

Santa Clara County Behavioral Health Board

Older Adult Committee

FY 16 MHSA Annual Update Planning Meeting

July 13, 2015

**Older Adult Home-Based Programs
Older Adult Community-Based Outreach and Education**

The local implementation of Mental Health Services Act (MHSA) services started in Fiscal Year 2007. Since this system transformation, the Behavioral Health Department uses MHSA funds to improve service access and quality for older adults with great mental health needs and risks.

MHSA approaches of community engagement and collaboration, system redesign, innovation and a strong “whatever it takes” philosophy create opportunities to design flexible services per the preference and needs of elders. Thus, the following services are delivered in the home and natural community settings creating a continuum of responsive system access. New programs build on the relationships with seniors enjoyed by local community organizations.

The initial recommendations for the FY 16 MHSA Annual Plan for the MHSA older adult home-based and community-based continuum of care are listed below. This is followed by information about the delivery of the home-based services in FY 2014, along with historical demographic data about the clients served.

I. FY 16 Annual MHSA Plan - INITIAL RECOMMENDATIONS

MHSA funding will be maintained at the current level and all programs will be refined to create a more robust continuum of care for high need, and often isolated older adults with mental illness.

There will be an increased focus within all existing programs to achieve:

- ✓ **Greater language and cultural competence**
- ✓ **Targeted outreach and engagement for hard to reach older adults**
- ✓ **Older adult centered direct services with emphasis on the following unserved or underserved older adult groups with mental illness:**
 - **LGBTQ older adults who require specialized services**
 - **Isolated seniors, especially those that are homebound**
 - **High-risk older adult with serious medical conditions, and family, housing and financial challenges that have resulted in a mental illness.**

II. MHSA Services Provided in FY 2014

The experience of providing home-based and community based mental health programs for older adults in Santa Clara County in FY 2014 is the foundation for the recommended plans for the FY 16 MHSA Plan.

HOME-BASED PROGRAMS

Empathic mental health staff with specialized knowledge and expertise served 49 adult and 298 older adults (persons 60 years of age and older) in Fiscal Year 2014. Staff apply understanding of age related issues: complex family dynamics, financial problems, medical complications, isolation, multiple losses and previously untreated or undertreated mental illness. Staff used flexible mental health treatment techniques to celebrate with the elders their life accomplishments, support their coping with new stages of life and assist them develop plans for their future. The *home-based approach* is accessible to older adults who experience hardship they may be reluctant or unable to seek services. They may not be able to use the mental health call center or travel to an established community mental health clinic settings.

Older Adult Full Service Partnership

The Older Adult Full Service Partnership (FSP) serve older adults with a serious mental illness that require intensive wrap around services which include flex funds to live stably in the community. Two programs are provided by Catholic Charities and Community Solutions. 43 clients were served in FY 2014.

Golden Gateway

The Golden Gateway Program, operated by Catholic Charities, started during Fiscal Year 2009, since then 585 unduplicated clients have been served by the program. In FY 14, 116 clients received intensive case management and mental health treatment, including psychiatric care.

The Connection at APS Program

The Connection Program at Adult Protective Services (APS) provides consultation and direct services for dependent and older adult clients who have come to the attention of Adult Protective Services delivered by a County Behavioral Health Department licensed clinician stationed at APS. 169 clients were served in FY 2014, including mental health case consultations with APS Social Workers.

The Elders' Storytelling Project

The Elders' Storytelling Project is an Innovation Project that was developed to innovate and test a model to increase quality of services for isolated, moderately depressed older adults who primarily speak either Spanish or Vietnamese. The Innovation project provides a culturally based "storytelling" approach. Annually serving 85 clients. 81 clients were enrolled in cycle 1, July 1, 2013 to December 31, 2013, and 34 clients completed services in cycle 2, January 1, 2014 to June 30, 2014.

COMMUNITY-BASED PROGRAM

MHSA funded a one-time educational partnership with the City of San Jose Senior Nutrition Site. The City of San Jose provided community outreach and support for the delivery of mental health education presentations at their City's 14 senior nutrition sites. The service initially provided by one county mental health clinician and later by master's level interns offered an opportunity for the County Mental Health to provide education on older adult related mental health topics while providing information on how to access mental health services.

HOME-BASED OLDER ADULT PROGRAM DATA for FISCAL YEAR 2014

During FY 14, 347 clients were served by the four home-based programs. It is important to note that each serves a unique population with a unique model of care. The following are tables that include the data for the four programs pertaining to age, ethnicity and language.

Age: 86% of the clients served were over the age of 60. The Connections at APS served 33% adult clients, because the client sources is Adult Protective Services which served dependent adults and older adults at risk of abuse. Calculating the age data without the Connection clients results in a total of 239 clients served, and 226 or 95% being over 60 years of age.

AGE	ALL PROGRAMS		OA FSP		Golden Gateway		Connection at APS		Elders' Storytelling Project	
Adult	49	14%	3	7%	10	9%	36	33%	0	
Older Adult	298	86%	40	93%	106	91%	72	67%	80	100%
TOTAL	347	100%	43	100%	116	100%	108	100%	80	100%

Ethnicity: 54% or 191 of the clients served are Asian/Pacific Islander, African (including African American and African immigrants), or Latino, the county's underserved ethnic groups. 83% of the Elders' Storytelling Project were either Vietnamese or Latino, taking out the clients served by this program, 267 clients remain, and 116 or 43% are from the three high-risk groups.

Ethnicity	ALL PROGRAMS		OA FSP		Golden Gateway		Connection at APS		Elders' Storytelling Project	
Asian/Pacific Islander	113	32.5%	5	12%	39	34%	22	20.0%	47	58.0%
African	14	4%	3	7%	4	3%	7	6.5%		
Latino	64	18%	4	9%	25	22%	7	6.5%	28	35.0%
Native American			0		0		0		0	
Other	16	5%	3	7%	9	8%	2	2.0%	2	2.5%
Unknown	27	8%	7	16%	15	13%	5	5.0%		
European	113	32.5%	21	49%	24	21%	65	60.0%	3	3.7%
TOTAL	347	100%	43	100%	116	100%	108	100.0%	80	100.0%

Language: The clients served spoke 15 languages. Clients who did not speak English received services from certified bilingual staff or with assistance of a language interpreter. Santa Clara County has the responsibility of making services accessible to the MediCal Threshold language groups. The groups and their percentage of the MediCal population are: Spanish, 33.92%, Vietnamese 11.84%, Mandarin 2.69% and Tagalog, 1.87% as August 2013. All threshold languages groups, with possibly the exception of Mandarin were underrepresented in these services. Further, if the Elders’ Storytelling Innovation project clients are not counted, the remaining 267 clients included 22 Vietnamese speaking clients (8.2%) and 15 Spanish speaking clients (8.2%). Equality critical to note is the fact that only 3 Tagalog speaking clients were served.

Languages	ALL PROGRAMS		OA FSP		Golden Gateway		Connection at APS		Elders’ Storytelling Project	
Arabic	7	2%			7	6%				
Armenian	5	1%			5	4%				
Chinese	6	2%			4	3%	2	2%		
English	187	54%	39	90.69 %	52	45%	91	84%	5	6.2%
Hindi	2	<1%	1	2.32%			1	<1%		
Ilocano	1	<1%			1	<1%				
Japanese	4	1%					4	4%		
Korean	2	<1%	1	2.32%	1	<1%				
Mandarin	8	2%			7	6%	1	<1%		
Persian	3	<1%			3	3%				
Portuguese	2	<1%	1	2.32%	1	<1%				
Russian	1	<1%					1	<1%		
Spanish	43	12%			13	11%	2	2%	28	35.0%
Tagalog	3	<1%			3	3%				
Vietnamese	69	20%	1	2.32%	18	16%	3	3%	47	58.0%
Other	1	<1%			1	<1%				
Unknown	3	<1%					3	3%		
TOTAL	347	100%	43	100%	116	100%	108	100%	80	100%

OLDER ADULT FULL SERVICE PARTNERSHIP

The Older Adult Full Service Partnership (FSP) is designed to meet the comprehensive needs of older adults with a serious mental illness that require intensive wrap around services to live stably in the community. Since 2007, the two Older Adult FSP services are provided by Catholic Charities and Community Solutions. Approximately 40 clients are served annually.

The Older Adult FSP Clients Served in FY 14 and Historical Data for FY 07 through FY 14

	FY 14 Highlights of 43 clients served	FY 07-FY 14 Highlights of 243 <u>duplicated</u> clients served
AGE	97% of clients were 60 years of age and above.	92% of clients served were 60 years of age and above
ETHNICITY	European 49% Asian/Pacific Islander 12% Latino 9% African 7% Native Americans were <i>not</i> represented	European 57% Asian/Pacific Islander 8% Latino 12% African 5% Native Americans were <i>not</i> represented
LANGUAGE	Vietnamese 2%	Spanish 4%

OA FSP Client Demographic Characteristics

Age	FY 14		FY 09 - FY 14	
Adult	3	7%	7	3%
Older Adult	40	93%	236	97%
TOTAL	43	100%	243	100%

Ethnicity	FY 14		FY 09 - FY 14	
Asian/Pacific Islander	5	12%	19	8%
African	3	7%	11	5%
Latino	4	9%	29	12%
Other	3	7%	20	8%
Unknown	7	16%	25	10%
European	21	49%	139	57%
TOTAL	43	100%	243	100%

Language	FY 14		FY 09 - FY 14	
English	39	90.69%	213	88%
Persian	0		8	3%
Hindi	1	2.32%	1	<1%
Italian	0		1	<1%
Korean	1	2.32%	3	1%
Other	0		1	<1%
Portuguese	1	2.32%	1	<1%
Spanish	0		11	5%
Unknown	0		1	<1%
Vietnamese	1	2.32%	3	1%
TOTAL	43	100%	243	100%

GOLDEN GATEWAY

The Golden Gateway Program, operated by Catholic Charities, started during Fiscal Year 2009, since then 585 unduplicated clients have been served by the program. In FY 14, 116 clients were served.

	FY 14 Highlights of 116 clients	FY 09-FY 14 Highlights of 585 <u>duplicated</u> clients
AGE	91% of clients were 60 years and above	92% of clients served are 60 and above
ETHNICITY	European 21% Asian/Pacific Islander 34% Latino 22% African 3% Native Americans were <i>not</i> represented	European 19% Asian/Pacific Islander 21% Latino 19% African 2% .3% Native Americans .3%
LANGUAGE	Threshold language groups: Vietnamese 16% Chinese 3% Spanish 11% Tagalog 3%	Threshold language groups: Spanish 10% Tagalog 1% Vietnamese 20% Chinese 4% Spanish 2%

Golden Gateway Client Demographic Characteristics

Age Group	FY 14		FY 09 - FY 14	
Adult	10	9%	46	8%
Older Adult	106	91%	539	92%
TOTAL	116	100%	585	100.0%

Ethnicity	FY 14		FY 09 - FY 14	
Asian/Pacific Islander	39	34%	126	21%
African	4	3%	13	2%
Latino	25	22%	111	19%
Native American	0		2	<1%
Other	9	8%	45	8%
Unknown	15	13%	178	30%
European	24	21%	110	19%
TOTAL	116	100%	585	100.0%

Language	FY 14		FY 09 - FY 14	
Arabic	7	6%	33	5.6%
Armenian	5	4%	15	2.6%
Chinese	4	3%	22	3.8%
English	52	45%	272	46.5%
Hindi	0		3	<1%
Ilocano	1	<1%	1	<1%
Korean	1	<1%	2	<1%
Mandarin	7	6%	37	6%
Other	1	<1%	2	<1%
Persian	3	3%	8	1%
Portuguese	1	<1%	2	<1%
Spanish	13	11%	60	10%
Tagalog	3	3%	8	1%
Thai	0		1	<1%
Turkish	0		1	<1%
Urdu	0		1	<1%
Vietnamese	18	16%	117	20%
TOTAL	116	100%	585	100%

THE CONNECTIONS AT ADULT PROTECTIVE SERVICES

The Connection at Adult Protective Services (APS) provides consultation and direct services for dependent and older adult clients served by Adult Protective Services. All services are delivered by a licensed County Behavioral Health clinician stationed at APS. The program was started as a 6 month pilot with a Licensed Psychiatric Social Worker in February of 2012.

The Connections Program at APS for FY 14 and Historical Data for FY 12 through FY 14

	FY 14 Highlights of 108 clients served	FY 12-FY 14 Highlights of 169 <u>duplicated</u> clients served
AGE	67% of the clients were 60 years of age and above.	72% of the clients served are 60 and above, with 86% being 60 and older in FY 2012
ETHNICITY	Asian/Pacific Islander 20% African 6.5% Latino 6%	Asian/Pacific Islander 1% African 7% Latino 9%
LANGUAGE	Vietnamese, 3% Chinese 2% Spanish 2% Mandarin 1%	Spanish, 4% Vietnamese, 1.8% Chinese 2% Spanish 2%

The Connection at APS Program Clients Demographic Characteristics

Age	FY 12		FY 13		FY 14		FY 12-14	
	<i>Feb. 1, 2012 - June 30, 2012</i>		<i>Feb. 1, 2013 - June 30, 2013</i>		<i>July 1, 2013 - June 30, 2014</i>			
Adult	4	14%	8	24%	36	33%	48	28%
Older Adult	24	86%	25	76%	72	67%	121	72%
TOTAL	28	100%	33	100%	108	100%	169	100%

Ethnicity	FY 12		FY 13		FY 14		FY 12-14	
	<i>Feb. 1, 2012 - June 30, 2012</i>		<i>Feb. 1, 2013 - June 30, 2013</i>		<i>July 1, 2013 - June 30, 2014</i>			
Asian/Pac. Islanders			6	18%	22	20.0%	28	17%
African	1	4%	3	9%	7	6.5%	11	7%
Latino	5	18%	3	9%	7	6.5%	15	9%
Native American								
Other	2	7%	1	3%	2	2.0%	5	3%
Unknown	3	10%			5	5.0%	8	4%
European	17	61%	20	61%	65	60.0%	102	60%
TOTAL	28	100%	33	100%	108	100%	169	100%

Language	FY 12		FY 13		FY 14		FY 12-14	
	<i>Feb. 1, 2012 - June 30, 2012</i>		<i>Feb. 1, 2013 - June 30, 2013</i>		<i>July 1, 2013 - June 30, 2014</i>			
Chinese					2	2%	2	1.2%
English	23	82%	30	91%	91	84%	144	85.2%
Hindi					1	<1%	1	<1%
Japanese					4	4%	4	2.4%
Mandarin					1	<1%	1	<1%
Panjabi			1	3%			1	<1%
Persian	2	7%					2	1%
Russian					1	<1%	1	<1%
Spanish	3	11%	2	6%	2	2%	7	4%
Vietnamese					3	3%	3	2%
Unknown*					3	3%	3	2%
TOTAL	28	100%	33	100%	108	100%	169	100%

The Elders' Storytelling Project

The Elders' Storytelling Project is an Innovation Project that was developed and tests a model to increase quality of services for isolated, moderately depressed older adults who primarily speak either Spanish or Vietnamese. The Innovation project provides a culturally based "storytelling" approach. Annually serving 85 clients.

	Clients Enrolled in Cycle 1 <i>July 1, 2013 - December 31, 2013</i>	Clients who Completed in Cycle 2 <i>January 1, 2014 - June 30, 2014</i>
AGE	All clients were 60 years of age and above.	All clients were 60 years of age and above.
ETHNICITY	58% Vietnamese 35% Latino 3.7% Other 2.5% European	56% Vietnamese 35% Latino 3% European 2% Other
Gender	60% female 40% male	
English Proficiency: Speaking	Self-described rating: 6% excellent 10% good 28% fair 45% poor	Self-described rating: 6% excellent 12% good 23% fair 59% poor
Living Arrangement	22% lived alone 15% lived with their spouse 54% lived with other family 7% lived with non-family	38% lived alone 15% lived with their spouse 38% lived with other family 9% lived with non-family

The Elders' Storytelling Project Client Demographic Characteristics

Age Group	Clients Enrolled in Cycle 1 <i>July 1, 2013 - December 31, 2013</i>		Clients who Completed in Cycle 2 <i>January 1, 2014 - June 30, 2014</i>	
Adult	81	100%	34	100%
Older Adult	0		0	
TOTAL	81	100%	34	100%

Ethnicity	Clients Enrolled in Cycle 1 <i>July 1, 2013 - December 31, 2013</i>		Clients who Completed in Cycle 2 <i>January 1, 2014 - June 30, 2014</i>	
Vietnamese	47	58.0%	19	56%
Latino	28	35.0%	12	35%
European	2	2.5%	1	3%
Other	3	3.7%	2	2%
TOTAL	81	100.0%	34	100%

Gender	Clients Enrolled in Cycle 1 <i>July 1, 2013 - December 31, 2013</i>		Clients who Completed in Cycle 2 <i>January 1, 2014 - June 30, 2014</i>	
Female	49	60.5%	18	53%
Male	32	39.5%	16	47%
TOTAL	81	100.0%	34	100%

English Proficiency: Speaking	Clients Enrolled in Cycle 1 <i>July 1, 2013 - December 31, 2013</i>		Clients who Completed in Cycle 2 <i>January 1, 2014 - June 30, 2014</i>	
Excellent	5	6%	2	6%
Good	8	10%	4	12%
Fair	23	28%	8	23%
Poor	45	56%	20	59%
TOTAL	81	100%	34	100%

Living Arrangement	Clients Enrolled in Cycle 1 <i>July 1, 2013 - December 31, 2013</i>		Clients who Completed in Cycle 2 <i>January 1, 2014 - June 30, 2014</i>	
Alone	18	22%	13	38%
Spouse	12	15%	5	15%
Other Family	44	54%	13	38%
Other Non-Family	6	7%	3	9%
Other	1	1%	0	
TOTAL	81	100%	34	100