



# ANNUAL REPORT

July 2023 – June 2024

## WHAT WE DO

**Transitional Support Services (TSS)** provides community support services to adults challenged with co-occurring psychiatric disorders and developmental disabilities. The type and intensity of services provided will be based on the minimum level of intervention necessary to maintain the health/safety of the individual and to support progress toward their identified goals. TSS is designed to minimize dependency and to affect the most rapid "normalization" and community integration possible. The central aspect of the TSS program is *member choice*. Before an individual is offered TSS membership, they will be helped to understand the TSS philosophy. TSS will honor each person's expressed goals.

## SERVICES PROVIDED



**24/7 on-call support**, therapeutic services



**Linkages**, to resources and services

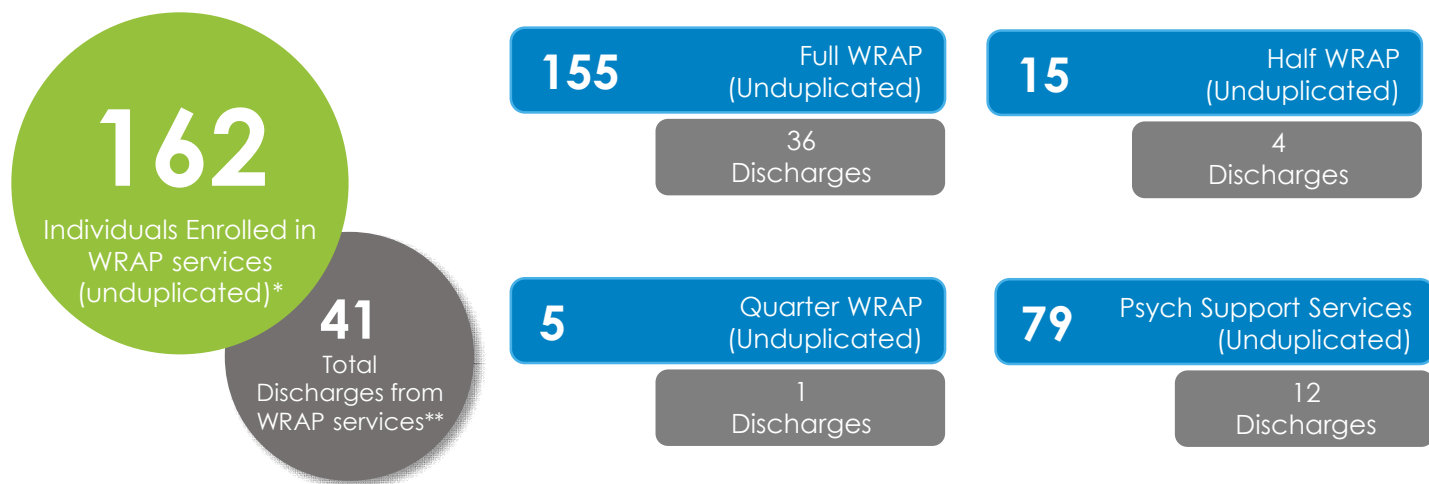


**Ongoing psychiatric** care, medication management



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

## CENSUS



A number of individuals served through the TSS Fairfield program switch between receiving Full WRAP, Partial (Half) WRAP, and Quarter WRAP services throughout the fiscal year. The totals above for each level of service include duplicates since, technically, they were served under multiple program types.

\*The *Individuals Enrolled* figure does not count duplicates between the different level types but rather counts each person once for accuracy.

\*\*The Total Discharges does not include clients who were discharged internally to higher or lower levels of service within TSS Solano but rather counts those clients who were discharged to external destinations.

## DEMOGRAPHICS

|                              | #   |
|------------------------------|-----|
| <b>Age Group</b>             |     |
| 18 – 25 years (TAY)          | 27  |
| 26 – 59 (Adult)              | 111 |
| 60+ (Older Adult)            | 24  |
| <b>Race</b>                  |     |
| African-American/Black       | 38  |
| Asian/Pacific Islander       | 16  |
| Caucasian/White              | 78  |
| Declined to Specify/Unknown  | 9   |
| More Than One Race           | 1   |
| Other Race or Hispanic       | 20  |
| <b>Primary Language</b>      |     |
| American Sign Language (ASL) | 2   |
| English                      | 150 |
| Spanish                      | 7   |
| Other                        | 2   |
| Unknown                      | 1   |

|                 | #  |
|-----------------|----|
| <b>Gender</b>   |    |
| Male            | 88 |
| Female          | 68 |
| Other           | 6  |
| <b>City</b>     |    |
| American Canyon | 4  |
| Benicia         | 2  |
| Dixon           | 3  |
| Fairfield       | 60 |
| Napa            | 27 |
| Petaluma        | 1  |
| Rio Vista       | 2  |
| Suisun City     | 11 |
| Vacaville       | 2  |
| Vallejo         | 49 |
| Windsor         | 1  |

## DIAGNOSES

The 162 unduplicated clients served in the 23-24 fiscal year had a total of 474 diagnoses on file, including mental health diagnoses, developmental diagnoses, and medical illnesses.

| <b>Mental Health Diagnoses (all diagnoses reported)</b> |    |
|---|----|
| Anxiety Disorders                                       | 39 |
| Bipolar and Related Disorders                           | 14 |
| Depressive Disorders                                    | 45 |
| Disruptive, Impulse-Control & Conduct Disorders         | 16 |
| Feeding and Eating Disorders                            | 2  |
| Obsessive-Compulsive & Related Disorders                | 12 |
| Personality Disorders                                   | 2  |
| Schizophrenia Spectrum & Other Psychotic Disorders      | 32 |
| Sleep-Wake Disorders                                    | 3  |
| Substance- Related & Addictive Disorders                | 8  |
| Trauma-and-Stressor-Related Disorders                   | 28 |

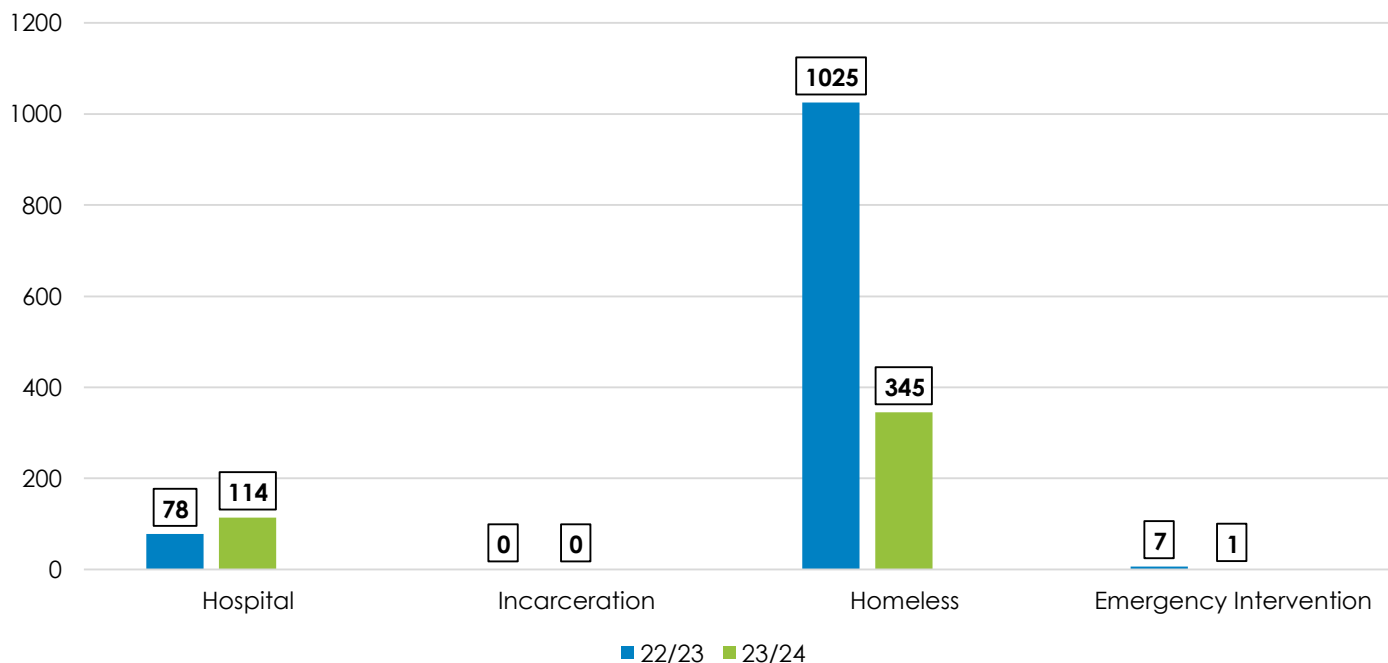
| <b>Developmental Diagnoses (all diagnoses reported)</b> |     |
|---|-----|
| Attention-Deficit Hyperactivity Disorder                | 22  |
| Autism Spectrum Disorder                                | 53  |
| Borderline Intellectual Functioning                     | 4   |
| Intellectual Disability                                 | 147 |
| Other Neurodevelopmental Disorders                      | 15  |
| <b>Medical Illness (all diagnoses reported)</b>         |     |
| Asthma  | 3   |
| Central Nervous System Disorder                         | 1   |
| Cerebral Palsy  | 6   |
| Congenital Condition                                    | 4   |
| Epilepsy/Seizure Disorder                               | 11  |
| Genetic Disorders                                       | 2   |
| Neurocognitive Disorders                                | 2   |
| Other Medical Issues                                    | 3   |

## DOMAIN OUTCOMES

A total of 177 individuals were served in the 22/23 fiscal year. 162 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=148).

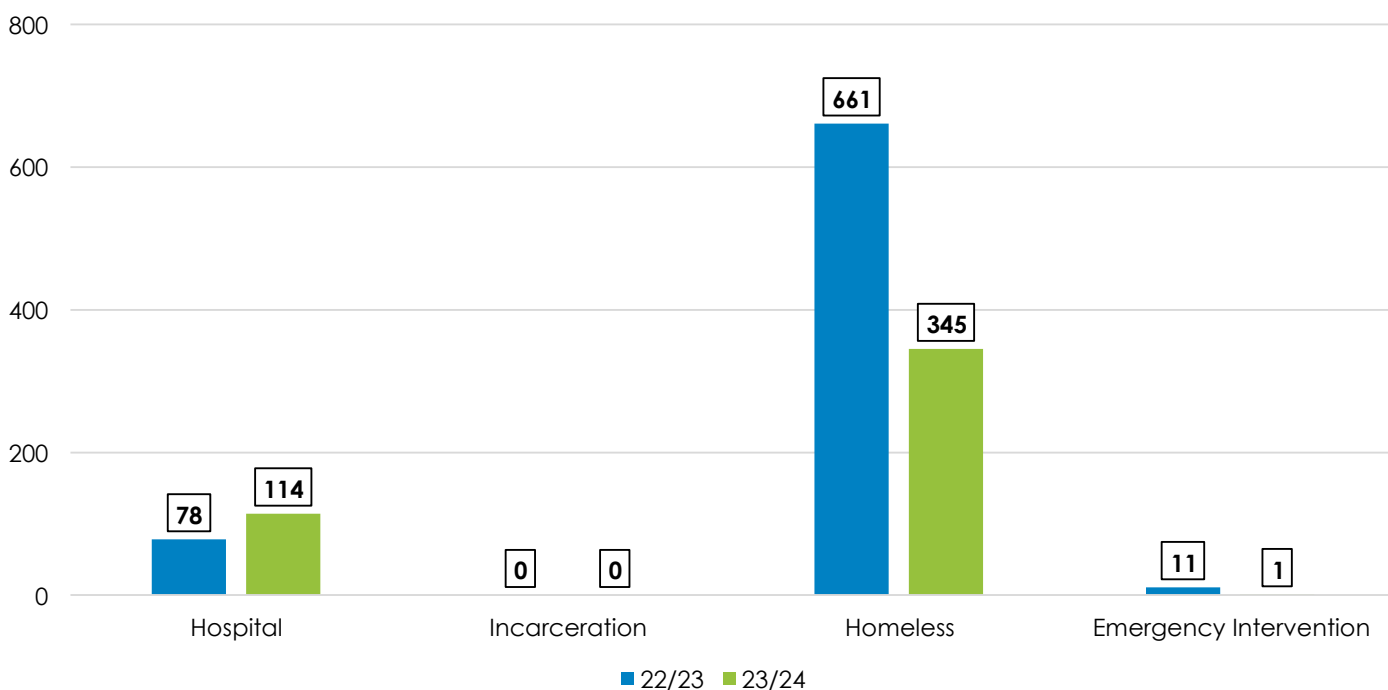
### 22/23 vs 23 /24 Fiscal Year (FY)

All Clients Served



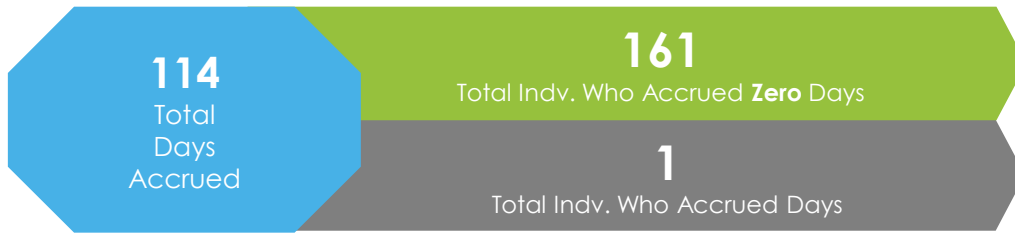
### 22/23 vs 23/24 Fiscal Year (FY)

148 Clients Served BOTH Fiscal Years

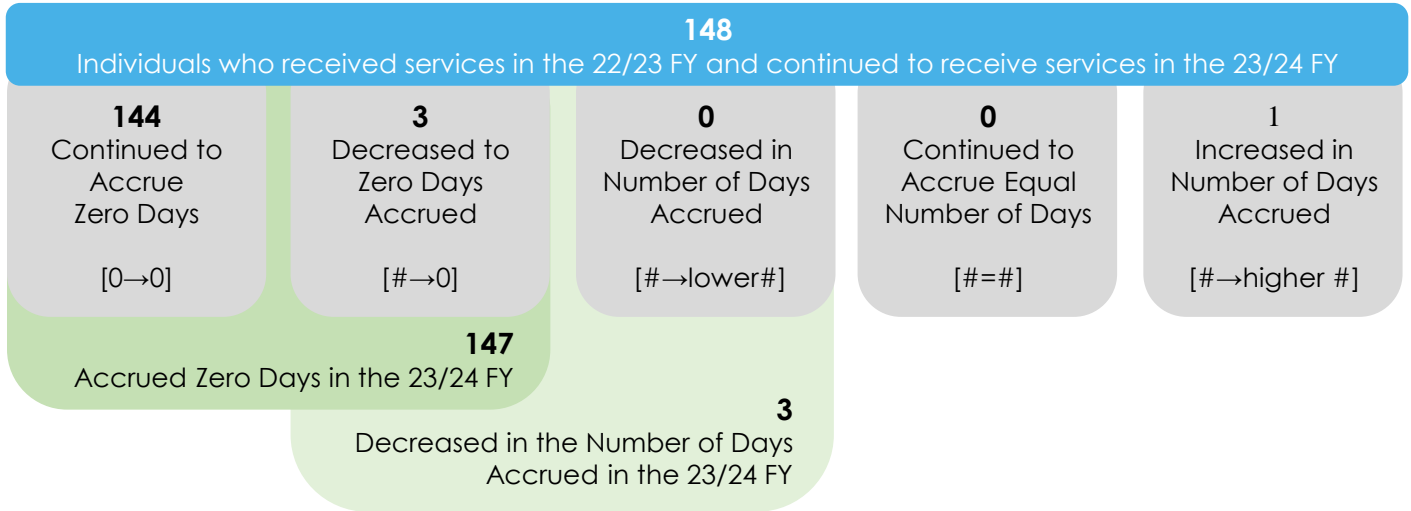


## PSYCHIATRIC HOSPITAL DAYS

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

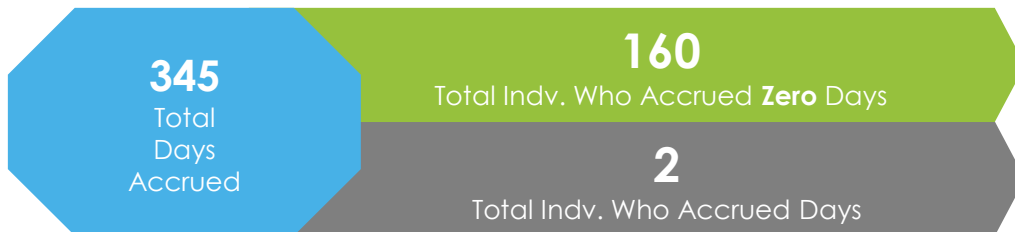


### Pre/Post Comparisons of Individuals Served Both FYs

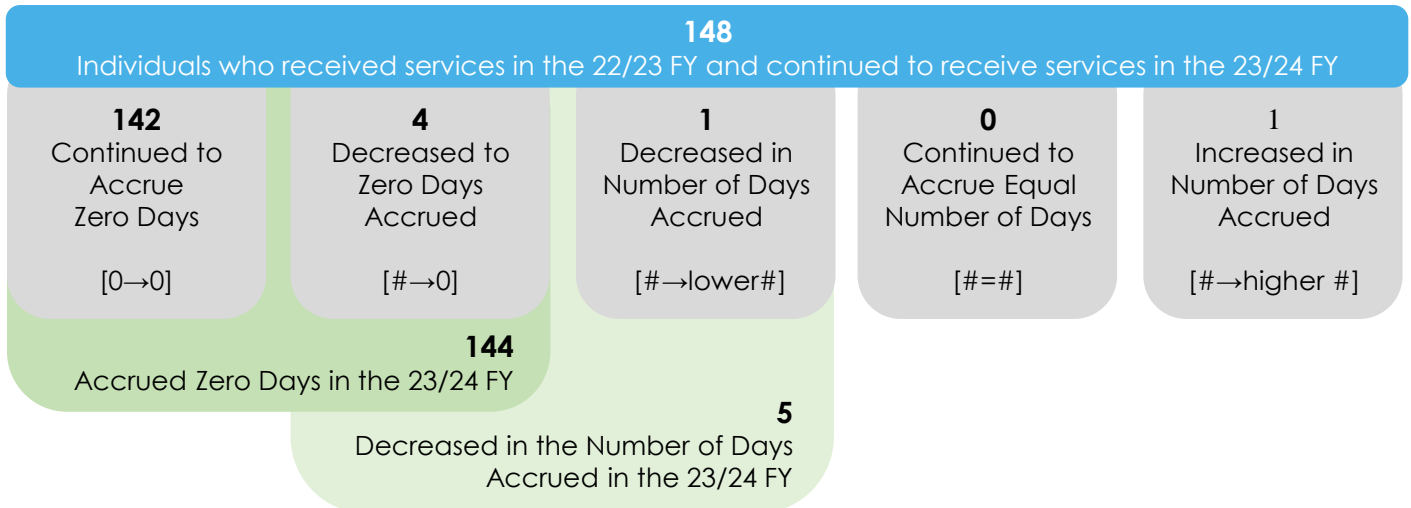


## HOMELESS DAYS

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

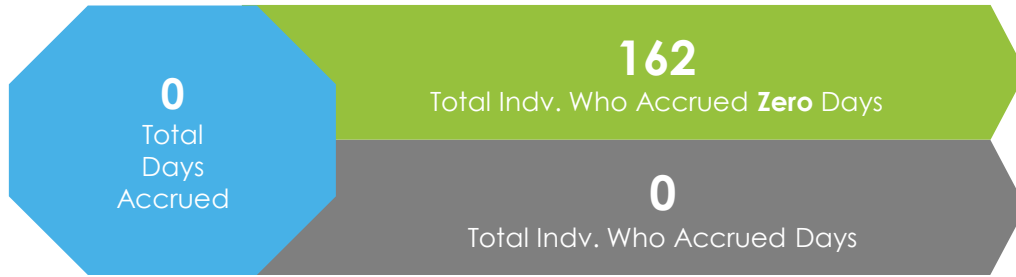


### Pre/Post Comparisons of Individuals Served Both FYs

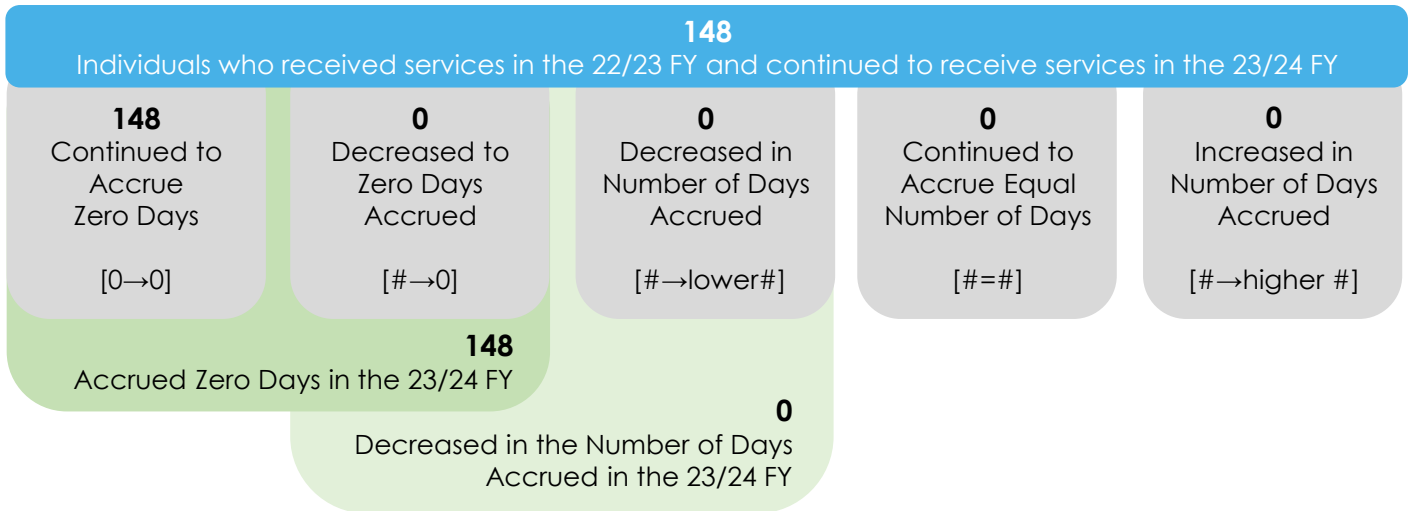


## JAIL DAYS

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

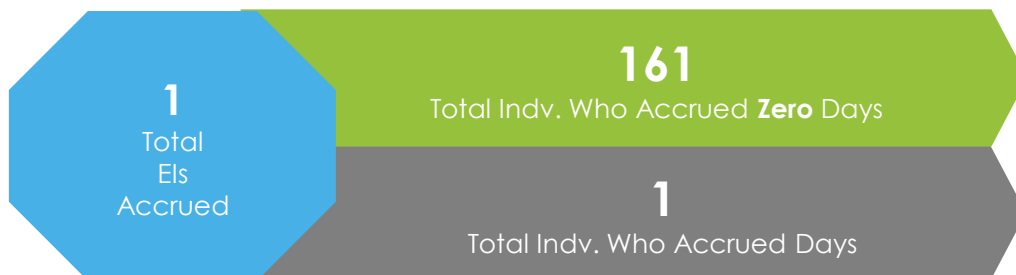


### Pre/Post Comparisons of Individuals Served Both FYs

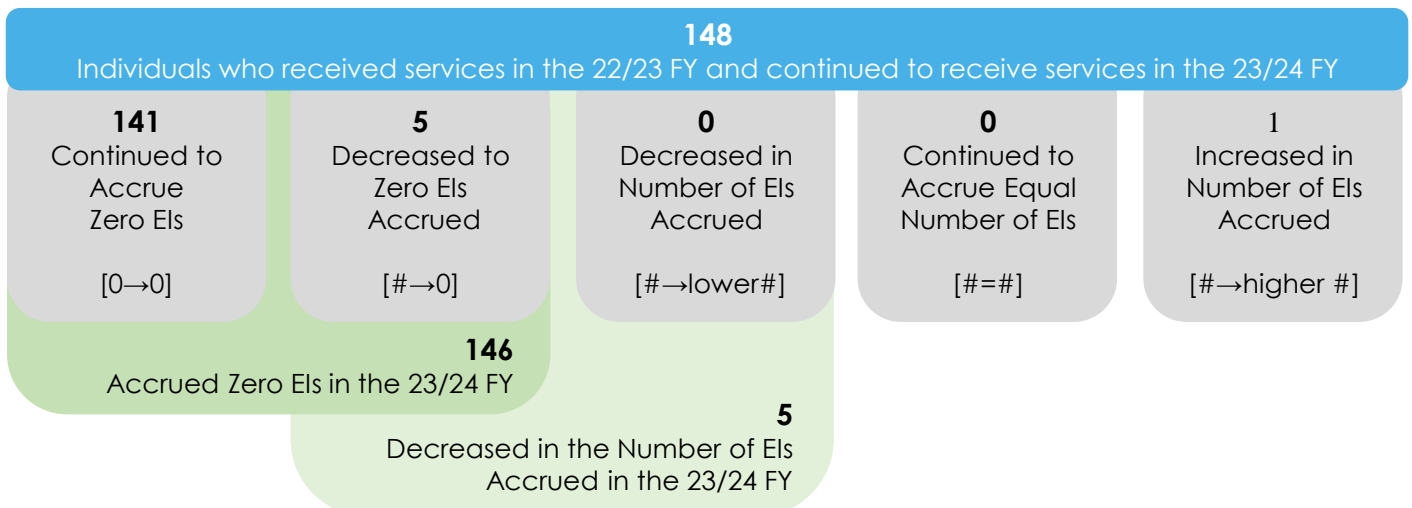


## EMERGENCY INTERVENTIONS (EIs)

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



### 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

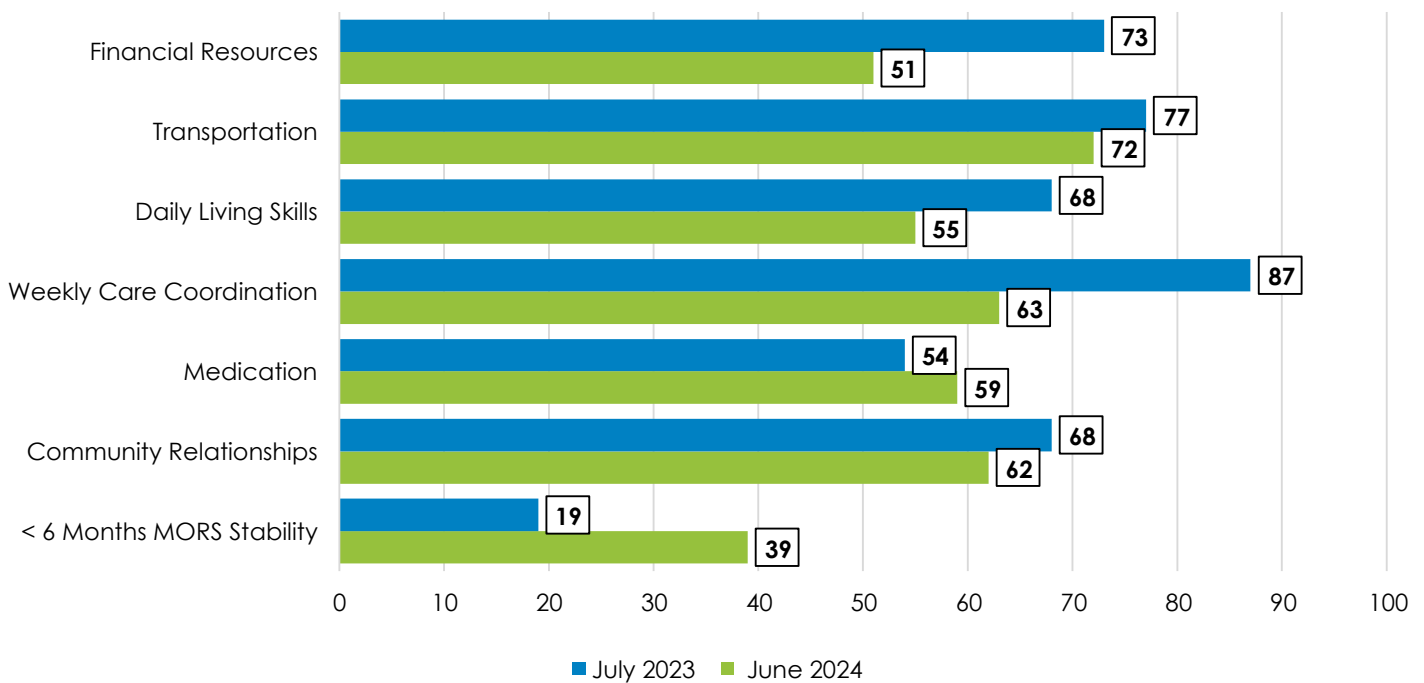
| Client Group  | #          | %             |
|---|------------|---------------|
| Clients with a score of 4 (TSS is a level 4 program)                | 32         | 19.8%         |
| Clients with a score below 4 (lower level of care possibly needed)  | 95         | 58.6%         |
| Clients with a score above 4 (higher level of care possibly needed) | 0          | 0.0%          |
| Clients with no score   | 35         | 21.6%         |
| <b>Total</b>  | <b>162</b> | <b>100.0%</b> |

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

The following is based on 127 individuals with the 8 Determinants of Care entered for June 2024.

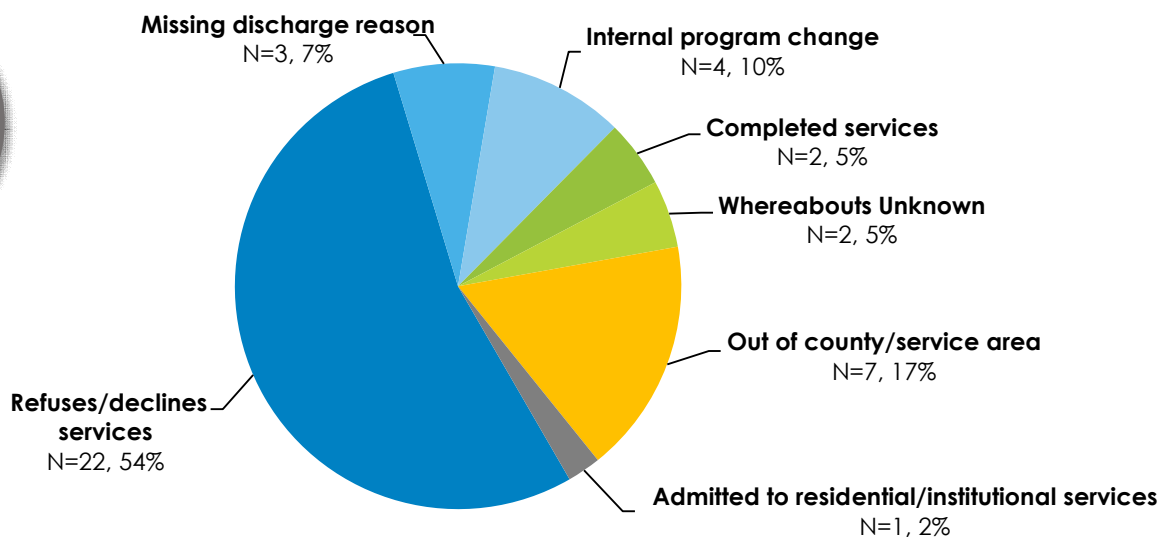
| Client Group   | #  | %     |
|--|----|-------|
| Clients requiring support to manage financial resources                        | 59 | 46.5% |
| Clients requiring support to coordinate transportation needs                   | 80 | 63.0% |
| Clients requiring assistance with 2+ ADLs                                      | 59 | 46.5% |
| Clients requiring 1+ weekly contact to coordinate care                         | 69 | 54.3% |
| Clients requiring support to manage medication(s)                              | 65 | 51.2% |
| Clients requiring support to manage community relations & minimize disruptions | 68 | 53.5% |
| Clients with less than 6 months stability in current MORS level                | 42 | 33.1% |

The following is based on 93 individuals with the 8 Determinants of Care entered for July 2023 and June 2024.



## DISCHARGES

**41**  
Total Discharges



## CLIENT SATISFACTION

Total Surveys  
Administered

84

Total  
Completed

54

Total  
Declined

30

| Item  | Responses | Satisfaction Rate |
|---|-----------|-------------------|
| I like TSS services.  | 54        | 96.3%             |
| If I had other choices, I would still choose TSS.                       | 51        | 94.8%             |
| TSS staff here believes that I can grow, change, and get better.        | 50        | 98.0%             |
| TSS staff encourages me to take responsibility for how I live my life.  | 51        | 96.7%             |
| If I am unhappy with something about TSS, I can talk with staff.        | 52        | 92.3%             |
| With TSS support, I deal more effectively with daily problems.          | 52        | 93.6%             |
| With TSS support, I think I have more control over my life/future.      | 52        | 94.2%             |
| With TSS support, I am better able to deal with crisis situations.      | 52        | 93.6%             |
| TSS helps me form positive relationships with others.                   | 54        | 95.7%             |
| With TSS support, I feel more comfortable when I am in the community.   | 53        | 96.2%             |
| With TSS support, my symptoms are not bothering me as much.             | 51        | 93.5%             |
| With TSS support, I am better able to take care of my needs.            | 53        | 94.3%             |
| With TSS support, I am better able to handle things when they go wrong. | 52        | 92.9%             |
| I have people with whom I can do enjoyable things.                      | 52        | 93.6%             |
| I feel that I belong in my community.                                   | 51        | 96.7%             |
| In a crisis, I would have the support I need from family and friends.   | 51        | 98.0%             |

Overall Satisfaction Rate

95.0%

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

| Item                               | Responses | Satisfaction Rate |
|------------------------------------|-----------|-------------------|
| I am happy with my TSS prescriber. | 46        | 97.8%             |



This report was developed and distributed by  
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