
Yolo Community Care Continuum Safe Harbor Semi-Annual Report

July 1, 2018 – December 31, 2018

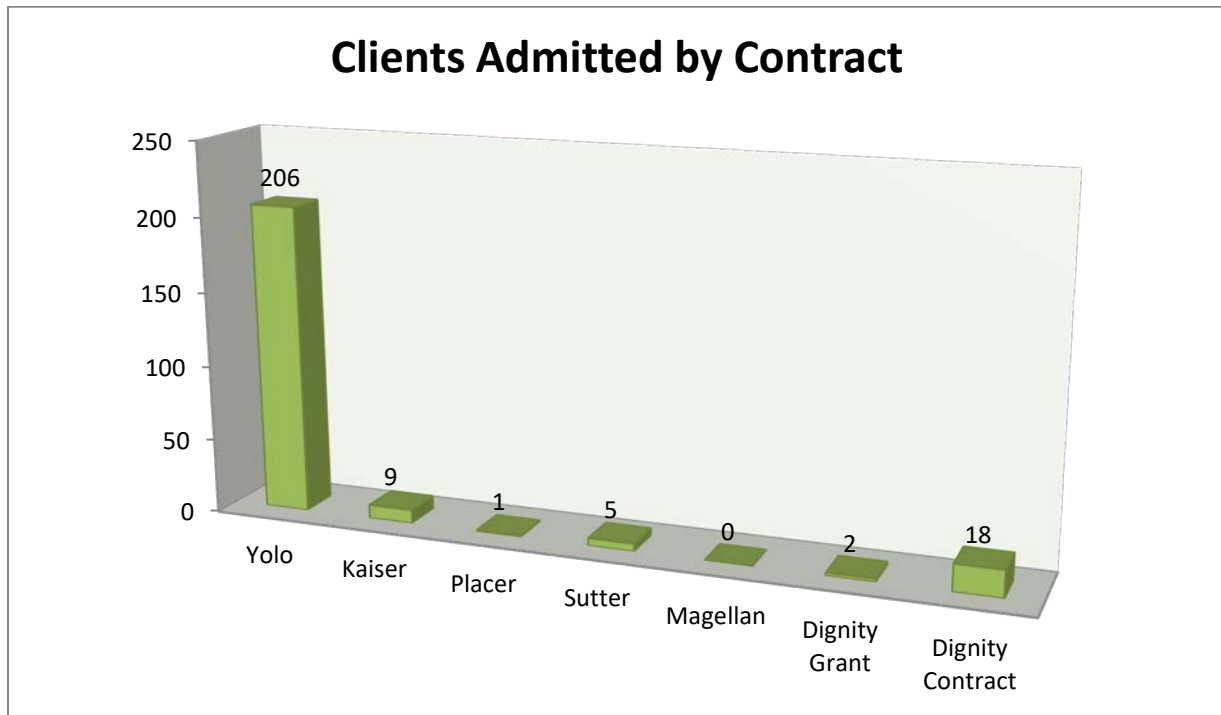
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Safe Harbor Crisis House Program Director

Safe Harbor Crisis House is a short-term crisis residential treatment program that supports the stabilization of consumers by utilizing a psycho-social rehabilitation model.

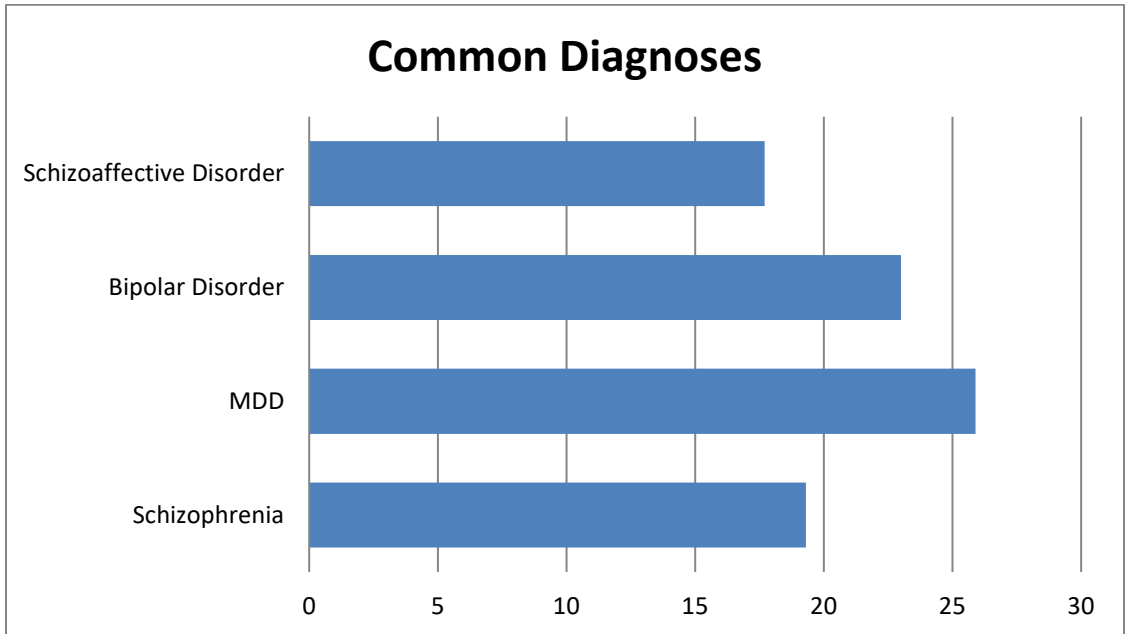
Demographics

Safe Harbor serves adults ages 18 through the senior years through 6 contracts and 1 grant. Our license allows for individuals who can independently manage Activities of Daily Living. We are allowed up to two individuals who are considered non-ambulatory (i.e. requiring mobility devices and needing minimal assistance in emergency evacuation). Age and mobility are important factors in discharge planning.

Safe Harbor served 241 individuals with serious mental illness during this reporting period. 206 from the Yolo contract, 9 from the Kaiser contract, 1 from the Placer contract, 5 clients were referred from the Sutter contract, 0 from the Magellan contract, 2 from the Dignity Health Yolo Grant, and 18 from the Dignity Health Sacramento Contract.

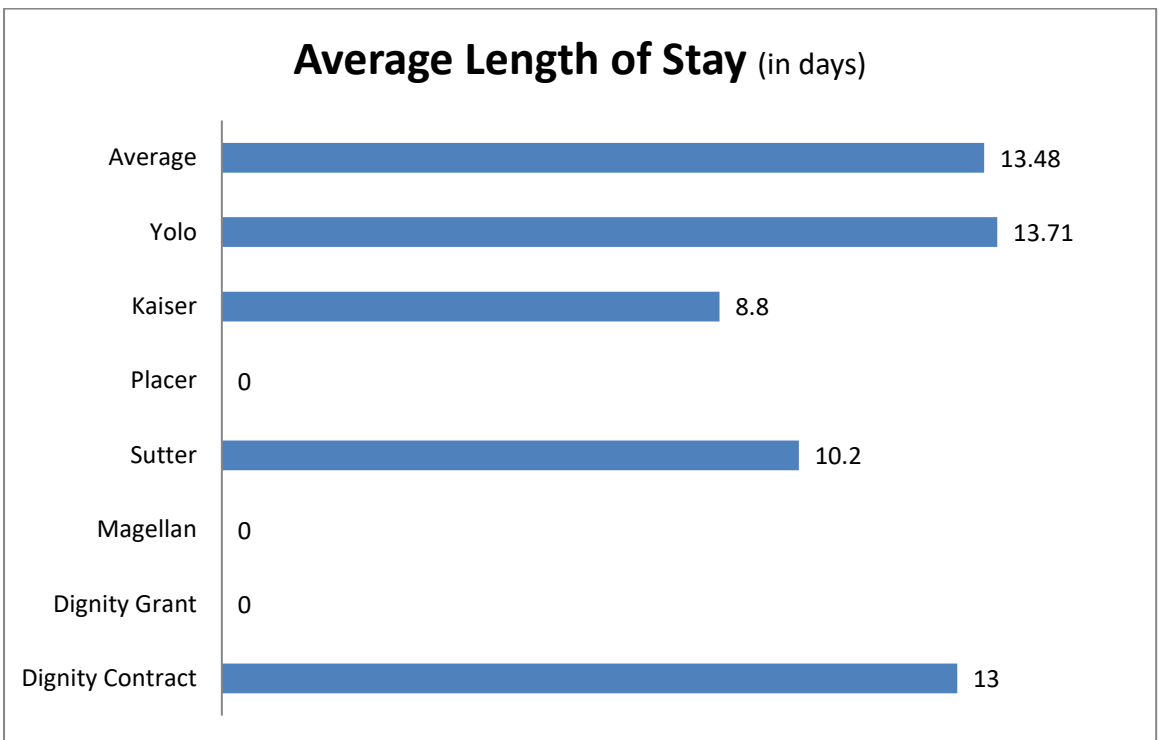


Out of the 241 consumers served, the four most common diagnoses, making up about 87% of all consumers, were the following: Schizoaffective Disorder (43 clients, 17.8%), Bipolar Disorder (56 clients, 23.2%), Major Depressive Disorder (MDD) (63 clients, 26.1%) and Schizophrenia (47 clients, 19.5%).



Outcome Measures

The overall average length of stay (LOS) for this reporting period is 13.48 days. The average length of stay for the Yolo County averaged 13.71 days, Kaiser contract averaged 8.8 days, Placer County averaged 13 days, Sutter averaged 10.2 days, Magellan averaged 0 days, Dignity Contract averaged 13 days, and the Dignity Grant averaged 0 days. Length of stay can be shortened with effective discharge planning, which takes place as soon as a referral is received.



Discharge planning is a required service for Kaiser contract outcomes, as well as an integral part of the case management involved in serving clients through the Dignity Grant. Safe Harbor is expected to resolve issues around income, housing, APS/CPS cases, and more. Staff assist clients with SSI applications, connect them with home finders and SMART-Y benefits service, and find aftercare treatment programs. It can be a challenge to coordinate these resources during the average length of stay, especially with clients who have more challenging conditions and living situations.

Repeat Utilization

Repeat utilization indicates a proper use of crisis residential services. Consumers are often able to avoid multiple hospitalizations by utilizing Safe Harbor services before their symptoms necessitate inpatient care. During this reporting period, 21 clients had more than one stay at Safe Harbor. Repeat utilization by contract: Yolo 20, Placer 0, Kaiser 0, Sutter 0, Magellan 0, Dignity Grant 0, and Dignity Contract 0. In addition, there was 1 client that had more than one stay at Safe Harbor who switched contracts from Sutter to Dignity Contract.

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

Decreased Days of Hospitalization & Hospitalization Avoided

Admission to Safe Harbor decreases the number of days of hospitalization in two ways:

- 1) Clients who admit from the hospital to continue stabilization at a lower level of care are often able to discharge sooner than if they were returning directly to the community. During this period, 154 individuals were discharged from hospitalization to Safe Harbor (which constitute 63.9% of all admits).

The breakdown by contract is as follows:

Yolo: 123	Kaiser: 8	Placer: 0
Sutter: 6	Magellan: 0	Dignity Grant: 2
Dignity Contract: 15		

- 2) Clients who are experiencing an increase in symptoms can often stabilize at Safe Harbor and avoid the need for inpatient hospitalization. During this period, 89 individuals avoided hospitalization by being referred from outpatient sources, including day crisis clinics, emergency departments, and outpatient providers (which constitute 36.9% of all admits).

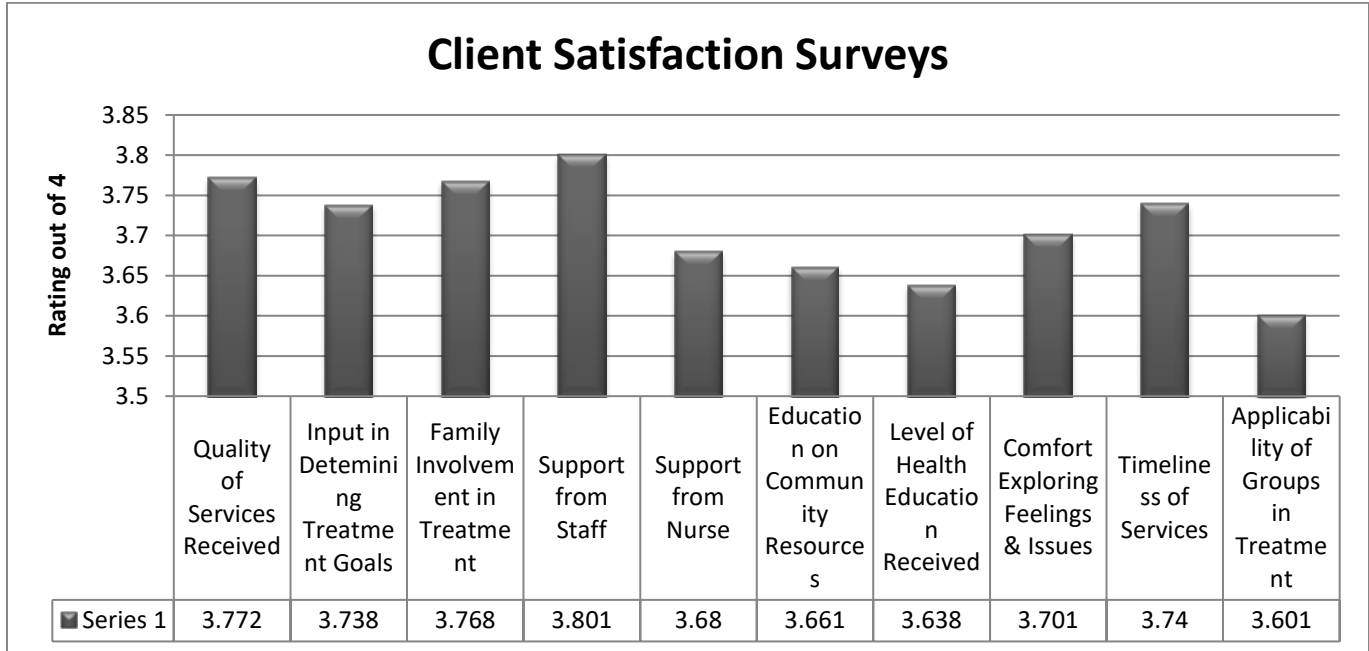
The breakdown by contract is as follows:

Yolo: 82	Kaiser: 1	Placer: 1
Sutter: 2	Magellan: 0	Dignity Grant: 0
Dignity Contract: 3		

Client Satisfaction

A consumer satisfaction survey is made available for every client to complete upon discharge. 130 surveys were completed during this reporting period. Consumers rate the quality of services received overall as well as specific ratings.

For those who completed the survey, the overall average is 3.71 with individual ratings as follows:



Clients included comments such as:

“This place is the best! Thank you! God bless!”

“Thank you for giving me hope for a new better life.”

“Safe Harbor is a wonderful place to help people get back on track and the staff is very friendly and professional.”

“Thank you for helping me at my lowest moment.”

“Everyone was very nice, sweet, and this is just a great place. I was very happy with the services.

“A good place to be if you’re in a crisis or need to refocus your thoughts.”

“Most excellent caring staff! Thank you!”

“You rock, I appreciate the support, encouragement, feedback, and time you have given me. The experience has been so pleasant for me. Never change!”

“I had a very pleasant experience. All of the staff are awesome!”

“Safe Harbor is an amazing and helpful place and I recommend anyone who needs help to come here and I rate this place for a 10 star.”

“I found the staff to be dressed very nice; their attitude were extremely caring and understanding with some of my most difficult times of stress. The food was healthy and the kitchen was clean as well!!!”

“Safe Harbor and all the staff exceeded all expectations when it came to housing, educating, and being attentive to mine and other client’s needs”

“I would come back because it’s helpful and I feel like it was home.”

“Excellent facility, very clean, comfortable, and organized. Staff are extremely supportive and offer many aids for wellness of clients. Staff is also very kind and assure safety of clients as well as resources and assistance of any client needs. Overall an amazing organization. Thank you Safe Harbor!”

Continuous Quality Improvement Planning

YCCC Safe Harbor continues to be a recipient of the Dignity Health Grant. In collaboration with Suicide Prevention of Yolo County (SPYC) and Davis Community Meals (DCM), Safe Harbor provides crisis residential services to Yolo County residents who do not have health insurance or do not have coverage for crisis residential care. Safe Harbor has increased the referral sources for this grant, and now receives referrals for clients from Woodland Memorial Hospital, Davis Community Meals, and clients’ in outpatient care of psychiatrists. Safe Harbor meets quarterly with the collaborators of the grant. Safe Harbor continues to strive to provide the best quality care and increase access to mental health services to members of the community.