



# ANNUAL REPORT

July 1, 2020 – June 30, 2021

## WHAT WE DO

**Transitional Support Services (TSS) – Chico** provides community support services to dually diagnosed adults living with psychiatric disorders and intellectual disabilities. All services support the successful integration into their communities. Participants gain a sense of purpose, independence, and the knowledge that neither their developmental nor psychiatric disorder should limit their ability to lead meaningful lives.

Motivational Interviewing, Harm Reduction, Dialectical Behavioral Therapy, and Milestones of Recovery Scale are some of the approaches used to help clients achieve their goals, and to monitor their progress as their risks are reduced.

## SERVICES PROVIDED



**24/7 warm line** operated by trained mental health staff



**Vocational/educational linkage**, life skills training and assistance with accessing community resources in partnership with Far North Regional Center

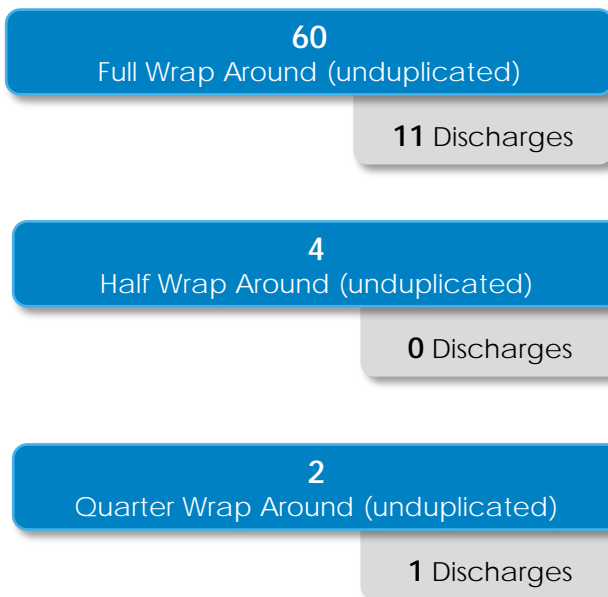
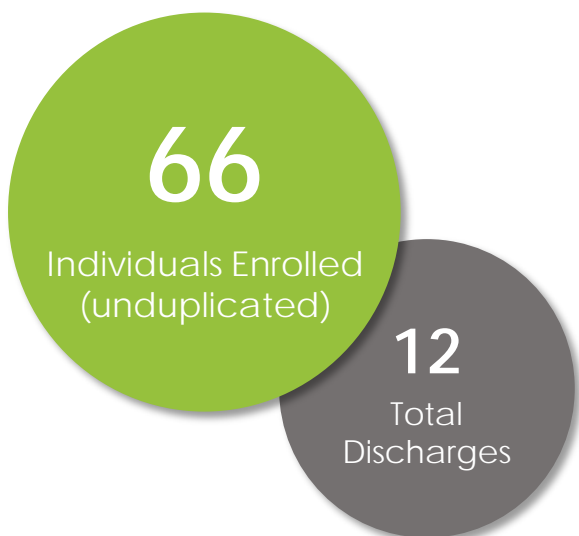


**Psychiatric/nursing staff** availability, medication outreach, Personal Service Coordinator, assessments for safety and well-being



**Intensive psych-social**, rehabilitation, supportive housing

## CENSUS



## DEMOGRAPHICS

	#
<b>Age Group</b>	
18 – 25 years (TAY)	5
26 – 59 (Adult)	56
60+ (Older Adult)	5
<b>Race</b>	
African-American/Black	3
American Native/Native Alaskan	0
Asian/Pacific Islander	0
Caucasian/White	54
Other Race or Hispanic	6
Declined to Specify	1
Data Not Available	0
<b>Gender</b>	
Male	41
Female	25
Other	0
Data Not Available	0
<b>Primary Language</b>	
English	66
Spanish	0
Unknown	0
Data Not Available	0

	#
<b>City of Residence</b>	
Chico	43
Gridley	1
Marysville	1
Orland	2
Oroville	17
Homeless	1
Data Not Available	0

"Thanks Turning Point for everything you've all done for me in my life."

-TSS Chico Client



## DIAGNOSES

The 66 unduplicated clients served in the fiscal year had a total of 148\* diagnoses on file, including mental health diagnoses, developmental diagnoses, and medical illnesses.

<b>Mental Health Diagnoses (all diagnoses reported)</b>	
Anxiety Disorders	12
Bipolar and Related Disorders	11
Depressive Disorders	25
Personality Disorders	55
Schizophrenia Spectrum and Other Psychotic Disorders	12
Sleep-Wake Disorders	1
Trauma-and-Stressor-Related Disorders	7
<b>Developmental Diagnoses (all diagnoses reported)</b>	
Attention-Deficit Hyperactivity Disorder	4
Autism Spectrum Disorder	4
Borderline Intellectual Functioning	4
Intellectual Disability	16

<b>Medical Illness (all diagnoses reported)</b>	
Binocular Vision Disorders	2
Epilepsy/Seizure Disorder	2
Hepatitis B	1
Kidney Disease or Related Conditions	2
Metabolic Disorder	3
Neonatal Condition	2
Other Medical Issues	9

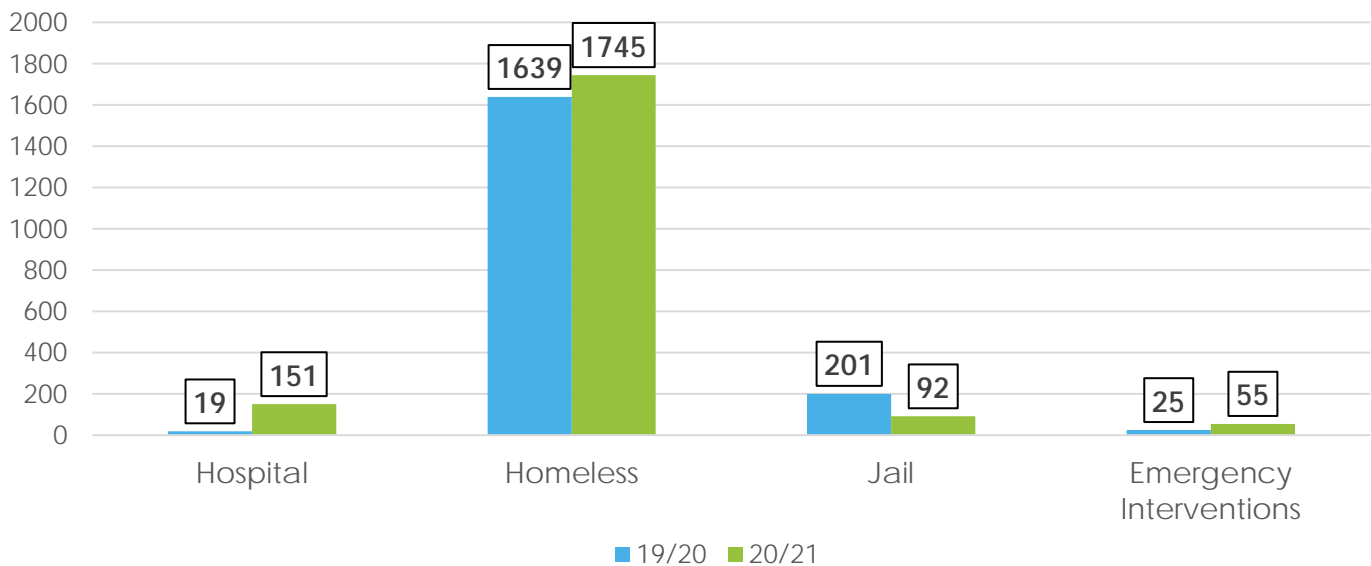
\*The database report which generates diagnoses tables had a notable issue in which *Illness, Unspecified* was being over-reported. This is being resolved at the time of this report, and these diagnoses were excluded from analysis.

## DOMAIN OUTCOMES

A total of 72 individuals were served in the 19/20 fiscal year. Sixty-six (66) individuals were served in the 20/21 fiscal year. The first graphic below is a comparison of the days accrued by all clients served in 19/20 versus the days accrued by all those served in 20/21. The second graphic compares the days accrued by only those individuals served in the 19/20 fiscal year who continued to be served in the 20/21 fiscal year (N=58).

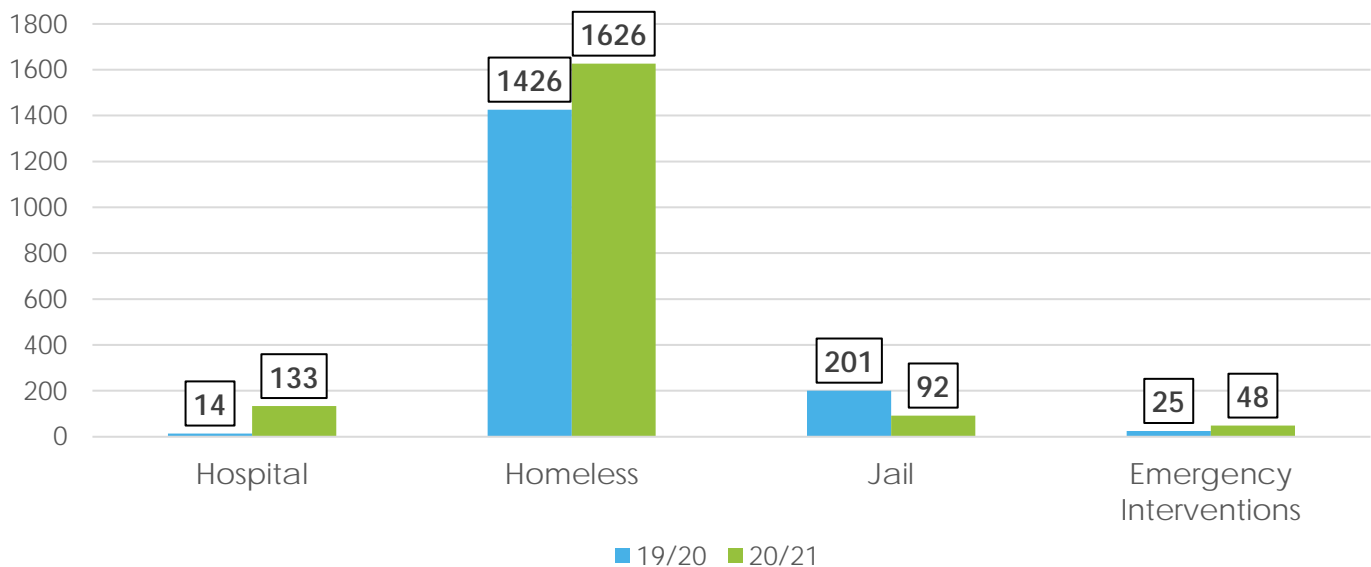
### 19/20 vs 20/21 Fiscal Year (FY)

*All Clients Served*



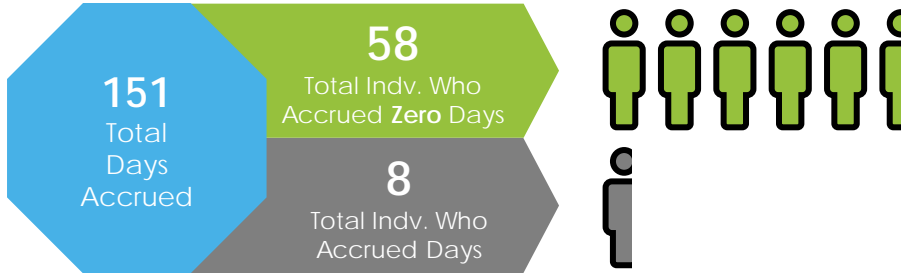
### 19/20 vs 20/21 Fiscal Year (FY)

*58 Clients Served BOTH Fiscal Years*

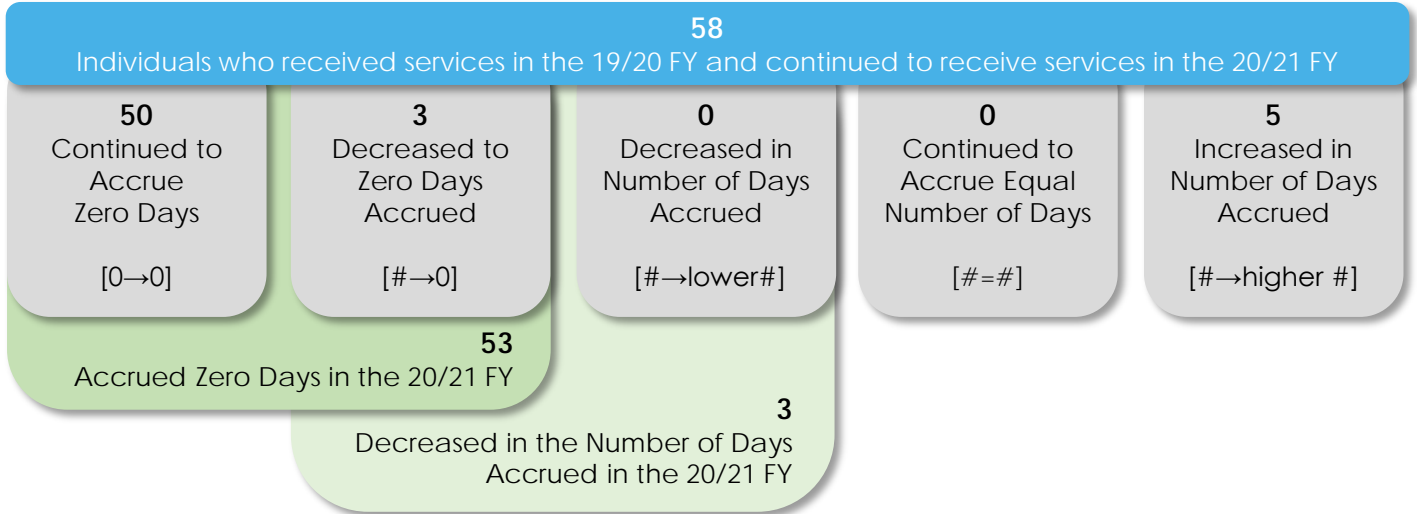


## PSYCHIATRIC HOSPITAL DAYS

All Clients Served in the 20/21 FY (N=66)

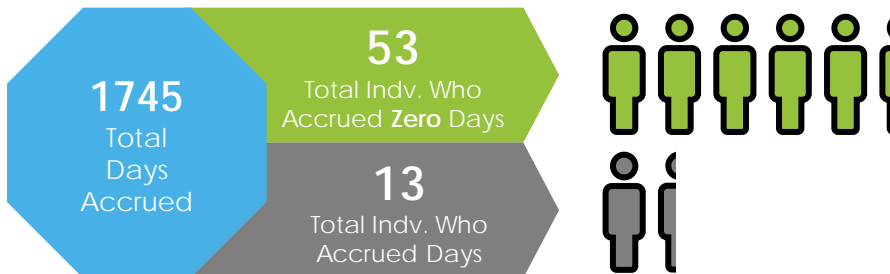


Pre/Post Comparisons of Individuals Served Both FYs

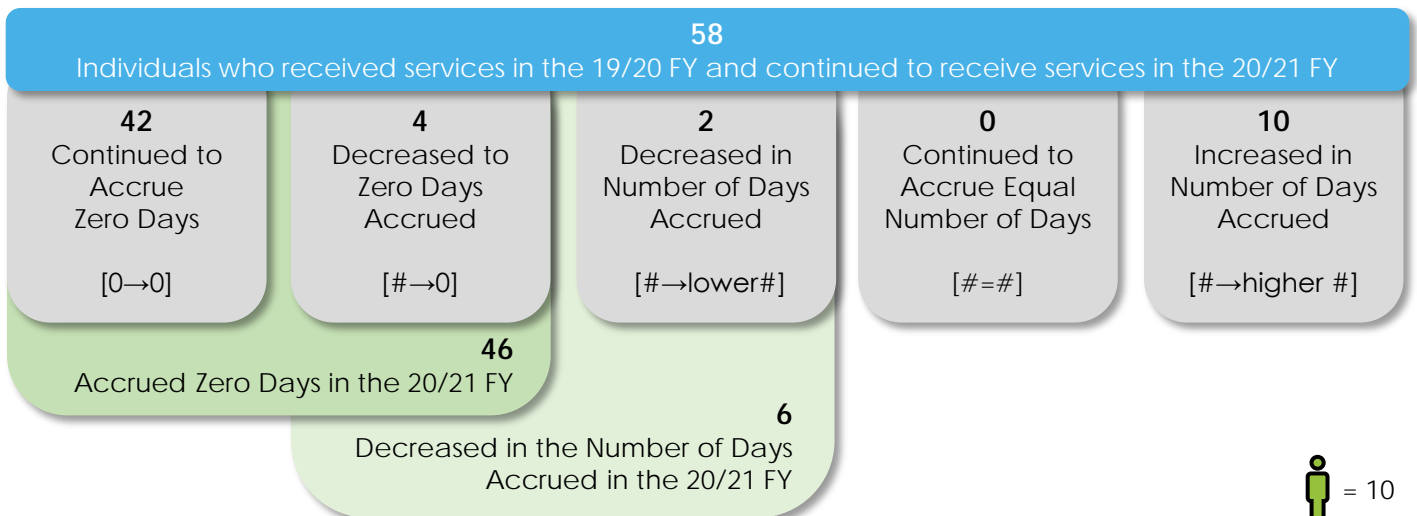


## HOMELESS DAYS

All Clients Served in the 20/21 FY (N=66)

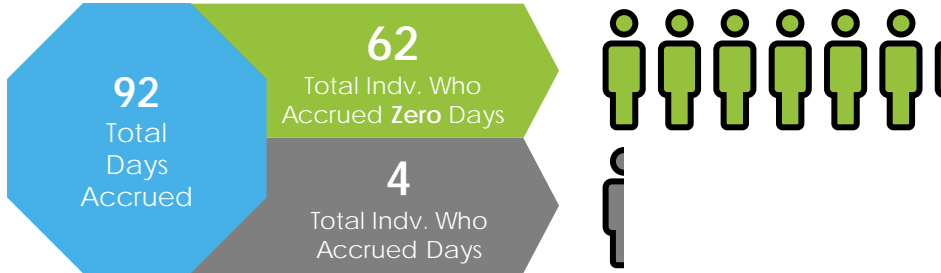


Pre/Post Comparisons of Individuals Served Both FYs

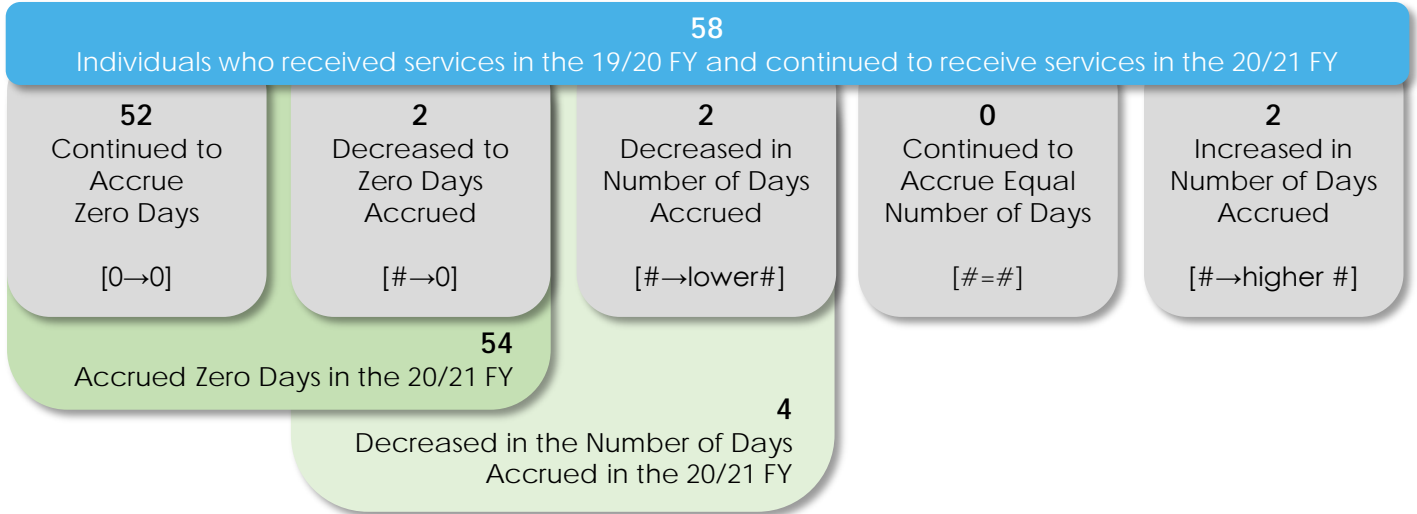


## JAIL DAYS

All Clients Served in the 20/21 FY (N=66)

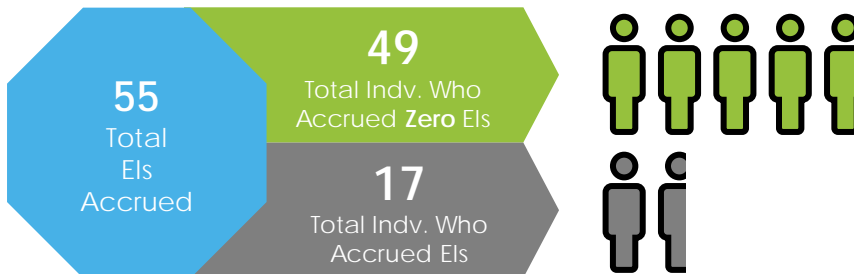


Pre/Post Comparisons of Individuals Served Both FYs

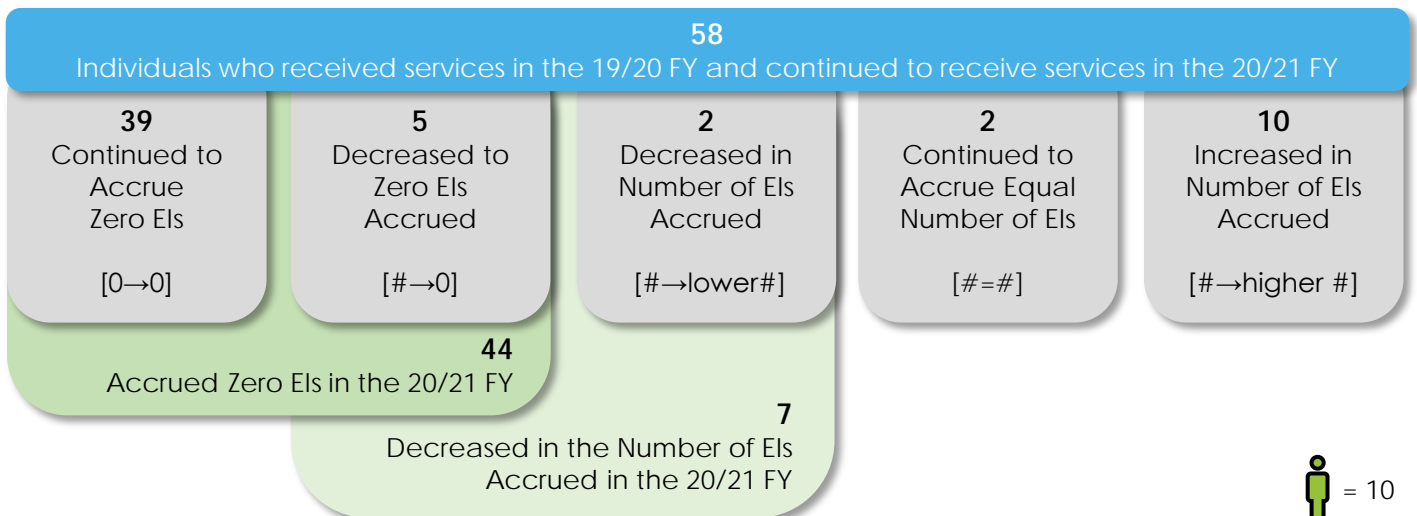


## EMERGENCY INTERVENTIONS (EIs)

All Clients Served in the 20/21 FY (N=66)



Pre/Post Comparisons of Individuals Served Both FYs



## 8 Determinants of Care

TSS-Solano utilizes the 8-Determinants of Care, which is a clinical and administrative tool that allows us to measure where individuals are in their journey of recovery and produce data that describes the journey of recovery over time. This tool includes the Milestones of Recovery Scale (MORS), in addition to incorporating other specific domains to support a more effective service continuum. The MORS has 8 possible categories of recovery, or milestones, in which a client may be assessed to be at. They include:

- Extreme Risk (1)
- High Risk/ Not Engaged (2)
- High Risk/ Engaged (3)
- Poorly Coping/ Not Engaged (4)
- Poorly Coping/ Engaged (5)
- Coping/ Rehabilitation (6)
- Early Recovery (7)
- Advanced Recovery (8)

With regards to the 8 Determinants, clients are assessed on whether or not they need support in each of the 8-Determinants of Care.

1. Managing Financial Resources?
2. Coordinating Transportation?
3. Daily Living Skills?
4. Weekly contact with staff to coordinate care?
5. Managing Medication?
6. Managing Community Relationships and Minimizing Disruptive Behaviors?
7. Been at current level of MORS less than six months?
8. Require CSS Flex Funds?

The TSS program does not have internal CSS funds, so the 8<sup>th</sup> determinant of care is not applicable and excluded from the analysis.

Upon scoring each item, a composite score is calculated based on multiple factors. The composite score represents the program level the client should be enrolled in. TSSs are considered a level 4 program. A lower score indicates that a lower level of care may be needed, while a higher score indicates the need for a higher level of care.

### 8 Determinants of Care Composite Scores – June 2021

Client Group	#	%
Clients with a score of 4 (TSS is a level 4 program)	34	51.5%
Clients with a score below 4 (lower level of care possibly needed)	24	31.8%
Clients with a score above 4 (higher level of care possibly needed)	0	0.0%
Clients with no score*	11	16.7%
<b>Total</b>	<b>66</b>	<b>100%</b>

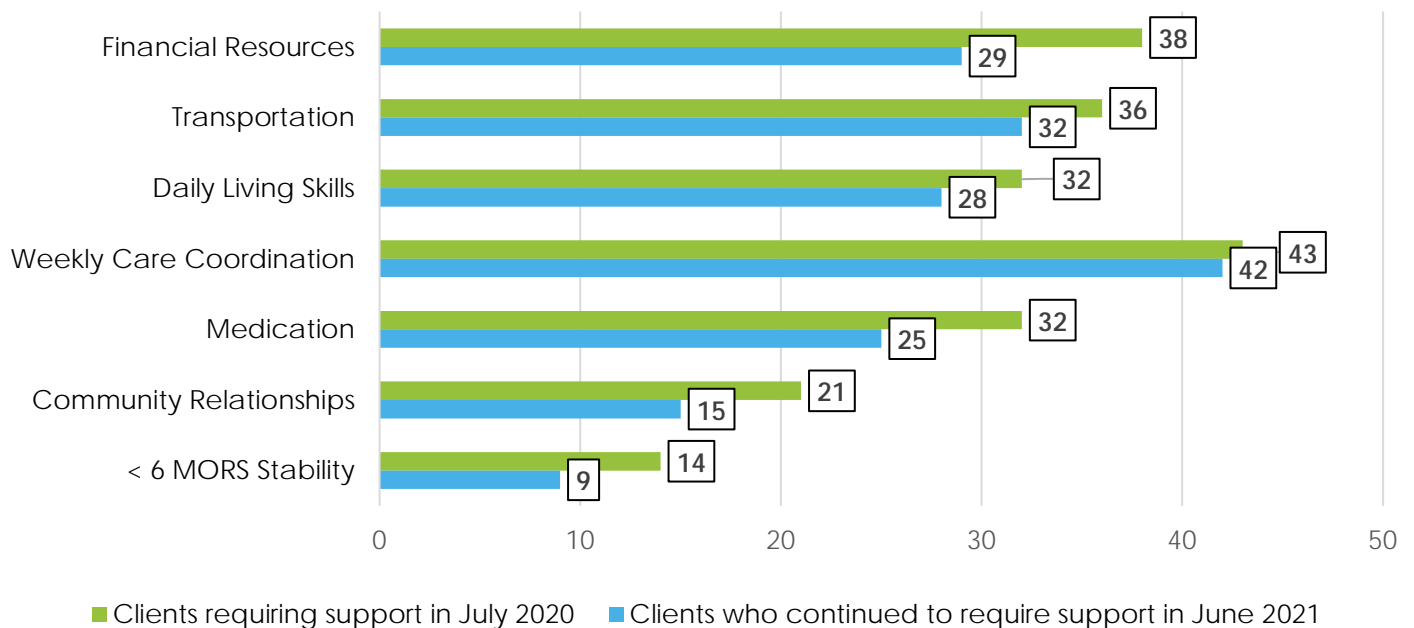
\*This category includes clients who were served during the fiscal year but discharged before June 2021.

## 8 Determinants of Care/Milestones of Recovery Scale (MORS) Continued

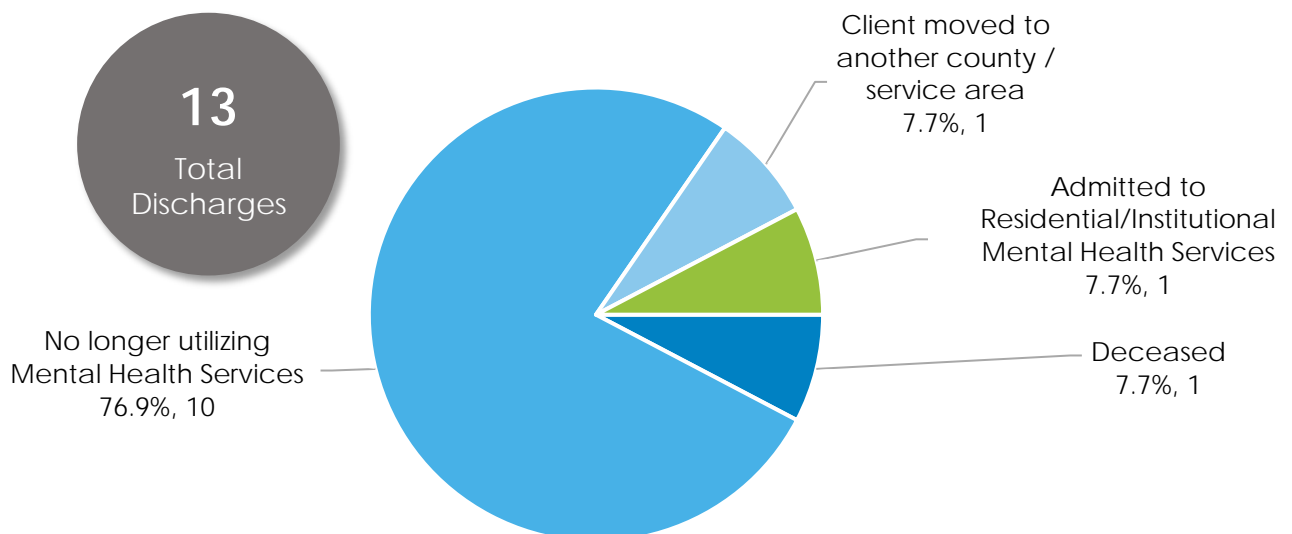
The following is based on **55** individuals with the 8 Determinants of Care entered for June 2021.

Client Group	#	%
Clients requiring support to manage financial resources	37	67.3%
Clients requiring support to coordinate transportation needs	43	78.2%
Clients requiring assistance with 2+ ADLs	42	76.4%
Clients requiring 1+ weekly contact to coordinate care	53	96.4%
Clients requiring support to manage medication(s)	34	61.8%
Clients requiring support to manage community relations & minimize disruptions	29	52.7%
Clients with less than 6 months stability in current MORS level	21	38.2%

The following is based on **47** individuals with the 8 Determinants of Care entered for July 2020 and June 2021. Decreases in the number of clients requiring continued support is ideal.



## DISCHARGES



## CLIENT SATISFACTION



Item	Satisfaction Rate
I like TSS services.	100%
If I had other choices, I would still choose TSS.	100%
TSS staff here believes that I can grow, change, and get better.	100%
TSS staff encourages me to take responsibility for how I live my life.	100%
If I am unhappy with something about TSS, I can talk with staff.	100%
With TSS support, I deal more effectively with daily problems.	93.3%
With TSS support, I think I have more control over my life/future.	80.0%
With TSS support, I am better able to deal with crisis situations.	93.3%
TSS helps me form positive relationships with others.	93.3%
With TSS support, I feel more comfortable when I am in the community.	86.7%
With TSS support, my symptoms are not bothering me as much.	91.7%
With TSS support, I am better able to take care of my needs.	93.3%
With TSS support, I am better able to handle things when they go wrong.	93.3%
I have people with whom I can do enjoyable things.	73.3%
I feel that I belong in my community.	86.7%
In a crisis, I would have the support I need from family and friends.	80.0%

Overall Satisfaction Rate

91.6%

The survey contains one additional item that asks specifically about their TSS prescriber when applicable.

Item	Satisfaction Rate
I am happy with my TSS prescriber.	100%



This report was developed and distributed by  
Turning Point Community Program's  
Outcomes & Evaluation Department



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