

EXHIBIT E – PERFORMANCE MEASURES

Navigation Center	OLE Health dba Communicare OLE	Alicia Hardy
Program Purpose	Effectively screen, assess, and link community members to the appropriate level of behavioral health care, providing warm hand-offs between service providers or referrals as needed.	
Program Information	This program will expand specialty mental health and substance use treatment access in Yolo County by increasing engagement and effective navigation of Yolo County residents in need of behavioral health care who are not currently receiving services or who are receiving services at an inadequate level to address their acute or chronic needs. The program will provide mental health screenings, specialty mental health assessments, substance use disorder screenings, limited case management, crisis intervention, limited individual therapy, and practical supports.	
PM1: How much did we do?		
1.1	Total number of clients served.	
1.2	Number of unduplicated clients served, broken down by: <ul style="list-style-type: none"> a. In-person visit/Walk in b. Phone Call 	
1.3	Number of Adult Mental Health Screening Tools completed.	
1.4	Number of Specialty Mental Health assessments completed.	
1.5	Number of Yolo Substances Use Disorder screenings (ASAMs) completed.	
1.6	Number of unduplicated clients provided with crisis intervention/de-escalation services.	
1.7	Number of unduplicated clients transported by program staff.	
1.8	Number of unduplicated clients provided with peer support services.	
1.9	Number of unduplicated clients provided with a direct subsidy (i.e., food, housing support, bus passes, utility assistance, etc.).	
1.10	Number of unduplicated clients provided short-term individual therapy.	
1.11	Number of community and/or outreach events Navigation Center staff attended.	
PM2: How well did we do it?		
2.1	Number of screened/assessed clients referred to: <ul style="list-style-type: none"> a. HHSA for Specialty Mental Health Services b. A Substance Use Disorder provider c. A Mild to Moderate Mental Health provider. 	
2.2	Number of clients referred to: <ul style="list-style-type: none"> a. A primary care provider b. Housing resources c. Another community service provider. 	
2.3	Percentage of clients who report they were ‘Satisfied’ with services provided by the Navigation Center.	
PM3: Is anyone better off?		
3.1	Number of clients assessed and/or linked to behavioral health services who were incarcerated during assessment or had been released from incarceration in the prior 30 days.	

3.2	Number of clients served who had no history of Yolo County Behavioral Health services.
3.3	Number of clients served who had a mental health hospitalization in the last 90 days.
3.4	Number of current existing BH clients served who requested or were referred to a non-Behavioral Health service or support.