
Yolo Community Care Continuum Cornerstone Full-Year Report

July 1, 2017 – June 31, 2018

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Cornerstone Crisis Residential Program Director

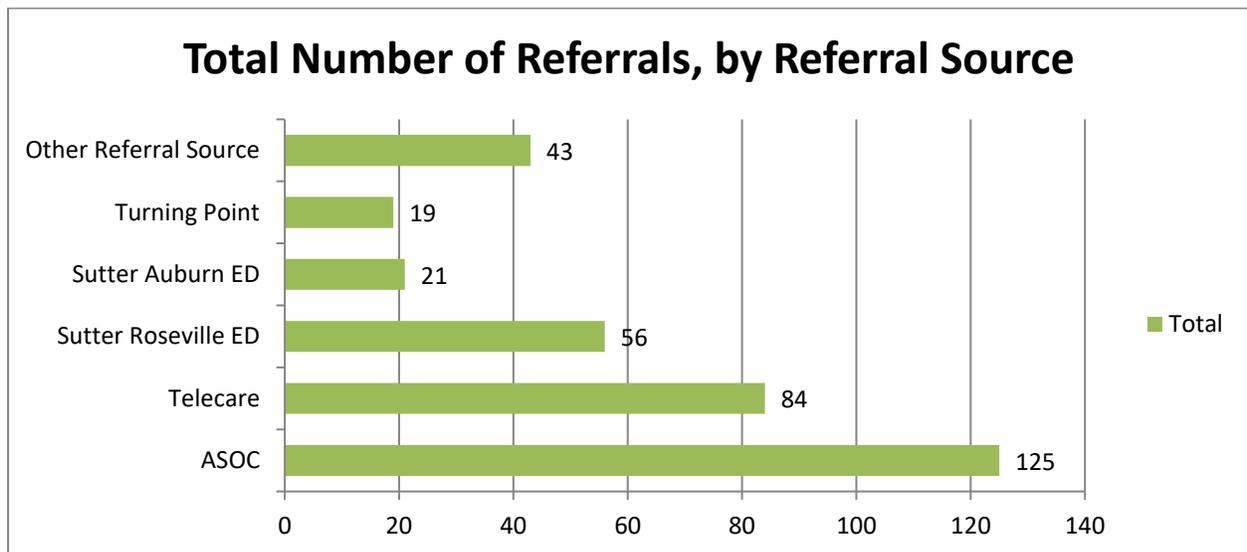
Cornerstone Crisis Residential is a short-term crisis treatment program that utilizes a psycho-social rehabilitation model to treat mental health consumers experiencing psychiatric crises.

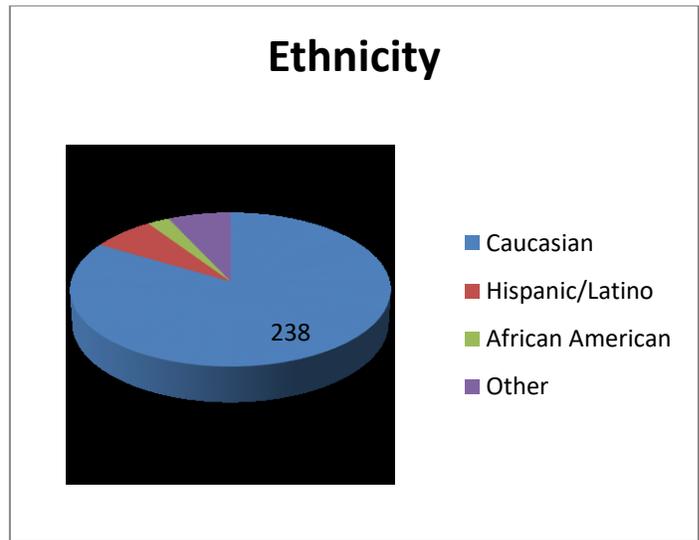
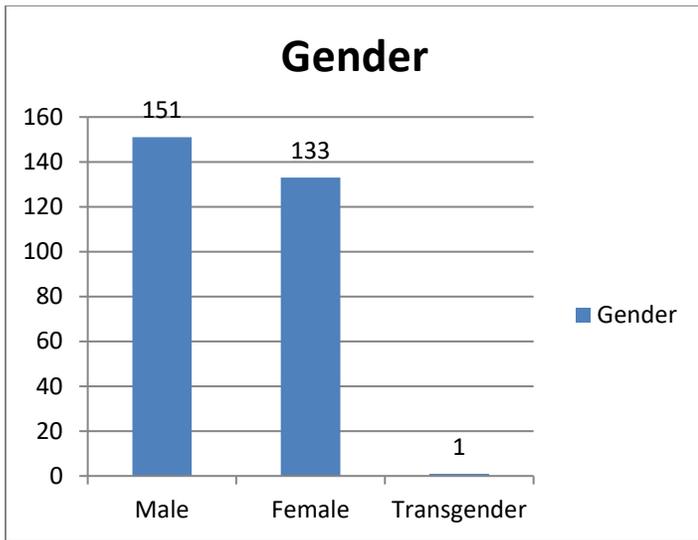
Demographics

Cornerstone serves adults ages 18 and up through our contract with Placer County Adult System of Care (ASOC). We are a 14 bed facility. Our licensing allows us to accept individuals who are capable of attending to Activities of Daily Living without assistance.

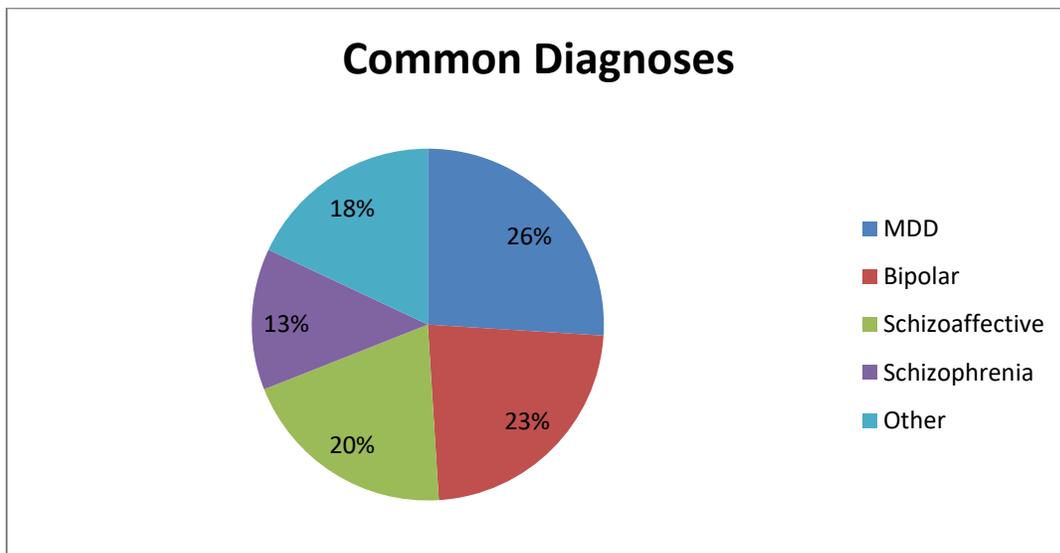
Cornerstone admitted 348 individuals with serious mental illness during this reporting period. We increased our admissions by 19%. A client may be referred and admitted more than 1 time in a reporting period. During this reporting period, Cornerstone served 285 unduplicated consumers.

Referrals come from multiple sources within ASOC. For the fiscal year, 125 from ASOC, 84 came from Telecare Placer PHF, 56 from Sutter Roseville ED, 21 from Sutter Auburn ED, 19 from Turning Point, and 43 from other sources.



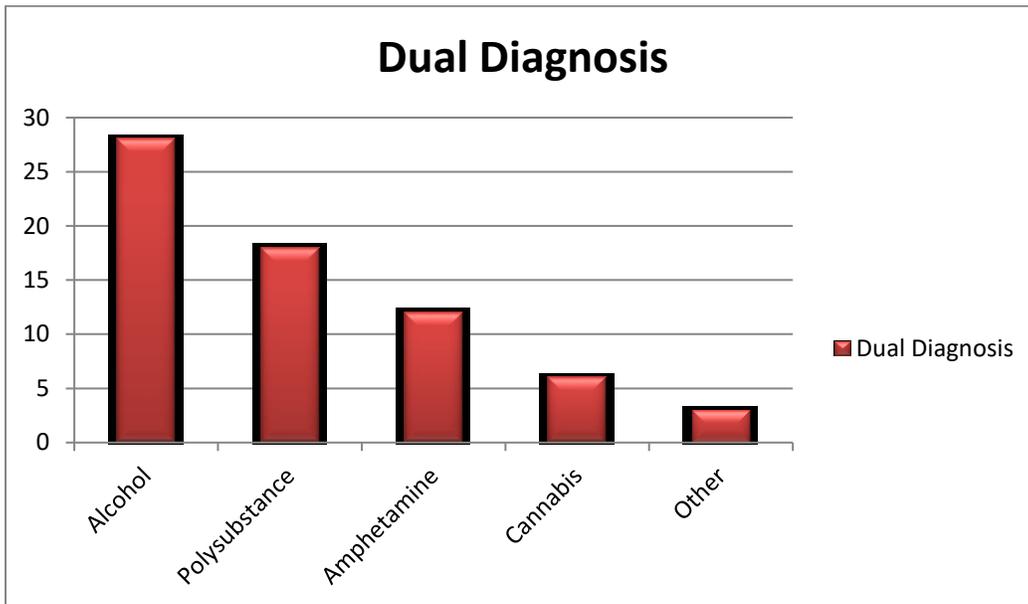


Out of the 285 consumers served, the four most common diagnoses, making up about 82% of all consumers were the following: Major Depressive Disorder (MDD) (75 clients, 26%), Bipolar Disorder (65 clients, 23%), Schizoaffective Disorder (57 clients, 20%), and Schizophrenia (38 clients, 13%).



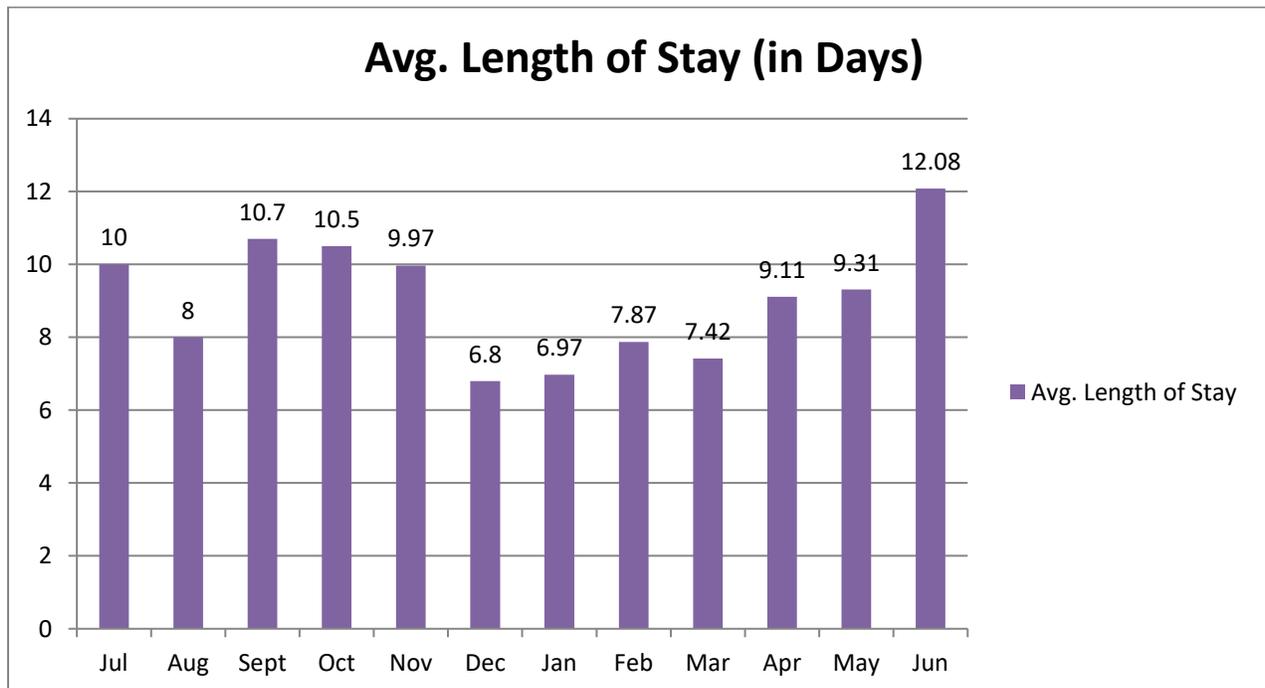
Out of the 285 consumers that were admitted this fiscal year, 67 (24%) had a listed dual diagnosis of drug or alcohol use. The breakdown of consumers with a dual diagnosis by type of substance use diagnosis is as follows:

- Alcohol Abuse/Dependence: 28 consumers
- Polysubstance Abuse/Dependence: 18 consumers
- Amphetamine Abuse/Dependence: 12 consumers
- Cannabis Abuse/Dependence: 6 consumers
- Opiate Abuse/Dependence: 3 consumers



Outcome Measures

The overall average length of stay (LOS) for this reporting period was 9.06 days. The average length of stay each month is listed in the graph below:

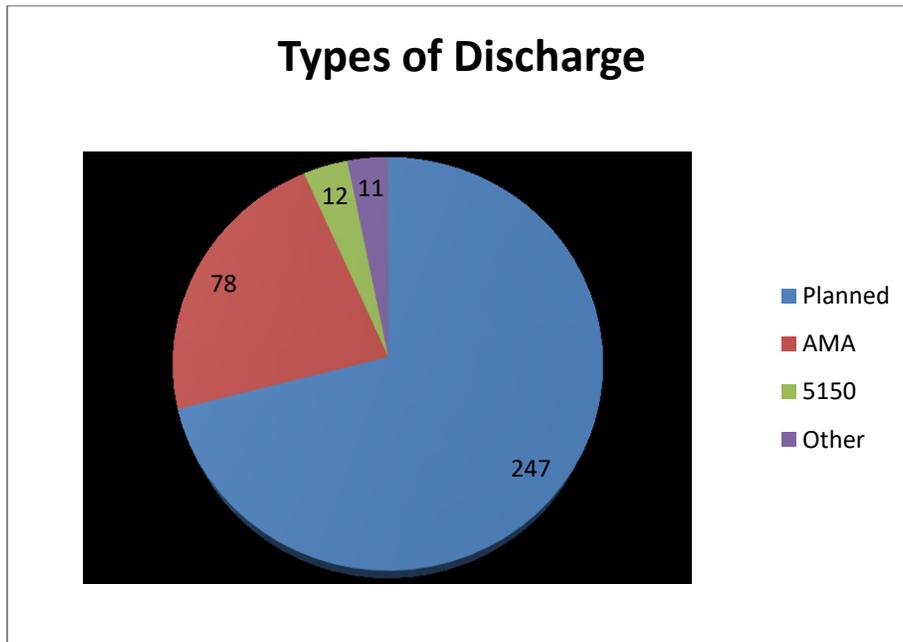


Discharge Outcome

Cornerstone strives to have every client discharge be a planned discharge. In a planned discharge, the client has been evaluated by our psychiatry team and deemed ready to leave our program. We also work with clients to make sure they are discharging to safe environments. Unfortunately, not all discharges are planned. Some clients may need to be evaluated and placed on an involuntary

psychiatric hospitalization hold (5150) due to presenting a danger to self, others, or gravely disabled. Additionally, some clients choose to leave against medical advice (AMA). Cornerstone staff call the Roseville Police and the Mobile Crisis Team for evaluation of clients at the facility or for welfare checks in the community when clients leave AMA and are deemed to meet criteria for a 5150 hold.

During this reporting period, Cornerstone had 247 planned discharges. We had 78 consumers leave AMA and 12 consumers were placed on 5150 holds.



Effectiveness

Cornerstone measures program effectiveness by looking at repeat utilization, reduction in homelessness, and how our consumers rate us on our Client Satisfaction Survey

Repeat Utilization

Repeat utilization indicates a proper use of crisis residential services. Consumers are often able to avoid multiple hospitalizations by utilizing Cornerstone services before inpatient care becomes necessary. During this reporting period, 51 consumers were re-admitted.

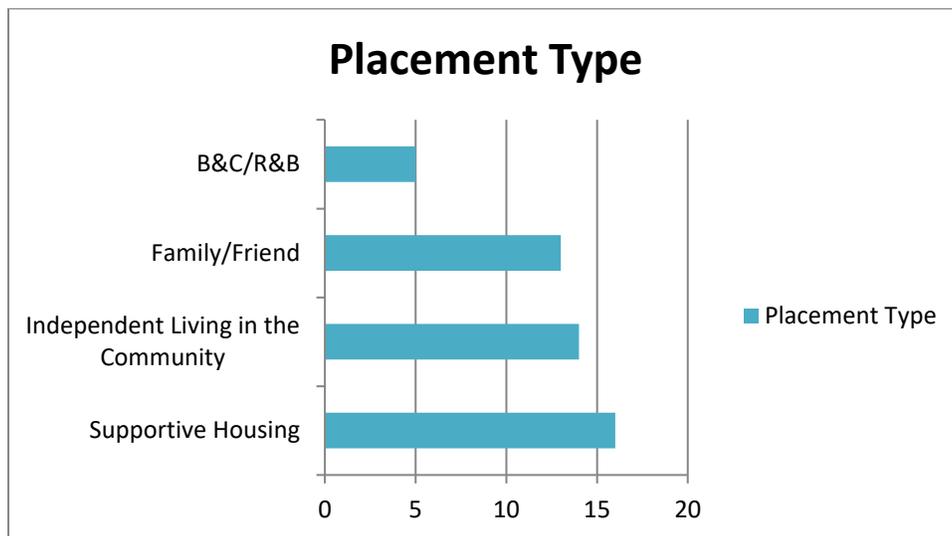
Utilizing crisis residential services rather than hospitalization can be a measure of success for clients who have a pattern of repeated hospitalization. Crisis residential programs not only allow clients to manage their crisis at a lower level of care but also have a smaller fiscal impact on contract entity resources.

Homelessness

Of the 285 consumers served, 133 (47%) were homeless at the time of admission. Cornerstone works with consumers' case managers to find safe housing options during their stay. For clients not yet connected to county services, Cornerstone staff are responsible for assisting consumers with finding placement. Consumers sometimes do have to discharge to a shelter.

Temporary or permanent housing was found for 48 (17%) at the time of discharge. The breakdown by placement is as follows.

Supportive Housing: 16 consumers
Independent Living in the Community: 14 consumers
Family/Friend: 13 consumers
Board and Care/ Room and Board: 5 consumers

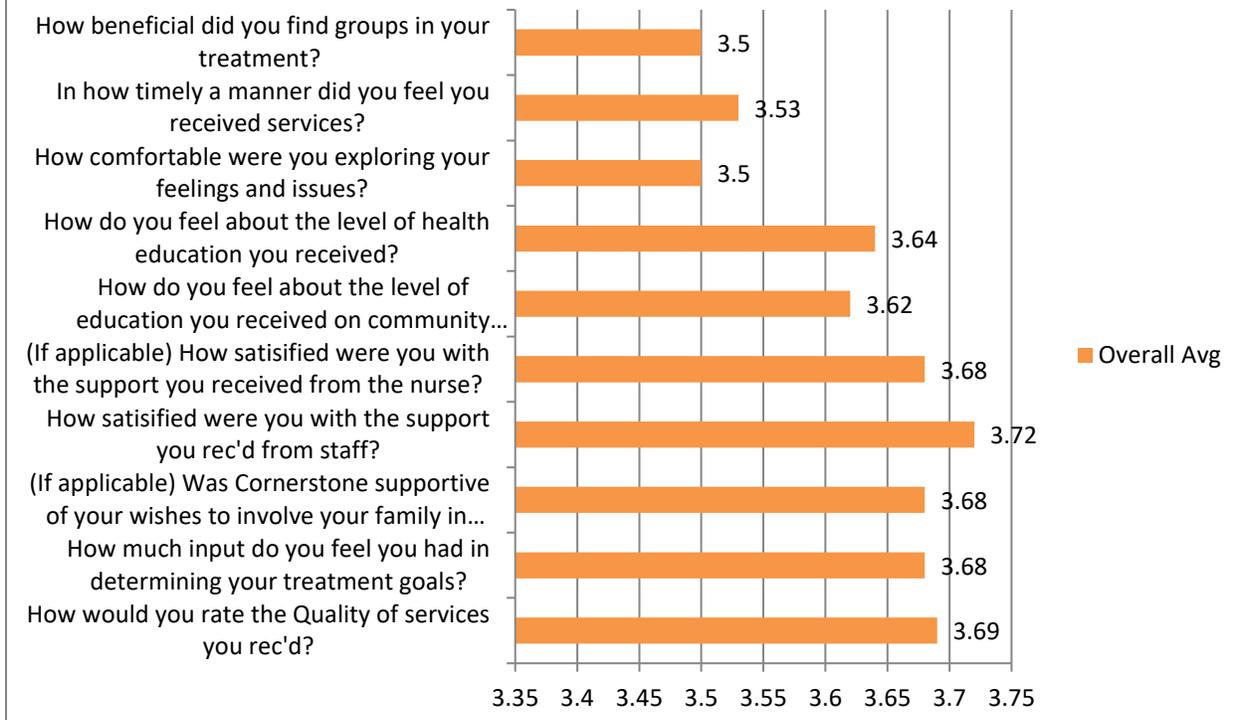


Client Satisfaction Survey

A client satisfaction survey is made available for every client to complete upon discharge. The survey has a scale of 1 to 4, with 1 being the lowest and 4 being the highest possible score. During this reporting period, 195 surveys were completed. Consumers rate the quality of services received overall as well as specific ratings.

For those who completed the survey, the overall average for quality of services was 3.69 with individual ratings as follows:

Consumer Satisfaction Survey Results



Clients included comments such as:

"Everything was just great here at Cornerstone. I feel I received everything I needed and more. Thank you very much."

"Great staff. Without them I would still be in crisis. Raises all around!!!"

"Thank you for helping me work through the process of taking my medicine and recovery. It was just what I needed."

"As always, you're all wonderful. Thank you for letting me eat so many potatoes!"

"I would like to commend the staff for their willingness to care about my struggles. Each staff member took the time to help me realize what areas to treat and they provided an individual personalized program to suit my needs and the needs of others. I learned new ways to cope and encouragement to persevere."

Feasibility

Cost of Program: \$1,299,583

Number of Clients Served: 347

Utilization (Bed Days Billed): 3083 Bed Days

Recommendations for Continuous Quality Improvement

Program Development

1. Incorporate more therapeutic physical activities into the program schedule. We would like to introduce activities like nature walks, yoga, and outdoor games (non-contact sports).
2. The Client Satisfaction Survey will be reviewed and updated. We want to ensure that the survey accurately reflects the services Cornerstone provides.

Program Staffing

1. Continue developing our Peer Mentor Program for new hires. We believe our new employees can benefit from having an experienced peer to help them navigate their new duties and responsibilities. The program will help to promote open communication and strengthen staff relationships. New employees will experience a smoother transition and integration into the team.

Implementations of Last Period's Recommendations

Program Development

1. Staff created a Positivity Wall in Cornerstone's dining room. Clients have filled the wall with inspirational quotes and affirmations. The wall has been so popular that we are considering converting another space into a Positivity Wall.
2. The Client Satisfaction Survey is still being worked on by the agency.

Program Staffing

1. The Peer Mentor Program has not been implementing yet. We are continuing to develop the program. We hope to put it into operation soon.