		
	FY 21-22	FY 22-23
Behavioral Health Services Received	20 days	12 days
Healthcare Appointment Received	10 days	8 days
Collaborative Court Program Enrolled	13 days	9 days
Length of Stay In-Custody	31 days	20 days



## CONNECTED



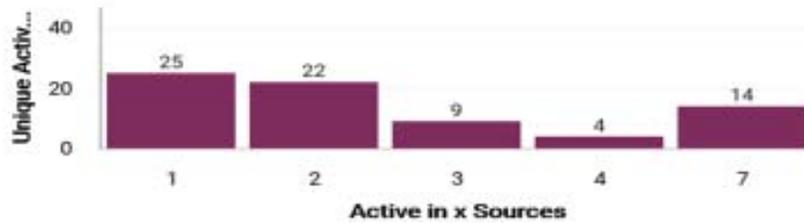
# SAMPLE CPP Reports and Dashboard

Trends

NEW



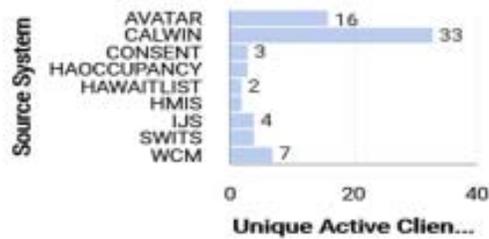
### Unique Count of Clients Active in Exactly x Source Systems



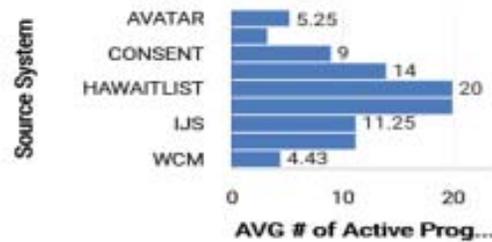
This table has drill through capability to display program level detail.

Source Sys...	Unique Acti...	AVG # of A...	AVG # Day...
AVATAR	16	5.25	1,408
CALWIN	33	3.24	562
CONSENT	3	9	1,388
HAOCCUP...	3	14	385
HAWAITLIST	2	20	231

### Unique Active Client Count by Source System



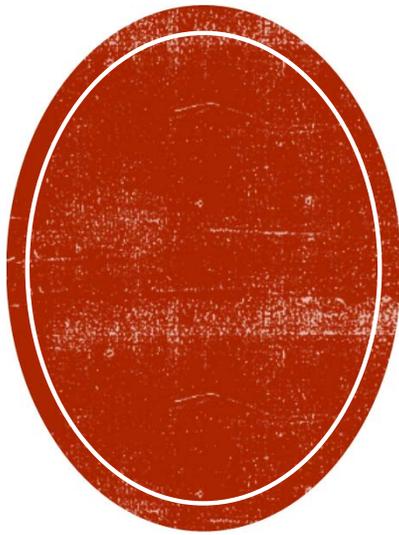
### AVG # of Active Programs per Client by Source System



### AVG # of Days To Exit Programs by Source System

This charts values shall remain static and do not update with the filter selection.





# FULL SERVICE PARTNERSHIP (FSP)



# WHAT IS AN FSP?

**Mental Health Services Act- 2004**

**Community Services & Supports(CSS0 3 components:**

**Full Service Partnership (FSP)**

**Outreach & Engagement Services**

**General Systems Development**

**9CCR 3200.130- Full Service Partnership (WIC 5898,5801,5802,5850,5866). Required model for MHSA funding- 51% of all CSS dollars must be used for FSP.**

**FSP supports people with the most severe mental illness**

**Whatever it takes to help participant attain their goals**

**Focus is partner with individual on path to wellness & recovery**

**Focus is to reduce psychiatric hospitalizations, homelessness, incarceration and prolonged suffering by those with a Serious Mental Illness (SMI)**

**Oversight & Accountability Commission conducted a Multi County FSP Progress Report which demonstrated areas of strength and opportunity.**

**This discussion can build on lessons learned, using anecdotal scenarios shared today, and lead to improvement in graduation rates, data collection, referral protocols and population specific FSPs.**





**MHSA CORE  
PRINCIPLES IN  
FSPS**

Client and family-driven mental health services

Partnership between the client and treatment provider

Accessible

Individualized services and supports tailored to a client's readiness for change that leverage community partnerships

Culturally-competent delivery of services

Focus on wellness, outcomes and accountability



# ELIGIBILITY

Unserved, Underserved, may be homeless or at risk of being homeless

Clinically must have Serious Mental Illness as primary diagnosis ( based on specialty mental health requirements)

Voluntary



# FSP SERVICES

- **Mental Health Treatment**
- **Intensive case management**
- **Supportive Services to obtain, maintain employment, housing and /or education**
- **Peer support**
- **Wellness Centers**
- **Needs Assessment**
- **Behavioral coaching and therapy services**
- **Medication support**
- **Crisis management**
- **24 hours per day, 7 days per week response**
- **Money management/representative payee support**
- **Housing support**
- **Family education and reunification**
- **Food/clothing**
- **Rental subsidies, house payments**
- **Co-occurring treatment**
- **Transitional and Temporary Housing**
- **Respite**
- **Transportation (related to treatment)**
- **Illness education and self-management**
- **Co-occurring services**
- **Linkage to benefits/entitlements**
- **Family and peer support**
- **Supportive socialization**
- **Meaningful community roles**



# OUTCOMES OF FSPPS

- Department of HealthCare Services has a Data Collection Reporting system (DCR)
- Client & Service Information (CSI)
- County required to submit info to DHCS monthly and info put into State wide dashboard
- Males-63%
- Females-37%
- Caucasian-42%
- Latino-32%
- API-13%
- African American-8%
- Others-6%



# OUTCOMES OF FSP

- Served
  - FY 2019-20- 1,816
  - FY 2020-21- 1,991
  - FY 2021-22- 1,668

Key Performance Indicator	Target	Adult FSP Members		
		FY 2019-2020	FY 2020-21	FY 2021-22
<b>Mental Health Recovery</b>				
No Days in Hospital	≥80%	78.7%	80.4%	85.7%
No Emergency Interventions	≥80%	79.7%	81.7%	86.1%
<b>Justice Involvement</b>				
No Days Incarcerated	≥80%	82.7%	88.7%	86.3%
No Arrests	≥80%	90.7%	92.4%	95.6%
<b>Homelessness</b>				
No Days Spent in Unsheltered Homelessness	≥80%	80.7%	79.7%	80.3%
No Days in Emergency Shelter	≥80%	86.4%	84.4%	84.2%



# OUTCOMES FSP

Key Performance Indicator	Target	Older Adult FSP Members		
		FY 2019-2020	FY 2020-21	FY 2021-22
<b>Mental Health Recovery</b>				
No Days in Hospital	>80%	90.9%	90.9%	92.0%
No Emergency Interventions	>80%	95.9%	93.6%	94.5%
<b>Justice Involvement</b>				
No Days Incarcerated	>80%	96.2%	96.8%	98.6%
No Arrests	>80%	98.5%	98.7%	99.7%
<b>Homelessness</b>				
No Days Spent in Unsheltered Homelessness	>80%	87.0%	86.9%	83.9%
No Days in Emergency Shelter	>80%	82.3%	82.3%	89.5%





## **FSP LESSONS LEARNED TO BUILD FROM**

- Engage stakeholders early and often
- Offer multiple forums for feedback from clients and providers and partners
- Utilize culturally competent engagement efforts
- Positive reinforcement for clients
- Standardize as much as possible referral process as well as discharge and follow up process



# CHILDREN, ADOLESCENT AND TAY FSP'S

Collaborative Courts FSP	Waymakers	1221 E. Dyer Road Santa Ana	Contracted: 160 Current: 146	Juvenile collaborative court FSP	ages 12-21	Juvenile Recovery Court, Truancy Court, Pre-Truancy Court, OCDE, Teen Court, GRACE court, Crossover Youth Court
Youthful Offender Wraparound	Waymakers	1231 E Dyer, Roade Santa Ana	Contracted: 220 Current: 201	current or past OC juvenile justice involvement	ages 12-26	probation, courts, CEGU, hospitals, jails.
Project STAY	Pathways	1401 N. Tustin Santa Ana	Contracted: 260 Current: 208	TAY	ages 16-26	county and contracted outpatient, PCP, ED, inpatient
Project RENEW	Pathways	1360 S. Anaheim Blvd. Anaheim	Contracted: 242 Current: 212	Children and Youth experiencing SED	ages 0-18	county and contract outpatient, PCP, ED, inpatient, schools CAT, intensive services foster care youth
Project Health	CHOC	1120 W. La Veta Orange, CA	Contracted: 120 Current: 92	Children, Adolescents and TAY both medical and mental health conditions	ages 3-21	hospitals, physicians, speciality clinics, county and contracted clinics
Project Focus	OCAPICA	12912 Brookhurst Garden Grove 92840	Contracted: 106 Current: 110	Culturally/linguistically isolated API children, adolescents & TAY who are living with SED and SMI	ages 0-26	county and contracted clinics, CHOC, ED, inpatient units, PCP, CAT, schools



# ADULT FULL SERVICE PARTNERSHIP

TAO North	Telecare	2531 W. Woodland Dr. Anaheim	Contracted: 253 Current: 222	homeless or at risk of homelessness, unserved and underserved,	ages 18-59	Community (family, self-referral, other providers, jail, probation)
TAO South	Telecare	275 Baker Costa Mesa	Contracted: 127 Current: 140	homeless or at risk of homelessness, unserved and underserved,	ages18-59	Community (family, self-referral, other providers, jail, probation)
TAO Central	Telecare	12141 Brookhurst Garden Grove	Contracted: 215 Current: 234	homeless or at risk of homelessness, unserved and underserved,	ages18-59	Community (family, self-referral, other providers, jail, probation)



# ADULT SPECIALTY POPULATION FSP'S

Opportunity Knocks	College	Currently no location, but will be at 631 S. Brookhurst Anaheim (pending business license)	Contracted: 197 Current: 125	Recent history of incarceration and/or experience recidivism due to mental health symptoms	ages 18+	Community (family, self-referral, other providers, jail, probation)
Enhanced Recovery (STEPS) program	Telecare	2100 N. Broadway Santa Ana	Contracted: 109 Current: 84	Individuals returning to the community from long-term care placements and on LPS conservatorship	ages 18+	long-term care facilities, community for members on LPS conservatorship
OASIS	Pathways	1855 W Katella Ave. Orange	contracted 215 current 186	Older adult with SMI and homeless or at risk of homeless	Ages 60 +	community, SSA, APS, CAT, primary care, family, corrections, self
Home First	Telecare	12141 Brookhurst Garden Grove	contracted 325 current 107 (building quickly with new projects)	SMI and / or co-occurring, current resident at MHSA property or housing at risk	Ages 18+	community, housing project, treatment provider, self, property manager and others



# ADULT COLLABORATIVE COURT FSP'S

Enhanced Recovery Assisted Intervention (AI) court	Telecare	2100 N. Broadway Santa Ana	Contracted: 32 Current: 17	Individuals participating in Mental Health (AI) court	ages 18+	referrals from collaboration between court, PD, DA
AOT FSP	Telecare	615 W. Civic Center Santa Ana	Contracted: 100 Current: 101	Individuals referred by AOT Assessment and linkage team or who have been court ordered	ages 18+	referrals from county AOT team
Collaborative Court FSP (WIT Court)	Telecare	1910 N. Bush Santa Ana	Contracted: 135 Current: 75	Individuals participating in Mental Health (WIT) court	age 18+	referrals from collaboration between court, PD, DA, Probation



Questions?

