



ANNUAL OUTCOMES REPORT

July 2023 – June 2024

WHAT WE DO

Community Outreach Recovery Empowerment (CORE) address the needs of adults, 18 years and older, living with serious mental illness who may be at risk of or experiencing psychiatric hospitalization or homelessness, struggling with a co-occurring substance use disorder, or engaged in the criminal justice system.

CORE is committed to providing easy access to services by engaging individuals in their communities, reaching out to individuals as they are being discharged or released from other services or systems, and offering services outside standard business hours, including 24 hour, 7 day a week on-call support.

The CORE program consists of two components:

1. An outpatient mental health clinic
2. A peer run Community Wellness Center

Community Wellness Center (CWC) is a Peer run center that provides access to community resources, groups and wellness activities to the surrounding community and is available to any community member age 18 and older. The activities of the CWC's are informed by the communities they serve. The CWC offers an entry point to more formal services for community members who qualify for those services.

CORE Outpatient Program provides community-based, flexible, recovery-oriented, strength based behavioral health services and housing supports that are trauma and culturally informed.

OUR SERVICES INCLUDE:



Care and medication management



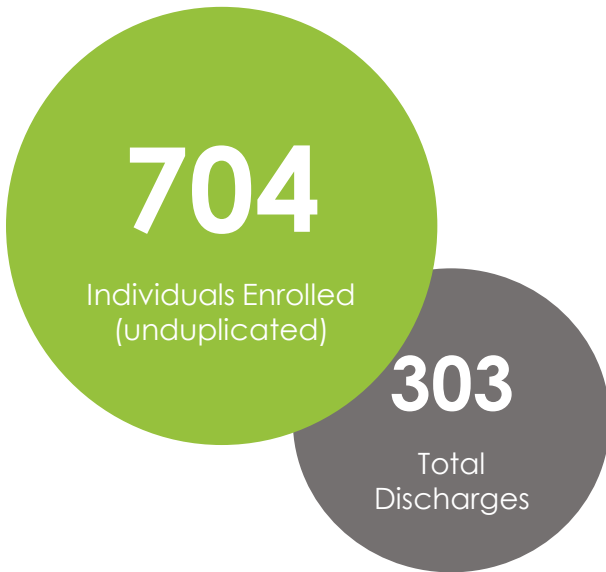
Group and individual therapy



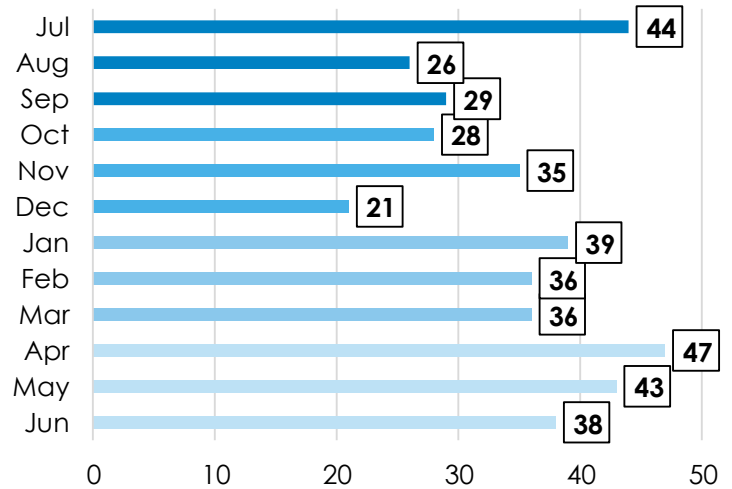
Connection to community resources and Wellness Center

COMMUNITY WELLNESS CENTER

CENSUS



Intakes by Month



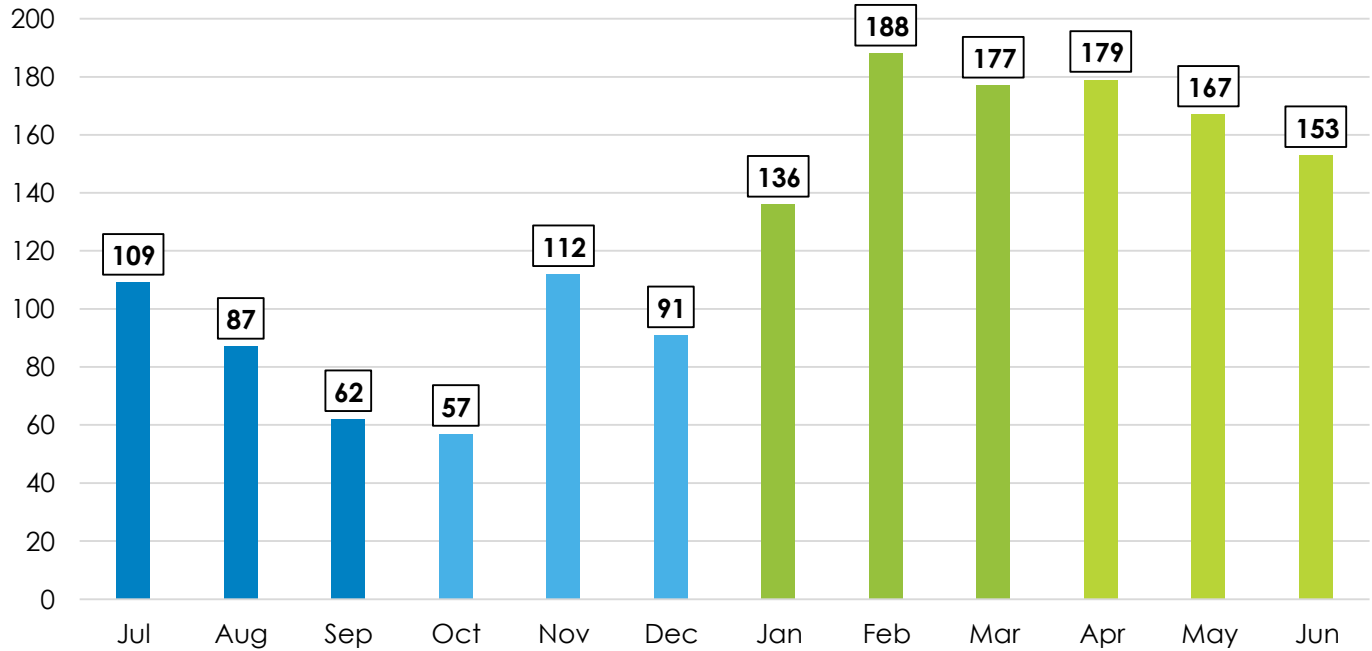
DEMOGRAPHICS

| | # |
|--------------------------------|-----|
| Age Group | |
| 18 – 25 years (TAY) | 71 |
| 26 – 59 (Adult) | 502 |
| 60+ (Older Adult) | 131 |
| Gender | |
| Female | 158 |
| Male | 150 |
| Non-Binary | 2 |
| Other | 2 |
| Transgender | 3 |
| Unknown/Declined | 60 |
| Data Not Available | 329 |
| Race | |
| American Indian/Native Alaskan | 9 |
| Asian/Pacific Islander | 18 |
| Black/African-American | 108 |
| Multi-Racial | 33 |
| Other Race | 43 |
| White/Caucasian | 222 |
| Unknown/Declined | 172 |
| Data Not Available | 99 |

| | # |
|------------------------------|-----|
| Ethnicity | |
| Hispanic | 81 |
| Not Hispanic | 380 |
| Unknown/Declined | 144 |
| Data Not Available | 99 |
| Language | |
| American Sign Language (ASL) | 1 |
| Arabic | 1 |
| English | 503 |
| Farsi | 1 |
| Other Non-English | 3 |
| Portuguese | 1 |
| Russian | 2 |
| Spanish | 7 |
| Tagalog | 1 |
| Unknown/Declined | 90 |
| Data Not Available | 94 |

SERVICES

Individuals with a Service Each Month



Services by Type

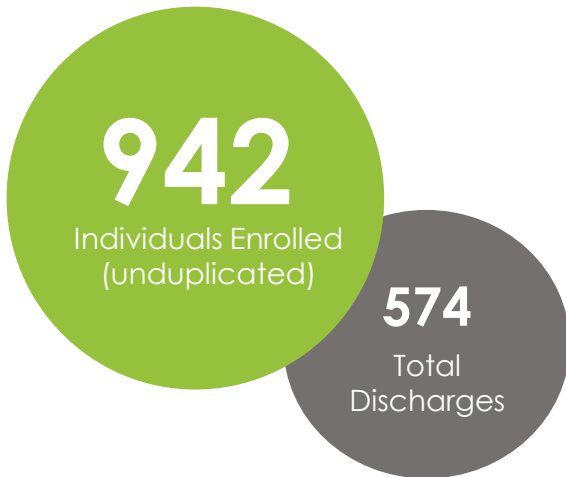
515 individuals received at least one service during the period. A total of 6,230 services were provided. The table below highlights the types of services provided throughout the year.

| Service Type | # of Clients | # of Services |
|------------------------------------|--------------|---------------|
| Alcohol and/or Drug | 5 | 10 |
| Benefits Support | 171 | 656 |
| Community Linkages | 303 | 818 |
| Crisis | 32 | 42 |
| Education/Employment | 108 | 446 |
| Family Support | 8 | 8 |
| Group Activities | 166 | 1,021 |
| Housing Activities | 12 | 12 |
| Other Client Services and Supports | 428 | 3,211 |
| Physical/Medical Care | 6 | 6 |

CORE OUPATIENT PROGRAM

CENSUS

Client Served

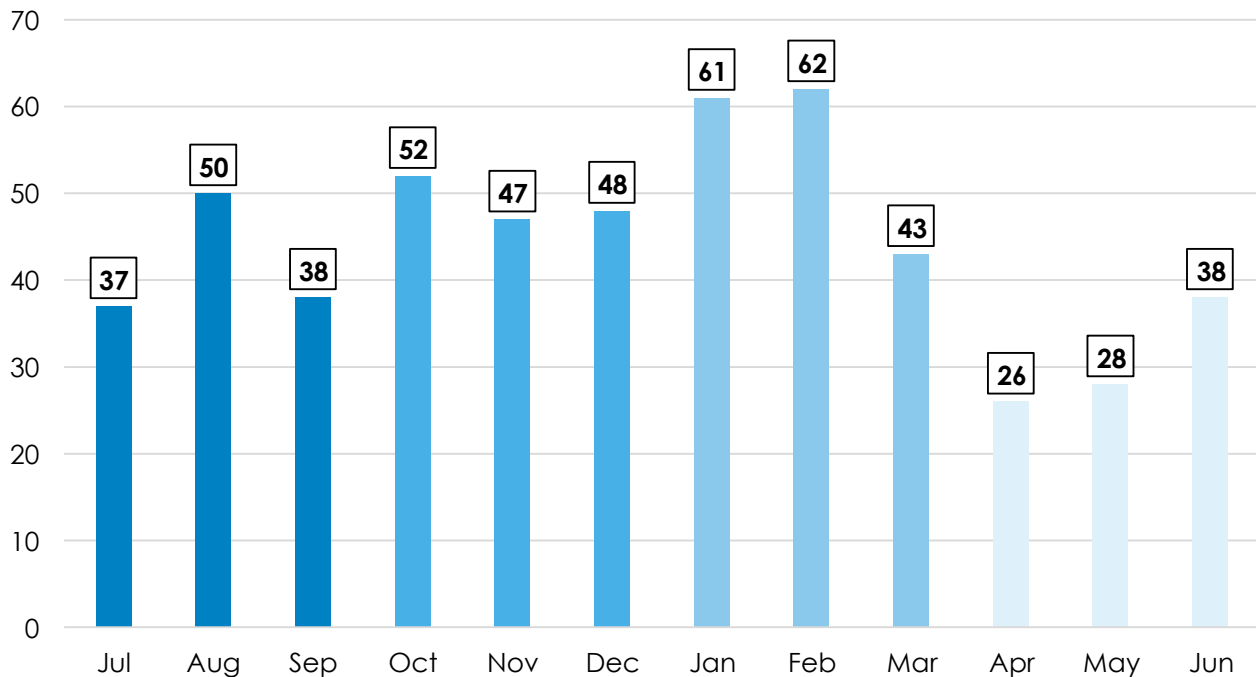


Referrals

| | |
|-----------------------------|-----|
| New Referrals (Duplicated) | 685 |
| # of Referrals Never Opened | 52 |
| # of Referrals Enrolled | 525 |
| # of Referrals Active | 108 |

Intakes by Month

Between July 1, 2023 and June 30, 2024 the program had 530 intakes. The average number of days between request for intake and intake was 8.4 days (Min = 0 days and Max =168 days).



DEMOGRAPHICS

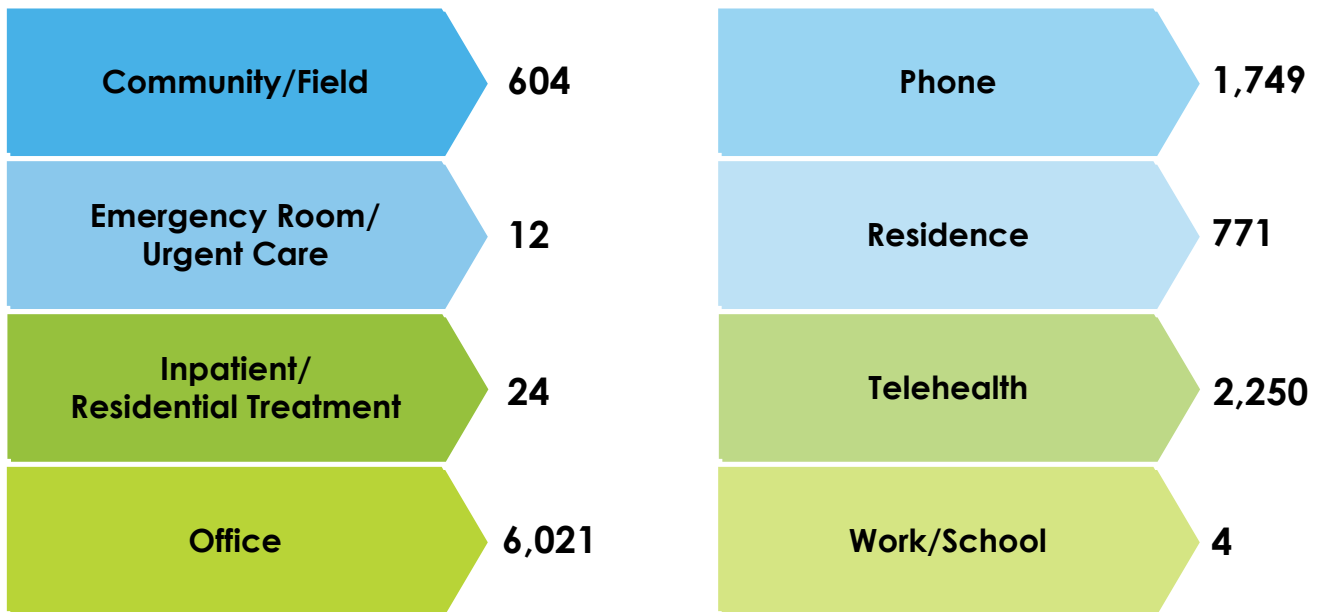
| | # |
|--------------------------------|-----|
| Age Group | |
| 18 – 25 years (TAY) | 117 |
| 26 – 59 (Adult) | 700 |
| 60+ (Older Adult) | 125 |
| Gender | |
| Female | 396 |
| Male | 323 |
| Non-Binary | 10 |
| Other | 4 |
| Transgender | 8 |
| Unknown/Declined | 137 |
| Data Not Available | 64 |
| Race | |
| American Indian/Native Alaskan | 13 |
| Asian/Pacific Islander | 21 |
| Black/African-American | 195 |
| Multi-Racial | 84 |
| Other Race | 87 |
| White/Caucasian | 383 |
| Unknown/Declined | 132 |
| Data Not Available | 27 |

| | # |
|-------------------------|-----|
| Ethnicity | |
| Hispanic or Latino | 152 |
| Not Hispanic or Latino | 632 |
| Unknown/Declined | 132 |
| Data Not Available | 26 |
| Primary Language | |
| American Sign Language | 1 |
| Arabic | 2 |
| Armenian | 1 |
| English | 845 |
| Farsi | 3 |
| Hmong | 1 |
| Lao | 1 |
| Other Non-English | 2 |
| Russian | 11 |
| Spanish | 21 |
| Unknown/Declined | 26 |
| Data Not Available | 28 |

SERVICES

Services by Location

A total of 11,435 services were provide in various locations. The location with the highest frequency of services was the office (52.7%).



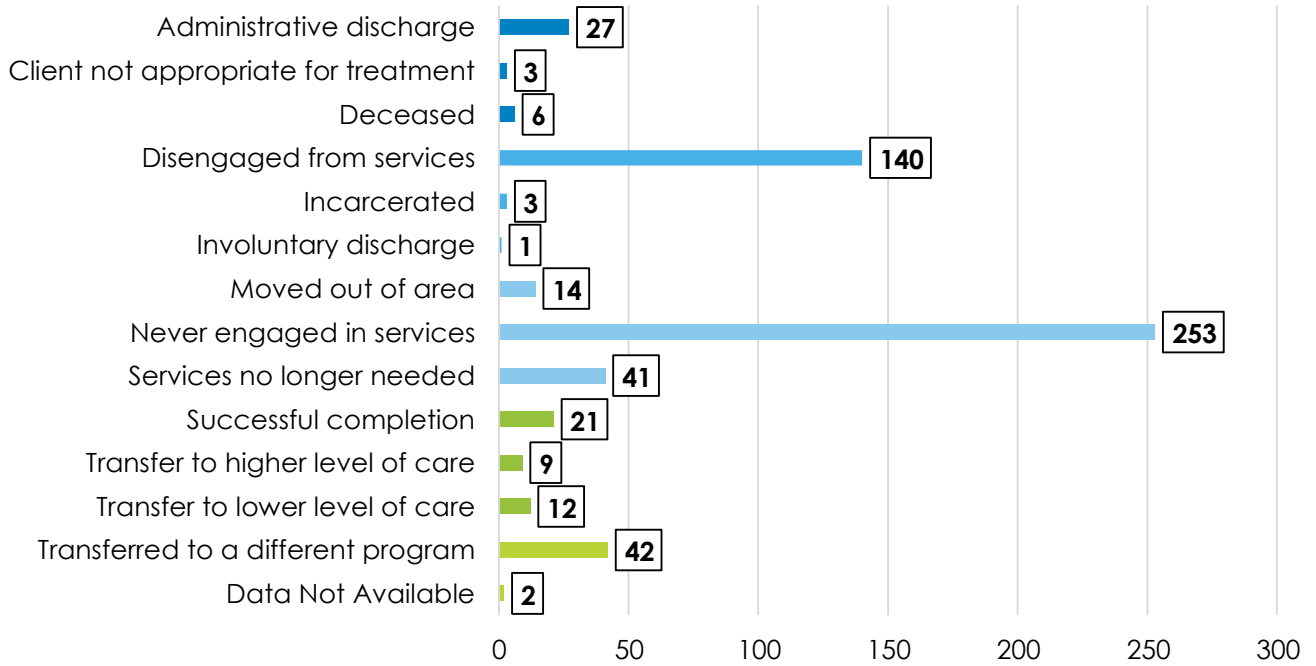
Services by Type

808 individuals received at least one service during the period. A total of 11,435 services were provided. The table below highlights the types of services provided throughout the year.

| Service Type | # of Clients | # Services |
|-----------------------|--------------|------------|
| Assessment | 486 | 901 |
| Care Coordination | 22 | 24 |
| Crisis | 13 | 17 |
| Medication Support | 519 | 4,175 |
| Other Client Services | 367 | 705 |
| Plan Development | 194 | 247 |
| Referral | 505 | 3,256 |
| Rehabilitation | 343 | 2,021 |
| Supplemental services | 6 | 8 |
| Therapy | 27 | 81 |

DISCHARGES

A total of 574 discharges occurred during the reporting period. 485 clients were discharged for neutral or unknown reasons. Of the remaining clients, **85.1%** (74 of 87) were discharged for successful reasons.



CLIENT SATISFACTION



This report was developed and distributed by
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Outcomes & Evaluation Department



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