



ANNUAL REPORT

July 2020 – June 2021

WHAT WE DO

Transitional Support Services (TSS) provides community support services to adults challenged with co-occurring psychiatric disorders and developmental disabilities. The type and intensity of services provided will be based on the minimum level of intervention necessary to maintain the health/safety of the individual and to support progress toward their identified goals. TSS is designed to minimize dependency and to affect the most rapid “normalization” and community integration possible. The central aspect of the TSS program is member choice. Before an individual is offered TSS membership, they will be helped to understand the TSS philosophy. TSS will honor each person’s expressed goals.

SERVICES PROVIDED



24/7 on-call support, therapeutic services



Linkages, to resources and services

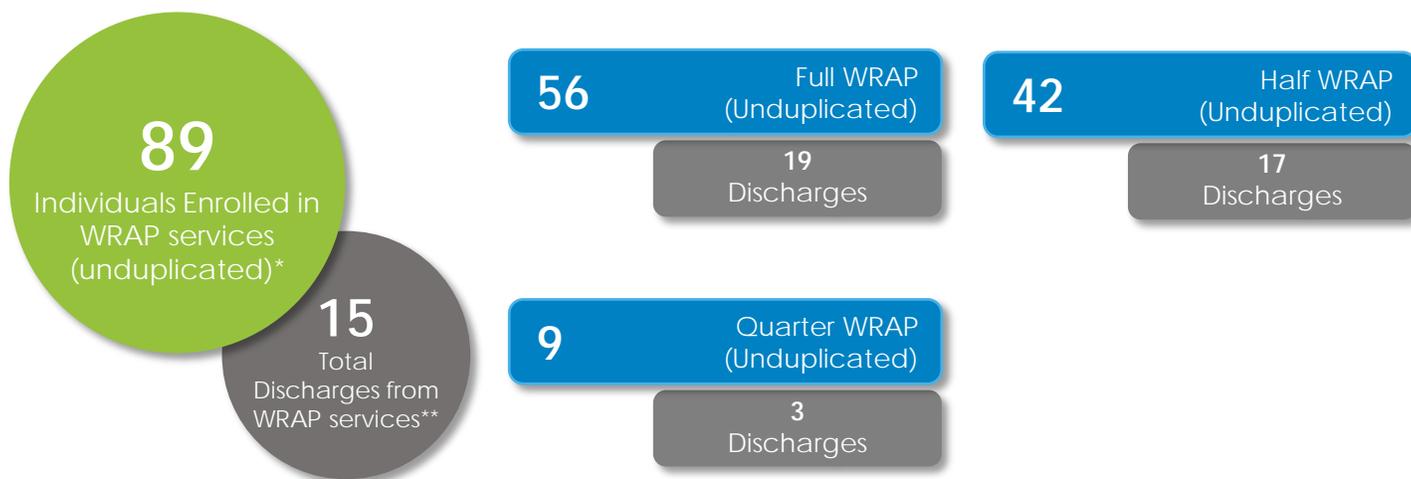


Ongoing psychiatric care, medication management



Intensive psych-social, rehabilitation, supportive housing

CENSUS



A number of individuals served through the TSS program switch between receiving Full WRAP, Partial (Half) WRAP, and Quarter WRAP services throughout the fiscal year. The totals above for each level of service include duplicates since, technically, they were served under multiple program types.

*The *Individuals Enrolled* figure does not count duplicates between the different level types but rather counts each person once for accuracy.

**The *Total Discharges* does not include clients who were discharged internally to higher or lower levels of service within TSS but rather counts those clients who were discharged to external destinations.

DEMOGRAPHICS

	#
Age Group	
18 – 25 years (TAY)	15
26 – 59 (Adult)	67
60+ (Older Adult)	7
Race	
African-American/Black	16
American Native/Native Alaskan	0
Asian/Pacific Islander	2
Caucasian/White	31
Other Race or Hispanic	6
Declined	24
Unknown/Not Reported	10
Primary Language	
English	87
German	1
Italian	1
Gender	
Male	55
Female	34
Other	0

	#
City of Residence	
Antelope	1
Ben Lomond	1
Carmichael	6
Citrus Heights	6
Dixon	1
Elk Grove	3
Galt	1
North Highlands	7
Olivehurst	1
Orangevale	1
Rancho Cordova	2
Redding	1
Rocklin	1
Roseville	3
Sacramento	53
San Francisco	1

DIAGNOSES

The 89 unduplicated clients served in the fiscal year had a total of 284 diagnoses on file, including mental health diagnoses, developmental diagnoses, and medical illnesses.

Mental Health Diagnoses (all diagnoses reported)	
Anxiety Disorders	7
Bipolar and Related Disorders	27
Depressive Disorders	13
Disruptive, Impulse-Control and Conduct Disorders	16
Obsessive-Compulsive and Related Disorders	2
Personality Disorders	9
Schizophrenia Spectrum and Other Psychotic Disorders	29
Sleep-Wake Disorders	1
Substance-Use Disorder	17
Trauma-and-Stressor-Related Disorders	12

Developmental Diagnoses (all diagnoses reported)	
Attention-Deficit Hyperactivity Disorder	14
Autism Spectrum Disorder	10
Borderline Intellectual Functioning	11
Intellectual Disability	67
Other Neurodevelopmental Disorders	7

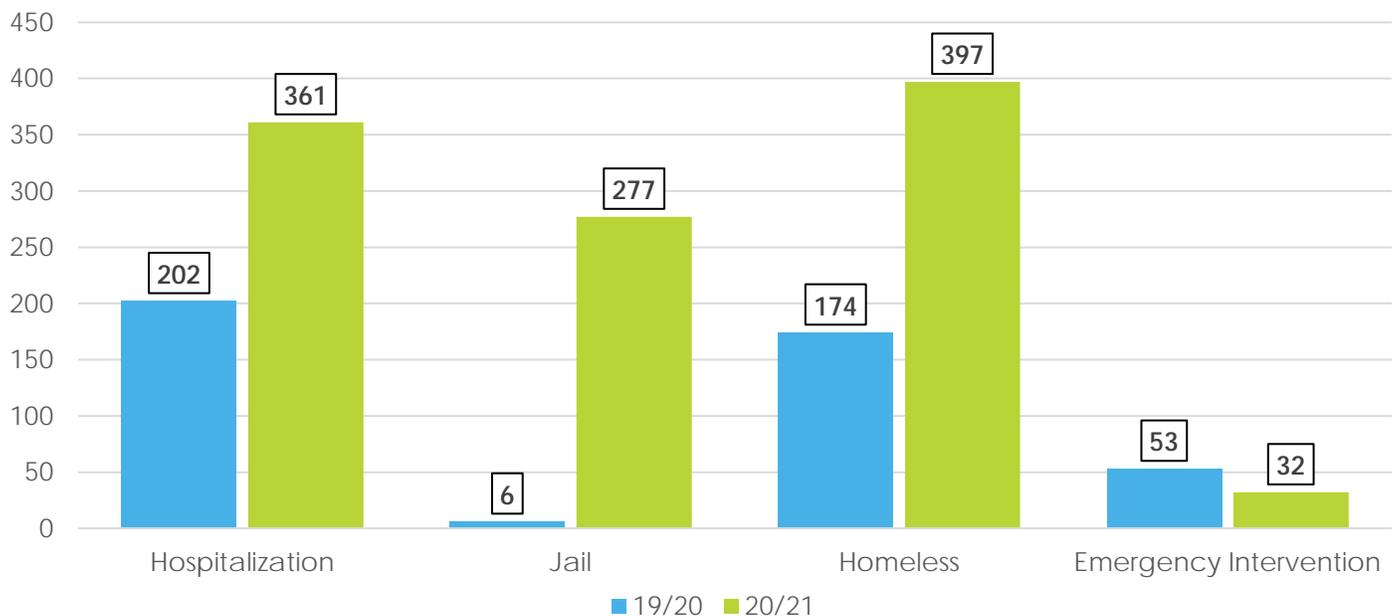
Medical Illness (all diagnoses reported)	
Bodily Pain	2
Cerebral Palsy	3
Circulatory Disorders & Blood Related Conditions	12
Congenital Disorders	3
Diabetes	2
Epilepsy/Seizure Disorder	5
Hypothyroidism	2
Other Medical Issues	8
Pulmonary Conditions	5

DOMAIN OUTCOMES

A total of 91 individuals were served in the 19/20 fiscal year. 89 individuals were served in the 20/21 fiscal year. The first graphic below is a comparison of all clients served in 19/20 versus all those served in 20/21. The second graphic compares only those individuals served in the 19/20 fiscal year who continued to be served in the 20/21 fiscal year (N=29).

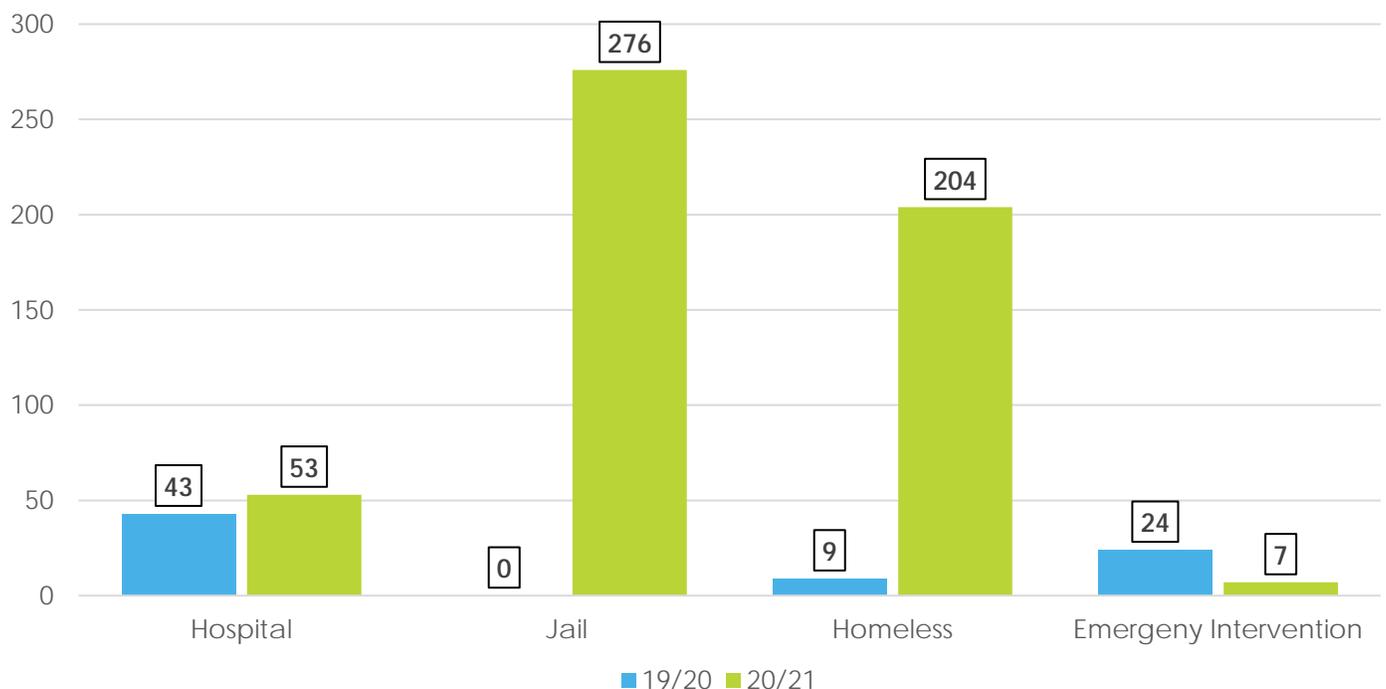
19/20 vs 20/21 Fiscal Year (FY)

All Clients Served



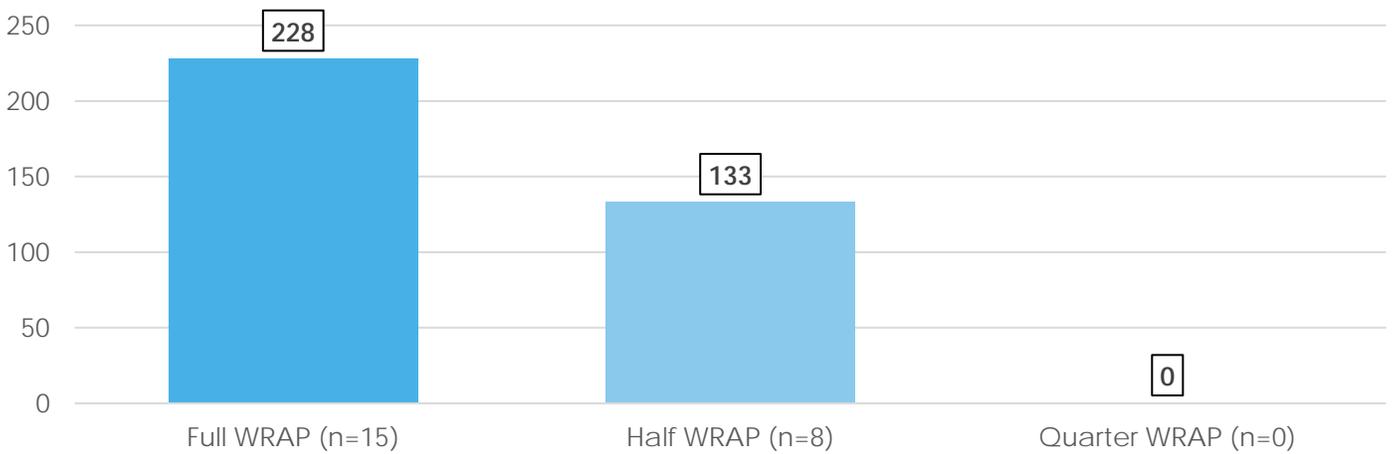
19/20 vs 20/21 Fiscal Year (FY)

29 Clients Served BOTH Fiscal Years

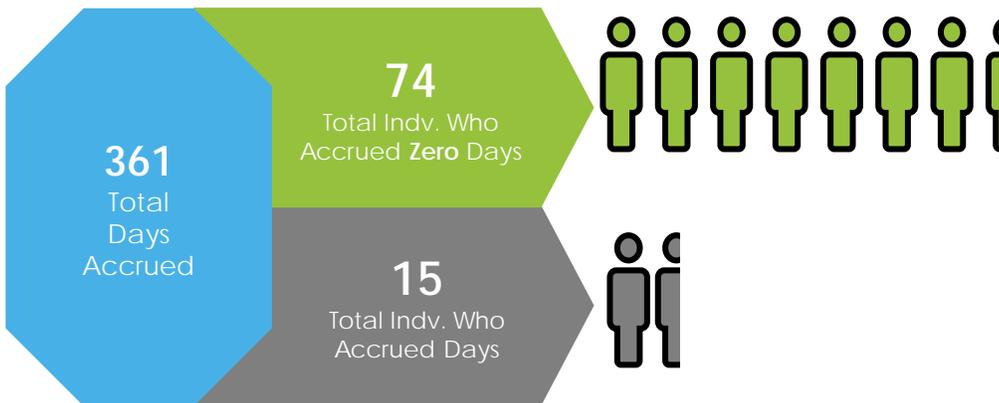


PSYCHIATRIC HOSPITAL DAYS

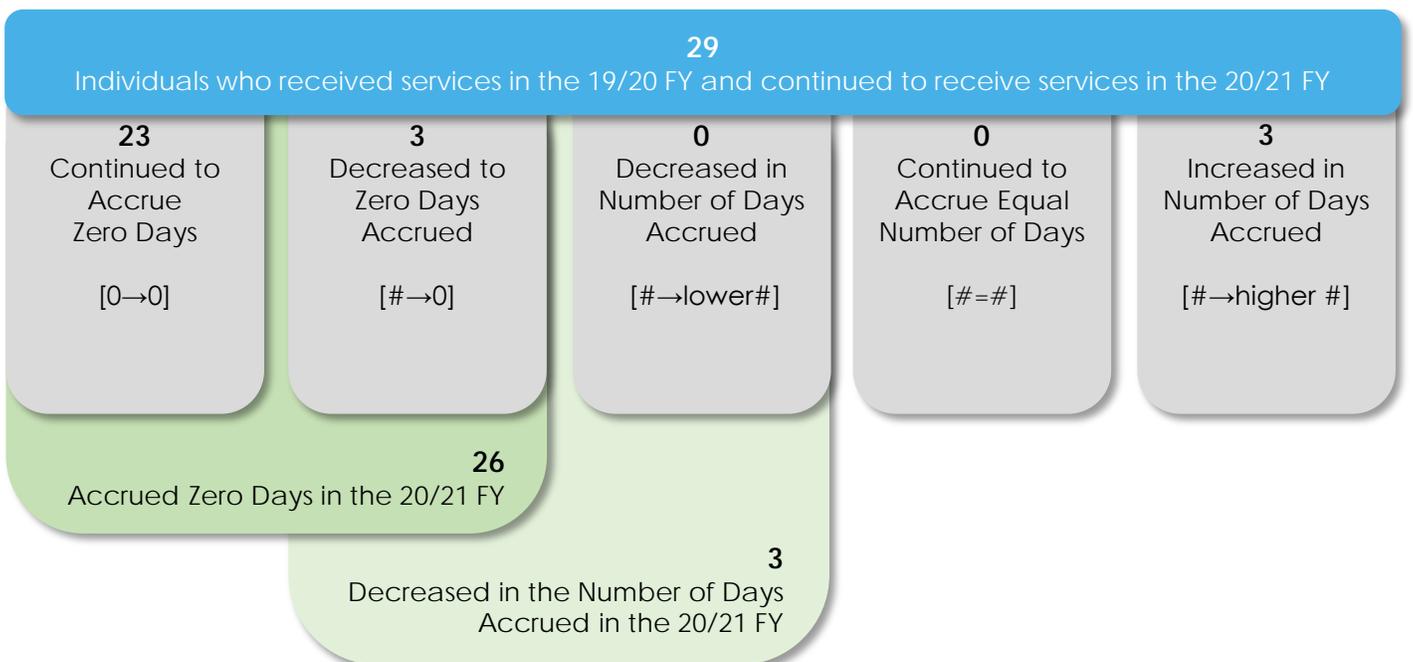
Days Accrued by WRAP level in 20/21 FY



All Clients Served in the 20/21 FY

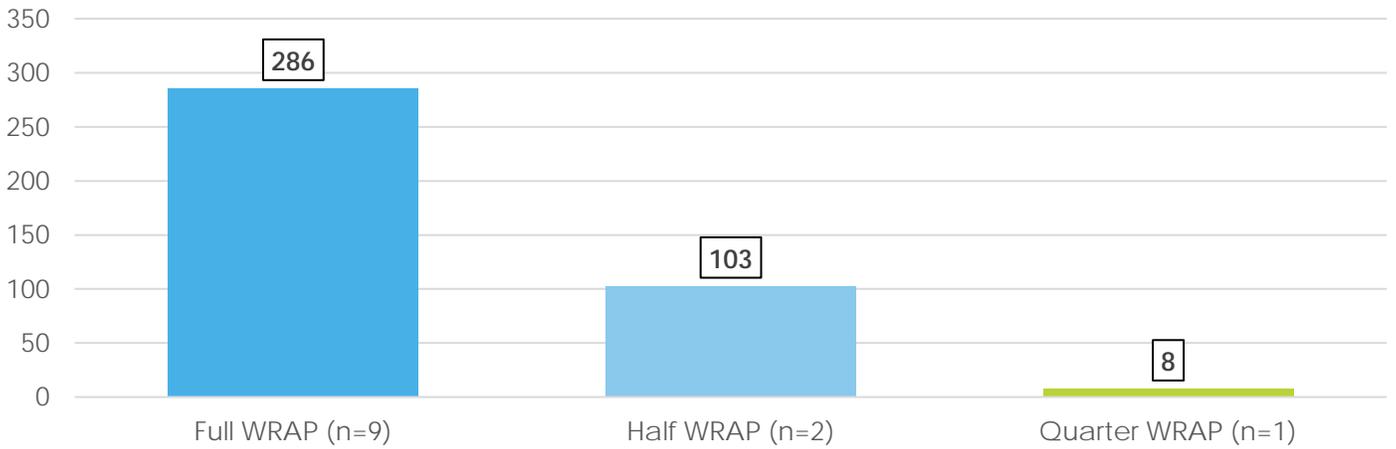


Pre/Post Comparisons of Individuals Served Both FYs

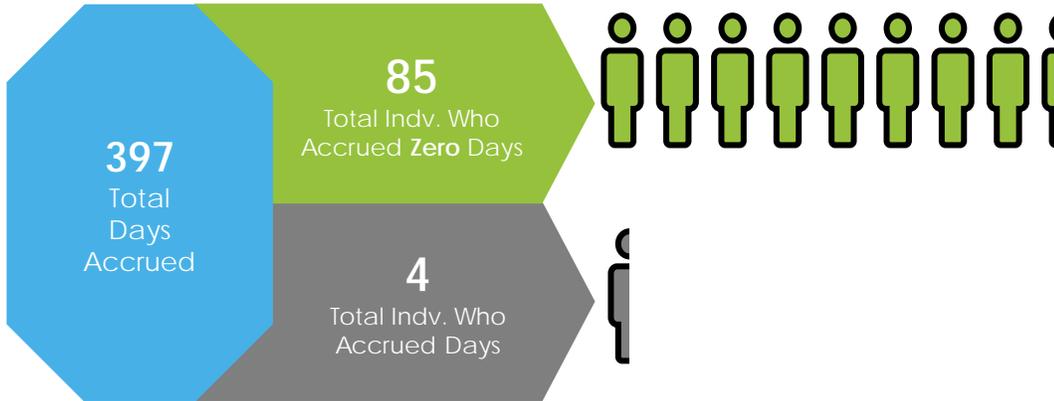


HOMLESS DAYS

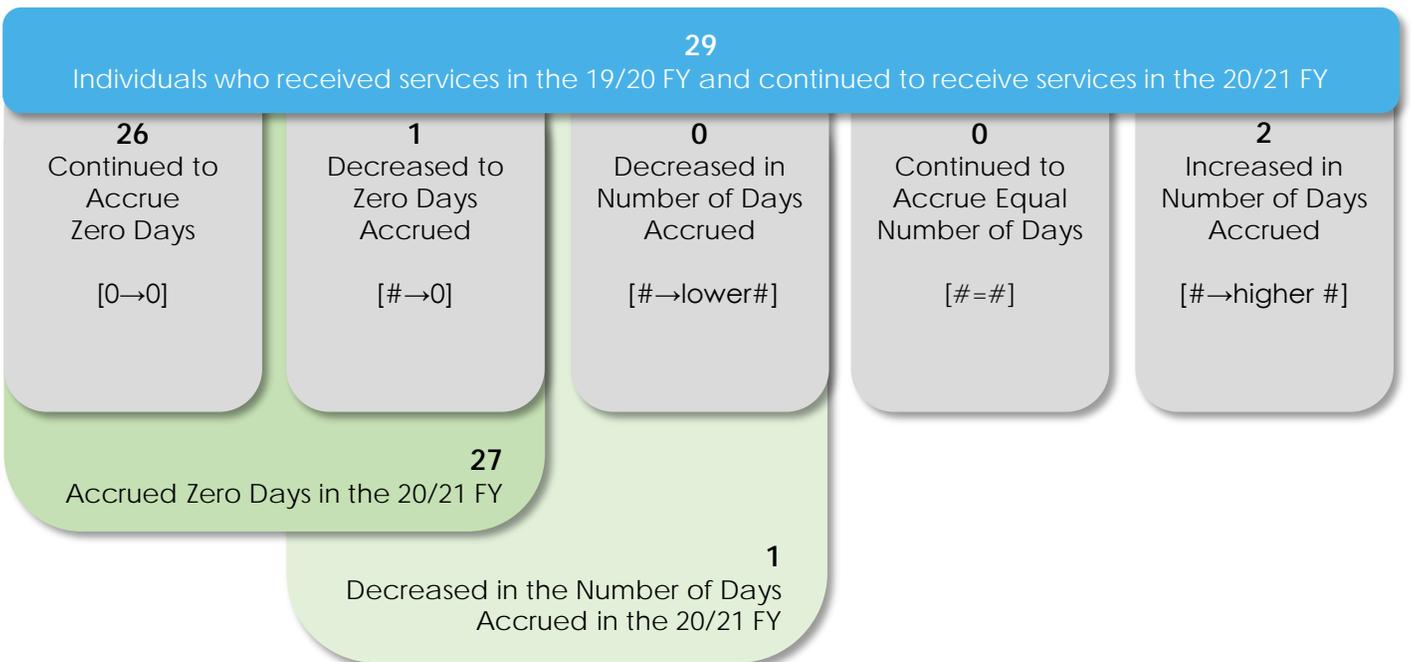
Days Accrued by WRAP level in 20/21 FY



All Clients Served in the 20/21 FY



Pre/Post Comparisons of Individuals Served Both FYs

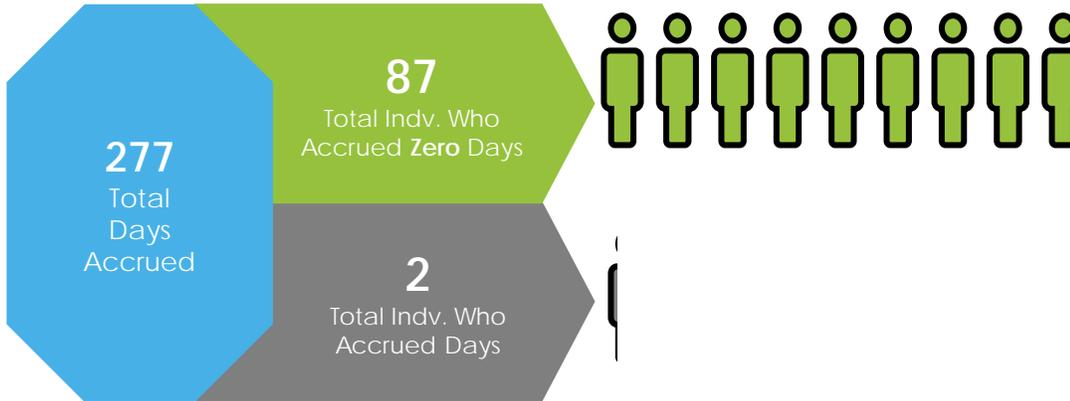


JAIL DAYS

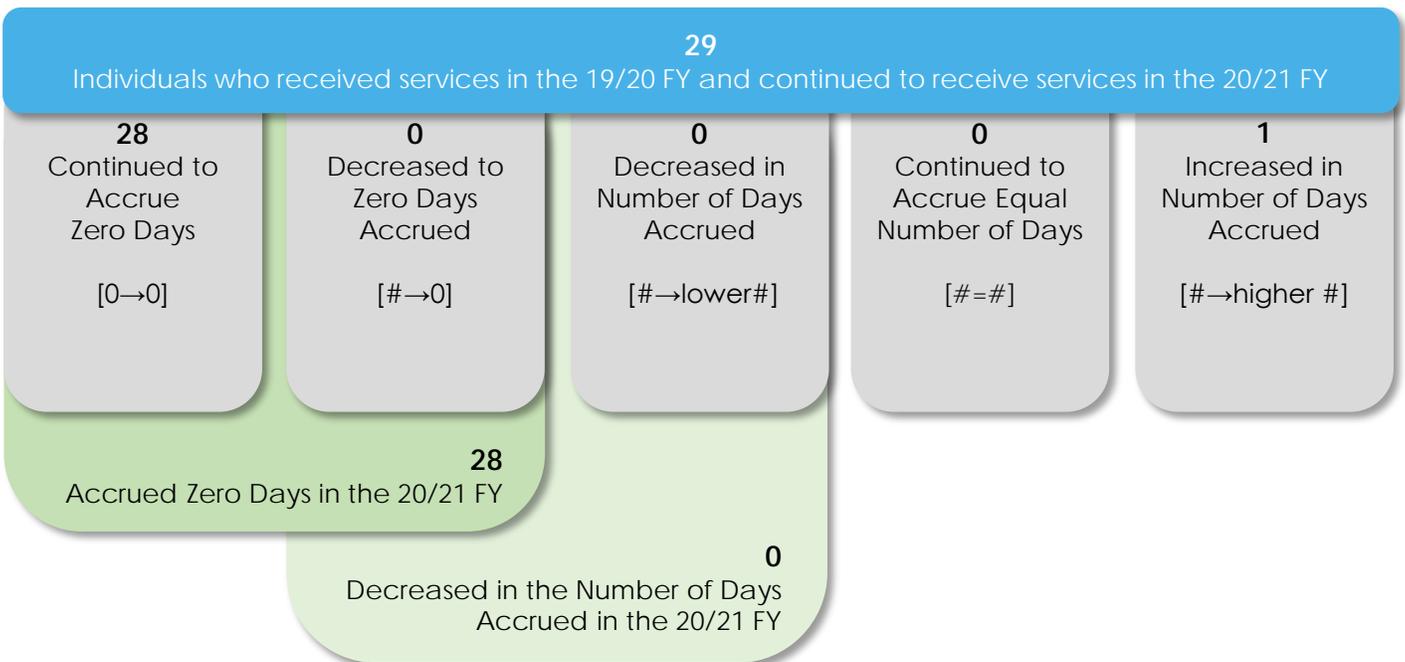
Days Accrued by WRAP level in 20/21 FY



All Clients Served in the 20/21 FY

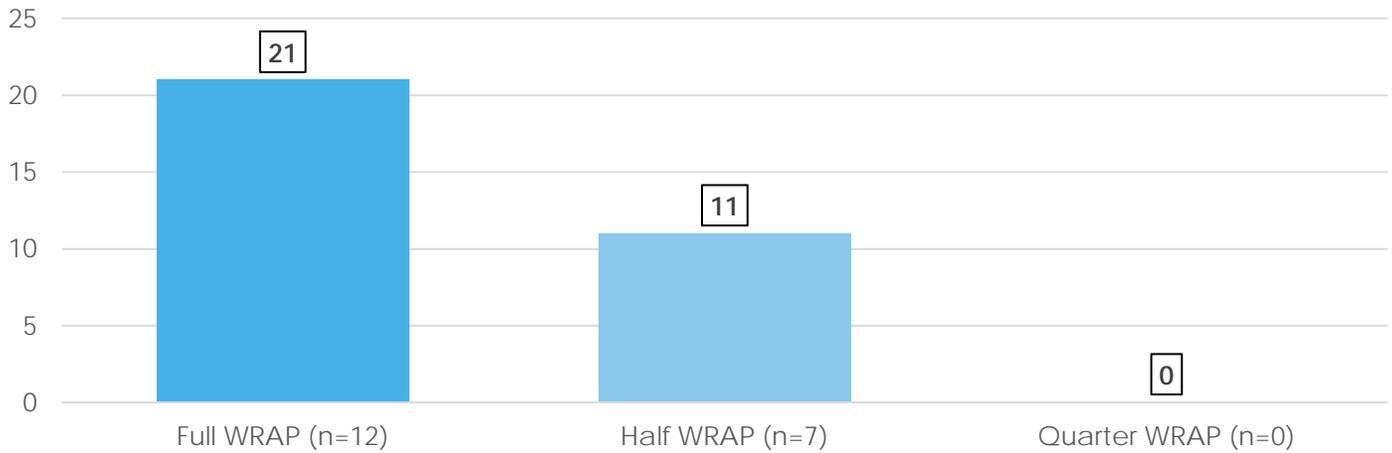


Pre/Post Comparisons of Individuals Served Both FYs

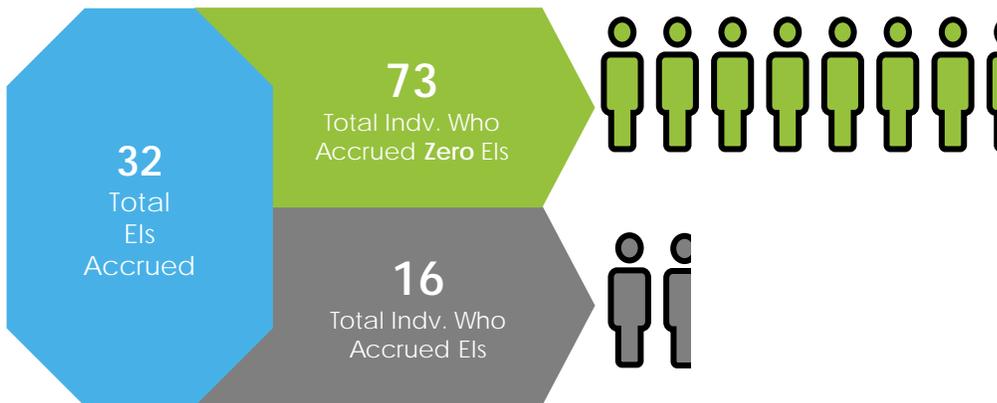


EMERGENCY INTERVENTIONS (EIs)

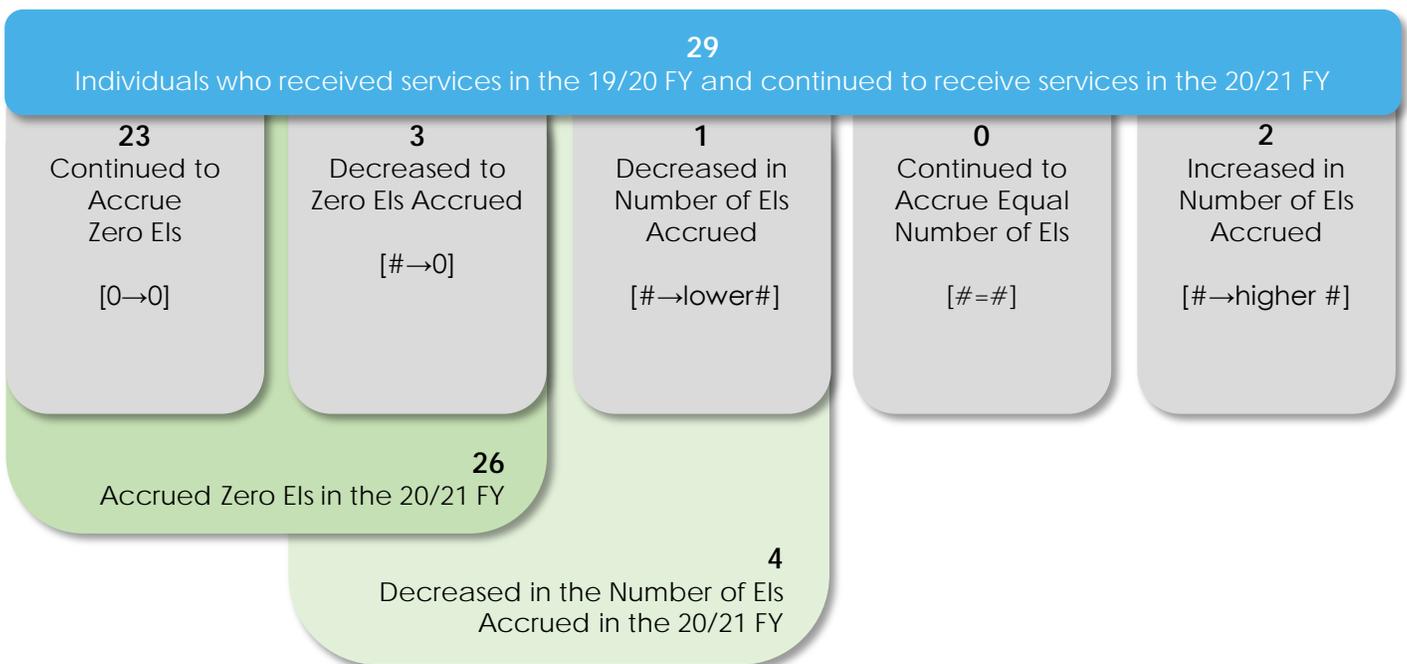
EIs Accrued by WRAP level in 20/21 FY



All Clients Served in the 20/21 FY



Pre/Post Comparisons of Individuals Served Both FYs



8 Determinants of Care

TSS utilizes the 8-Determinants of Care, which is a clinical and administrative tool that allows us to measure where individuals are in their journey of recovery and produce data that describes the journey of recovery over time. This tool includes the Milestones of Recovery Scale (MORS), in addition to incorporating other specific domains to support a more effective service continuum. The MORS has 8 possible categories of recovery, or milestones, in which a client may be assessed to be at. They include:

- Extreme Risk (1)
- High Risk/ Not Engaged (2)
- High Risk/ Engaged (3)
- Poorly Coping/ Not Engaged (4)
- Poorly Coping/ Engaged (5)
- Coping/ Rehabilitation (6)
- Early Recovery (7)
- Advanced Recovery (8)

With regards to the 8 Determinants, clients are assessed on whether or not they need support in each of the 8-Determinants of Care.

1. Managing Financial Resources?
2. Coordinating Transportation?
3. Daily Living Skills?
4. Weekly contact with staff to coordinate care?
5. Managing Medication?
6. Managing Community Relationships and Minimizing Disruptive Behaviors?
7. Been at current level of MORS less than six months?
8. Require CSS Flex Funds?

The TSS program does not have internal CSS funds, so the 8th determinant of care is not applicable and excluded from the analysis.

Upon scoring each item, a composite score is calculated based on multiple factors. The composite score represents the program level the client should be enrolled in. TSSs are considered a level 4 program. A lower score indicates that a lower level of care may be needed, while a higher score indicates the need for a higher level of care.

8 Determinants of Care Composite Scores

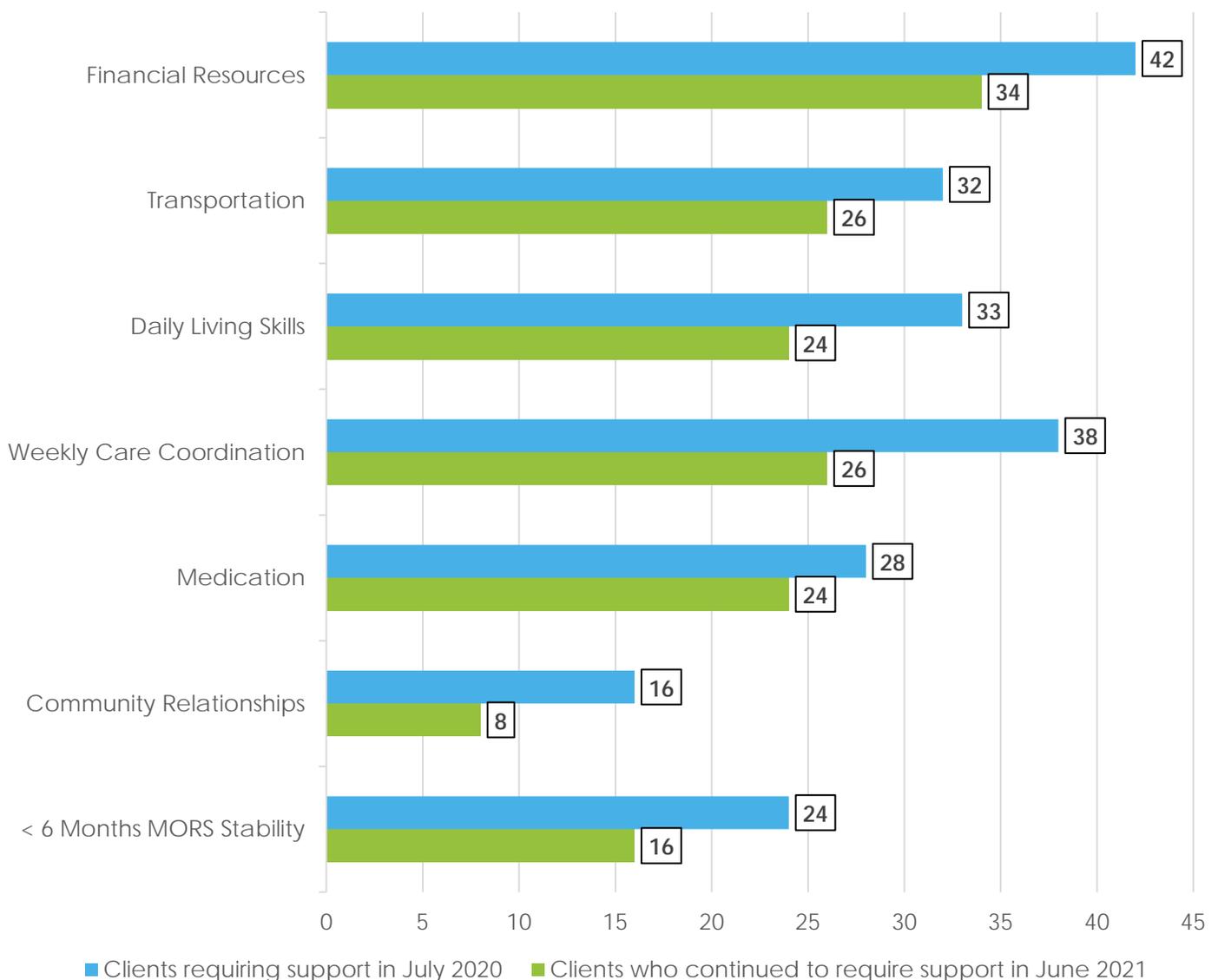
Client Group	#	%
Clients with a score of 4 (TSS is a level 4 program)	39	43.8%
Clients with a score below 4 (lower level of care possibly needed)	30	33.7%
Clients with a score above 4 (higher level of care possibly needed)	0	0.0%
Clients with no score	20	22.5%
Total	89	100%

8 Determinants of Care/Milestones of Recovery Scale (MORS) Continued

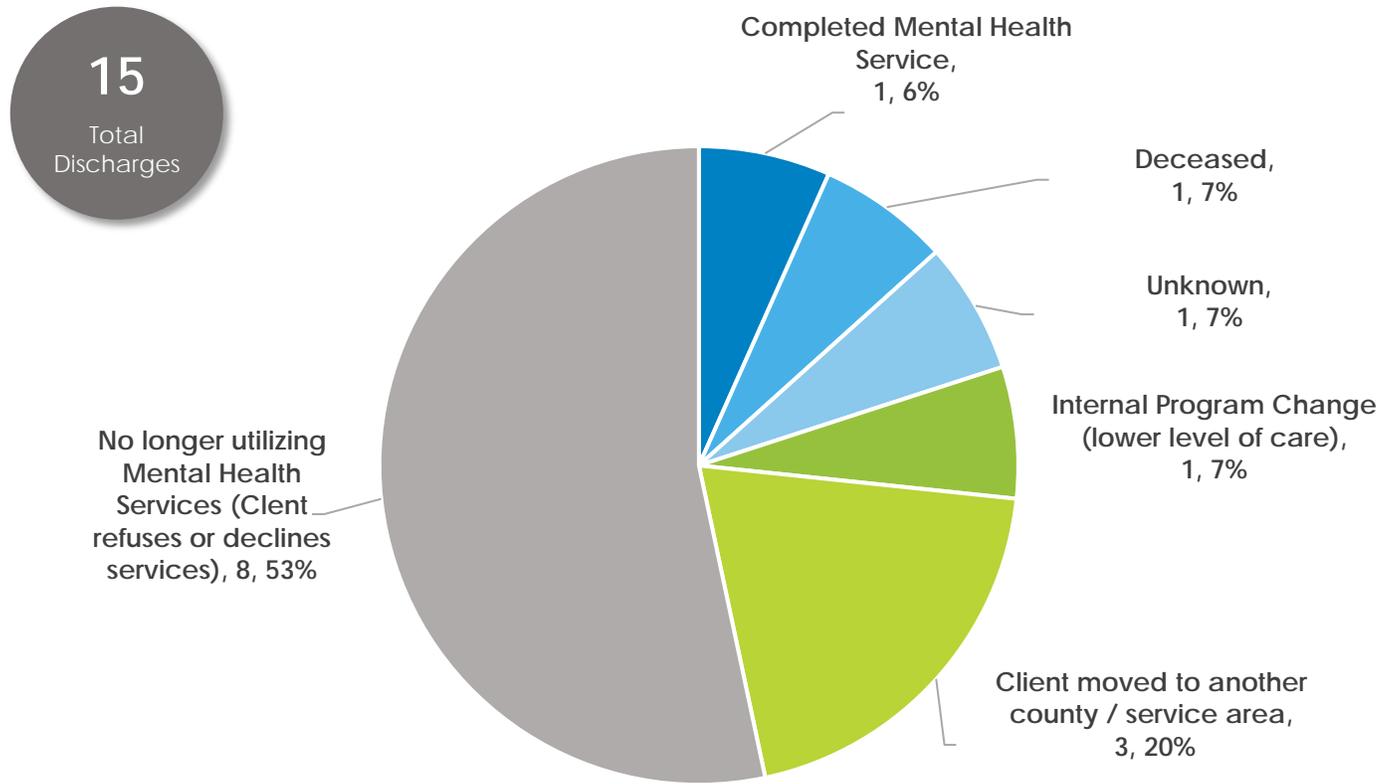
The following is based on 69 individuals with the 8 Determinants of Care entered for June 2021.

Client Group	#	%
Clients requiring support to manage financial resources	48	69.6%
Clients requiring support to coordinate transportation needs	39	56.5%
Clients requiring assistance with 2+ ADLs	43	62.3%
Clients requiring 1+ weekly contact to coordinate care	47	68.1%
Clients requiring support to manage medication(s)	42	60.9%
Clients requiring support to manage community relations & minimize disruptions	19	27.5%
Clients with less than 6 months stability in current MORS level	36	52.2%

The following is based on 53 individuals with the 8 Determinants of Care entered for July 2020 and June 2021.

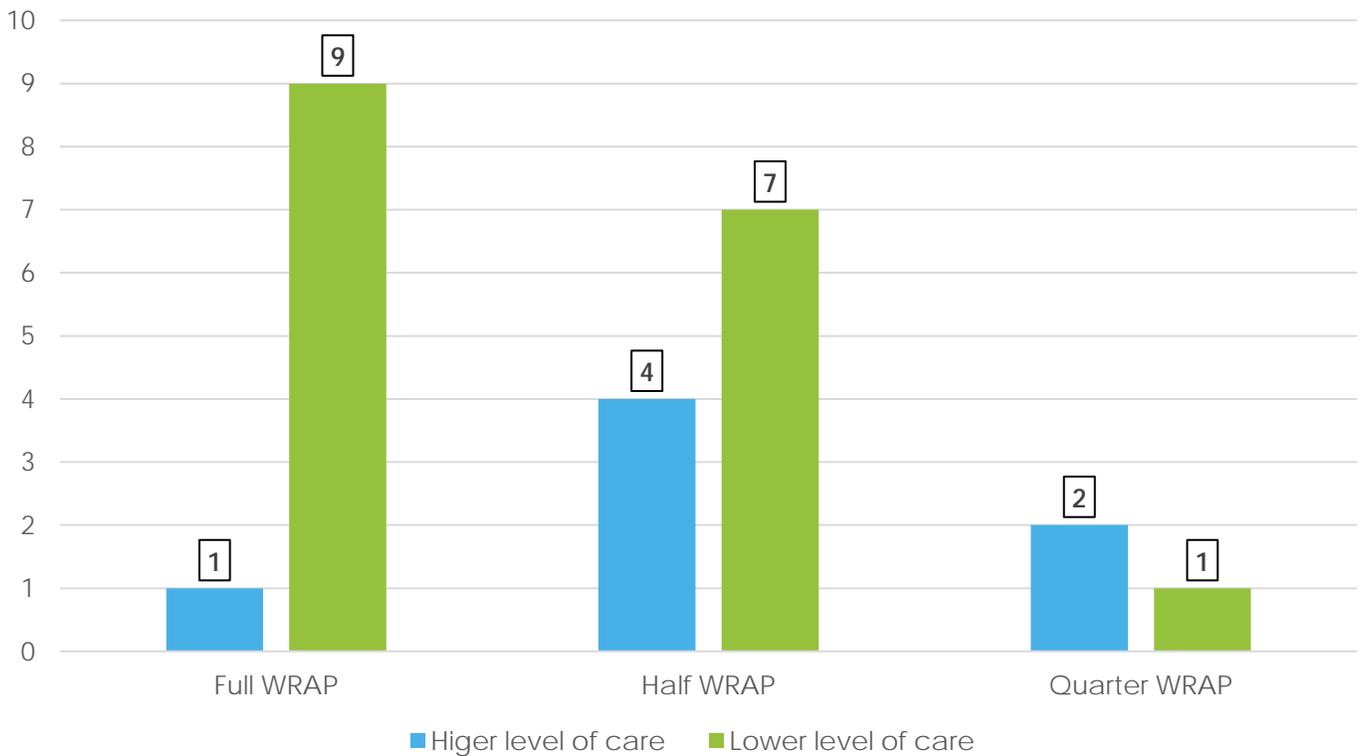


EXTERNAL DISCHARGES

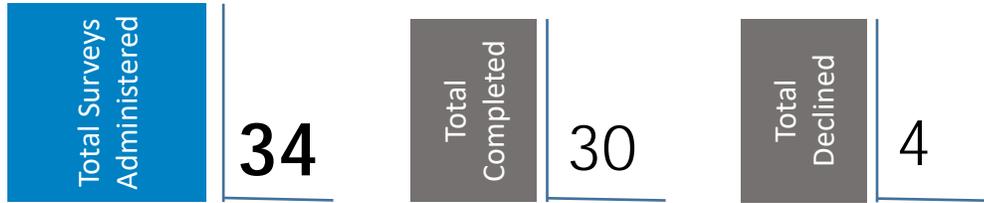


INTERNAL DISCHARGES

The following chart displays the 24 internal discharges during FY 2020-2021



CLIENT SATISFACTION



Item	Satisfaction Rate
I like TSS services.	96.4%
If I had other choices, I would still choose TSS.	94.0%
TSS staff here believes that I can grow, change, and get better.	97.8%
TSS staff encourages me to take responsibility for how I live my life.	98.9%
If I am unhappy with something about TSS, I can talk with staff.	93.1%
With TSS support, I deal more effectively with daily problems.	94.4%
With TSS support, I think I have more control over my life/future.	95.1%
With TSS support, I am better able to deal with crisis situations.	95.2%
TSS helps me form positive relationships with others.	91.1%
With TSS support, I feel more comfortable when I am in the community.	90.0%
With TSS support, my symptoms are not bothering me as much.	86.2%
With TSS support, I am better able to take care of my needs.	94.0%
With TSS support, I am better able to handle things when they go wrong.	88.5%
I have people with whom I can do enjoyable things.	89.3%
I feel that I belong in my community.	91.1%
In a crisis, I would have the support I need from family and friends.	92.0%

Overall Satisfaction Rate

92.9%

The survey contains one additional item that asks specifically about their TSS prescriber when applicable.

Item	Satisfaction Rate
I am happy with my TSS prescriber.	95.2%

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



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