



Regional Support Team (RST) Madison

ANNUAL REPORT

July 2020 – June 2021

WHAT WE DO

Regional Support Team (RST) is a community-based outpatient mental health clinic with the goal to provide our clients directed and culturally- appropriate recovery-based mental health services. Our mission is to provide integrated and cost-effective mental health services, as well as linkage to employment and housing services for adults and promote recovery, independence and self-sufficiency.

WE PROVIDE DIRECTED AND CULTURALLY APPROPRIATE RECOVERY-BASED SERVICES.

OUR SERVICES INCLUDE:



Individual and group therapy, peer support groups

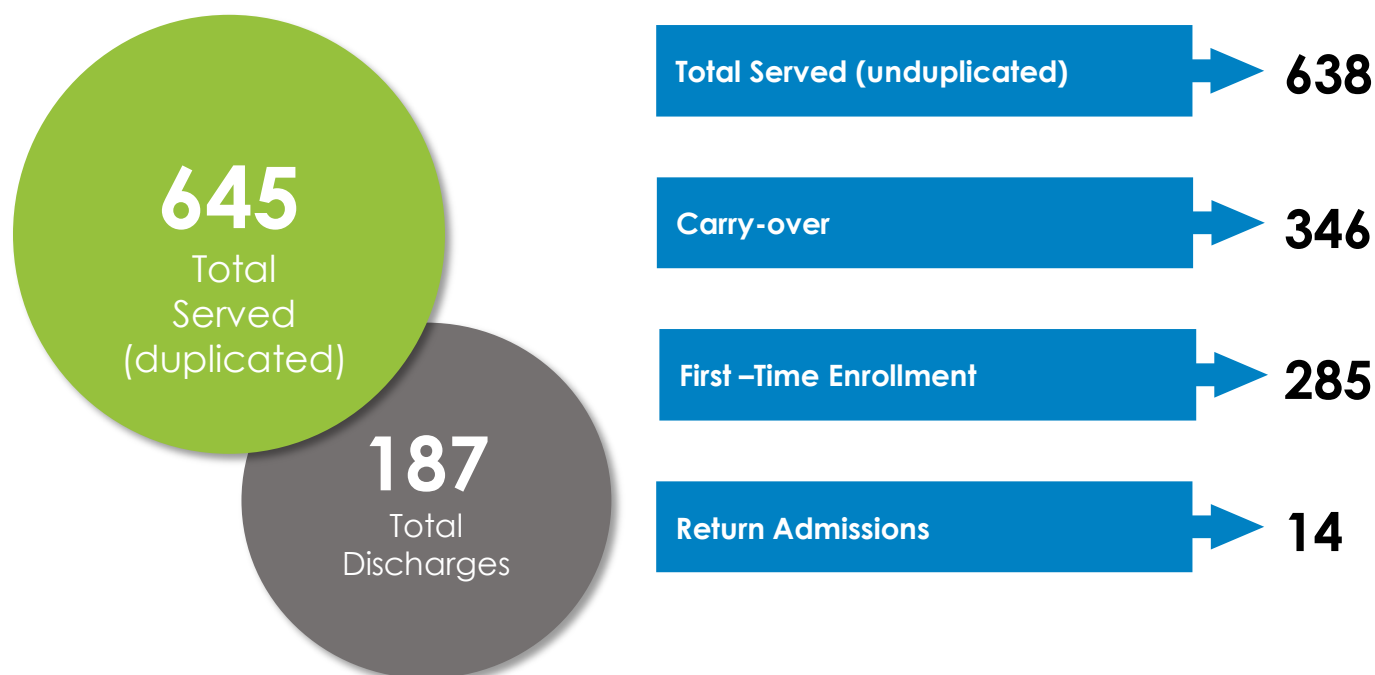


Medication management, coordinated case management, community outreach



Services and Referrals and vocational support

CENSUS



DEMOGRAPHICS

	#
Age Group	
18 – 25 years (TAY)	63
26 – 59 (Adult)	489
60+ (Older Adult)	86
Data Not Available	0
Gender	
Male	237
Female	401
Data Not Available	0
Race	
African-American	113
American Indian/Alaska Native	10
Asian/Pacific Islander	23
Caucasian	318
Multi-Racial	30
Other Race	87
Unknown	10
Data Not Available	47
Ethnicity	
Laotian	1
Mexican	38
Not Hispanic	418
Other	33
Other Hispanic/Latin	50
Unknown	17
Data Not Available	81
Primary Language	
Arabic	4
Armenian	1
English	576
Farsi	1
Hmong	1
Mien	1
Other Non-English	3
Russian	26
Spanish	9
Tagalog	1
Vietnamese	1
Unknown/Not Reported	14

	#
City of Residence	
Antelope	64
Carmichael	24
Citrus Heights	106
Elverta	3
Fair Oaks	12
Folsom	8
Granite Bay	1
Gridley	1
Hood	1
Loomis	1
Marysville	1
Mather	1
McClellan	3
North Highlands	86
Orangevale	11
Rancho Cordova	20
Rio Linda	20
Sacramento	274
Wilton	1
Data Not Available	0



SUCCESS STORY

A client was struggling with their mental health symptoms, would become almost catatonic and was not able to stabilize. They are now linked to the appropriate services and getting the help they need and will be able to stay housed!

-RST Staff Account

REPORTED HOSPITALIZATIONS

Of the 638 unduplicated individuals served between July 1, 2020 and June 30, 2021, 26 (4.1%) unduplicated clients accrued 37 psychiatric hospitalizations (according to the Clients Active in Multiple Programs report in Avatar) with 11 of those hospitalizations being return admissions.



Psychiatric Hospitalizations of Greater than 7 Days Among All Enrolled Clients

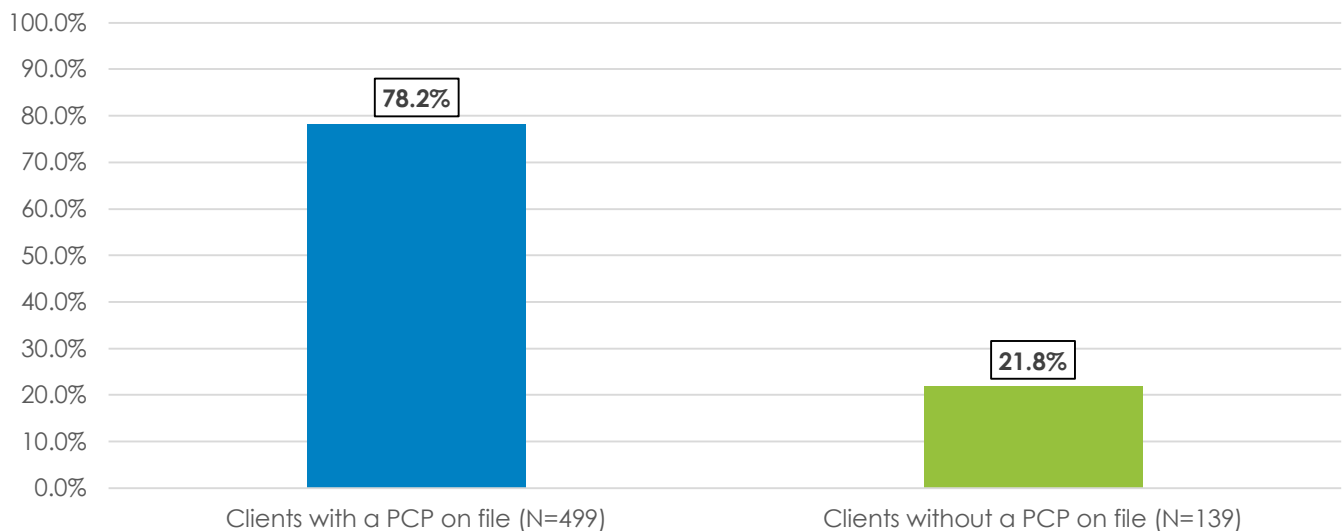


Of the 638 unduplicated clients served at RST Madison for the reporting period, 15 (2.4%) unduplicated clients were reported as requiring at least one (1) psychiatric hospitalization for greater than 7 days.



Equal to 50 clients

PRIMARY CARE PHYSICIAN



CONSUMER SATISFACTION

Total Surveys
Administered

101

Completed

29

Declined

72

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Overall Satisfaction Rate
1 I would recommend this agency to a friend or family member.	0 0.0%	0 0.0%	0 0.0%	17 58.6%	12 41.4%	88.3%
2 Staff returned my call in 24 hours.	0 0.0%	0 0.0%	0 0.0%	21 72.4%	8 27.6%	85.5%
3 Staff here believe that I can grow, change and recover.	0 0.0%	0 0.0%	0 0.0%	19 65.5%	10 34.5%	86.9%
4 Staff were sensitive to my cultural background (race, religion, language, etc.).	0 0.0%	0 0.0%	2 6.9%	21 72.4%	6 20.7%	82.8%
5 I am able to deal with crisis.	0 0.0%	2 6.9%	8 27.6%	12 41.4%	7 24.1%	76.6%
6 I do better in school and/or work.	0 0.0%	4 28.6%	5 35.7%	3 21.4%	2 14.3%	64.3%
7 My symptoms are not bothering me as much.	1 3.8%	3 11.5%	4 15.4%	15 57.7%	3 11.5%	72.3%
8 I do things that are more meaningful to me.	0 0.0%	2 7.4%	4 14.8%	15 55.6%	6 22.2%	78.5%
9 In a crisis, I would have the support I need from family or friends.	0 0.0%	1 3.4%	2 6.9%	18 62.1%	8 27.6%	82.8%
10 I am generally satisfied with my current housing.	0 0.0%	4 13.8%	5 17.2%	11 37.9%	9 31.0%	77.2%
11 I have easy access to different types of transportation from housing to places I need to go (buses, etc.).	0 0.0%	1 3.4%	6 20.7%	14 48.3%	8 27.6%	80.0%

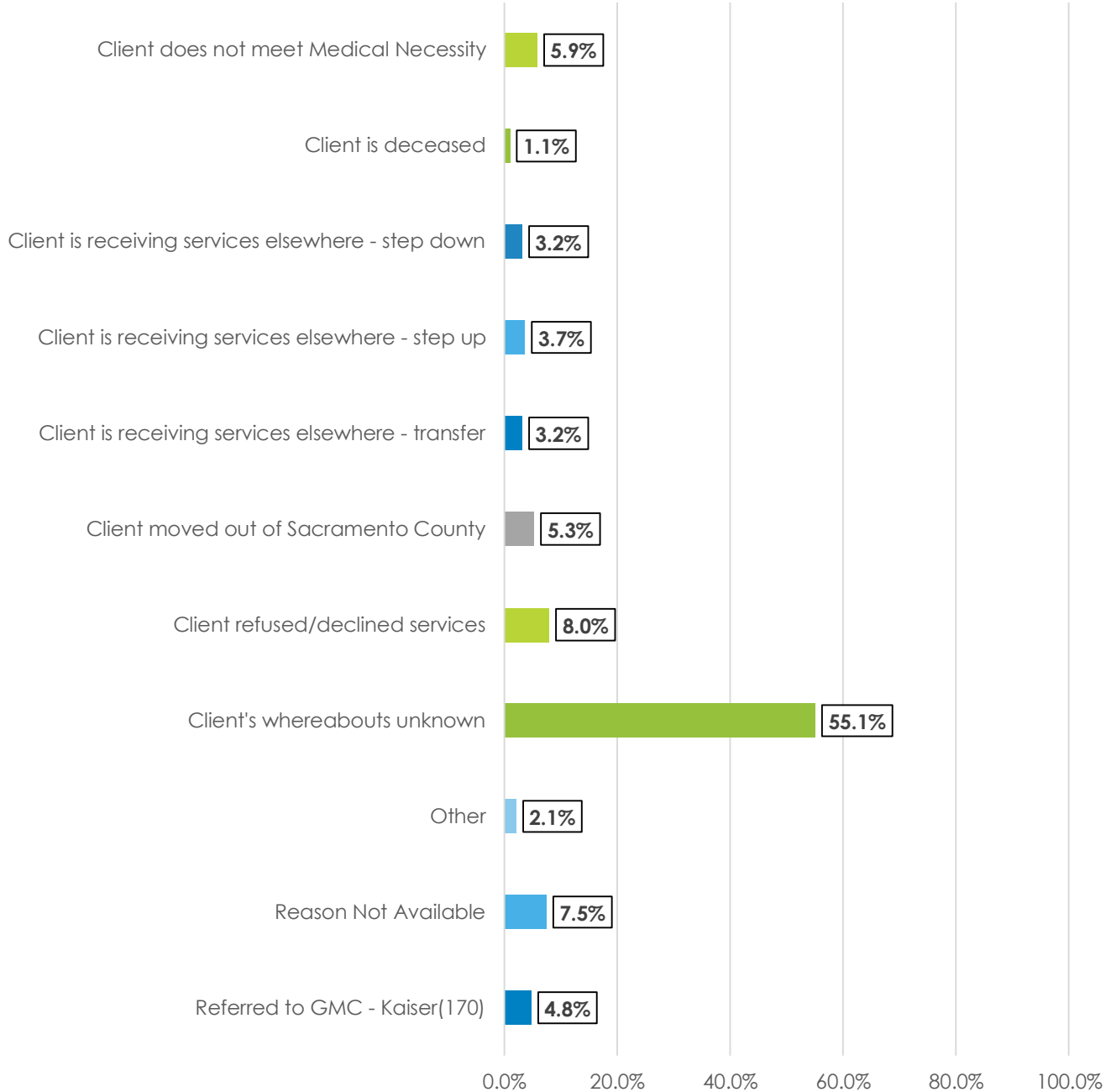
Overall Satisfaction Rate

80.4%

Some surveys completed before the second RST location opened could not be separated by location. Therefore, satisfaction outcomes include responses from clients served at RST Rosin and RST Madison.

Discharges

Within the reporting period, a total of 187 discharges occurred.



As shown in the graph above, the majority of discharges occurred due to reasons reported as *Client's whereabouts unknown* (55.1%, n=103) followed by *Client refused/declined services* (8.0%, n=15).

If one were to exclude clients whose discharges were determined to be "neutral" or beyond the control of the program (i.e., client does not meet medical necessity, client is deceased, client moved out of county, client refused/declined services, client's whereabouts unknown, reason not available/unable to contact client), 46.9.0% (n=15) of the 32 truly discharged clients were discharged successfully.

This report was developed and distributed by
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A: 10850 Gold Center Drive, Suite 325, Rancho Cordova, CA 95670 P: (916) 364-8395 www.TPCP.org



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