

24/7 Behavioral Health Access Line		BHC Heritage Oaks Hospital	Yannis Angouras, Chief Executive Officer
<b>Program Purpose</b>	Increase access to behavioral health services		
<b>Program Information</b>	Receive calls coming into the 24/7 Behavioral Health (mental health and substance use services) ACCESS Line for Yolo County Health and Human Services (HHS), providing telephone triage to determine appropriate resolution of both request-for-service and crisis calls.		
<b>PM1: How much did we do?</b>			
	# FTE		
1.1	# of contacts total # of service requests # of Beacon Screenings completed # of ASAM Screenings completed # Crisis/Risk contacts # of clients screened for substance use services		
<b>PM2: How well did we do it?</b>			
2.1	# and % of dropped calls		
2.2	Average wait time from ring to pickup		
2.3	# and % calls successfully picked up before 4 <sup>th</sup> ring		
2.4	% client satisfaction based on client satisfaction survey at the end of the call		
2.5	% of contacts that resulted in leaving a message		
<b>PM3: Is anyone better off?</b>			
3.1	# and % of contacts referred for specialty mental health services assessment		
3.2	# and % of contacts referred / linked to substance use treatment services		
3.3	# and % of contacts admitted to inpatient psychiatric facility or crisis residential facility		

Crisis Navigation		BHC Heritage Oaks Hospital	Yannis Angouras, Chief Executive Officer
<b>Program Purpose</b>	Reduce psychiatric hospitalizations and incarcerations of those experiencing mental health crises.		
<b>Program Information</b>	To provide afterhours community-based crisis response services, on behalf of Yolo County Health and Human Services (HHS), to Yolo County Medi-Cal beneficiaries who arrive at a hospital emergency room during a psychiatric crisis and who require assessment and placement assistance to reduce the cost of residential placement and psychiatric hospitalization, reduce emergency room visits and incarcerations facilitate recovery, and avoid future crises.		
<b>PM1: How much did we do?</b>			
	# FTE		
1.1	# of crisis contacts from hospital / emergency room		
1.2	# of unduplicated clients		
1.3	# of trainings provided to staff		
<b>PM2: How well did we do it?</b>			
2.1	% of responses within 1 hour of service request		
2.2	% of trainings with at least 75% of attendants reporting satisfaction		
2.3	% of clients with safety plans after intervention		
<b>PM3: Is anyone better off?</b>			
3.1	# and % of contacts placed on a 5150 hold		
3.2	# and % of contacts admitted to inpatient psychiatric facility or crisis residential facility		
3.3	# and % of contacts who become incarcerated		