



Regional Support Team (RST) Rosin

# 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**

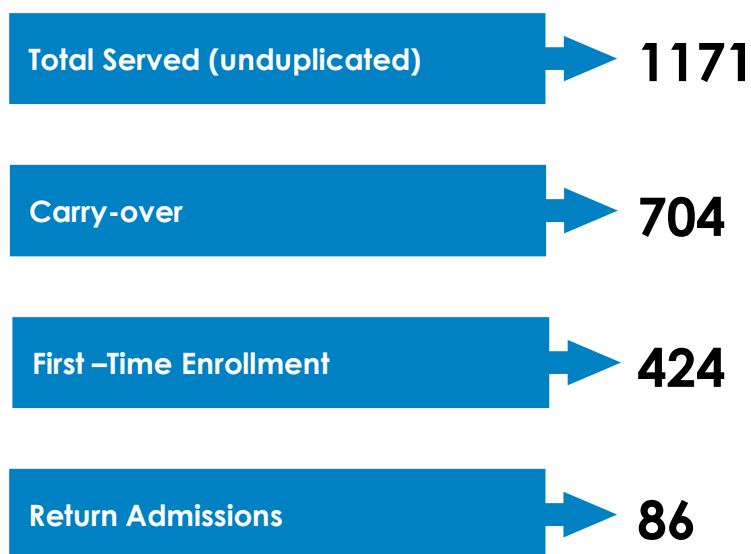
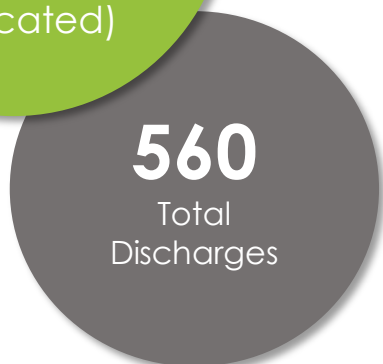
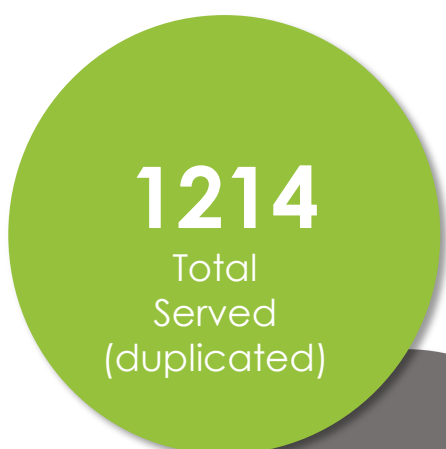


**Medication management, coordinated case management, community outreach**



**Services and Referrals and vocational support**

## CENSUS



## DEMOGRAPHICS

	#
<b>Age Group</b>	
18 – 25 years (TAY)	115
26 – 59 (Adult)	863
60+ (Older Adult)	193
Data Not Available	0
<b>Gender</b>	
Male	453
Female	718
Data Not Available	0
<b>Race</b>	
African-American	260
American Indian/Alaska Native	8
Asian/Pacific Islander	110
Caucasian	433
Multi-Racial	48
Other Race	131
Unknown	44
Data Not Available	137
<b>Ethnicity</b>	
Laotian	8
Mexican	54
Not Hispanic	711
Other	40
Other Hispanic/Latin	110
Puerto Rican	7
Data Not Available	54
Data Not Available	187
<b>Primary Language</b>	
Arabic	5
Armenian	1
English	994
Farsi	4
Hmong	33
Lao	12
Mien	8
Other Chinese Languages	1
Other Non-English	9
Russian	24
Spanish	25
Tagalog	4
Vietnamese	4
Unknown/Not Reported	47

	#
<b>City of Residence</b>	
Antelope	46
Canyon Country	1
Carmichael	13
Citrus Heights	67
Coalinga	1
Courtland	2
Davis	1
Elk Grove	14
Elverta	6
Fair Oaks	8
Folsom	4
Ione	1
Isleton	1
Lincoln	1
Marysville	2
Mather	2
McClellan	3
North Highlands	86
Olivehurst	1
Orangevale	4
Out of State	2
Rancho Cordova	6
Redwood City	1
Rio Linda	66
River Pines	1
Roseville	4
Sacramento	821
Shingle Springs	1
West Sacramento	3
Wilton	1
Data Not Available	1



## SUCCESS STORY

*A client had lost safe and secure housing and was hospitalized. After this, both family and staff wrapped around the client and got them successfully linked to appropriate services to meet the client's needs.*

-RST Staff Account

## REPORTED HOSPITALIZATIONS

Of the 1,171 unduplicated individuals served between July 1, 2020 and June 30, 2021, 49 (4.2%) unduplicated clients accrued 72 psychiatric hospitalizations (according to the Clients Active in Multiple Programs report in Avatar) with 23 of those hospitalizations being return admissions.



### Psychiatric Hospitalizations of Greater than 7 Days Among All Enrolled Clients

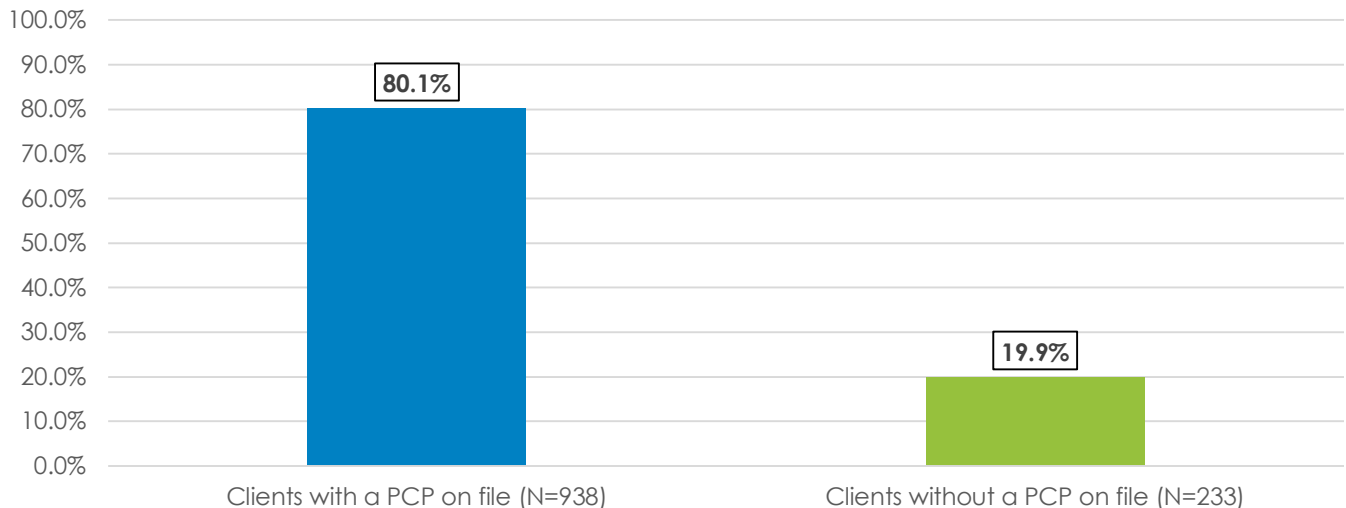


**95.8%**  
Of clients enrolled accrued ZERO Psychiatric Hospitalizations

Of the 1171 unduplicated clients served at RST Rosin for the reporting period, 27 (2.3%) 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%

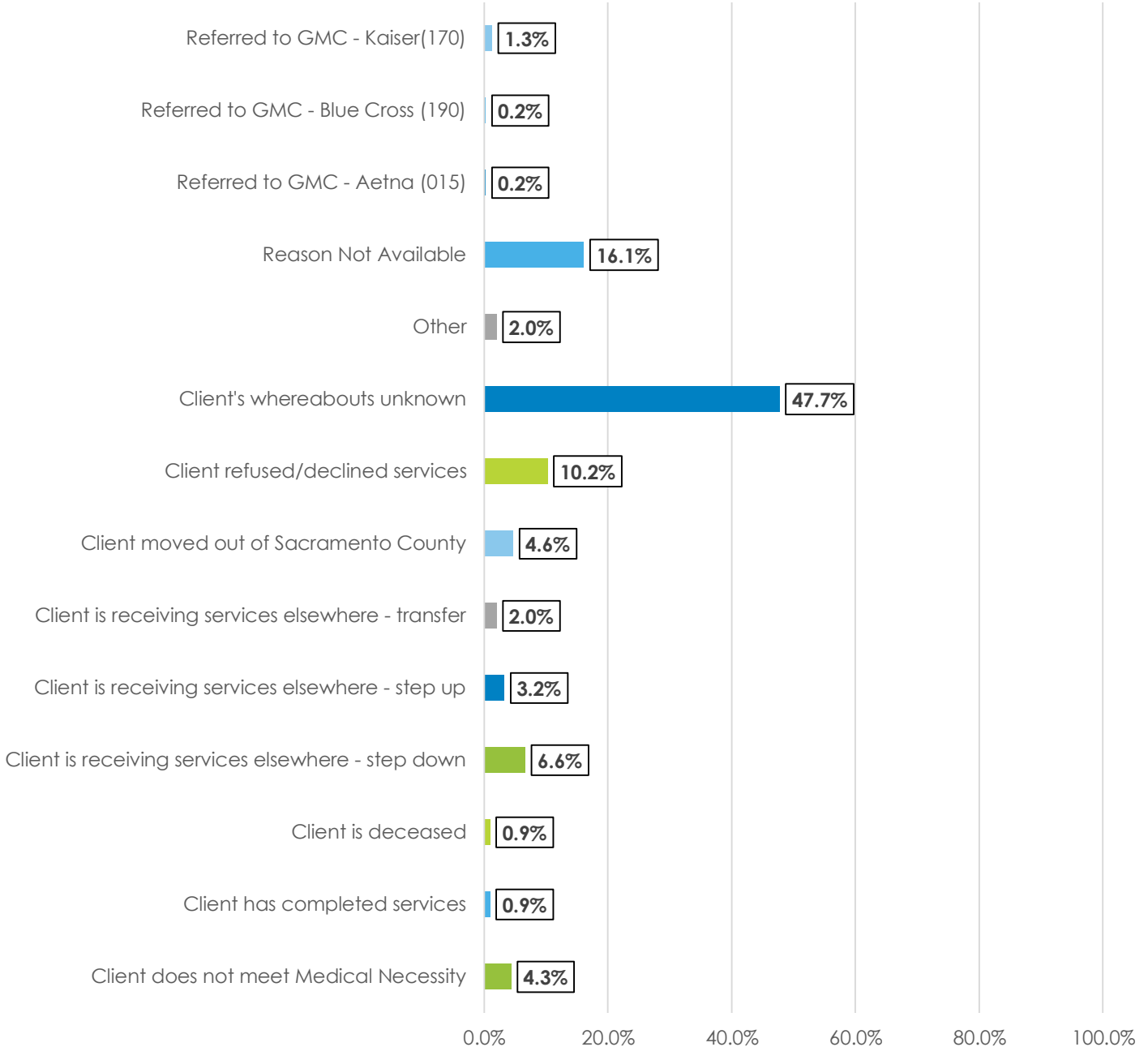
Overall Satisfaction Rate

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 560 discharges occurred.



As shown in the graph above, the majority of discharges occurred due to reasons reported as *Client's whereabouts unknown* (47.7%, n=267) followed by *Reason Not Available* (16.1%, n=90).

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), 56.0% (n=51) of the 91 truly discharged clients were discharged successfully.

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



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