



# ANNUAL REPORT

July 2020 – June 2021

## 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 Personal Service Coordinators (PSC IIs and PSC IIIs), which 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

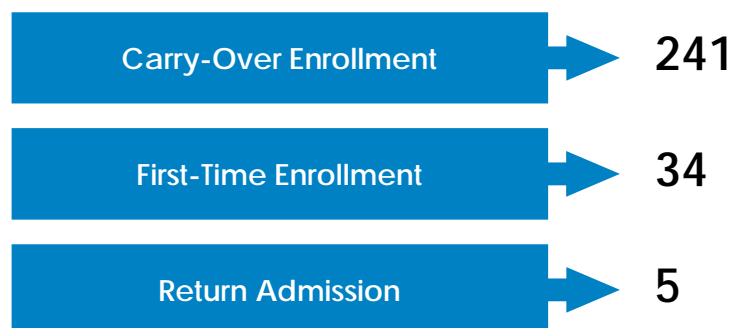
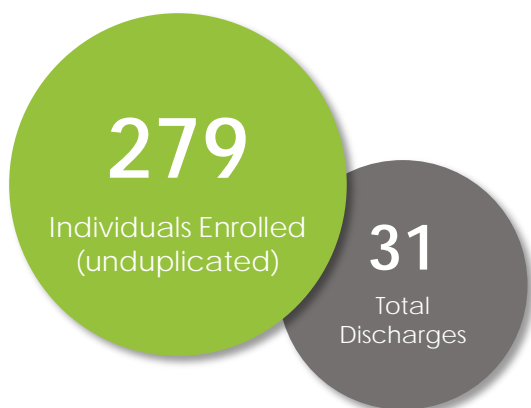


**Employment assistance**; daily living skills training; budget management



**Patients’ Rights** education and advocacy

## CENSUS



## DEMOGRAPHICS

	#
<b>Age Group</b>	
18 – 25 years (TAY)	5
26 – 59 (Adult)	227
60+ (Older Adult)	47
<b>Race</b>	
African-American/Black	70
American Native/Native Alaskan	9
Asian/Pacific Islander	19
Caucasian/White	139
Other Race or Hispanic	42
<b>Gender</b>	
Male	176
Female	102
Other (Includes transgender, undetermined gender)	1
<b>Primary Language</b>	
Cantonese	1
English	267
French	1
Other (Non-English)	3
Russian	3
Spanish	3
Vietnamese	1
<b>Primary Diagnosis</b>	
Bipolar and Related Disorders	13
Depressive Disorders	10
Schizophrenia Spectrum and Other Psychotic Disorders	249
Trauma and Stressor- Related Disorders	4
Personality Disorders	3

	#
<b>City of Residence</b>	
Carmichael	4
Citrus Heights	4
Del Paso Heights	1
Elk Grove	10
Elverta	1
Fair Oaks	1
Galt	5
North Highlands	4
Orangevale	3
Rancho Cordova	3
Roseville	1
Sacramento	240
Woodland	2

“Thank you for all [of] your...help, peace, boundaries...” .

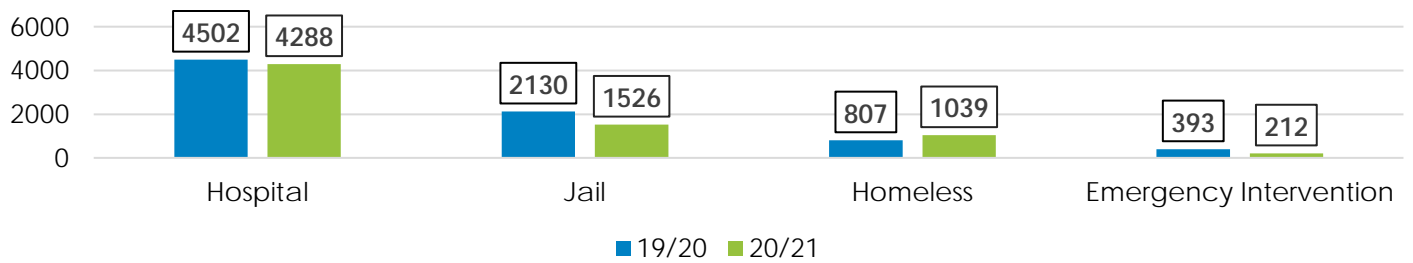
-ISA-Sacramento client

“I am working on self-care, self-discipline, idle time, responsibility, accountability, honesty, family, support. Thank you...”

-ISA-Sacramento client

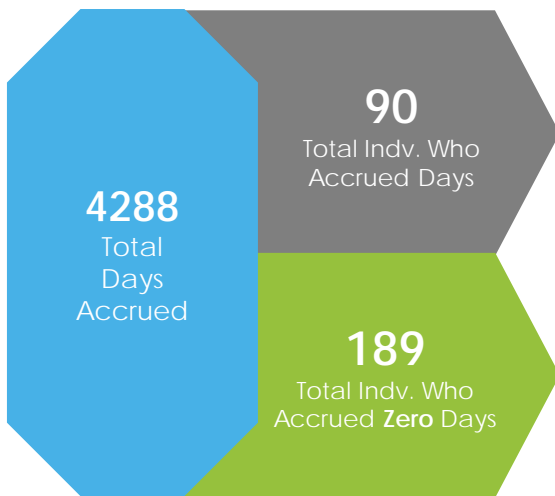
## DOMAIN OUTCOMES

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

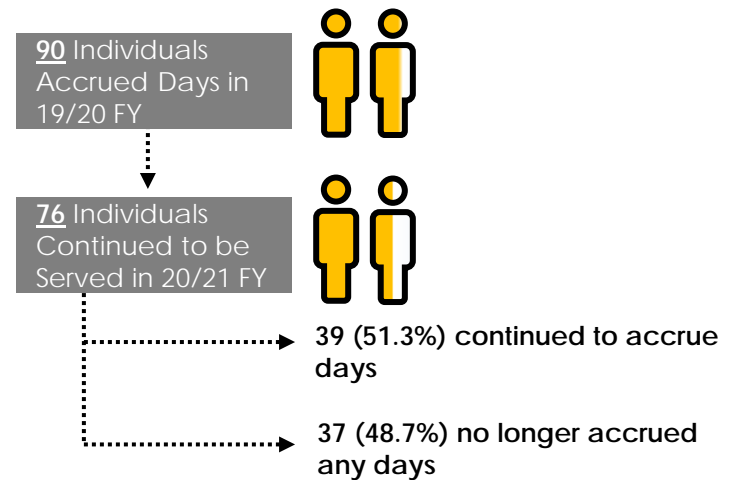


## PSYCHIATRIC HOSPITAL DAYS

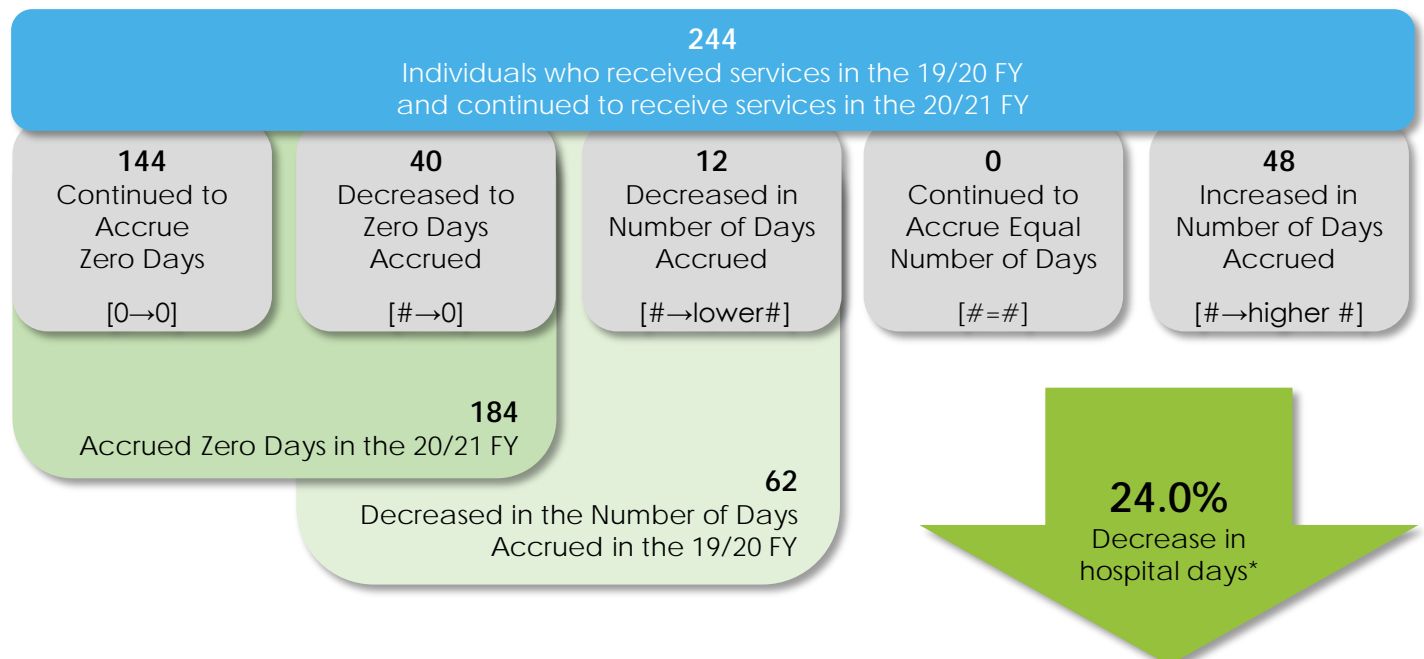
### All Clients Served in the 20/21 FY



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



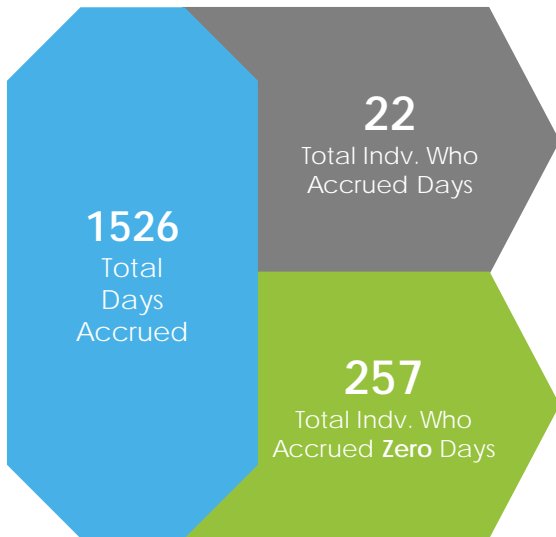
### Pre/Post Comparisons of Individuals Served Both FYs



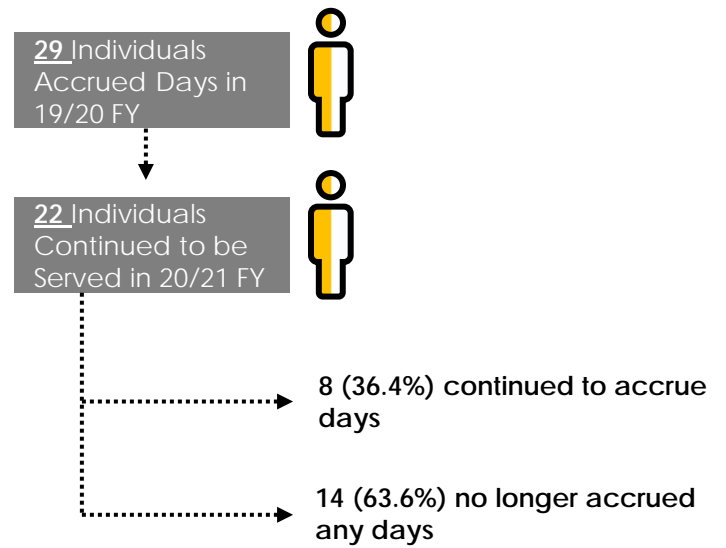
\*Based on 76 individuals served in both years who accrued 3,427 days in 19/20 FY and 2,606 days in 20/21 FY.

# JAIL DAYS

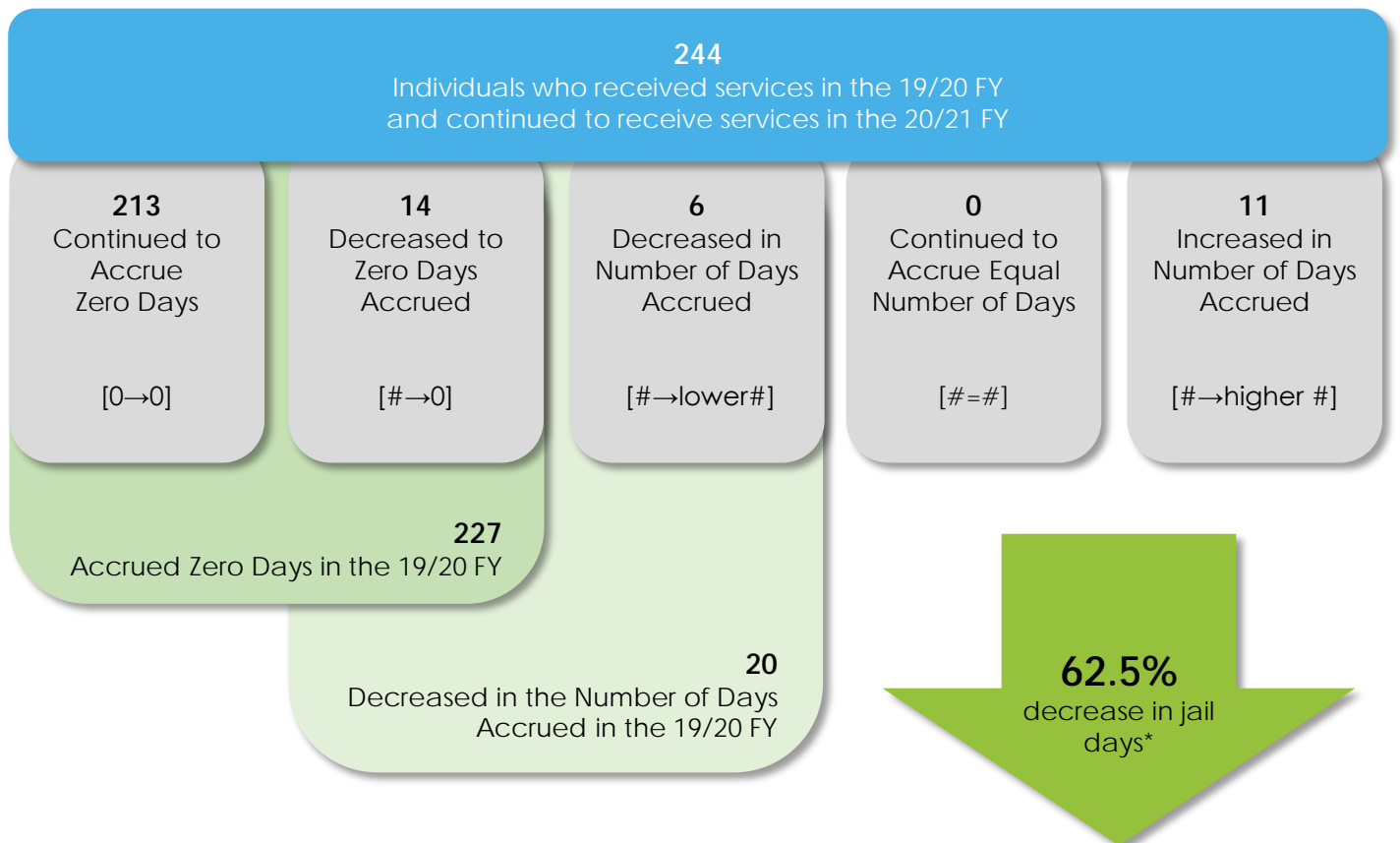
## All Clients Served in the 20/21 FY



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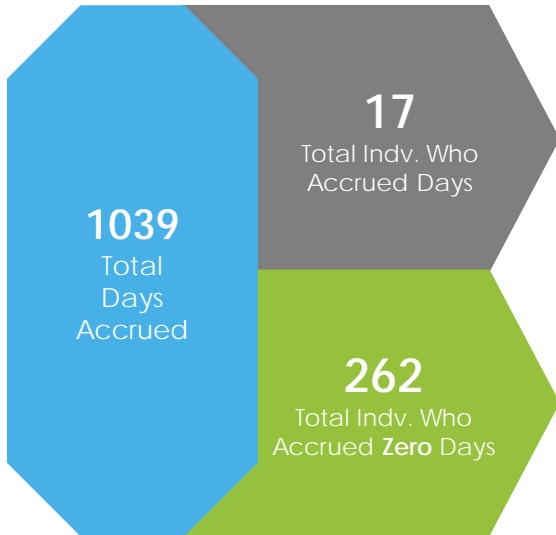
## Pre/Post Comparisons of Individuals Served Both FYs



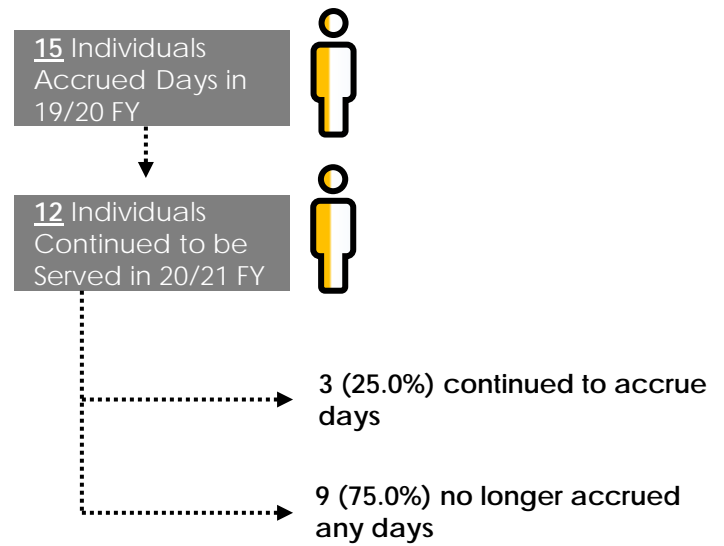
\*Based on 22 individuals served in both years who accrued 1,508 days in 19/20 FY and 566 days in 20/21 FY.

# HOMELESS DAYS

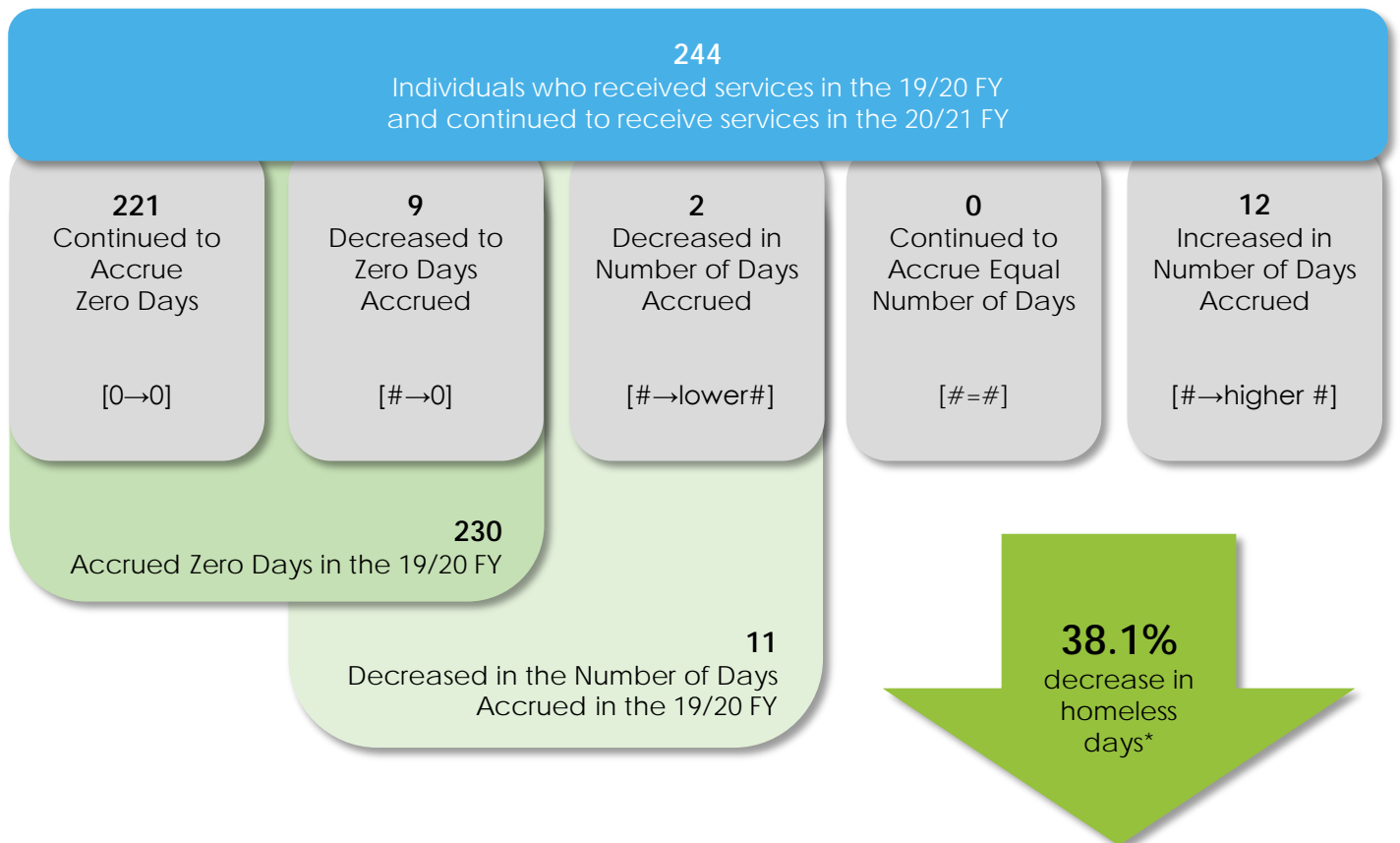
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## Pre/Post Comparisons of Individuals Served Both FYs

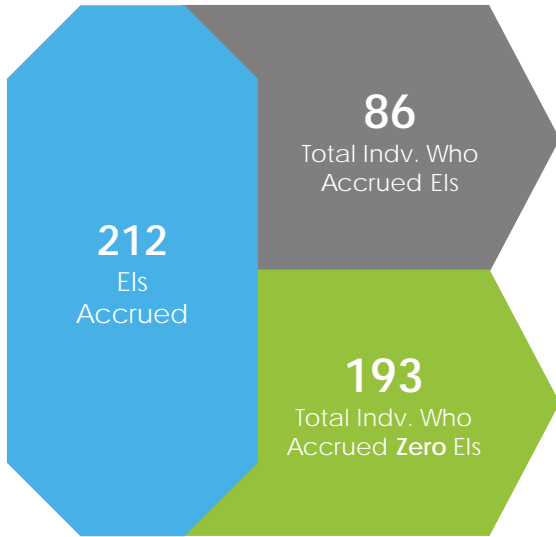


\*Based on 12 individuals served in both years who accrued 672 days in 19/20 FY and 416 days in 20/21 FY.

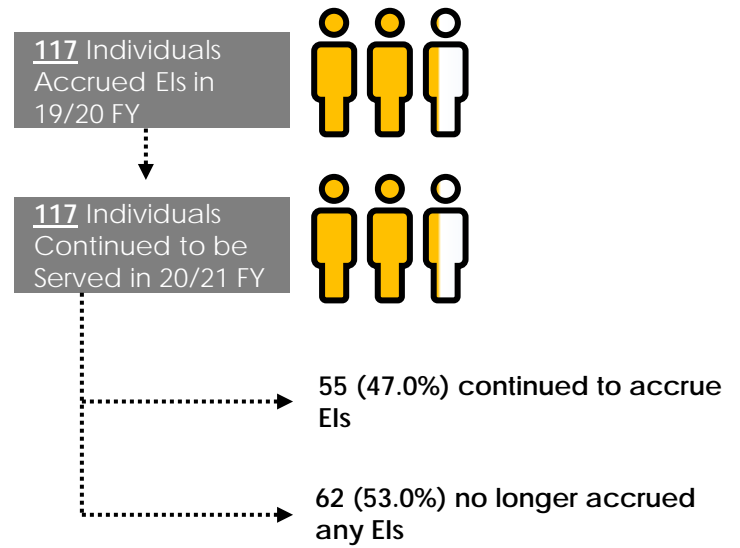


## EMERGENCY INTERVENTIONS (EIs)

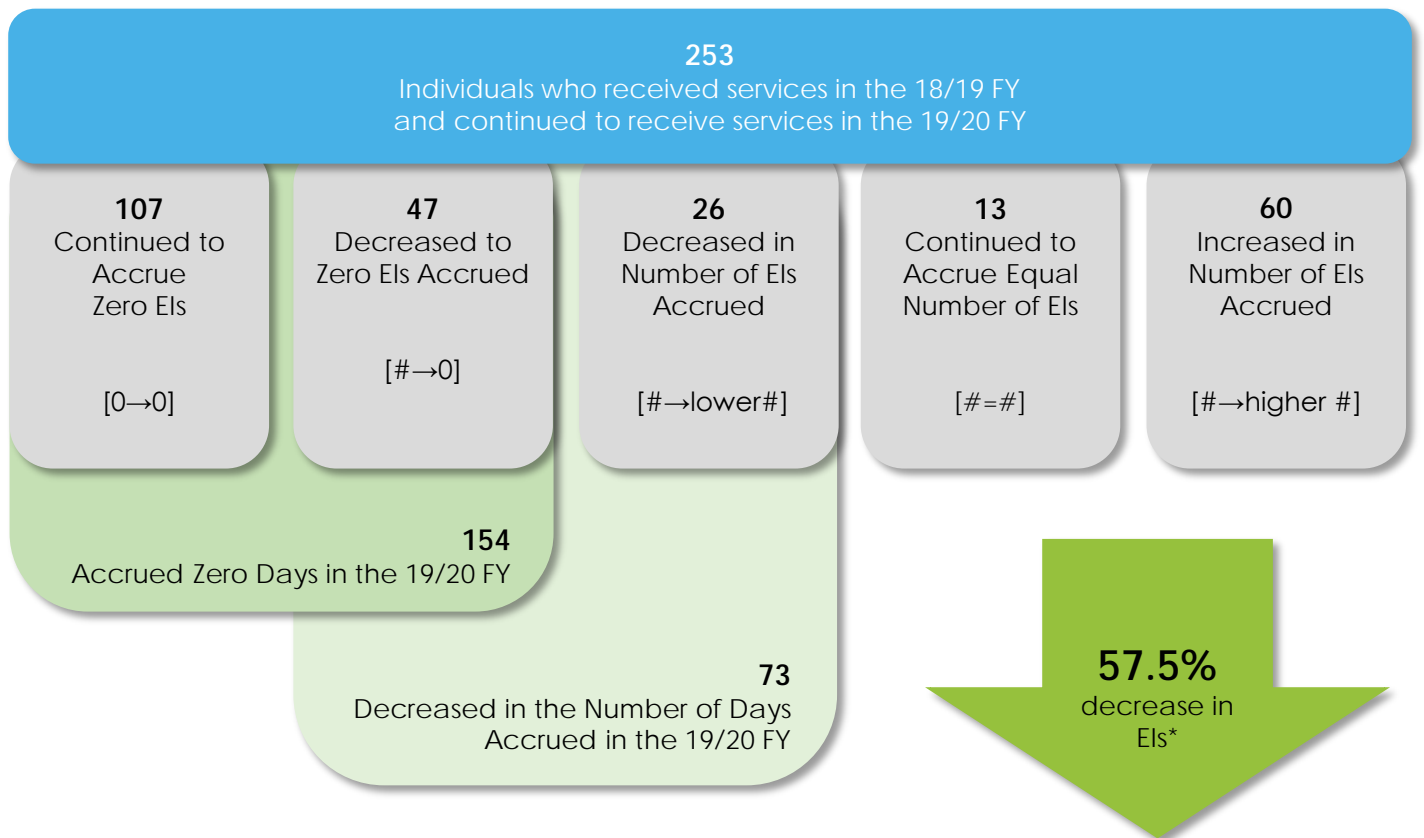
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### 19/20 FY Accruing Indv. vs. 20/21 FY Accruals

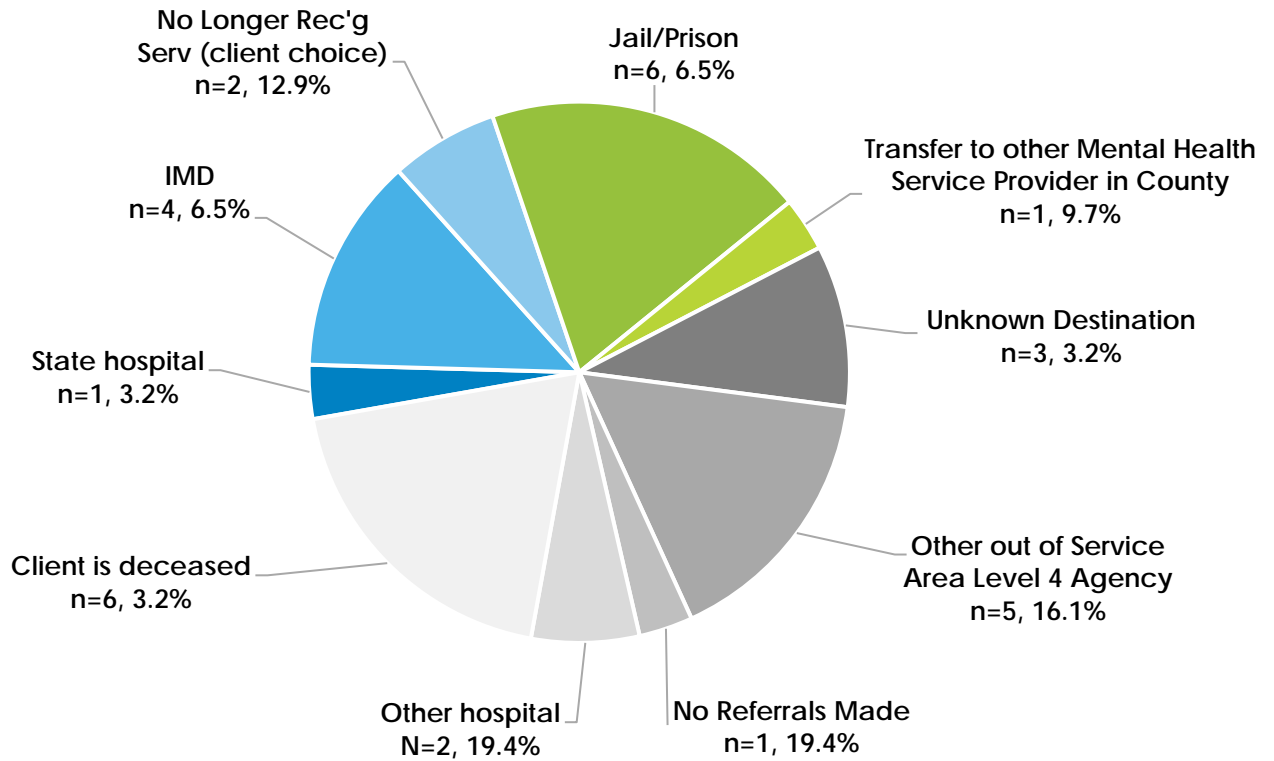


### Pre/Post Comparisons of Individuals Served Both FYs



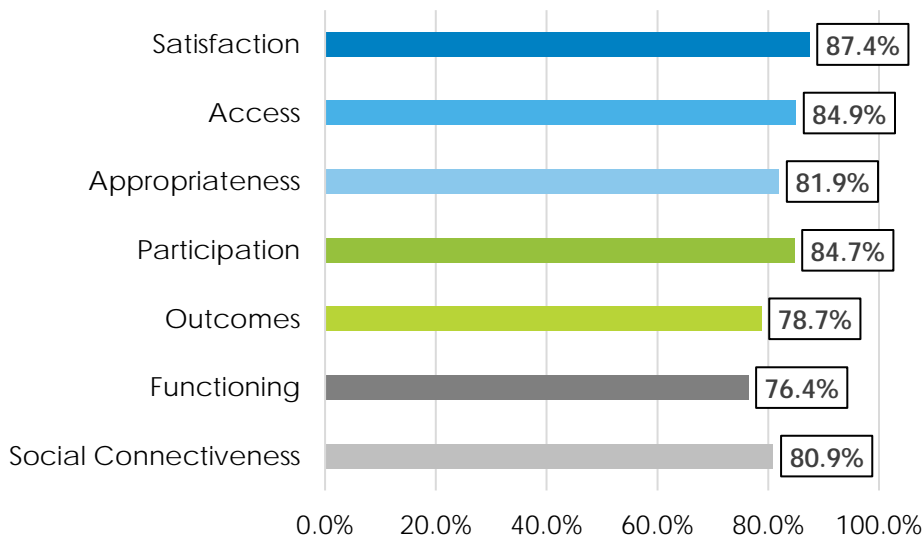
\*Based on 117 individuals served in both years who accrued 393 EIs in 19/20 FY and 167 EIs in 20/21 FY.

## DISCHARGES



## CLIENT SATISFACTION

### Level of Satisfaction by Domain



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



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