



Integrated Services Agency - Modesto

ANNUAL REPORT

July 2020 – June 2021

WHAT WE DO

INTEGRATED SERVICES AGENCY- MODESTO (ISA-M) provides recovery orientated outpatient mental health and deputy conservator services to adults 18 years and older with a severe mental illness. The program is a full-partnership program following the ACT model, with wraparound services, that help meet the individual's needs in all areas. The mission of the program is to use the Recovery Model so that individuals can attain their recovery goals, while supporting them in the least restrictive way possible, and helping them be successful in the community. The program provides case management services, as well as rehabilitation and medication services.

OUR SERVICES AIM TO HELP INDIVIDUALS MEET THEIR RECOVERY GOALS.

THIS INCLUDES:



Individual and group therapy

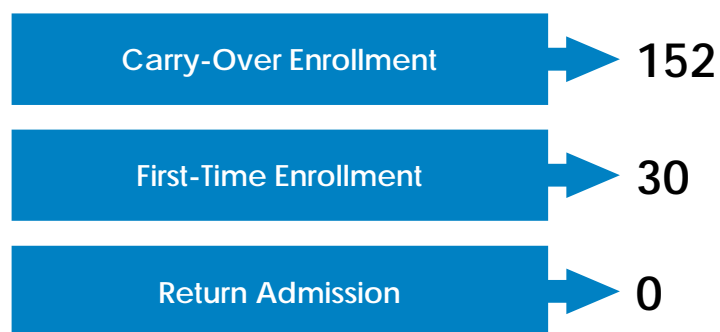
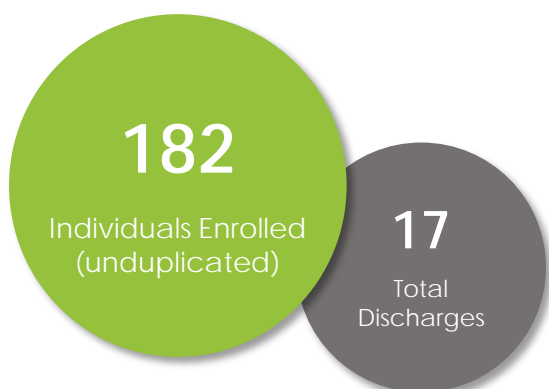


Case management, rehabilitative services, collateral



Wraparound services, psycho-education and medication support

CENSUS



"I love my new caseworker...!"

-ISA-M Client

DEMOGRAPHICS

	#
Age Group	
18 – 25 years (TAY)	2
26 – 59 (Adult)	134
60+ (Older Adult)	46
Race	
African-American/Black	18
American Native/Native Alaskan	5
Asian/Pacific Islander	10
Caucasian/White	111
Other Race or Hispanic	36
Data Not Available	2
Gender	
Male	94
Female	88
Primary Language	
Cambodian	1
English	176
Lao	2
Spanish	3
Primary Diagnosis	
Amphetamines	1
Bipolar and Related Disorders	15
Dementia	1
Depressive Disorders	7
Mood Disorders	1
Opioid Abuse	1
Other*	2
Post Traumatic Stress Disorder	3
Psychosis	7
Schizophrenia Spectrum and Other Psychotic Disorders	144

*Other includes personality change due to medical condition

	#
City of Residence	
Angwin	1
Ceres	8
Coalinga	1
Delhi	8
Dinuba	1
Fremont	1
Hughson	1
Merced	6
Modesto	97
Napa	2
Oakdale	2
Oakland	3
Redding	1
Riverbank	16
Riverside	1
Sacramento	1
Salida	6
San Jose	2
Stockton	10
Sunnyvale	1
Turlock	11
Vallejo	2



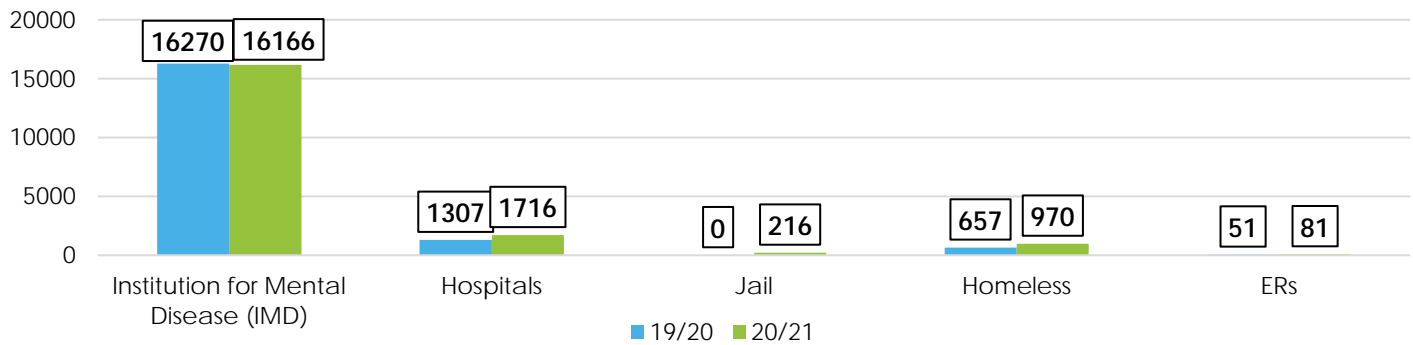
Of the 5 individuals residing in Transitional Board & Cares, 100% remained in a Transitional Board & Care.

"I love your support + help!"

-ISA-M Client

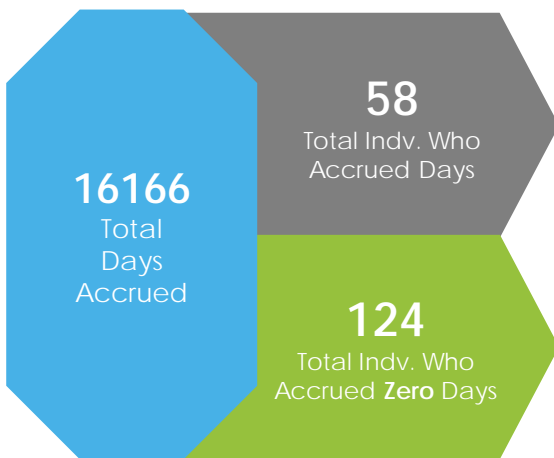
DOMAIN OUTCOMES

19/20 vs 20/21 Fiscal Year (FY)

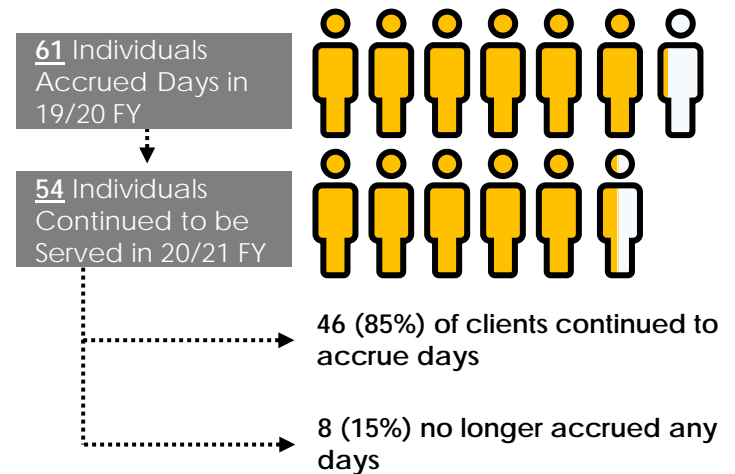


INSTITUTION FOR MENTAL DISEASE (IMD) DAYS

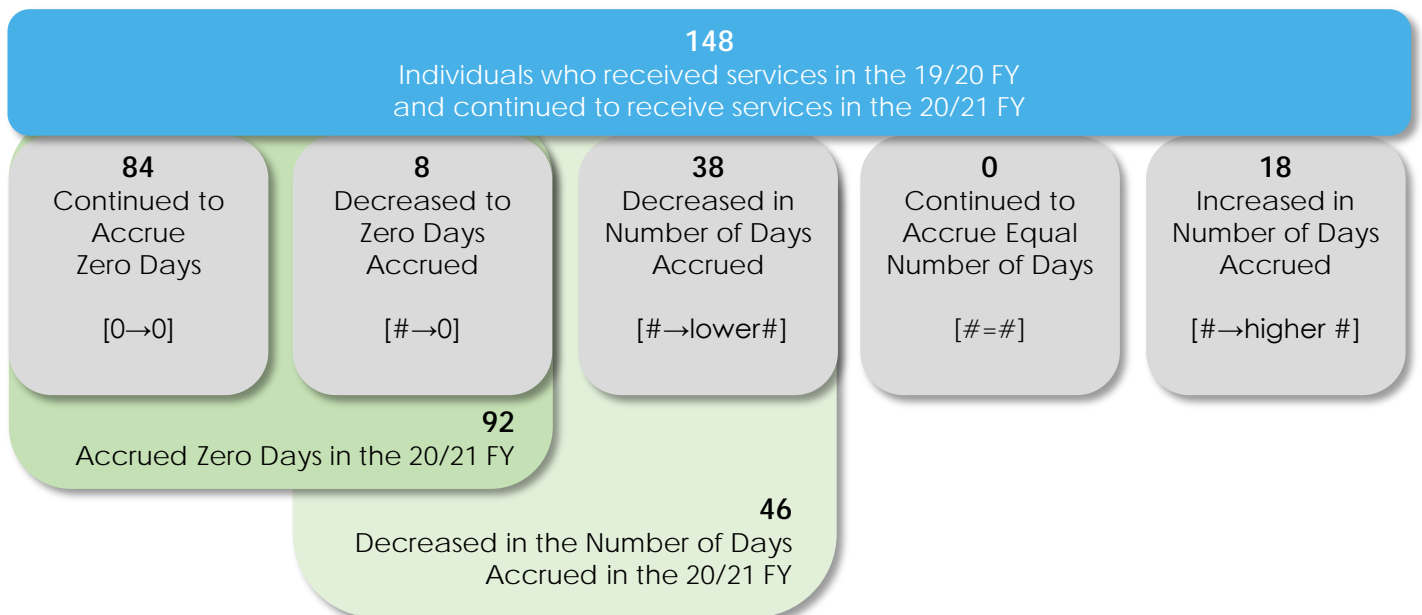
All Clients Served in the 20/21 FY



19/20 FY Accruing Indv. vs. 20/21 FY Accruals



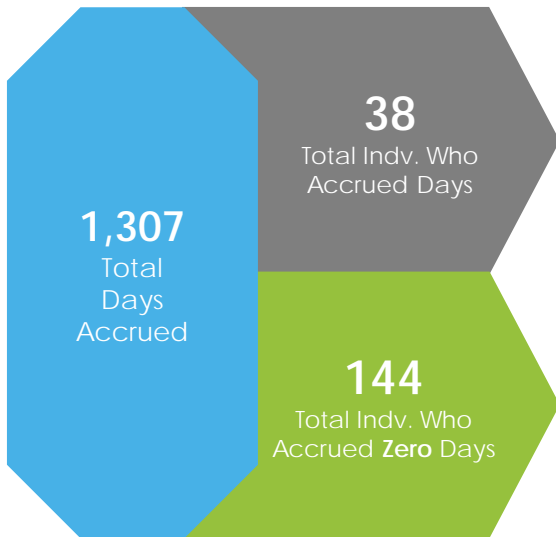
Pre/Post Comparisons of Individuals Served Both FYs



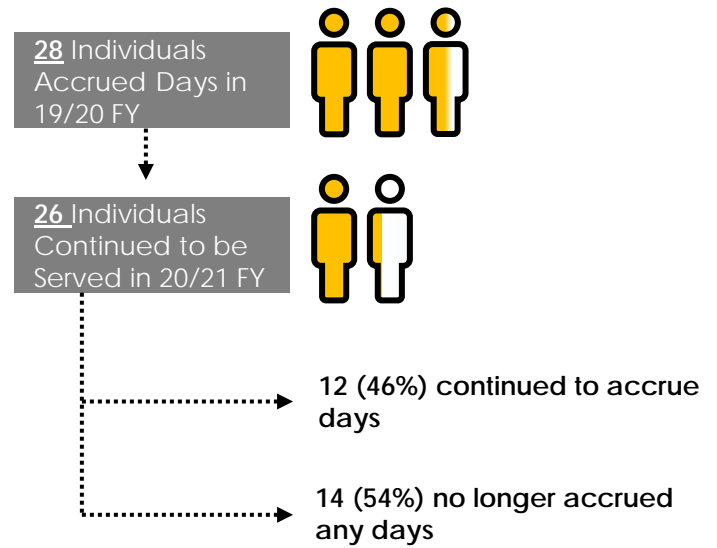
*Based on 148 individuals who accrued 15,367 days in 19/20 FY and 15,723 days in 20/21 FY.

PSYCHIATRIC HOSPITAL DAYS

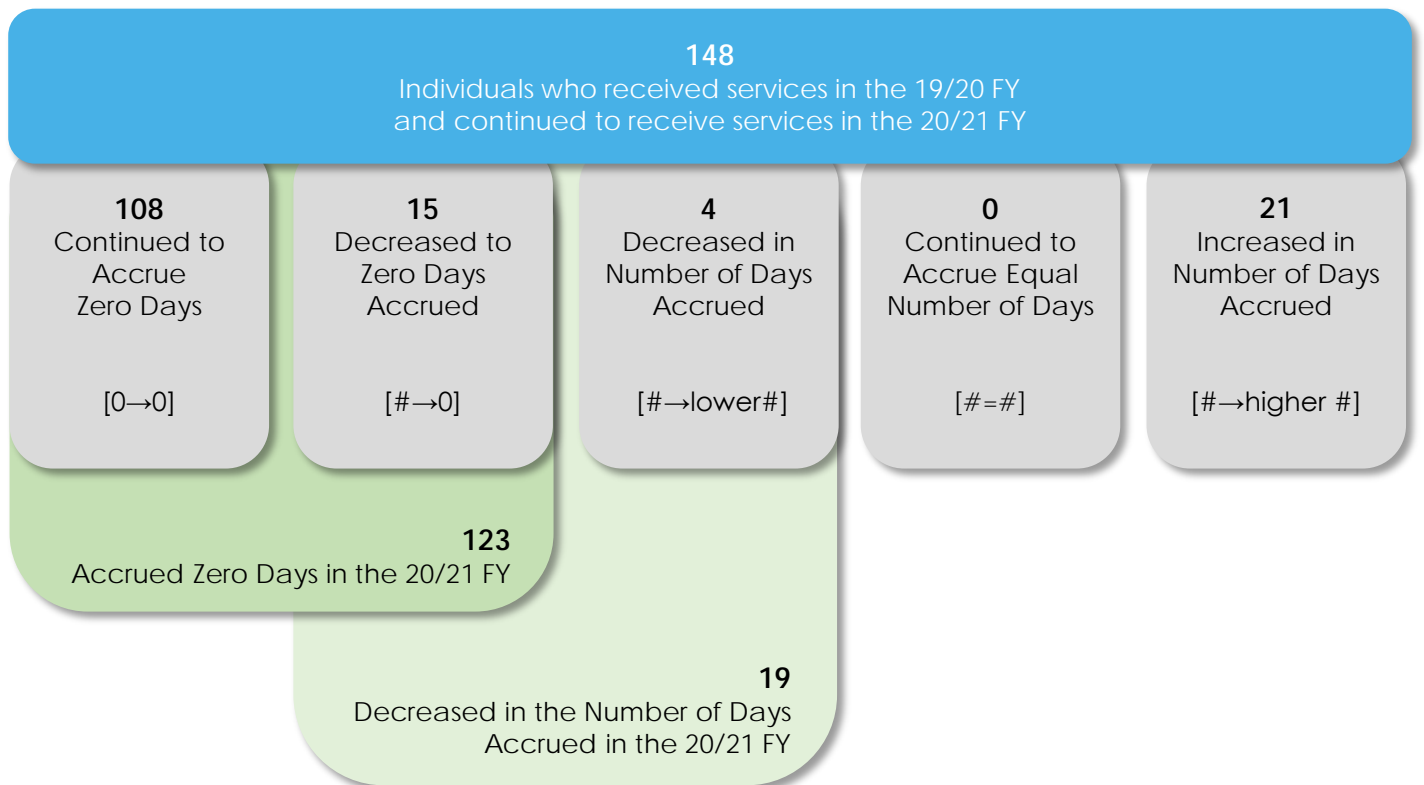
All Clients Served in the 20/21 FY



19/20 FY Accruing Indv. vs. 20/21 FY Accruals



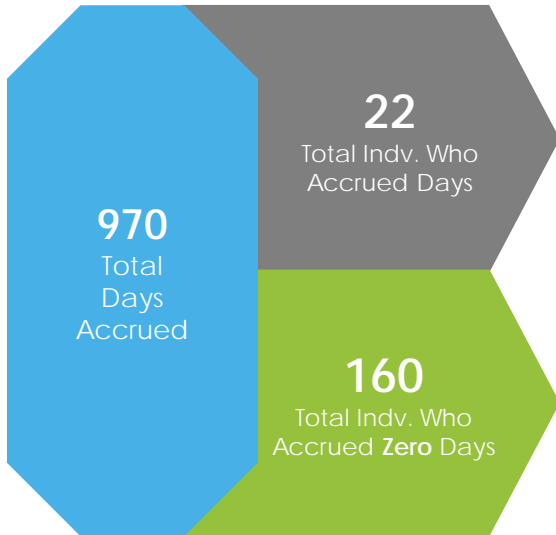
Pre/Post Comparisons of Individuals Served Both FYs



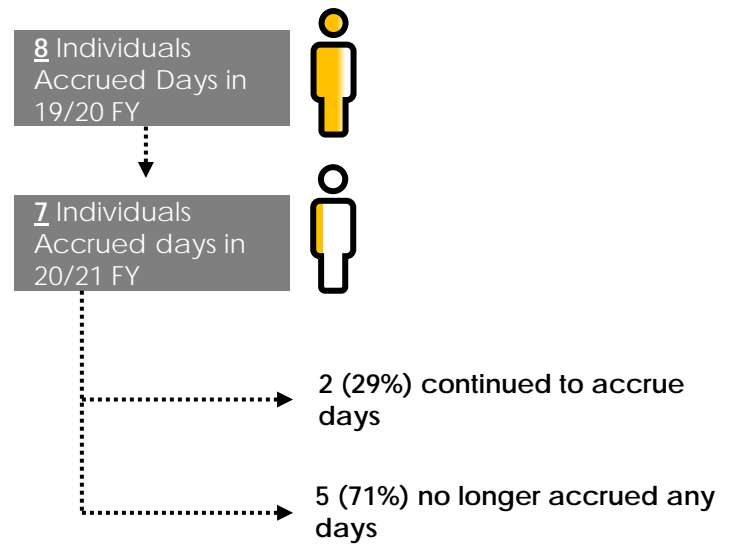
*Based on 28 individuals who accrued 1,610 days in 19/20 FY and 25 individuals who accrued 1,047 days in 20/21 FY.

HOMELESS DAYS

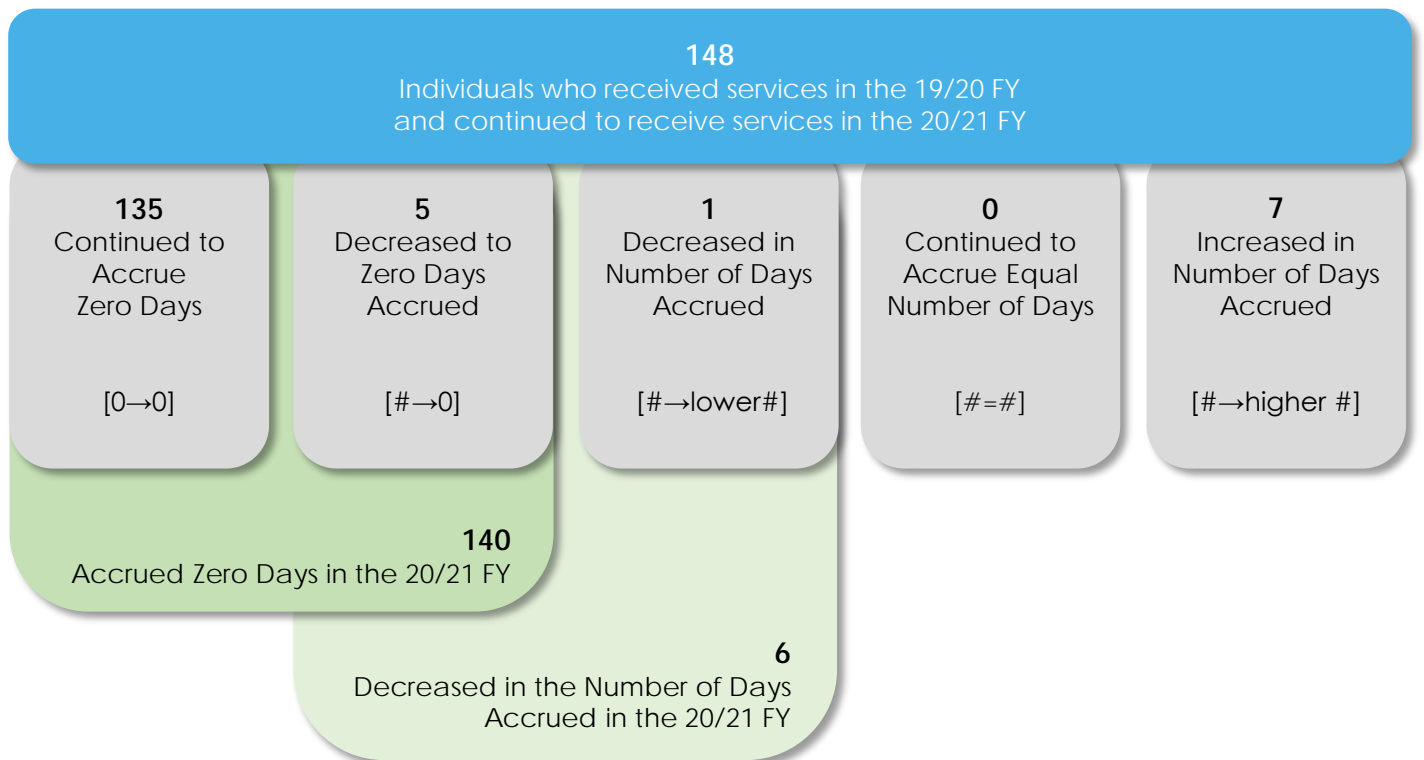
All Clients Served in the 20/21 FY



19/20 FY Accruing Indv. vs. 20/21 FY Accruals



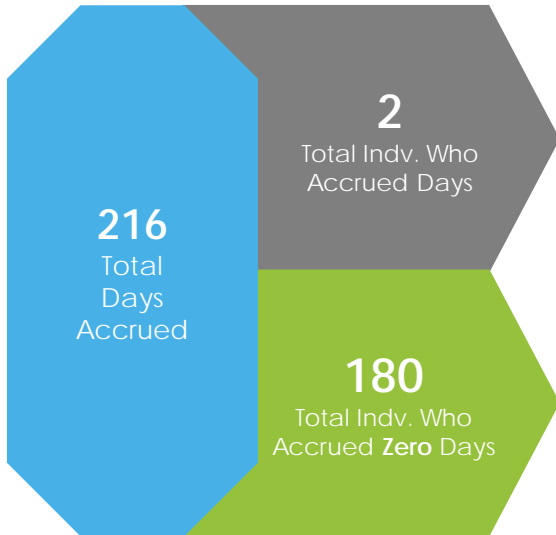
Pre/Post Comparisons of Individuals Served Both FYs



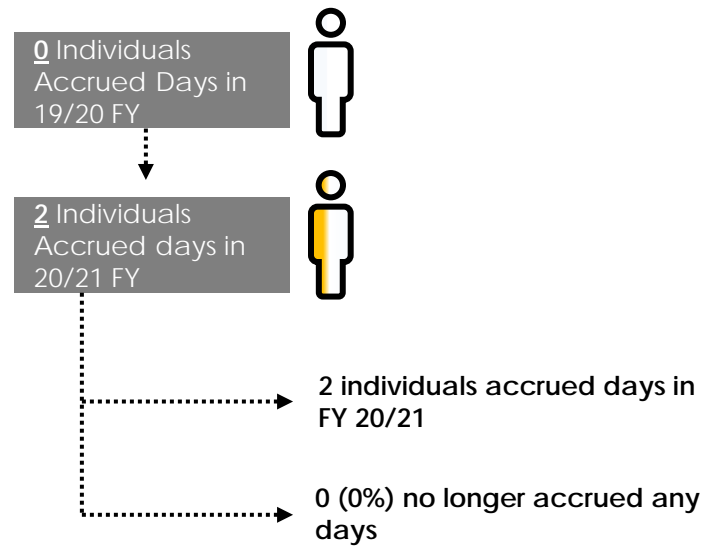
*Based on 7 individuals who accrued 460 days in 19/20 FY and the 8 individuals who accrued 172 days in 20/21 FY. Both sets of clients have received services in both FY's

JAIL DAYS

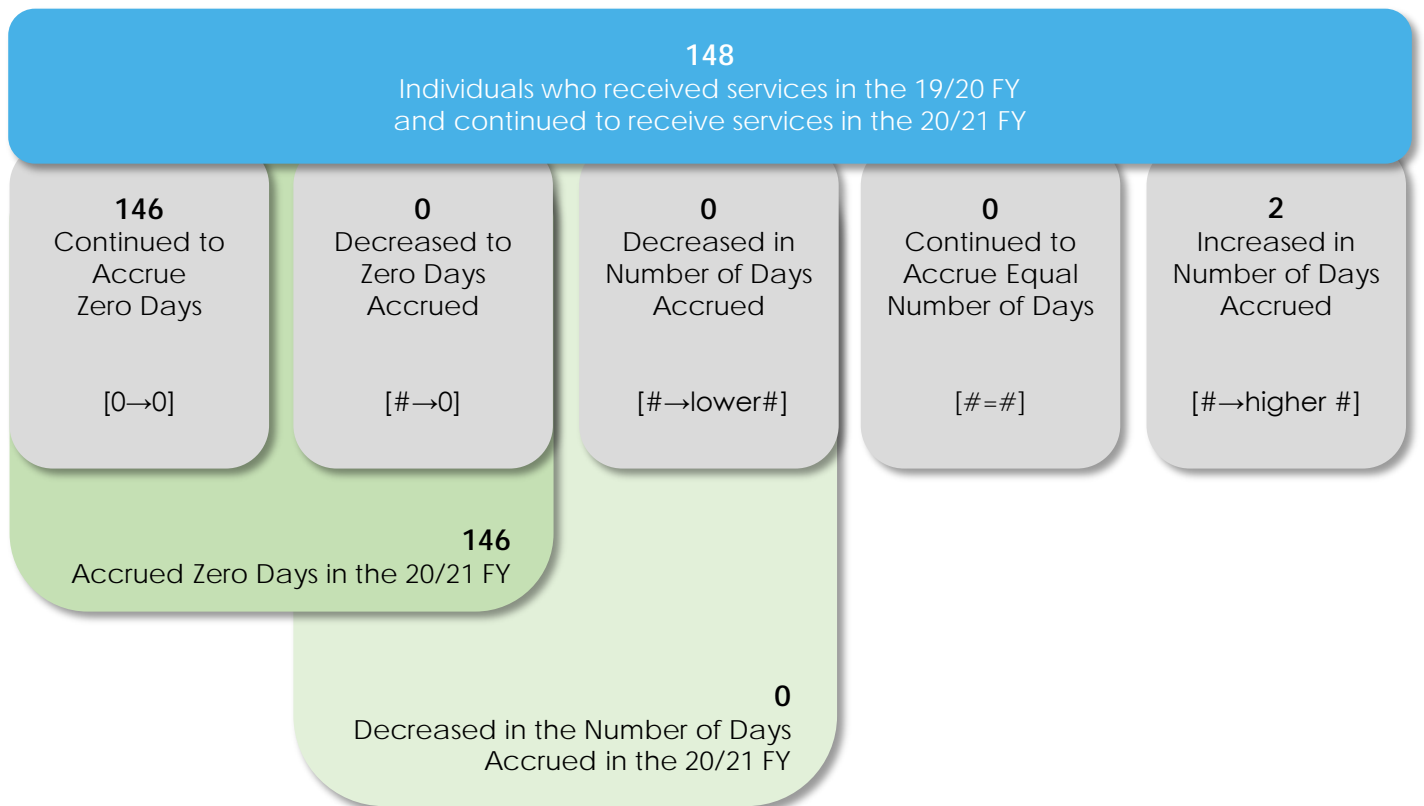
All Clients Served in the 20/21 FY



19/20 FY Accruing Indv. vs. 20/21 FY Accruals



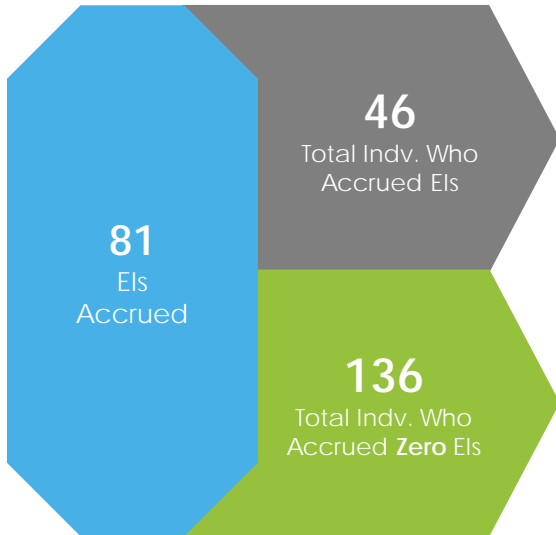
Pre/Post Comparisons of Individuals Served Both FYs



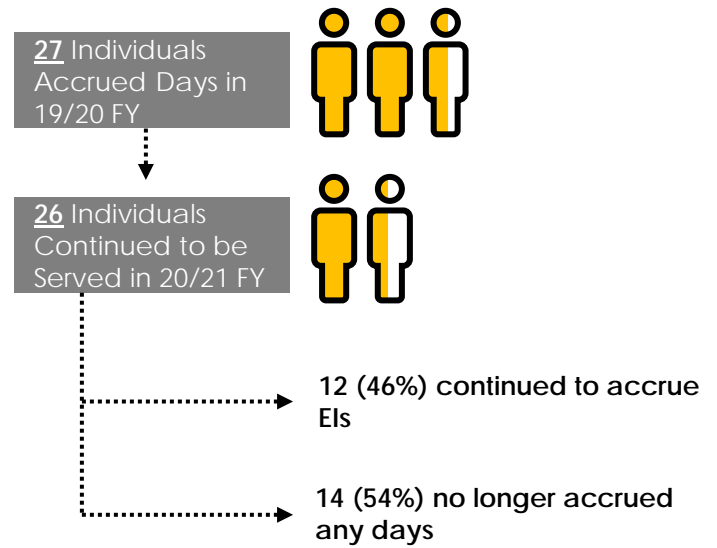
*Based on 0 individuals who accrued 0 days in 19/20 FY and 2 individuals who accrued 216 days in 20/21 FY.

EMERGENCY INTERVENTIONS (EIs)

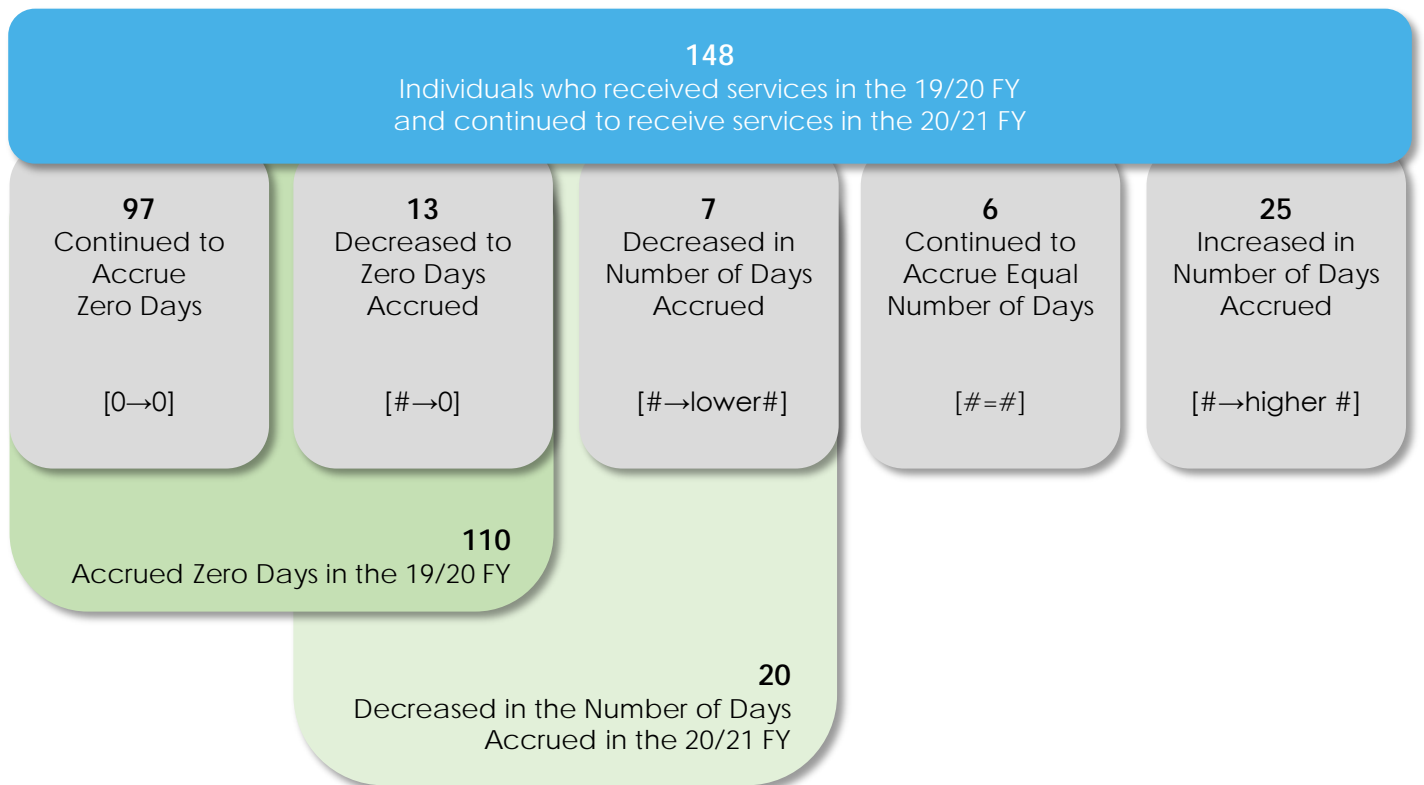
All Clients Served in the 20/21 FY



19/20 FY Accruing Indv. vs. 20/21 FY Accruals

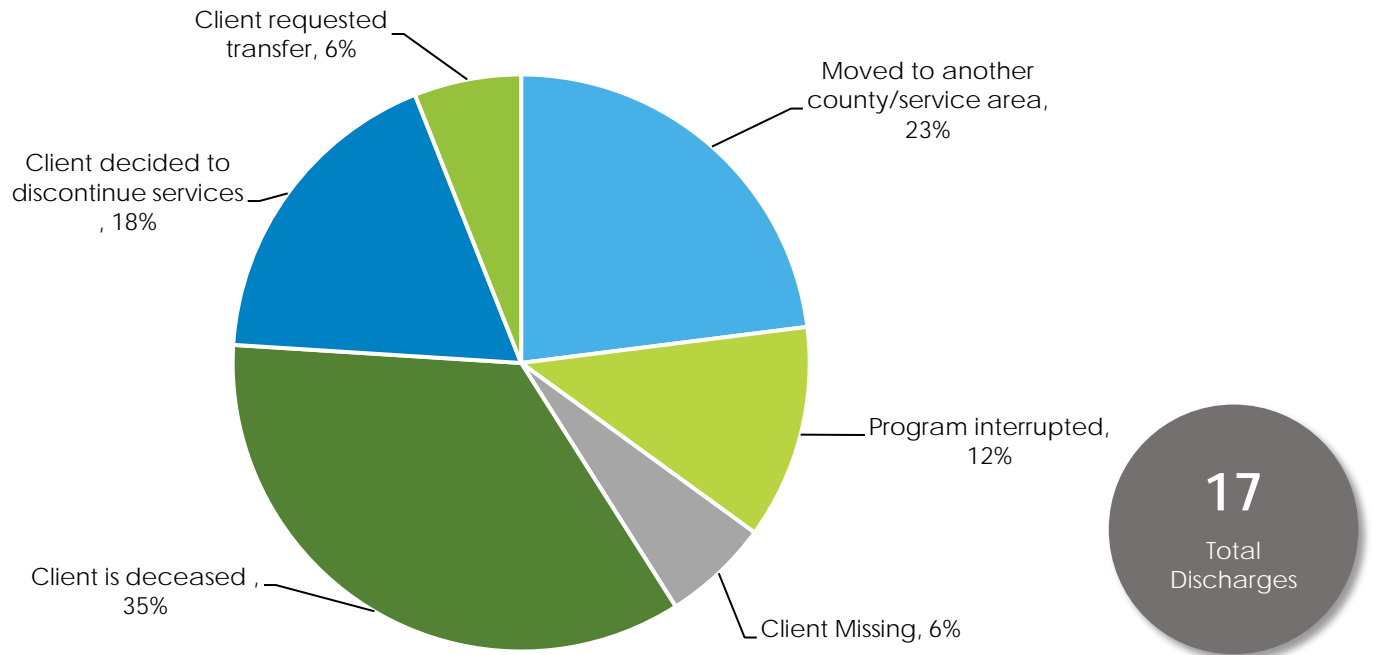


Pre/Post Comparisons of Individuals Served Both FYs



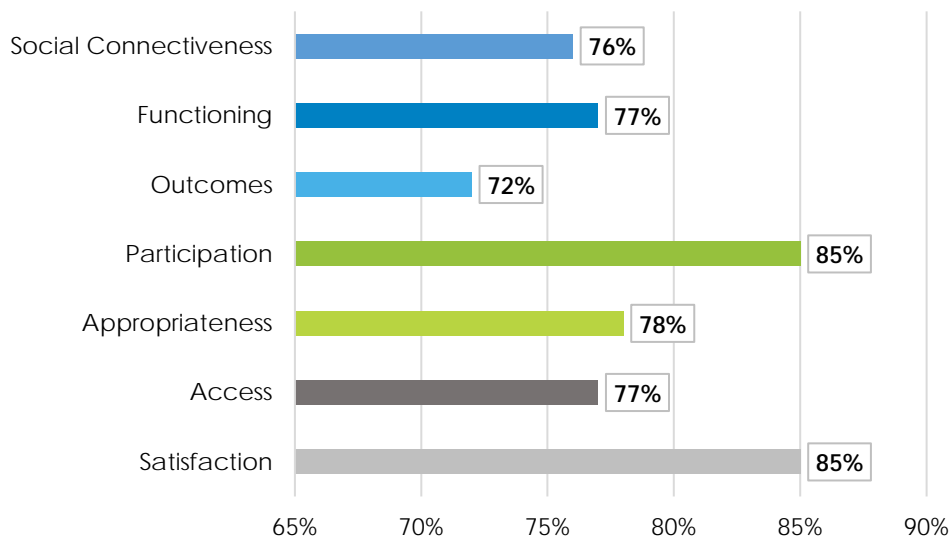
*Based on 26 individuals who accrued 50 EIs in 19/20 FY and 25 individuals accruing 66 EIs in 20/21 FY.

DISCHARGES



CLIENT SATISFACTION

Level of Satisfaction by Domain



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

 /TurningPointCP  @TurningPointCP