

# Integrated Services Agency – Sacramento

# **ANNUAL OUTCOMES REPORT**

July 2023 - June 2024

#### **WHAT WE DO**

INTEGRATED SERVICES AGENCY- SACRAMENTO (ISA-S) provides psychosocial rehabilitation and recovery services for adults with psychiatric disabilities and extended histories of long-term hospitalization. ISA Sacramento's goals is to help individuals "Take charge of their lives" through informed decision-making along with psychiatric, rehabilitative, and psychosocial support. Services are based on the individual's long-term goals and desired results. ISA Sacramento operates with teams comprised of Behavioral Health Associates and Behavioral Health Specialists who also include Peer Mentors who are responsible for a caseload and provide support services daily through groups and peer mentoring.



**24/7 crisis response**, and risk management; hospitalization support; psychoeducation



**Social and Recreational activities;** community outings, individual and group counseling



**Community Housing**; mobility support; respite care to members



**Employment assistance**; daily living skills training; budget management



**Patients' Rights** education and advocacy

#### **CENSUS**





# DEMOGRAPHICS

	#
Age Group	
18 – 25 years (TAY)	2
26 – 59 (Adult)	228
60+ (Older Adult)	63
Race	
American Indian/Native Alaskan	9
Asian/Pacific Islander	21
Black/African-American	82
Multi-Racial	2
Other Race	39
White/Caucasian	140
Gender	
Gender Female	115
	115 176
Female	_
Female  Male Other (Includes transgender,	176
Female  Male Other (Includes transgender, undetermined gender)	176
Female  Male Other (Includes transgender, undetermined gender)  Primary Language	176 2
Female  Male Other (Includes transgender, undetermined gender)  Primary Language  English	176 2 287
Female  Male Other (Includes transgender, undetermined gender)  Primary Language  English  French	176 2 287 1
Female  Male Other (Includes transgender, undetermined gender)  Primary Language  English  French Other (Non-English)	176 2 287 1

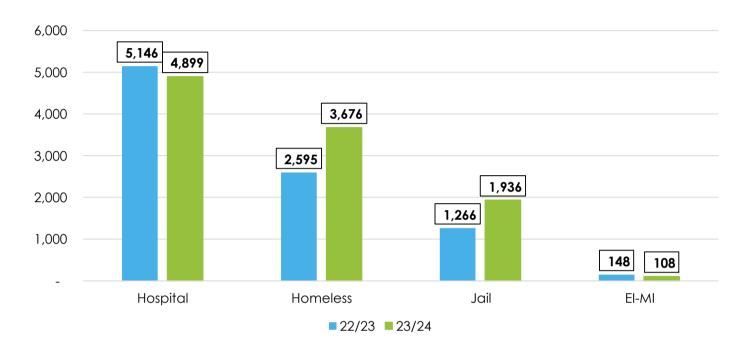
	#
Primary Diagnosis	
Bipolar and Related Disorders	22
Depressive Disorders	15
Personality Disorders	4
Schizophrenia Spectrum and Other Psychotic Disorders	244
Trauma- and Stressor Related Disorders	8
City of Residence	
Carmichael	5
Citrus Heights	6
Elk Grove	4
Elverta	1
Folsom	2
Galt	7
North Highlands	1
Orangevale	3
Rancho Cordova	5
Rio Linda	1
Sacramento	256
Outside Sacramento County	2

# **DOMAIN OUTCOMES**

A total of 273 individuals were served in the 22/23 fiscal year and 293 individuals were served in the 23/24 fiscal year. The first graphic below is a comparison of all clients served in 22/23 versus all those served in 23/24. The second graphic compares only those individuals served in the 22/23 fiscal year who continued to be served in the 23/24 fiscal year (n=189).

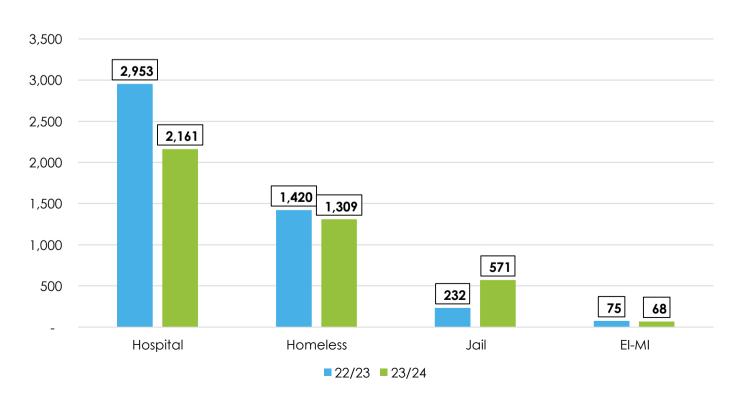
## 22/23 vs 23/24 Fiscal Year (FY)

#### **All Clients Served**



## 22/23 vs 23/24 Fiscal Year (FY)

#### 189 Clients Served BOTH Fiscal Years



## **PSYCHIATRIC HOSPITAL DAYS**

All Clients Served in the 23/24 FY

4,899

Total Days Accrued

215

Total Indv. Who Accrued **Zero** Days

**78** 

Total Indv. Who Accrued Days

### Pre/Post Comparisons of Individuals Served Both FYs

189

Individuals who received services in the 22/23 FY and continued to receive services in the 23/24 FY

139

Continued to Accrue Zero Days

 $[0 \to 0]$ 

14

Decreased to Zero Days Accrued

[#→0]

12

Decreased in Number of Days Accrued

[#→lower#]

0

Continued to Accrue Equal Number of Days

[#=#]

24

Increased in Number of Days Accrued

[#→higher #]

153

Accrued Zero Days in the 23/24 FY

26

Decreased in the Number of Days Accrued in the 23/24 FY

#### **HOMELESS DAYS**

All Clients Served in the 23/24 FY

3,676

Total Days Accrued

261

Total Indv. Who Accrued Zero Days

32

Total Indv. Who Accrued Days

#### Pre/Post Comparisons of Individuals Served Both FYs

189

Individuals who received services in the 22/23 FY and continued to receive services in the 23/24 FY

175

Continued to Accrue Zero Days

[0-0]

.

Decreased to Zero Days Accrued

[#**→**0]

4

Decreased in Number of Days Accrued

[#→lower#]

0

Continued to Accrue Equal Number of Days

[#=#]

6

Increased in Number of Days Accrued

[#→higher #]

179

Accrued Zero Days in the 23/24 FY

R

Decreased in the Number of Days Accrued in the 23/24 FY

#### JAIL DAYS

#### All Clients Served in the 23/24 FY

1,936

Total Days Accrued

273

Total Indv. Who Accrued **Zero** Days

20

Total Indv. Who Accrued Days

#### Pre/Post Comparisons of Individuals Served Both FYs

#### 189

Individuals who received services in the 22/23 FY and continued to receive services in the 23/24 FY

179
Continued to
Accrue
Zero Days

[0--0]

**2** 

Decreased to Zero Days Accrued

[#→0]

1

Decreased in Number of Days Accrued

[#→lower#]

0

Continued to Accrue Equal Number of Days

[#=#]

7

Increased in Number of Days Accrued

[#→higher #]

181

Accrued Zero Days in the 23/24 FY

3

Decreased in the Number of Days Accrued in the 23/24 FY

## **EMERGENCY INTERVENTIONS (EIS)**

#### All Clients Served in the 23/24 FY

108

Total Els Accrued

238

Total Indv. Who Accrued **Zero** Els

55

Total Indv. Who Accrued Els

#### Pre/Post Comparisons of Individuals Served Both FYs

#### 189

Individuals who received services in the 22/23 FY and continued to receive services in the 23/24 FY

137 Continued to Accrue Zero Els

[0 → 0]

19

Decreased to Zero Els Accrued

[#→0]

4

Decreased in Number of Els Accrued

[#→lower#]

8

Continued to Accrue Equal Number of Els

[#=#]

21

Increased in Number of Els Accrued

[#→higher #]

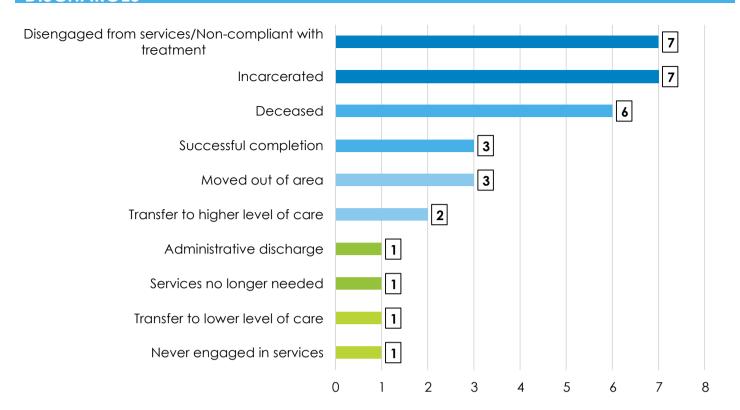
156

Accrued Zero Els in the 23/24 FY

23

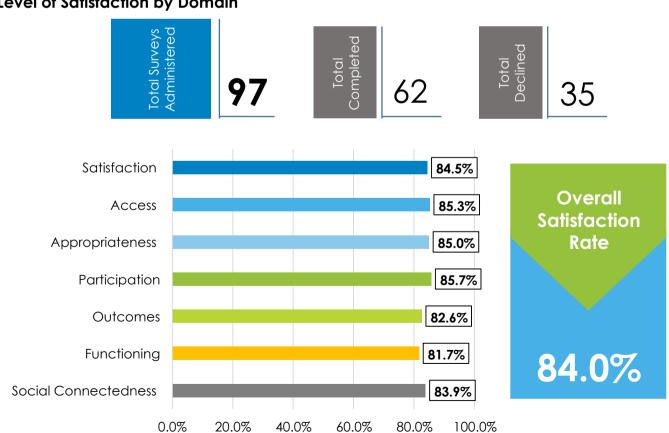
Decreased in the Number of Els Accrued in the 23/24 FY

# **DISCHARGES**



## **CLIENT SATISFACTION**

## Level of Satisfaction by Domain



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



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