

# Garden Gate Respite (GGR)

# **ANNUAL REPORT**

July 2020 - June 2021

#### WHAT WE DO

**GARDEN GATE RESPITE (GGR)** provides short-term crisis housing for individuals with known or suspected mental illness, who are at risk for homelessness, incarceration, victimization or psychiatric hospitalization. The center is a home-like setting, and consists of two houses (11 bed total capacity) in a residential area. We are open 24/7, year-round and there is no cost for services.

Together with Stanislaus County Behavioral Health and Recovery Services (BHRS), its contractors, and other community organizations, we work to empower guests in moving toward recovery through case management and support services focused on addressing basic needs, developing resources and resiliency.



Peer support, nightly activity groups (Dual Recovery Anonymous, arts & crafts, poetry night, bingo night)

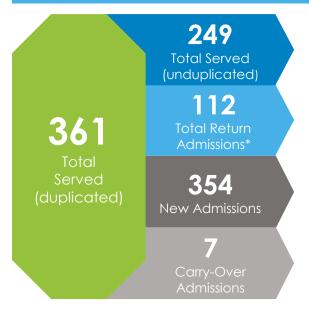


Connection with
Outreach and
Engagement through
BHRS and its contractors



On-site Personal Service Coordinators (PSC) provide access to community resources after assessing individuals' needs

#### **CENSUS & SERVICE UTILIZATION**



\*The 112 return admissions were accrued by 76 individuals.

	of Stay	Population
Jul 2020	7.6	7.2
Aug 2020	10.0	4.3
Sep 2020	6.1	7.4
Oct 2020	6.0	6.5
Nov 2020	5.6	7.2
Dec 2020	6.4	7.4
Jan 2021	7.8	7.7
Feb 2021	4.6	8.5
Mar 2021	7.0	7.9
Apr 2021	6.4	8.2
May 2021	4.6	4.8
Jun 2021	4.8	6.9

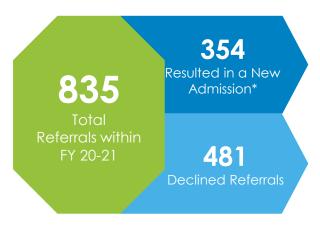


249 Unduplicated Individuals Served

Average Length of Stay per Discharged

7.0

Average # of Guests
Served Daily



\*13 (3.7%) of these were non-residing guests. Non-residing guests are those who were admitted to the program but did not stay overnight.

# Referral Source of Non-Residing Guests (duplicated)

Referral Source	#
FastTRAC	1
Integrated Forensic Team (IFT)	1
Modesto Police Department (MPD)	7
Modesto Recovery Services (MRS)	1
Other	1
Outreach/Engagement	1
Stanislaus County Sheriff/Jail	1
Total Non-Residing Guests	13

#### **DECLINED REFERALS**

Declined Referral Reasons	#
Full House	383
Ineligible	29
Self-refer	56
Did not meet criteria	13



### Referral Sources of Residing Guests (duplicated)

Referral Source	#
AB109	19
Co-Occurring D/O Project- FSP*	9
Empowerment Center	1
High Risk Health & Senior Access (HRH & SA)	21
Integrated Forensic Team (IFT)	28
Josie's Place Service Team (JPST)	9
Josie's TRAC	4
Modesto Police Department (MPD)	47
Modesto Recovery Services (MRS)	50
MRS TRAC	7
Other	48
Outreach/Engagement	19
Partnership TRAC	6
PATH	24
Stanislaus County Sheriff/Jail	1
TMRS	3
Transition TRAC	1
TRS TRAC	1
Turlock Regional Services (TRS)	10
Turning Point Integrated Services Agency	30
Wellness TRAC	1
Westside TRAC	2
Total Residing Guests	341

	# of Declined Referrals per Month
Jul 2020	60
Aug 2020	25
Sep 2020	21
Oct 2020	34
Nov 2020	24
Dec 2020	62
Jan 2021	47
Feb 2021	55
Mar 2021	39
Apr 2021	31
May 2021	43
Jun 2021	40

#### REFERRING PARTY SATISFACTION

A Referring Party Survey is distributed in order to collect opinions on the services provided at the Garden Gate Respite Center by referring organizations/parties. A total of 15 referring party surveys were completed during the reporting period. How often do you typically use Garden Gate Respite services? Every 2-3 2-3 Times Data Not Very Once a Weekly **Months Per Year** Available 4 0 6 3 1 1

97.3%

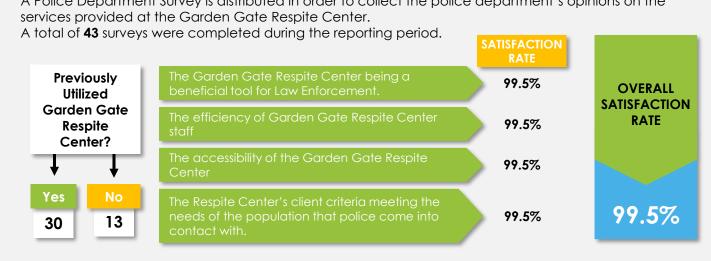
How satisfied are you with staff communication 97.3% 98.7% 97.3%

How satisfied are you with the intake process?

**OVERALL SATISFACTION RATE** 97.7%

#### POLICE DEPARTMENT SATISFACTION

A Police Department Survey is distributed in order to collect the police department's opinions on the services provided at the Garden Gate Respite Center.





#### GOAL:

70% of officers will report that they are satisfied or very satisfied with the Garden Gate Respite Center service as reported at admission or on a follow-up satisfaction survey.

ACTUAL: 100.0%



#### **DEMOGRAPHICS**

The demographic data presented in the table below is inclusive of the unduplicated individuals served in FY

20-21 (N=249).

20-21 (11-247).	#
Age Group	
18 – 25 years (TAY)	35
26 – 59 (Adult)	182
60+ (Older Adult)	32
Gender	
Male	138
Female	101
Transgender male	2
Gender Non-Conforming (not	3
exclusively male or female)	3
Declined to State	4
Client Doesn't Know	1
Sexual Orientation	
Bisexual	12
Declined to State	19
Gay/Lesbian/Homosexual	7
Heterosexual/Straight	208
Questioning	3
Primary Language	
English	242
Other (Romanian)	1
Spanish	6
Disabling Condition	
Yes	224
No	23
Declined to State	2

	#
City of Residence	
Homeless	244
Modesto	3
Riverbank	1
Turlock	1
Veteran Status	
Yes	18
No	228
Declined to State	2
Client Doesn't Know	1
Race	
American Indian/ Alaska Native	10
African American/ Black	22
Asian/Pacific Islander	9
Caucasian/ White	176
Multiple	24
Other	1
Client Doesn't Know	7
Ethnicity	
Hispanic/Latino	79
Non-Hispanic/Non-Latino	159
Declined to State	3
Client Doesn't Know	8

#### **RISK**

# Of the 361 (duplicated) clients served...

At Risk of Arrest

37

10.2%

At Risk of Victimization

286

79.2%

#### **GOAL**:

90% of admissions to the Garden Gate Respite center will be persons who are homeless or at risk of homelessness



ACTUAL: V

100.0% of served individuals were homeless or at risk of homelessness.

At Risk of Homelessness

361

100.0%

Avoid Acute Psychiatric Hospitalization

155

42.9%

#### **GOAL**:

60% of law enforcement admissions to the Garden Gate Respite center will result in avoiding arrest and/or at risk of victimization



# ACTUAL: **√**

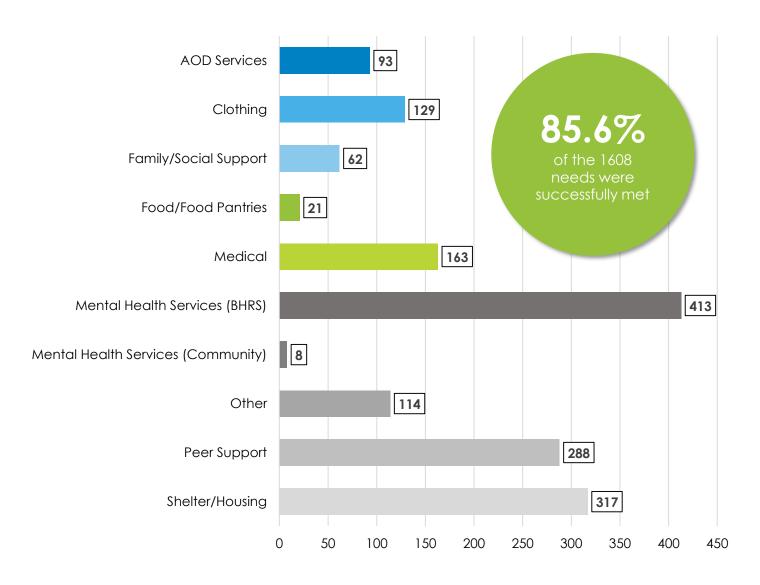
Of the 68 law enforcement admissions out of 361 clients served, 49 (72.1%) were at risk of arrest and/or victimization.

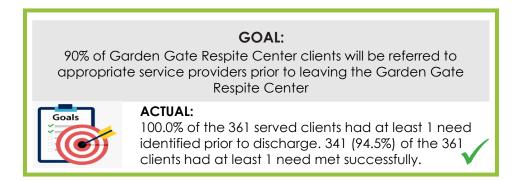
### **COMMUNITY LINKAGE BY CATEGORY**

Within the GGR program, a Needs Assessment is completed for all Guests in order to identify any immediate needs and possible resources a Guest can be linked with to meet those needs.

There were 361 duplicated individuals served throughout the July 2020 to June 2021 time frame. The following chart represents all linkages provided for these individuals.

#### A total of 1,608 needs were identified across 10 categories.





### **CLIENT SATISFACTION SURVEYS**

Client surveys are distributed at discharge in order to obtain information on individual's experiences at GGR. Out of 361 clients served during FY 20-21, 356 were discharged within that timeframe. Of 356 surveys administered. **84** (23.6%) were able to be completed.

I am satisfied with the services I received at Garden Gate Respite Center.  I am satisfied with the way staff interacted with me.  I am satisfied with the quality of food provided to me by Garden Gate Respite Center staff.  I am satisfied with the level of safety at the Garden Gate Respite Center.  Garden Gate Respite Center staff made me feel welcomed.  I have been able to reconnect with my family member/loved one.  I know that there are resources, other than the psychiatric hospital, available to help support me to cope in times of crisis.  I feel more hopeful and empowered in my ability to cope.  I have been able to connect with peers who were/are mental health consumers.  I am satisfied with the experience I had connecting with peers.  My contact with peers has helped me feel supported.  87.2%	administered, <b>84</b> (23.6%) were able to be completed.		
Center.  I am satisfied with the way staff interacted with me.  I am satisfied with the quality of food provided to me by Garden Gate Respite Center staff.  I am satisfied with the level of safety at the Garden Gate Respite Center.  Garden Gate Respite Center staff made me feel welcomed.  I have been able to reconnect with my family member/loved one.  I know that there are resources, other than the psychiatric hospital, available to help support me to cope in times of crisis.  I feel more hopeful and empowered in my ability to cope.  I have been able to connect with peers who were/are mental health consumers.  I am satisfied with the experience I had connecting with peers.  My contact with peers has helped me feel supported.  93.6%  OVERALL SATISFACTION RATE  94.1%  SATISFACTION RATE  84.9%  90.7%  90.7%			
I am satisfied with the quality of food provided to me by Garden Gate Respite Center staff.  I am satisfied with the level of safety at the Garden Gate Respite Center.  Garden Gate Respite Center staff made me feel welcomed.  I have been able to reconnect with my family member/loved one.  I know that there are resources, other than the psychiatric hospital, available to help support me to cope in times of crisis.  I feel more hopeful and empowered in my ability to cope.  I have been able to connect with peers who were/are mental health consumers.  I am satisfied with the experience I had connecting with peers.  My contact with peers has helped me feel supported.  93.6%  OVERALL SATISFACTION RATE  90.7%  88.9%  90.7%	· · · · · · · · · · · · · · · · · · ·	95.7%	
Respite Center staff.  I am satisfied with the level of safety at the Garden Gate Respite Center.  Garden Gate Respite Center staff made me feel welcomed.  I have been able to reconnect with my family member/loved one.  I know that there are resources, other than the psychiatric hospital, available to help support me to cope in times of crisis.  I feel more hopeful and empowered in my ability to cope.  I have been able to connect with peers who were/are mental health consumers.  I am satisfied with the experience I had connecting with peers.  My contact with peers has helped me feel supported.  93.1%  88.9%  90.7%  90.7%  89.8%	I am satisfied with the way staff interacted with me.	93.6%	
Center.  Garden Gate Respite Center staff made me feel welcomed.  I have been able to reconnect with my family member/loved one.  I know that there are resources, other than the psychiatric hospital, available to help support me to cope in times of crisis.  I feel more hopeful and empowered in my ability to cope.  I have been able to connect with peers who were/are mental health consumers.  I am satisfied with the experience I had connecting with peers.  My contact with peers has helped me feel supported.  93.1%  88.9%  90.7%  90.7%		93.6%	
Garden Gate Respite Center staff made me feel welcomed.  I have been able to reconnect with my family member/loved one.  I know that there are resources, other than the psychiatric hospital, available to help support me to cope in times of crisis.  I feel more hopeful and empowered in my ability to cope.  I have been able to connect with peers who were/are mental health consumers.  I am satisfied with the experience I had connecting with peers.  My contact with peers has helped me feel supported.  83.0%  88.9%  88.6%  90.7%  88.6%		93.1%	• · - · · · · · ·
I know that there are resources, other than the psychiatric hospital, available to help support me to cope in times of crisis.  I feel more hopeful and empowered in my ability to cope.  I have been able to connect with peers who were/are mental health consumers.  I am satisfied with the experience I had connecting with peers.  My contact with peers has helped me feel supported.  88.9%  89.5%  89.5%  89.8%	Garden Gate Respite Center staff made me feel welcomed.	93.1%	
available to help support me to cope in times of crisis.  I feel more hopeful and empowered in my ability to cope.  I have been able to connect with peers who were/are mental health consumers.  I am satisfied with the experience I had connecting with peers.  My contact with peers has helped me feel supported.  88.4%  89.5%  89.5%  89.5%  89.6%	I have been able to reconnect with my family member/loved one.	83.0%	
I have been able to connect with peers who were/are mental health consumers.  I am satisfied with the experience I had connecting with peers.  My contact with peers has helped me feel supported.  88.6%  89.8%		88.9%	
Consumers.  I am satisfied with the experience I had connecting with peers.  My contact with peers has helped me feel supported.  88.6%  90.5%  89.8%	I feel more hopeful and empowered in my ability to cope.	89.5%	90.7%
My contact with peers has helped me feel supported.  89.8%	· · · · · · · · · · · · · · · · · · ·	88.6%	
	I am satisfied with the experience I had connecting with peers.	90.5%	
My contact with peers has helped me learn to practice self-care. 87.2%	My contact with peers has helped me feel supported.	89.8%	
	My contact with peers has helped me learn to practice self-care.	87.2%	



#### GOAL:

75% of the clients will report that they are satisfied or very satisfied with Garden Gate Respite Center services.

**ACTUAL:** 97.6%



"Thank you so much for being #1."

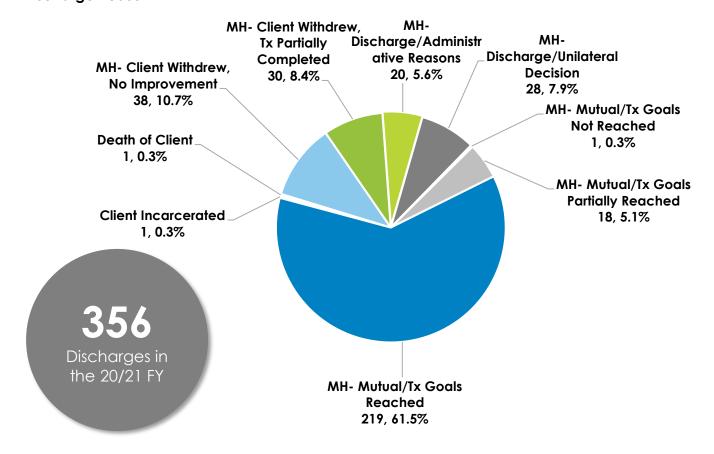
-GGR Client

"I don't have to be out [on] the streets and can work on my recovery and myself..."

-GGR Client

## **DISCHARGES**

## **Discharge Reason**



#### **Discharge Location**



	١	

Hospito	al
DBHC	10
Medical Hospital	10



407	

0.4/0	
Shelter	
Modesto Gospel Mission	8
Salvation Army Cold Weather Shelter	14
Salvation Army Hot Weather Shelter	8



Family/Friends/ Self		
Family	9	
Previous Living Situation	14	
Non- Related Individuals	7	
Own Apartment	3	



Housing	
Board & Care	11
Motel	12
REST House/HOPE House	114
Room & Board	12
Salvation Army Transitional Living	5
SRC/ Other Residential SA Treatment	22
Transitional Housing	3
TPCP Supportive	1

Housing



Other	
Other	14
Streets	18
Unknown	61

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



A: 10850 Gold Center Drive, Suite 325, Rancho Cordova, CA 95670 P: (916) 364-8395 www.TPCP.org

