



Peer Navigators ANNUAL REPORT

July 2020 – June 2021

WHAT WE DO

PEER NAVIGATORS is an expansion of the Warm Line program and connects individuals with serious mental illness, their family members, and caregivers to culturally relevant health services. The Peer Navigator staff provides support through engagement and education on prevention, diagnosis, timely treatment, recovery management, and follow-up. These services are intended to be one-on-one, primarily face-to-face.

WE PROVIDE SUPPORT TO GAIN ACCESS TO PRIMARY PREVENTATIVE AND SPECIALTY HEALTH CARE SERVICES.

OUR SERVICES INCLUDE:



Peer support to identify needs and address challenges that may arise



Liaising between hospital discharge and acquiring mental health services



Linkages to community and county resources within the Adult System of Care

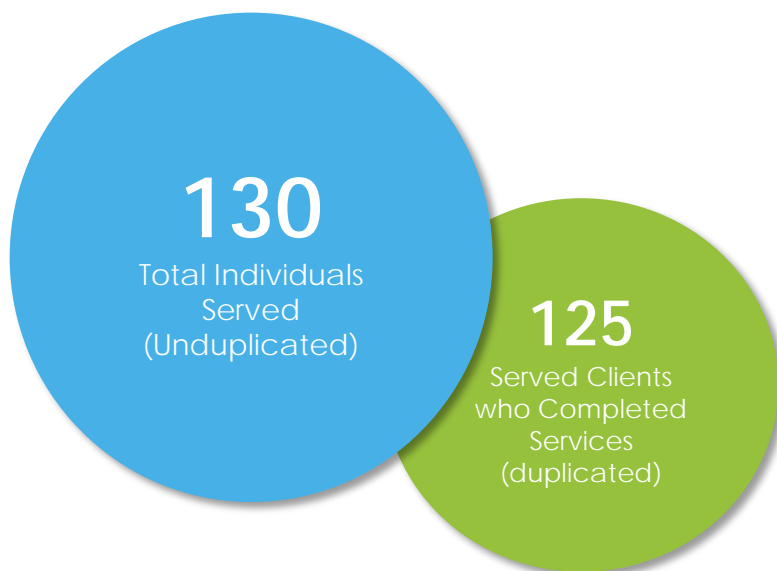
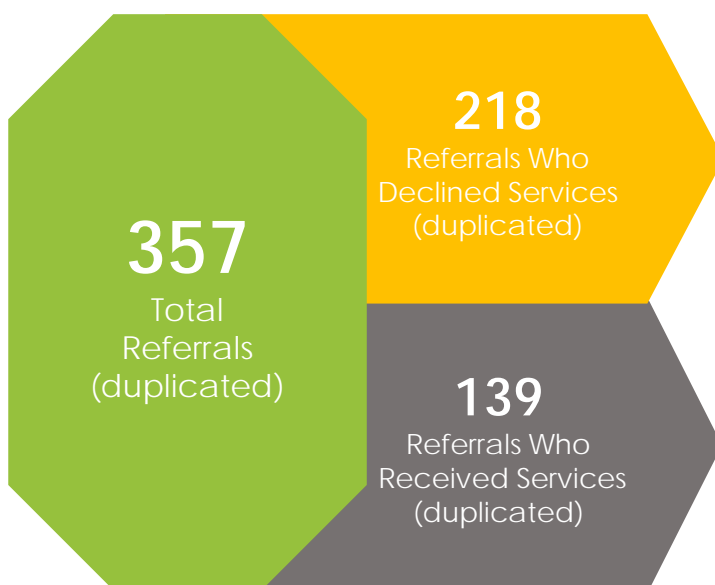


Advocacy for the unserved and underserved adult population of Stanislaus County



Transportation to access points for basic needs and community integration

CENSUS



REFERRALS

Declined Services - Reasons

Total Declined Referrals		218
Unable to engage/contact	28	No interest in services
Requests out-of-scope services	9	MH prohibits engagement
Unsure if wanting services	2	Data Not Available
		114
		2
		63

Referral Source

For the 139 duplicate referrals who received services.

Referral Source	#
ASOC	1
CERT	1
Empowerment Center	2
Garden Gate Respite	1
Stanislaus Recovery Center	3
Telecare	121
Triage	1
Warm Line	8
Program Director	1
TOTAL REFERRALS	139

DEMOGRAPHICS (total served unduplicated; n=130)

	#
Age Group	
18 – 25 years (TAY)	20
26 – 59 (Adult)	106
60+ (Older Adult)	3
Data Not Available	1
Race	
American Indian/Alaskan Native	2
Asian	1
Black/African-American	11
Hispanic	45
Multiple	0
Native Hawaiian/Other Pacific Islander	2
Other	1
White/Caucasian	65
Data Not Available	3
Gender	
Male	52
Female	30
Data Not Available	2
Sexual Orientation	
Bisexual	8
Gay/Lesbian/Homosexual	2
Heterosexual/Straight	111
Declined to State	1
Data Not Available	8

	#
Primary Language	
English	125
Spanish	1
Data Not Available	4
Veteran Status	
Veteran	2
Not a Veteran	124
Data Not Available	4
City of Residence	
Ceres	12
Hughson	1
Keys	1
Modesto	80
Newman	3
Oakdale	5
Patterson	1
Riverbank	3
Salida	2
Turlock	12
Waterford	1
Data Not Available	9
Homeless/At-Risk of Homelessness	
No	33
Yes	91
Data Not Available	6

NEEDS ASSESSMENT

Identified Need

Identified Need	#
AOD Services	48
Benefits	39
Community Participation/Involvement	1
Education	0
Employment	5
Family Advocate	0
Food/Clothing Resources	47
Medical (PCP, Physical)	73
Mental Health Services (Community)	18
Mental Health Services (County)	43
Other	33
Peer Support	158
Shelter/Housing	26
Vital Docs	41
Data Not Available	8

Total Needs Identified

540

Among
130
unduplicated
clients served

Linkage Referrals Provided to Meet Needs

AOD Services	#	Community Participation/Involvement	#
Alcohol Services	1	Empowerment Center	1
CARE Coordination	1	Employment	#
Center for Human Services	2	Employment	2
DO DAAW Ranch	1	Food 4 Less	1
Modesto Recovery Services	1	Data Not Available	2
Narcotics Anonymous	1	Food/Clothing	#
Nirvana Drug & Alcohol Treatment	5	Empowerment Center	2
Outpatient	1	Food	13
Redwoods Detox Center	1	Store (Cost Less, Winco, Wal-Mart)	10
Salvation Army	1	Interfaith Ministries	8
Stanislaus Recovery Center	24	Clothing	8
SUD Assessment	5	Data Not Available	6
Teen Challenge	1	Medical (PCP, Physical)	#
Data Not Available	3	Aspen	1
Benefits	#	Counselor/Counseling	1
Access Center	1	Dentist	7
Cash-AID	1	Doctor Appointment	4
Cell Phone	1	Golden Valley Health Centers	8
CEPS	1	Medi-Cal	4
Community Services Agency	2	Medication	3
DRAIL	5	Memorial Medical Center	1
EBT	1	Optometry	1
Food Stamps	6	Paradise Medical Clinic	1
General Assistance	1	PCP	14
Government Phone	3	Physical Therapy	1
ID Voucher	3	Psychiatrist	2
Medi-Cal	2	Quest Diagnostics	3
Outreach & Engagement	1	Transportation	1
Phone	5	Specialist (cardiology, podiatry, etc.)	9
Social Security	1	Pharmacy	11
Social Security Insurance	4	Data Not Available	1
Social Security Office	1		

Linkage Referrals Provided to Meet Needs (continued)

Mental Health Services (Community)	#	Peer Support	#
BHRS	1	Empowerment Center	5
Center for Human Services	1	Josie's Place	1
Counselor/Counseling	4	Outreach & Engagement	1
CSU	1	Peer Navigator	2
Empowerment Center	3	Peer Support	6
Golden Valley Health Center	1	SUD Assessment	1
MAT Assessment	1	Warm Line	140
Mental Health	1	Data Not Available	2
Pathways	1	Shelter/Housing	#
Telecare	1	Access Center	6
Therapist	1	CHSS	1
Data Not Available	2	Garden Gate Respite	4
Mental Health Services (County)	#	Gospel Mission	2
BHRS	3	HAT	2
Care Coordination	1	Hotel Voucher	1
Counselor/Counseling	7	New Hope Recovery	1
CSU	1	Rest House	2
Doctors Behavioral Health Center	1	Shelter/Housing	1
High Risk Health	2	Sober Living	2
Josie's Place	1	Vision of Hope	1
MAT Assessment	2	We Care Shelter	1
Mental Health Assessment	2	Data Not Available	2
Modesto Recovery Services	9	Vital Documents	#
Psychiatrist	4	Award Letter	1
Senior Access Team	1	Birth Certificate	2
Sierra Vista Child & Family Services	1	Car Registration	1
Telecare	1	Copy of ID, Passport to Services	1
Therapist	2	Debit Card	1
Turlock Recovery Services	2	DMV	5
Wellness Center	1	Driver's License	2
Data Not Available	2	HAT	1
Other	#	ID Voucher	4
Bank	1	ID	11
Clothing Closet	1	Medi-Cal	4
Community Services Agency	1	Outreach & Engagement	1
Court	2	Social Security Card	6
Dentist	1	Social Security Office	1
Drug Test	1		
Empowerment Center	1		
Glasses	1		
Narcotics Anonymous	1		
Phone/Government Phone	16		
Public Defender's Office	1		
Social Security Card	1		
Transportation	4		
Data Not Available	1		



The remaining 124 referrals provided resulted in the client not following through (90), the client was unable to be contacted (33), there were no program openings (1), or no data available (67).

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



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