

**Monterey County Health Department
Behavioral Health Bureau**

Full Service Partnership Program Services

Fiscal Years 2009-2010 through 2011-2012



April 2013

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I. Overview of Full Service Partnership Programs

Monterey County Health Department's Behavioral Health Bureau (MCBH) conducts Full Service Partnership (FSP) programs to provide consumers with a broad spectrum of services that aid in their movement towards recovery, using a "whatever it takes, for as long as it takes" approach. This approach includes mental health services and supports such as medication management, crisis intervention, case management and peer support. It also provides non-mental health services such as food, housing, job training, and respite care and treatment for co-occurring disorders. A key difference between FSP programs and those offering a usual standard of care is that **FSP provides a more intensive level of care and a broader range of services**. The FSP approach is designed and responsive to four age groups: Children ages 0-15, Transitional Age Youth ages 16 to 25, Adults ages 18-64, and Older Adults ages 65 and older.

Consumer and program-level data are captured in MCBH's Avatar electronic health record system clinician input screens that track mental, social, functional, and physical/environmental stability domains. These domains are contained in three FSP Consumer Outcomes Assessment Forms that are used to capture data for seven key Quality of Life domains over time: housing; therapeutic and rehabilitative services; case management or coordination; employment or education; peer support; outreach or community education; and co-occurring disorders or substance abuse treatment.

The three types of Consumer Outcomes Assessment Forms in use are tailored to the four age groups described above. The Partnership Assessment Form (PAF) is conducted at the initiation of FSP services to collect Consumer history and Quality of Life. The Key Event Tracking Form (KET) is completed each time a change occurs for the FSP Consumer in the key areas of housing/custody, education, employment, justice system involvement, or physical health. The Quarterly Assessment (3M) is used to regularly update Consumer data at 3 month intervals.

II. Profiles of 13 Full Service Partnership Programs

Monterey County Behavioral Health operates or contracts with community partners to provide 13 FSP programs serving four age groups:

Table 1. FSP Programs, 2009-2012

Program Profiles
<hr/> Children, Youth, Family <hr/>
Secure Families: Counseling services for children in childcare and Head Start programs; mental health consultation and training to teachers, home visitation staff and other outreach programs.
Family Reunification: Intensive therapy and case management services for children in the foster care system.
Community Action Linking Adolescents: Mental health services and case management for youth in the juvenile justice system.
Kinship Adoption Preservation: Parent training, mental health treatment and case management for adoptive families.
Integrated Co-occurring Disorder: Integrated treatment for youth with co-occurring mental health and substance abuse disorders.
<hr/> Transition Age Youth Ages 15-24 Years <hr/>
Transition to Independence: Comprehensive case management using an evidence-based model of treatment.
Peacock Acres: Supportive housing and case management services for youth exiting the Youth Center.
<hr/> Adults Ages 18-64 Years <hr/>
MCHOME: Outreach to homeless adults with mental illness and supportive housing with intensive, integrated services.
Creating New Choices: Intensive case management of mentally ill offenders provided by a multi-disciplinary team.
Lupine Garden: Outreach, case management and supportive housing for the homeless mentally ill.
Sunflower Garden: Affordable supportive housing for adults with mental illness who are homeless or at risk of homelessness.
<hr/> Older Adults Ages 65 and older <hr/>
Drake House: 24-hour residential care for older adults with serious mental illness.
Older Adult FSP: Intensive case management for older adults plus a multi-disciplinary team with Adult Protective Services.

III. Consumer Demographics

The number of unduplicated consumers per Fiscal Year (FY) increased annually over the three-year period of analysis. The number of annual consumers served increased **28%** from FY 2009-2010 (n=358) to FY 2011-2012 (n=461). Consumers served for three fiscal years, stratified by age group and program, are presented below:

Table 2. FSP Consumers and Programs by Age Group, 2009-2012

Unduplicated Consumers	2009-2010		2010-2011		2011-2012		3 FY Δ Percentage points
	#	%	#	%	#	%	
Children, Youth, Family							
Secure Families	1	1%	5	6%	0	0%	-1%
Family Reunification	47	53%	38	46%	73	67%	14%
Community Action Linking Adolescents	15	17%	17	20%	15	14%	-3%
Kinship Adoption Preservation	12	13%	12	14%	16	15%	1%
Integrated Co-occurring Disorder	14	16%	11	13%	5	5%	-11%
subtotal	89	100%	83	100%	109	100%	
Transition Age Youth							
Transition to Independence	7	54%	107	89%	161	96%	42%
Peacock Acres	6	46%	13	11%	7	4%	-42%
subtotal	13	100%	120	100%	168	100%	
Adult							
MCHOME	66	54%	48	32%	51	35%	-19%
Creating New Choices	34	28%	47	31%	33	22%	-5%
Lupine Garden	23	19%	27	18%	27	18%	0%
Sunflower Garden	0	0%	30	20%	36	24%	24%
subtotal	123	100%	152	100%	147	100%	
Older Adult							
Drake House	24	18%	53	77%	38	81%	63%
Older Adult FSP	19	14%	16	23%	9	19%	5%
Older Adult Outpatient	90	68%	0	0%	0	0%	-68%
subtotal	133	100%	69	100%	47	100%	
TOTAL	358		424		471		

Percentages may not total to 100 due to rounding. \uparrow \uparrow
28% increase

By age group, the greatest Consumer increase (1,100%, n= 143) occurred in Transition Age Youth (15-24 years old). The Children, Youth, Family and Adult age groups increased by 1% and 52%, respectively. A decrease was seen in the number of Older Adults consumers, which decreased from 143 to 43 consumers (-70%). Duplicated consumers (due to carryover from year to year) by age group are presented below:

Table 3. FSP Consumers by Age Group, 2009-2012

Age Group	2009-2010		2010-2011		2011-2012		% Δ Percentage points
	#	%	#	%	#	%	
Children, Youth, Family	89	25%	83	21%	90	20%	-5%
Transitional Age 15-24*	13	4%	120	30%	156	34%	30%
Adults 18-64	113	32%	130	33%	172	37%	6%
Older Adults 65+	143	40%	61	15%	43	9%	-31%
TOTAL	358	100%	394	100%	461	100%	

Percentages may not total to 100 due to rounding.

*TAY programs were launched in 2009-2010

By race/ethnicity, the greatest change during the three-year period of analysis occurred in the **19% decrease** in White, non-Hispanic consumers. By ethnicity, the greatest change during the three-year period of analysis occurred in the **17% increase** in Hispanic consumers.

Unduplicated consumers by race/ethnic group for three years (from 2009-2010 to 2011-2012) are presented below:

Table 4. FSP Consumers by Race/Ethnicity, 2009-2012

Race/Ethnicity	2009-2010		2010-2011		2011-2012		% Δ Percentage points
	#	%	#	%	#	%	
Asian/Pacific Islander	31	9%	24	6%	26	6%	-3%
Black	22	6%	27	7%	32	7%	1%
Hispanic	108	30%	187	47%	222	48%	18%
Other	17	5%	23	6%	33	7%	2%
White non-Hispanic	180	50%	133	34%	148	32%	-18%
TOTAL	358	100%	394	100%	461	100%	

Percentages may not total to 100 due to rounding.

IV. Data Set for Adults and Older Adults

An important assessment tool for FSP clients is the Partnership Assessment Form (PAF), which is completed for each client at the time the partnership is established. The PAF captures client history and baseline data pertaining to residential status, education, employment, sources of financial support, legal issues, emergency interventions, health care status, and substance abuse. For older adults only, activities of daily living are assessed.

PAFs were completed for adults and older adults only in 2010-2011, and therefore the data set for this analysis is limited to the age group 18 to 65+ years. PAFs were not available for every adult and older adult consumer, and none were available for consumers of the Sunflower Garden adult services program. PAFs were completed for 98 adults and 79 older adults, for a total of 147 records in the data set. Tables 6 and 7 below provide demographics and attributes of the 2010-2011 Adult and Older FSP consumers with PAFs.

Table 5. Demographics for Number of Adult and Older FSP Consumers with PAF by Program, 2010-2011

Demographics	Homeless	Creating New Choices	Lupine Gardens	Drake House	Older Adult Out Patient	Total
Female	36	12	12	21	17	98
Male	33	18	17	8	3	79
Total	69	30	29	29	20	147

Table 6. Attributes for Percent of Adult and Older Adult FSP Consumers with by Program, 2010-2011

Variables	Homeless	Creating New Choices	Lupine Gardens	Drake House	Older Adult Out Patient
Gender					
Female	52.2%	40.0%	41.4%	72.4%	85.0%
Male	47.8%	60.0%	58.6%	27.6%	15.0%
Race/Ethnicity					
Asian/PI	4.3%	13.3%	10.3%	6.9%	5.0%
Black	10.1%	13.3%	10.3%	6.9%	5.0%
Hispanic	17.4%	26.7%	17.2%	13.8%	5.0%
NA	1.4%	0.0%	0.0%	0.0%	0.0%
Other	5.8%	6.7%	6.9%	0.0%	0.0%
White	60.9%	40.0%	55.2%	72.4%	85.0%
Education					
No High School or GED	15.9%	40.0%	31.0%	3.4%	5.0%
GED coursework	5.8%	13.3%	-	-	-
High School/Adult Ed	39.1%	26.7%	48.3%	89.7%	85.0%
Some College/Technical/ Vocational School	23.2%	16.7%	13.8%	3.4%	10.0%
AA degree	11.6%	3.3%	-	3.4%	-
BA degree	4.3%	-	6.9%	-	-

General Living Arrangement	Homeless	Creating New Choices	Lupine Gardens	Drake House	Older Adult Out Patient
In an apartment	50.0%	36.7%	3.3%	16.7%	26.7%
With parents	13.0%	26.7%	-	-	-
With adult members	11.6%	-	-	3.4%	5.0%
Single Room Occupancy	5.8%	13.3%	48.3%	-	-
Shelter/homeless					
Emergency shelter	47.8%	6.9%	10.3%	-	-
Homeless	52.2%	11.1%	-	-	10.0%
Supervised placement					
Licensed community care	-	-	62.1%	55.2%	20.0%
Unlicensed but supervised	-	-	-	-	-
Unlicensed but supervised congregate	-	-	20.7%	6.9%	25.0%
Hospital					
Acute medical hospital	4.3%	3.3%	-	-	10.0%
Acute psychiatric hospital	10.1%	6.7%	6.9%	27.6%	50.0%
State psychiatric hospital	-	-	3.4%	-	-
Residential Program					
Licensed residential treatment	8.7%	23.3%	13.8%	24.1%	15.0%
Skilled nursing facility (physical)	-	-	-	3.4%	5.0%
Skilled nursing facility (psychiatric)	-	-	-	-	-
Long-term institutional care	1.4%	-	-	20.7%	15.0%
Justice placement					
Arrested in Past 12 Months	50.0%	80.0%	-	-	3.3%
On probation now	18.8%	83.3%	-	3.4%	-
Employment, Past 12 Months					
Yes	8.0%	10.0%	-	-	-
Competitive	14.5%	-	-	-	-
Transitional	1.4%	-	3.4%	-	-
Paid (in-house)	1.4%	-	-	-	-
Non-paid volunteer	-	-	6.9%	-	-
Other	4.3%	-	-	-	-

Functions of Daily Living	Homeless	Creating New Choices	Lupine Gardens	Drake House	Older Adult Out Patient
Receives no assistance to bath	88.9%	-	100.0%	61.9%	77.8%
Gets clothes and gets completely dressed without assistance	88.9%	-	100.0%	71.4%	83.3%
Goes to 'toilet room', cleans self, and arranges clothes without assistance	88.9%	-	100.0%	71.4%	88.9%
Moves in and out of bed or chair without assistance	88.9%	-	100.0%	76.2%	94.4%
Controls urination and bowel movement completely by self	88.9%	-	75.0%	66.7%	72.2%
Feeds self without assistance	88.9%	-	100.0%	85.7%	100.0%
Walks on level without assistance	77.8%	-	100.0%	66.7%	83.3%
Has been outside of residence on 3 more days in past 2 weeks	11.6%	-	13.8%	44.8%	45.0%
Can get to places out of walking distance without help	88.9%	-	75.0%	9.5%	33.3%
Can go shopping for groceries without help	88.9%	-	-	9.5%	22.2%
Can prepare meals without help	88.9%	-	-	9.5%	22.2%
Can do housework without help	88.9%	-	-	9.5%	22.2%
Can do own handyman work without help	77.8%	-	-	9.5%	22.2%
Can do own laundry without help	88.9%	-	-	14.3%	27.8%
Can manage own money without help	88.9%	-	-	9.5%	16.7%
Public Administration					
Legally reunified	1.4%	-	-	-	-
Currently on conservatorship	2.9%	-	27.6%	34.5%	40.0%
Currently have a payee	8.7%	63.3%	96.6%	65.5%	75.0%
Have a payee anytime during the past 12 months	8.7%	56.7%	96.6%	48.3%	65.0%

Health Care Status	Homeless	Creating New Choices	Lupine Gardens	Drake House	Older Adult Out Patient
Currently have a primary care physician	33.3%	66.7%	100.0%	96.6%	95.0%
Had a primary care physician during past 12 months	29.0%	56.7%	100.0%	93.1%	70.0%
Substance Abuse					
Ever had a co-occurring mental illness and substance use problem	50.7%	86.7%	48.3%	10.3%	10.0%
Currently have an active co-occurring mental illness and substance use problem	68.1%	56.7%	89.7%	65.5%	45.0%
Currently receiving substance abuse services	26.1%	86.7%	10.3%	-	-
Emergency intervention for mental health/substance abuse in past 12 months	66.7%	43.3%	10.0%	33.3%	36.7%

V. Full Service Partnership Service Utilization by Type

While the number of FSP consumers increased from FY 2009-2010 to 2011-2012, the total number of FSP services provided to these consumers decreased by 3%, from 25,861 to 24,975. The greatest increase (7%) was seen in group counseling services; the greatest decrease (-6%) was seen in Mental Health Rehabilitation services. The average number of services received per Consumer annually decreased by 18%, from 64 in 2009-2010 to 53 in 2011-2012.

Table 7. FSP Services by Service Type, 2009-2012

Service Type	2009-2010		2010-2011		2011-2012		3-yr % Δ Percentage points
	#	%	#	%	#	%	
Assessment/Evaluation	138	1%	113	0%	214	1%	0%
Collateral	1,012	4%	951	3%	903	4%	0%
Crisis Intervention	0	0%	1	0%	11	0%	0%
Group Counseling	4,118	16%	5,158	19%	5,626	23%	7%
Individual Counseling	840	3%	1,029	4%	970	4%	1%
Linkage/Brokerage	8,384	32%	8,730	31%	7,951	32%	-1%
Medication Support	1,101	4%	735	3%	620	2%	-2%
Medication Support- Conference	272	1%	212	1%	102	0%	-1%
Medication Support- Telephone	37	0%	13	0%	24	0%	0%
Mental Health Rehabilitation	8,887	34%	9,056	33%	7,145	29%	-6%
Non-Billable	526	2%	1,308	5%	1,007	4%	2%
Plan Develop	546	2%	488	2%	402	2%	-1%
TOTAL	25,861	100%	27,794	100%	24,975	100%	
Average # of Services per Patient	72		71		54		

VI. Full Service Partnership Expenditures by Program

Table 8. FSP Expenditures by Program, 2010-2011 and 2011-2012

	2010-2011		2011-2012		Change	
	Total Cost	Cost per Client	Total Cost	Cost per Client	Total Cost	Cost per Client
Children, Youth, Family						
Secure Families	\$2,489	\$498	\$380,222	\$3,169	\$377,733	\$2,671
Family Reunification	\$389,509	\$10,250	\$410,752	\$9,334	\$21,243	(\$916)
Community Action Linking Adolescents	\$82,675	\$4,863	\$108,116	\$7,208	\$25,441	\$2,345
Kinship Adoption Preservation	\$158,631	\$13,219	\$262,239	\$16,390	\$103,608	\$3,171
Integrated Co-occurring Disorder	\$440,018	\$7,458	\$21,995	\$4,339	(\$418,023)	(\$3,119)
subtotal	\$1,073,322	\$36,288	\$1,183,324	\$40,440	\$110,002	\$4,152
Transition Age Youth						
Transition to Independence	\$726,693	\$6,792	\$631,822	\$7,020	(\$94,871)	\$228
Peacock Acres	\$194,714	\$14,955	\$212,054	\$30,293	\$17,340	\$15,338
subtotal	\$921,407	\$21,747	\$843,876	\$37,313	(\$77,531)	\$15,566
Adult						
MCHOME	\$286,646	\$2,810	\$262,294	\$3,320	(\$24,352)	\$510
Creating New Choices	\$578,489	\$12,308	\$525,966	\$15,470	(\$52,523)	\$3,162
Lupine Garden	\$291,305	\$10,789	\$303,004	\$11,222	\$11,699	\$433
Sunflower Garden	\$211,787	\$7,060	\$205,112	\$6,033	(\$6,675)	(\$1,027)
subtotal	\$1,368,227	\$32,967	\$1,296,376	\$36,045	(\$71,851)	\$3,078
Older Adult						
Drake House	\$1,021,334	\$37,827	\$954,704	\$36,719	(\$66,630)	(\$1,108)
Older Adult FSP	\$65,900	\$4,707	\$79,488	\$8,832	\$13,588	\$4,125
subtotal	\$1,087,234	\$42,534	\$1,034,192	\$45,551	(\$53,042)	\$3,017
TOTAL	\$4,450,190	\$133,536	\$4,357,768	\$159,349	(\$92,422)	\$25,813