



BOARD OF SUPERVISORS  
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors  
105 E. Anapamu Street, Suite 407  
Santa Barbara, CA 93101  
(805) 568-2240

**Department Name:** Behavioral Wellness  
**Department No.:** 043  
**For Agenda Of:** June 20, 2017  
**Placement:** Administrative  
**Estimated Time:** N/A  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** Majority

---

**TO:** Board of Supervisors

**FROM:** Department Alice Gleghorn, PhD, Director  
Director(s) Behavioral Wellness, 681-5220  
Contact Info: Pam Fisher, PsyD, Deputy Director of Clinical Operations  
Behavioral Wellness, 681-5220

**SUBJECT:** Behavioral Wellness FY 17-18 Family Service Agency and Phoenix of Santa Barbara, Inc. Contract Renewals

---

**County Counsel Concurrence**

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

**Recommended Actions:**

That the Board of Supervisors:

- A. Approve and authorize the Chair to execute an Agreement for Services of Independent Contractor with **Family Service Agency** (a local vendor), for the provision of children's mental health services, and substance use prevention services, for a total contract amount not to exceed **\$1,754,247** for the period of July 1, 2017 through June 30, 2018.
- B. Approve and authorize the Chair to execute an Agreement for Services of Independent Contractor with **Phoenix of Santa Barbara, Inc. dba Crescend Health** (a local vendor), for the provision of adult mental health services and substance use disorder services for dually-diagnosed adults, for a total amount not to exceed **\$1,193,425** for the period of July 1, 2017 through June 30, 2018.
- C. Determine that the above actions are organizational or administrative actions of government that will not result in direct or indirect physical changes in the environment, pursuant to section 15378(b)(5) of the California Environmental Quality Act (CEQA) guidelines.

**Auditor-Controller Concurrence**

As to form: Yes

**Summary Text:**

The Santa Barbara County Department of Behavioral Wellness provides a continuum of mental health and substance use disorder services to Santa Barbara County residents, in part through contracted providers including Community-Based Organizations (CBOs). Approval of the recommended actions will allow Behavioral Wellness to continue to provide mandated mental health, substance use, and ancillary services.

**Background:**

The contracts being considered for approval provide various substance use disorder services and specialty mental health services to children and to adults with serious mental illness, including mental health services such as therapy and rehabilitation services.

**Family Service Agency (FSA):**

Alcohol and Drug Program Services – FSA provides early intervention prevention services through the Big Brothers, Big Sisters mentoring project in Lompoc, Santa Barbara, and Santa Maria.

Mental Health Services – FSA provides mental health services to children with Serious Emotional Disturbances (SEDs) and their families in the Lompoc and Santa Barbara areas. Services aim to improve client and family functioning and to reduce risk of placement outside of the home or community. FSA also provides individual and group counseling to clients through their School-Based Services program. Additionally, FSA provides brief therapy to adults and children and their families in an outpatient setting.

FSA and Santa Maria Valley Youth & Family Center (SMVYFC) are in the final processes of merging their agencies. The merger will be effective July 1, 2017 and will continue under FSA as their legal entity. The name Santa Maria Valley Youth & Family Center will continue to be utilized in the Santa Maria Valley in order to maintain the existing identity; and the services of both agencies will continue. Currently, FSA and SMVYFC provide similar services, but in different parts of the County.

The FY 16-17 performance outcomes for both agencies are provided in the Contract Renewals and Performance Outcomes section below.

**Phoenix of Santa Barbara, Inc. dba Crescend Health (Crescend):**

Alcohol and Drug Program Services – Crescend provides treatment services including outpatient individual and group counseling and drug testing in Santa Barbara to individuals with co-occurring mental health and substance abuse conditions.

Mental Health Services – Crescend provides intensive residential mental health services to adults in the Santa Barbara area. The Phoenix House and Mountain House programs are licensed by the State Department of Social Services, Community Care Licensing Division (CCLD) to provide rehabilitation and support services to residents.

**Contract Renewals and Performance Outcomes:**

**Family Services Agency**

In the first two quarters of FY16-17, Family Service Agency (FSA) provided mental health services to children and youth in the Intensive In-Home (39 Q1 & 33 Q2), Managed Care (45 Q1 & 35 Q2), School-Based Counseling (46 Q1 & 86 Q2), and START (24 Q1 & 36 Q2) programs.

Out-Of-Home Placements: Across all programs, there was only 1 out-of-home placement in the first 6 months of FY16-17.

Purposeful Activity: Intensive In-Home, School-Based Counseling and START met the target of 95%-100% of clients in school, employed or volunteering. Managed Care had a target of 100% for this measure, but achieved 88% enrolled in school, employed or volunteering.

Incarcerations: In the first two quarters of this fiscal year, all programs met the target of less than 4% incarcerations/Juvenile Hall admissions. There were only 2 incarcerations across all FSA programs.

Inpatient Care: All programs met the target for inpatient admissions, which was 1 or less. The only hospital admission was in the Intensive In-Home program.

Stable/Permanent Housing: Intensive In-Home exceeded the target of 95%, with 100% in stable/permanent housing. Managed Care had a target of 95%, and achieved 94% in the first two quarters. The School-Based Counseling program met the goal of 95%, and START exceeded the goal of 95%, with 100% of clients in stable/permanent housing.

Child & Adolescent Needs and Strengths (CANS): See table below. The START and School-Based programs demonstrated less success than anticipated. This may be due to nature of the clients served, in that clients in some programs begin with lower levels of functioning, which may make progress more difficult to achieve. In addition, clients in these programs may take longer to build enough trust in the therapeutic relationship and disclose the full scope of challenges they are facing. Clinicians may not begin to hear about these challenges until the second CANS administration, which is at 6 months, which can result in data that appears as though clients are not improving.

<b>Child &amp; Adolescent Needs &amp; Strengths Assessment (CANS)</b>	<b>START</b>	<b>School-Based</b>	<b>Intensive In-Home</b>
	<b>Percent Improvement</b>		
<b>Life Functioning</b> (e.g., ability to communicate and interact with families, communication, social functioning and health status)	0%	0%	21%
<b>Behavioral/Emotional Needs</b> (e.g., symptoms of depression, anxiety, psychosis and other conditions)	0%	11%	15%
<b>Child Risk Behaviors</b> (e.g., self-injury, suicidal behavior, bullying, and running away)	0%	0%	16%
<b>School</b> (e.g., behavior, attendance and grades)	25%	0%	44%
<b>Caregiver Needs &amp; Strengths</b> (e.g., child supervision skills, family stress levels, residential stability, and caregiver physical/mental health status)	20%	0%	24%
<b>Child Strengths</b> (e.g., optimism, talents/interests, relationship permanence, and involvement in treatment)	6%	20%	12%

**Santa Maria Valley Youth & Family Center**

In the first two quarters of FY16-17, Santa Maria Valley Youth & Family Center (SMVYFC) provided mental health services to children and youth in the Intensive In-Home (18 Q1 & 20 Q2), HOPE (19 Q1 & 27 Q2), Managed Care (21 Q1 & 31 Q2), and School-Based Counseling (42 Q1 & 43 Q2).

Out-Of-Home Placements: Across all programs, there were zero new out-of-home placements in the first 6 months of FY16-17.

Purposeful Activity: Each program met the target of 100% of clients in school, employed or volunteering.

Incarcerations: In the first two quarters of this fiscal year, there were zero incarcerations or admissions to Juvenile Hall.

Inpatient Care: All programs met the target for inpatient admissions, which was 5% or less. There was one hospital admission in the Intensive In-Home program.

Stable/Permanent Housing: All programs exceeded the targets and had 100% of clients remaining in stable/permanent housing.

Child & Adolescent Needs and Strengths (CANS): The CANS for clients enrolled in SMVYFC programs were completed by Behavioral Wellness clinical staff.

Santa Maria Valley Youth and Family Center provides Outpatient Drug Free (ODF) treatment to youth in Santa Maria, serving an average of 23.5 adolescents per quarter. Over the first two quarters, Santa Maria Youth and Family performed well, and has, on average, exceeded all outcome goals.

	Goal	Actual		Average
		Q1 %	Q2 %	
<b>Adolescents - <u>initiate</u> treatment (15+ days)</b>	<i>TBD</i>	78.3%	100.0%	<b>90.4%</b>
<b>Adolescents - <u>engage</u> in treatment (31+ days)</b>	<b>80%</b>	83.3%	100.0%	<b>97.5%</b>
<b>Adolescents - <u>retained</u> in treatment (91+days)</b>	<b>50%</b>	58.3%	66.7%	<b>65.8%</b>
<b>Adolescents – <u>successfully complete</u> treatment*</b>	<b>55%</b>	41.7%	100.0%	<b>73.9%</b>

**Crescend Health** provides Outpatient Drug Free (ODF) treatment services for clients with co-occurring disorders/dual disorders - mental illness and substance abuse issues. They treat some of the most vulnerable and disabled clients, specifically those who have serious psychotic disorders such as schizophrenia, bipolar disorder or schizoaffective disorder, in conjunction with a substance use disorder.

On average, the dual disorders treatment program served 75 clients per quarter and performed well, achieving and surpassing all outcome goals.

Outcome	Goal	Actual		Average
		Q1	Q2	
Adult - <u>initiate</u> treatment (15+ days)	<b>TBD</b>	92.5	91.8	<b>92.2%</b>
Adults - <u>engage</u> in treatment (31+ days)	<b>60%</b>	58.4	81.5	<b>70.0%</b>
Adults - <u>retained</u> in treatment (91+ days)	<b>30%</b>	53.7	51.9	<b>52.8%</b>
Adults - <u>successfully complete</u> treatment*	<b>35%</b>	50	38.9	<b>44.5%</b>

Crescend also provides residential services to adults with serious mental illness at Phoenix House and Mountain House. Phoenix House served 10 clients in both quarters, and Mountain House served 14 clients in each quarter.

Purposeful Activity: Both programs exceeded the goal of increasing the percent of clients enrolled in school, employed or volunteering. Phoenix House had high percentages of clients engaged in purposeful activity (target 40%), with 100% in Quarter 1 and 60% in Quarter 2. Mountain House exceeded the target of 15% in both quarters with 35% in Quarter 1 and 28% in Quarter 2 engaged in purposeful activities.

Stable/Permanent Housing: At 82%, Mountain House exceeded the goal of 59% of clients maintaining stable/permanent housing.

Incarcerations: There were no incarcerations in either program.

Inpatient Care: Psychiatric hospitalization rates for both Phoenix and Mountain Houses were low. In the first 9 months of this fiscal year, there were 6 admissions for clients in Mountain House, and 5 admissions for clients in Phoenix House.

Physical Health & Emergency Care: There were no physical health-related hospitalizations in either program.

Graduation Rates: Both programs successfully kept the number of clients graduating to a higher level of care below the target of 5 per quarter. There was 1 client in Phoenix House and 1 in Mountain House that needed a higher level of service during the 6-month period.

Co-Occurring Treatment: Phoenix monitors the percent of clients with co-occurring substance use diagnoses that remain clean and sober during treatment. In Quarter 1, 40% (target 40%) were clean and sober. In Quarter 2, 60% of clients remained clean and sober during treatment.

**Fiscal and Facilities Impacts:**

Budgeted: Yes

**Fiscal Analysis:**

<b><u>Funding Sources</u></b>	<b><u>Current FY Cost:</u></b>	<b><u>Annualized On-going Cost:</u></b>	<b><u>Total One-Time Project Cost</u></b>
General Fund			
State	\$ 1,473,836.00		
Federal	\$ 1,473,836.00		
Fees			
Other:			
Total	\$ 2,947,672.00	\$ -	\$ -

Narrative: The above referenced contracts are funded by State and Federal funds. The funding sources are included in the FY 17-18 Adopted Budget.

**Key Contract Risks:**

As with any contract funded by State and Federal sources, there is a risk of future audit disallowances and repayments. Behavioral Wellness contracts include language requiring contractors to repay any amounts disallowed in audit findings, minimizing financial risks to the County.

**Special Instructions:**

Please email one (1) complete executed contract and one (1) minute order to: [qilopez@co.santa-barbara.ca.us](mailto:qilopez@co.santa-barbara.ca.us).

**Attachments:**

Attachment A: Family Service Agency FY 17-18 BC  
Attachment B: Phoenix FY 17-18 BC

**Authored by:**

Q. Lopez