

Palo Alto University Evaluation Team

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EVALUATION REPORT FOR THE MENTAL HEALTH SERVICES ACT (MHSA) COMMUNITY PROGRAM PLANNING PROCESS



WELLNESS • RECOVERY • RESILIENCE



COUNTY OF SANTA CLARA
Behavioral Health Services

Prepared by:
Palo Alto University
February 2020



Informing the FY2021-23 MHSA 3-Year Plan

Community Program Planning Process

*to inform the 2021-
2023 3-year plan*

3 Sources of Data



Santa Clara County
Consumer Survey (Dec
2019 – Jan 2020)



Stakeholder Leadership
Committee Listening
Sessions (Oct 15, 2019)



2020 MHSA Forum (Jan 21,
2020)

Survey Respondents (as
of 1/28/20): **253**

166 excluded due to incomplete
responses or failing to identify as a
consumer/family member

Final Sample: 87
Consumers & Family
Members

Santa Clara County Consumer Survey

Overview of Survey Areas

- Service Utilization and Access
- Culture and Diversity Considerations
- Inclusion of Important Others in Care
- Satisfaction with Care
- Quality of Care
 - Provider Relationships
 - Front Desk Staff
 - Consumer Recovery Service Orientation
 - Referrals
 - Coordinated Care

Consumer Survey



**Strong Satisfaction with
Behavioral Health Services**

Areas of Strength

Positive experiences with mental health providers

Providers' abilities to include families in consumers' recovery plans

Recommendations: Potential Areas for Growth



Increase Access to Care

Inform consumers of the easiest method for accessing care

Improve coordination between services
Providers' discussion of referrals with consumers



Explore consumers' strong desire for additional & more varied MH interventions / services

Increase quantity & variety of treatment options



**MHSA Forum & Stakeholder
Leadership Committee (SLC)
Listening Sessions**

Children & Family System

Strengths in the quality of care

Examples

- Funding priorities
- Flexible & accessible child/ family services
- Service of refugees and children <6 yrs old
- Additional future psychiatric beds
- Student Internship Program (youth recruitment)
- Bill Willson program evaluation work
- Milpitas grassroots work on homelessness
- Mental health stability and rent stability work



Suggested strategies to prevent children & families from “falling through the cracks”

INNOVATIVE OUTREACH – clients, homeless, & workforce



Innovative methods (e.g., social media, movie clips, mental health specialists in schools)

Decrease access barriers (e.g., stigma, wait times, low awareness about services, unmet daily living needs)

Reach those at-risk for homelessness

Engage workforce in high school, college, post-grad school

LINKAGES / CONTINUITY OF CARE



Increase accessibility by addressing gaps in service linkage points between county systems (improved triage screening, detection, referrals, school collaborations)



EXPAND SCHOOL & HOUSING SERVICES

Expand school-related services & staffing (e.g., beyond-school hours; increase staffing in & collaboration w/ schools; improve coordination between school linked services & PEI).

Reach children/families at risk for homelessness through schools.



CULTURAL RESPONSIVENESS

Ensure culturally-responsive access and intervention (e.g., the working poor, homeless RV families, Latinx, immigrants, refugees, language needs)



Transitional Age Youth

A maturing system of care that
needs specific attention to the
needs of TAY

TAY System: Example Areas of Strength

Suicide prevention programming

Trauma-informed care

Inclusivity of the community

Consideration of the multi-dimensionality of TAY needs

Gatekeeper trainings

Full Service Partnership (FSP) programs

Efforts to integrate trauma-informed services

Flex Funds

Communicating through routine newsletters

Mobile Crisis Hotline

Institute for Local Government

Culturally-responsive services across the lifespan

Easily accessible self-referral process for services

Overall Recommendations for the TAY system

Budget/ Data Structures

Improve data systems for program evaluation

Continue to ensure budget transparency / RFPs for TAY programming

Overall Recommendations for the TAY system

Budget/ Data Structures

Improve data systems for program evaluation

Continue to ensure budget transparency / RFPs for TAY programming

Clarify Definitions

Definitional clarity around who TAY are, & what their specific services look like.

Overall Recommendations for the TAY system

Budget/ Data Structures

Improve data systems for program evaluation

Continue to ensure budget transparency / RFPs for TAY programming

- Trauma-informed care across the TAY system
- Integration of family members into youth care
- Train “service connectors”
- TAY-specific housing & emergency shelters
- Increased lengths of rapid TAY housing
- Assessment tools tailored to TAY
- Gaps in daily living services: Life-skill and vocational services
- Greater financial assistance (e.g. universal basic income)
- Needs of youth outside of school system

Overall Recommendations for the TAY system

TAY-Specific Services

Further develop services tailored to TAY-specific needs.

Clarify Definitions

Definitional clarity around who TAY are, & what their specific services look like.

WET from TAY stakeholders

Increase workforce recruitment, education, and training from TAY communities and for TAY-specific issues

Adults & Older Adults (AOA)

A strong system
with needs for
greater attention to
**culture/diversity,
access,
collaboration, &
intervention options**

Overall Recommendations for the AOA system

Interventions Options

Increase the
diversity of
intervention
options

Overall Recommendations for the AOA system

Interventions Options

Increase the diversity of intervention options

Collaborations

Increase collaborations with other service entities to reach at-risk individuals

Overall Recommendations for the AOA system

Interventions Options

Increase the diversity of intervention options

Collaborations

Increase collaborations with other service entities to reach at-risk individuals

Workforce Recruitment / Retention

Recruit peer workforce
Retain workforce by addressing burnout

Overall Recommendations for the AOA system

Interventions Options

Increase the diversity of intervention options

Collaborations

Increase collaborations with other service entities to reach at-risk individuals

Workforce Recruitment / Retention

Recruit peer workforce
Retain workforce by addressing burnout

Homeless Resources

Clarity in staff & system navigation
Better access / availability

Overall Recommendations for the AOA system

Interventions Options	Collaborations	Workforce Recruitment / Retention	Homeless Resources
Increase the diversity of intervention options	Increase collaborations with other service entities to reach at-risk individuals	Recruit peer workforce Retain workforce by addressing burnout	Clarity in staff & system navigation Better access / availability

Culture & Diversity: Many vulnerable populations identified
Specific outreach, staffing, and programming needed

Overall Summary

Culture and Diversity



Increase Access: Outreach and Awareness of services, even among stakeholders



Points of Connection and Collaboration



Recruitment/retention amid economic challenges- diversity, TAY transitions, burnout



Intervention options



TAY-specific services and definitions



Homeless system needs more resources, and is complicated

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