TRANSFORMATIONAL LIAISON PROGRAM

BUILDING BRIDGES TO UNDERSTANDING

Program Background

Gaps identified need for:

- Assistance to consumers and family/caregivers in navigating the mental health system
- Provision of information, education, and advocacy for consumers
- Promotion of a consumer and family/caregiver perspective
- Identification of process/system barriers

Program began in November of 2010

- Two half time staff
- Addition of Community Services Coordinator in November 2011

Program Overview

Support to:	Location	Services
• Prospective and current consumers and families • Staff	• County wide	• Information, Education, Outreach • Advocacy • Collaboration

Scope of Services – Linkage, Coordination, Collaboration

Information, Education and Outreach
- Consumer Orientations
- Community Outreach Activities
- Resource Development

One-on-one Support and Advocacy
- Current/prospective consumers/family members
- Others in community seeking resources

Systems Support
- Identify systems barriers
- Promote stakeholder participation

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Direct Contact Demographics – One on One Support

85 Unduplicated Individual Contacts - 7/2011 - 12/2012

- 25 Consumers/50 Family Members
- 43 had open VCBH cases
- 54% Female
- 8 Spanish speaking

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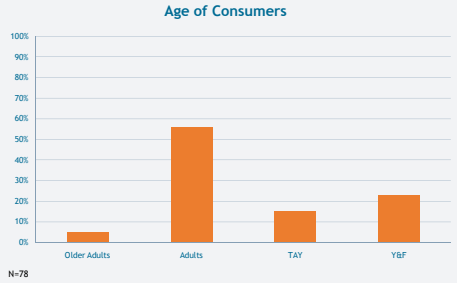
Age of Consumers



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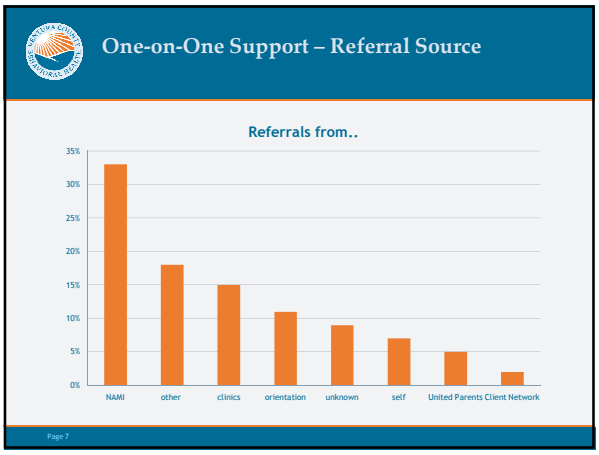

Consumer Orientations – Adult Clinics

Developed collaboratively with clinic staff and Recovery Innovations
- Tailored to each clinic

Goal of orientation:
- Increase comfort level of consumers and their families beginning services
- Provide overview of clinic services and supports
- Increase service retention

Orientations:
- Oxnard (Nov2011 – English; Aug 2012 - Spanish)
- Ventura (April 2012)
- Conejo (June 2012)

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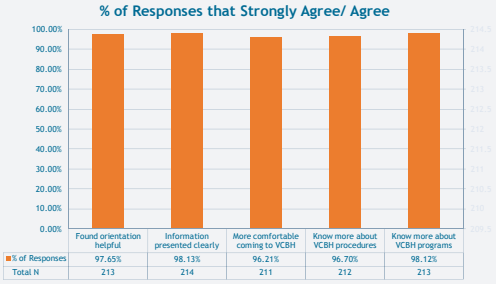
Consumer Orientations - Attendance

Clinic	Total # of Orientations	Average Attendees - Consumers	Average Attendees - Family Members
Oxnard	46	2.1	.3
Ventura	17	4.2	.6
Conejo	9	3.1	1.1
Oxnard(Spanish)	3	1.7	1.3
TOTAL	75	2.7	.5

Consumer Satisfaction Survey Results (Orientation)



Orientation - Retention

	Attended Orientation	No Orientation
% Without No Shows	33%	28%
Median Count of Provided Services	10	8
Median Count of Visits	9	6
Total N	9	85

- Note small N for Attended Orientation; results preliminary.

Outreach Resources and Activities

Resource Guides – East and West County
- 2nd printing for West County

Homeless Services Cards
- 3500+ distributed since March 2011

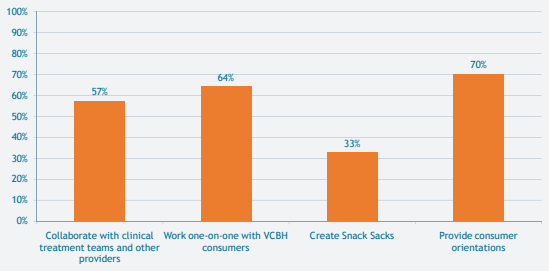
Snack Sacks
- 480 Distributed since March 2011

Outreach Events
- 20 events since Sept 2011

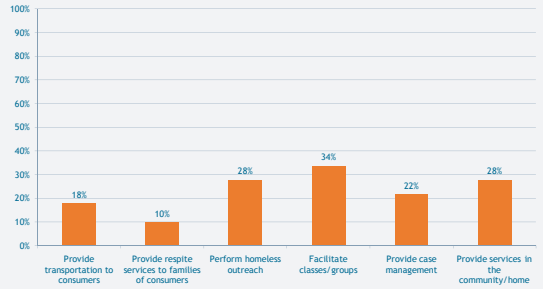
Staff Survey Results

- 120 of 184 respondents heard of the Transformational Liaisons
- Of 72 respondents, 79% said the program had some/ much positive effect on consumers
- Of 39 respondents, 79% gave at least a score of 8 on a 10 point satisfaction scale (1 being very dissatisfied and 10 being very satisfied)

Staff Survey Results – Correctly Identify Activities



Staff Survey Results – Incorrectly Identified Activities



Future Considerations

- Family Orientations
- Expand Consumer Orientations to Simi Valley and Santa Paula Adult Clinics
- Family Wrap

Thank You!

Feedback on Program

- Recommendation
- Reasons
- Data
- One form per recommendation