

2011 Program Report Card: Young Adult Services Program (CT Department of Mental Health and Addiction Services)

Quality of Life Result to Which Program Contributes: Connecticut young adults, ages 18-25, achieve success in school, work, and community life.

Program's Contribution to Result: The CT DMHAS Young Adult Services (YAS) Program assists extremely impaired, high-risk young adults, ages 18-25 who have been identified with a severe and persistent psychiatric disability, in obtaining access to clinical, residential, employment, education and social supports that are necessary to achieve their individual life goals, improve their quality of life and promote and sustain community living. The Young Adult program provides skills training, clinical supports, educational/employment assistance and supported housing that is appropriate for the youth in order to facilitate their success.

Actual SFY 10 Total Program Expenditures: \$45,706,267

State Funding: \$45,706,267

Federal Funding: \$0

Other Funding: \$0

Estimated SFY 11 Total Program Expenditures: \$53,324,159

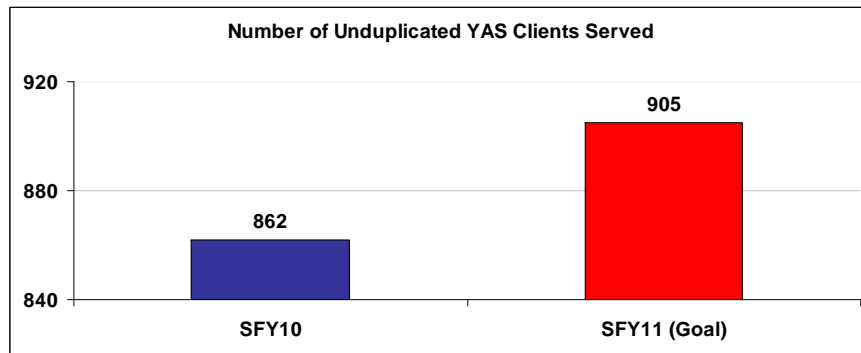
State Funding: \$53,324,159

Federal Funding: \$0

Other Funding: \$0

Partners: DMHAS partners include the Department of Children and Families (DCF), a contracted network of not for profit community based organizations, The State Department of Education, the CT college system, the Bureau of Rehabilitation Services, businesses, families, advocacy groups, and community members.

Performance Measure 1: The number of YAS clients served by DMHAS will be increased by 5% in order to continue to meet the needs of a growing population of young adults with special behavioral health care needs.

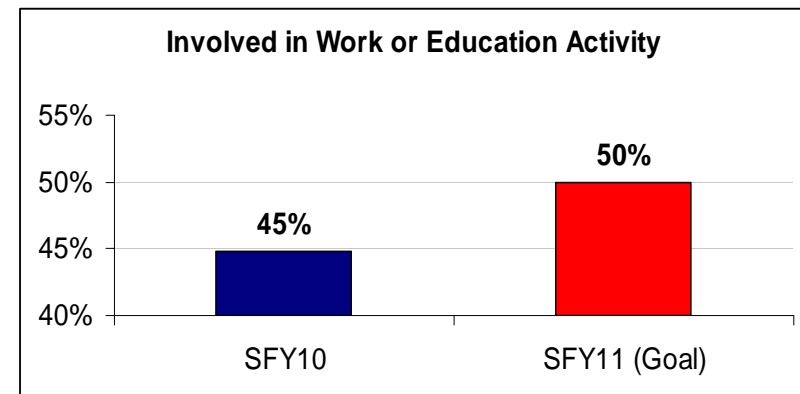


Story behind the baseline: The number of unduplicated clients served represents the number of unique clients (each person is counted only once, regardless of how many admissions/services they had) who received YAS services during SFY10.

In addition to the number of unduplicated individuals served, YAS staff actively engages approximately 250 young adults involved with the Department of Children and Families in transition planning at any given time. The average cost per young adult client for intensive community services is approximately \$34K; the average cost per young adult client for transition services, including group homes and supervised 24/7 skills based programming, is approximately \$115K; and the average cost per young adult client for the specialized residential services is approximately \$156K.

Proposed actions to turn the curve: To meet the demand for the specialized services that YAS provides, DMHAS will increase service capacity by adding new and expanding existing programs. Performance will be assessed through the use of semi-annual report cards which track a number of measures, including service capacity and bed utilization.

Performance Measure 2: The percentage of DMHAS YAS clients who are involved in work or education activities will increase by 5% in FY2011.

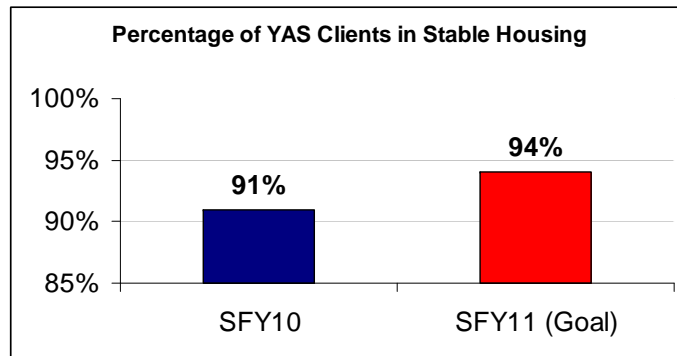


Story behind the baseline: The data represents YAS clients who were involved in one or both activities during FY10. DMHAS recognizes that young adults with psychiatric disabilities are less likely to access and/or graduate from high school, college or be employed than other non disabled young adults. By providing specialized programming and staffing to support participation in employment/education activities, young adults with psychiatric disabilities are more likely to participate in these activities. Approximately 45% of all YAS clients were involved with some form of work or educational activity during FY10.

Proposed actions to turn the curve: The data presented above is baseline data. Effective October 2010, DMHAS has expanded its data information system to collect enhanced Employment and Education data. This new data will not only provide DMHAS with additional client outcome data but will also assist YAS staff with identifying and addressing specific employment and education needs of young adults served.

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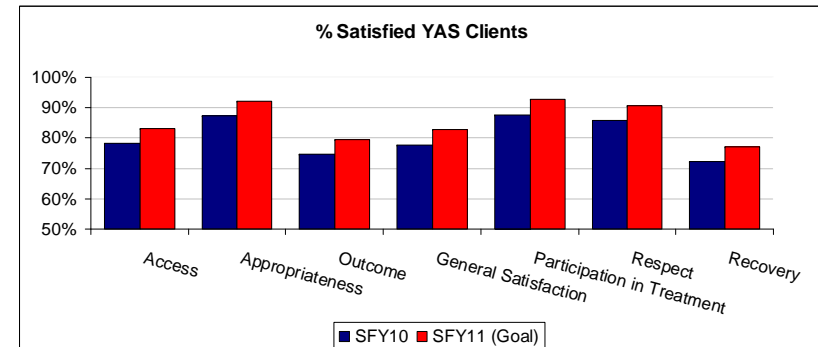
Performance Measure 3: The percentage of DMHAS Young Adult Service clients in stable housing will increase by 3%.



Story behind the baseline: Stable housing is a critical factor for a successful transition to adulthood. An important goal for YAS is to provide the most appropriate level of care that young adults entering the DMHAS system from DCF require, with the ultimate goal being independent living. While supported housing services are the most affordable and available for young adults in the YAS Program, some young adults do require highly structured residential services which in turn necessitates a higher allocation of resources. In SFY10, YAS provided a total of 784 residential beds available for the 862 YAS clients (91% housed).

Proposed actions to turn the curve: DMHAS is working on expanding appropriate housing options for young adults by utilizing referral information to forecast the need for various levels of care. We are also reviewing the allocation of funds to our most restrictive settings to determine whether these funds can be reallocated to less restrictive housing options. We are also working with DCF to insure that all young adults participate in skills training that will allow them the opportunity to live in the least restrictive setting possible. In SFY11, 19 new residential beds will be added within the community. YAS will track the number of housed young adults, as well as, the number of young adults who progress to a less structured living environment.

Performance Measure 4: The percentage of YAS clients that respond to the DMHAS Consumer Survey will be increased by 5%, and the rate of consumer satisfaction among DMHAS Young Adult Services clients will increase by 5% in each domain.



Story behind the baseline: DMHAS conducts an annual Consumer Satisfaction survey to assess clients' satisfaction with the services they receive. Satisfaction is measured using the MHSIP instrument, which addresses five domains: Access, Appropriateness, Outcome, General Satisfaction, Participation in Treatment, Respect, and Recovery. Clients are not required to participate in the survey, but providers must meet agency-specific quotas. The current DMHAS benchmark is that agencies should report at least 75% satisfaction in every domain.

Historically, YAS clients have indicated on the survey that they are generally satisfied with the way DMHAS provides services and the services that they receive. Unfortunately, the response rate has been consistently low for this population. In FY10, the response rate across YAS programs was 22%.

Proposed actions to turn the curve: In order to increase the response rate of YAS clients, DMHAS YAS programs will be focusing on including young adults in the development of YAS programming, providing peer support when seeking responses to satisfaction with services, requiring programs to establish young adult advisory councils, and meeting with young adults to gather their opinions on the survey document in order to make it more age and culturally appropriate.