







# Contra Costa County Assisted Outpatient Treatment Program FY 2019-2020 – Annual Evaluation Report

July 2021

# Agenda

-  Overview
-  Pre-AOT Enrollment
-  AOT Enrollment
-  Discussion

# Overview

# FY 2019-20 Evaluation Report

## Purpose of FY 2019-20 Report:

- Meet state-mandated reporting requirements for AOT programs.
- Support continuous quality improvement process to support the AOT program to meet its intended goals.

- Evaluation Activities:
  - Secondary data collection and analyses on pre-AOT and AOT enrollment
- Evaluation Period:
  - July 1, 2019 - June 30, 2020

# DHCS Reporting Requirements

- ✓ The number of persons served by the program
- ✓ The extent to which enforcement mechanisms are used by the program
- ✓ The number of persons in the program who maintain contact with the treatment system
- ✓ Adherence/engagement to prescribed treatment by persons in the program
- ✓ Type, intensity, and frequency of treatment of persons in the program
- ✓ Substance abuse by persons in the program
- ✓ The number of persons in the program with contacts with local law enforcement, and the extent to which local and state incarceration of persons in the program has been reduced or avoided
- ✓ The days of hospitalization of persons in the program that have been reduced or avoided
- ✓ The number of persons in the program able to maintain housing
- ✓ The number of persons in the program participating in employment services programs, including competitive employment
- ✓ Social functioning of persons in the program
- ✓ Skills in independent living of persons in the program
- ✓ Victimization of persons in the program
- ✓ Violent behavior of persons in the program
- ✓ Satisfaction with program services both by those receiving them and by their families, when relevant

# Data Sources and Considerations

## Data Sources

### CCBHS

- Referral and investigation data
- Service utilization data for all specialty mental health services provided or paid for by CCBHS
- Jail booking data

### MHS

- Outreach and engagement contacts
- ACT client list
- PAF, KET, and assessments

## Considerations

- Variability in lengths of consumers enrollment
- Housing and employment data are self-reported
- COVID-19 impacted agencies data collection processes

# Pre-AOT Enrollment

# Referrals to AOT

The majority of AOT referrals continue to come from consumers' family members and mental health providers.

<b>Requestor</b>	<b>Percent of Total Referrals (N = 117)</b>
Parent, spouse, adult sibling, or adult child	60% (n = 70)
Treating or supervising mental health provider	30% (n = 35)
Probation, parole, or peace officer	5% (n = 6)
Legal guardian/Protector	1% (n = 1)
Other/Unknown	4% (n = 5)

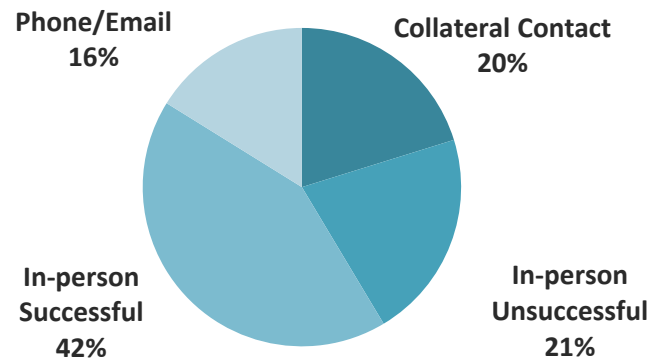


# The Care Team

All individuals referred to AOT were provided resources or were connected to services, either through ACT or another provider.

Investigation Outcome	Referred Consumers
Referred to MHS	21% (n = 25)
Engaged or Re-Engaged with a Provider	17% (n = 20*)
Investigated and Closed	50% (n = 59)
Ongoing Investigation	11% (n = 13)

In FY 2019-20, MHS provided outreach and engagement for 76 consumers. Most outreach attempts were in-person and successful.\*



**On average, it took 119 days from initial referral to ACT enrollment.**

\* FMH referred three consumers to MHS that were already receiving ACT services. These consumers were recoded as "Engaged or Re-engaged with a Provider."

# AOT Enrollment

# Consumer Profile (N=90)

Category	%
<b>Gender</b>	
Female	38%
Male	62%
<b>Race/Ethnicity</b>	
White	58%
Black/African American	17%
Hispanic or Latino	10%
Asian/Pacific Islander	8%
Other	4%
Unknown/Not reported	3%
<b>Age</b>	
18 – 25	16%
26 – 49	68%
50+	17%

## Diagnosis

- Most consumers (86%) had a serious mental illness, including schizophrenia and schizoaffective disorders, and depressive and bipolar disorders
- Approximately 81% of consumers had co-occurring substance use disorders

## Housing

- 76% were in stable housing at enrollment

## Employment & Finances

- 80% were unemployed at enrollment
- 60% received supplemental security or disability income at enrollment

**The majority of consumers (86%, n = 77) enrolled in ACT without a court order.**

# Active Service Participation (N=89) \*

## ACT Services

- Avg. length of enrollment:  
684 days (1.9 years)
- Avg. number of service encounters:  
1.95 contacts per week
- Avg. intensity of services:  
1.68 hours of contacts per week

## Treatment Adherence

- 37% consumers were adherent to treatment plan
- 28% consumers met the standard for intensity but not frequency of service

Consumers were considered “treatment adherent” if they received at least one hour of engagement with their ACT team at least two times per week.

\* Of the consumers enrolled in ACT during FY 2019-20, one consumer was enrolled for less than one month.

# Crisis Episodes & Psychiatric Hospitalizations (N=89) \*

The number of consumers experiencing crisis episodes and psychiatric hospitalization decreased during AOT enrollment as did their average number hospitalizations.

## Crisis Episodes

	Before ACT enrollment	During ACT enrollment
Number of Consumers	n = 70	n = 47
Number of Crisis Episodes	1.9 episodes per 180 days	2.04 episodes per 180 days
Average Length of Stay	1.19 days	1.18 days

## Psychiatric Hospitalizations

	Before ACT enrollment	During ACT enrollment
Number of Consumers	n = 31	n = 16
Number of Hospitalizations	1.12 hospitalizations per 180 days	0.39 hospitalization per 180 days
Average Length of Stay	12.5 days	10.04 days

\* One consumer served during FY 2019-20 was enrolled for less a month and was not included in the outcomes analyses. In addition to this consumer, significant outliers were not included in some of the calculations. Significant outliers are those consumers who had greater than four standard deviations from the mean number of hospitalization, crisis episodes, or jail bookings for all consumers.

# Criminal Justice Involvement (N=89) \*

The number of consumers experiencing criminal justice involvement and the average number of bookings decreased during AOT enrollment.

## Jail Bookings & Incarcerations

	Before ACT enrollment	During ACT enrollment
Number of Consumers	n = 34	n = 18
Number of Crisis Episodes	1.18 episodes per 180 days	0.91 episodes per 180 days
Average Length of Stay	8.22 days	5.95 days

\* One consumer served during FY 2019-20 was enrolled for less a month and was not included in the outcomes analyses. In addition to this consumer, significant outliers were not included in some of the calculations. Significant outliers are those consumers who had greater than four standard deviations from the mean number of hospitalization, crisis episodes, or jail bookings for all consumers.

# Housing and Employment

## Housing Status (N=86)\*

- 84% of ACT consumers maintained or obtained housing during ACT enrollment
- 16% continue to struggle with housing

## Employment Services (N=90)

- 45 ACT consumers (50%) engaged in employment services
- Services include résumé support, job search, interview preparation, and submitting applications

The Care Team offers housing support to all ACT consumers with unstable housing at any point during enrollment.

\* Housing status was unknown or unavailable for four consumers.

# Discussion



# Discussion

- The County's AOT Care Team collaborated to connect referred individuals to the appropriate level of mental health services, including ACT.
- Outreach and engagement resulted in consumers being enrolled into the ACT program quickly.
- Despite the impacts of the COVID-19 pandemic, consumers increased their engagement with ACT services.
- The majority of ACT consumers experienced benefits from participating in the AOT program.



# Thank you!

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