

**BEHAVIORAL HEALTH ADVISORY BOARD
ADULT SERVICES COMMITTEE
MINUTES ■ Thursday, December 5, 2019**

Members Present

Nancy Borchard, Committee Co-Chair
Gane Brooking, Committee Co-Chair
Jerry Harris, BHAB
Ratan Bhavnani, BHAB
Sheri Valley, BHAB
Stuart Fiedler, Client Network
Scott Walker, Crisis Intervention Team
Barbara Keller, Housing Authority City of San Buenaventura
Elizabeth R. Stone, MHSOAC-CFLC
Mark Schumacher, Turning Point Foundation
Dana Secor, Turning Point Foundation
Gray Wilking, Area Agency on Aging

Others Present

Michael Rodriguez, BHAB
Ezequiel A. Sanchez
Sherrri Pendlebury
Karyn Bates, Client Network
Jeff Hayden
Don Cleland, Golden Ventura CRT
Lilia Simakova, Golden Ventura CRT

Ventura County Behavioral Health (VCBH) Managers/Staff Present

Dr. John Schipper, Adult Division Chief
Dr. Thomas Taylor, EPICS
Anna Flores, Alcohol and Drug Programs Manager
Kiran Sahota, Mental Health Services Act Manager
Clara Barron, MHSA Programs Operational Manager
Susan White Wood, Housing Manager
Edith Pham, BHAB Assistant

NEXT MEETING:

Thursday, February 6, 2020, 10:00 a.m. – 12:00 pm

Ventura County Behavioral Health (VCBH)
1911 Williams Drive, second floor, Oxnard

Note: The committee has not yet approved these minutes. There may be additions/deletions or corrections before the minutes are accepted in final form.

	DISCUSSION/CONCLUSIONS	RECOMMENDATIONS/ ACTIONS	RESPONSIBLE
I.	Call to Order Co-Chair Nancy Borchard called the meeting to order at 10:05 a.m.		
II.	Approval of the Agenda Ms. Borchard asked the committee to review and approve today's agenda. She requested to move the approval of the minutes to after the presentation as Elizabeth R. Stone was not present but had requested a change to the October minutes. Ratan Bhavnani moved to approve the agenda as amended, Jerry Harris seconded. The motion carried unanimously.	The agenda was approved as amended. M/S/C	
IV.	Welcome and Introductions Ms. Borchard welcomed everyone and asked for introductions.		
V.	Public Comments None.		
VI.	Chair Announcements None.		
VII.	Presentation: Crisis Residential Treatment (CRT) – Don Cleland and Lilia Simakova, Golden Ventura CRT The CRT is a short-term inpatient program. It has 15 beds and is unlocked. Average length of stay is 7 to 10 days. The focus is on symptom reduction and relapse prevention. Per Community Care Licensing, medical clearance is needed for admission. Referrals come mainly from the Inpatient Unit (IPU) or Vista del Mar Psychiatric Hospital. Between June 1 st and December 4, 2019, 164 clients have been served. See attached for details.		
III.	Approval of the Minutes Ms. Borchard asked the committee to review and approve the minutes of the October 3 rd , 2019 meeting. Mr. Bhavnani moved to approve the minutes, Mr. Harris seconded. Ms. Borchard read the proposed wording that Ms. Stone submitted with the request that it replace what is currently under item IX, Members and Participants Comments, as she felt it does not accurately represent what she had said. Mr. Bhavnani did not wish to amend his motion and noted that the proposed change was not received prior to today's meeting; he also noted that minutes are a summary of what was said. Sheri Valley noted that she could	The October minutes were approved as written. M/S/C	

	<p>not remember in details what was said two months prior, and minutes are not verbatim. Mr. Harris objected to the proposed change as he felt the proposed statement does not accurately reflect the actual process that was followed to prepare and finalize the committee's Annual Report. The motion to approve the minutes as written was approved. The motion carried, with Ms. Stone opposed. Her requested wording regarding the Annual Report is being considered as a Member Comment.</p> <p>Ms. Borchard asked the committee to review and approve the minutes of the November 7, 2019 meeting. Mr. Harris moved to approve, Mr. Bhavnani seconded. The motion carried, with Ms. Valley abstaining as she was not in attendance.</p>	<p>The October minutes were approved as written. M/S/C</p> <p>The November minutes were approved as written. M/S/C</p>	
<p>VIII. New Business</p>	<p>A. Update membership list</p> <p>Ms. Borchard reminded all that to be a member a person needs to attend three times, then request to be appointed. Regular attendance is needed to maintain membership. Ms. Borchard noted that the following members have not attended in many months, and she removed them from the membership list: Rachel McDuffy, Liz Warren, David Deutsch, Bob Wickham, Cindy Doutt, Susan Russo, Monica Lang.</p> <p>No new members were added to the membership list.</p>		
<p>IX. Members and Participants Comments</p>	<p>Gray Wilking noted that the Area Agency on Aging has a new program coming up in 2020. It is for older adults experiencing loneliness and depression. It will be a partnership with VCBH. The Board of Supervisors is to approve a budget for staffing this program. Kiran Sahota noted that this is an MHSA Prevention & Early Intervention program and that older adults who are not VCBH clients have the second highest rate of completed suicides in the county.</p> <p>Mr. Bhavnani reminded all that the NAMI Holiday party, sponsored in part by VCBH, will be held on December 10 at the Elks Lodge in Oxnard. Volunteers are welcome.</p> <p>Karyn Bates noted that the following day will mark the grand opening of a homeless shelter in Santa Paula. On December 11 Elizabeth Andrade of Mercy House will speak at the Church of the Foothills in Ventura; Mercy House will manage the Ventura year-round shelter.</p> <p>As noted under the Approval of the October Minutes, Ms. Stone "voiced concern over the structure of the committee's Annual Report and the process by which it had been created. She opined that the emphasis in next year's goals on locked services was due to the relative lack of peers/clients/consumers on the BHAB."</p>		
<p>X. Ventura County Behavioral Health (VCBH) Updates</p>	<p>A. Adult Division – Dr. John Schipper, Adult Division Chief</p> <ol style="list-style-type: none"> 1. VCBH is exploring a partnership with California Lutheran University and their graduate students. 2. VCBH will again provide clients with transportation to the NAMI party. 3. The Mental Health Diversion program is established in this county. The county will apply for the third round of funding for a three-year grant. If it receives the grant, VCBH will need to track data for all those in the program. A discussion took place regarding the Mental Health Diversion program and competency. <p>B. Substance Use Disorders – Anna Flores, Manager</p> <p>Ms. Flores was not in attendance.</p> <p>C. Mental Health Services Act (MHSA) - Kiran Sahota, MHSA Manager</p> <ol style="list-style-type: none"> 1. No Place Like Home is looking at putting 13 units in Fillmore and 24 in Ventura for affordable housing for families and veterans. The Board of Supervisors will vote on this on December 17. 		

X.	<p>2. MHSA will have three public input sessions to the MHSA Three-Year Plan Summary in January, one in the East County, one in the West County, and a special meeting is being sponsored by the BHAB; dates will be advertised once they are finalized. The Needs Assessment is posted on the VCBH MHSA website. Following these input sessions, a final draft of the Three-Year Plan will be created. VCBH is strengthening data collection on the various MHSA programs.</p>		
XI.	<p>Item for Next Meeting Agenda Co-Chair Gane Brooking asked for suggestions for the February meeting.</p> <ol style="list-style-type: none"> 1. Barbara Keller noted that there is a tentative presentation in February on the Housing Authority of Ventura. Sherri Pendlebury identified herself as a tenant and noted she has many questions for the Housing Authority and its property managers, e.g. sensitivity training or education services for tenants. 2. Ms. Stone suggested presentations from a Santa Barbara County person on the lessons he has learned on building public-private partnerships, and also a presentation on the Warm Line with the Camarillo Health Care District and Sharon Stone. 3. Ms. Valley suggested a presentation on a mobile shower program organized by a former fire Chief. 4. Ms. Borchard reminded all that presentations should focus on the committee's objectives for the current Fiscal Year. 		
XII.	<p>Adjourn Ms. Borchard reminded all that the committee will be dark in January. The meeting adjourned at 12:00 p.m.</p>		

JUNTA ASESORA DE SALUD DEL COMPORTAMIENTO
COMITÉ DE SERVICIOS PARA ADULTOS
MINUTOS ■ Jueves 5 de diciembre de 2019

<p><u>Miembros presentes</u> Nancy Borchard, copresidenta del comité Gane Brooking, copresidente del comité Jerry Harris, BHAB Ratan Bhavnani, BHAB Sheri Valley, BHAB Stuart Fiedler, red de clientes Scott Walker, equipo de intervención en crisis Barbara Keller, Autoridad de Vivienda Ciudad de San Buenaventura Elizabeth R. Stone, MHSOAC-CFLC Mark Schumacher, Fundación Turning Point Dana Secor, Fundación Turning Point Gray Wilking, Agencia de Área sobre Envejecimiento</p> <p><u>Otros presentes</u> Michael Rodriguez, BHAB Ezequiel A. Sanchez Sherri Pendlebury Karyn Bates , red de clientes Jeff Hayden Don Cleland, Golden Ventura CRT Lilia Simakova, Golden Ventura CRT</p>	<p><u>Gerentes / personal presente de Ventura County Behavioral Health (VCBH)</u> Dr. John Schipper, Jefe de División de Adultos Dr. Thomas Taylor, EPICS Anna Flores, Gerente de Programas de Alcohol y Drogas Kiran Sahota, Gerente de la Ley de Servicios de Salud Mental Clara Barron, Gerente Operacional de Programas MHSA Susan White Wood, Gerente de Vivienda Edith Pham, Asistente BHAB</p> <p>SIGUIENTE JUNTA: Jueves , 6 de febrero de 2020 , 10 : 00 a.m. - 12: 00 p.m.</p> <p>Salud conductual del condado de Ventura (VCBH) 1911 Williams Drive , segundo piso , Oxnard</p>
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Nota: El comité aún no ha aprobado estas actas. Puede haber adiciones / eliminaciones o correcciones antes de que las actas se acepten en forma final.

	DISCUSIÓN / CONCLUSIONES	RECOMENDACIONES / COMPORTAMIENTO	RESPONSABLE
YO.	Llama para ordenar La copresidenta Nancy Borchard dio por terminada la reunión a las 10:05 a.m.		
II	Aprobación de la agenda La Sra. Borchard le pidió al comité que revisara y aprobara la agenda de hoy. Ella pidió a mover la aprobación del acta de después de la presentación como Elizabeth R. Stone no estaba presente, pero tuvo petición ed un cambio en los minutos de octubre. Ratan Bhavnani se movió para aprobar la agenda enmendada , Jerry Harris lo secundó. La moción fue aprobada por unanimidad.	El orden del día fue aprobado en su forma enmendada . M / S / C	
IV.	Bienvenida y Presentaciones La Sra. Borchard dio la bienvenida a todos y pidió presentaciones.		
V.	Comentarios públicos Ninguna.		
VI.	Anuncios de la presidencia Ninguna.		
VII.	Presentación : Crisis de Tratamiento Residencial (CRT) - Don C Leland y Lilia Simakova, oro Ventura CRT El CRT es un programa de internación a corto plazo. Cuenta con 15 camas y está desbloqueado. La duración promedio de la estadía es de 7 a 10 días. La atención se centra en la reducción de los síntomas y la prevención de recaídas. Según las licencias de Community Care, se necesita autorización médica para la admisión. Las derivaciones provienen principalmente de la Unidad de pacientes hospitalizados (UIP) o del Hospital psiquiátrico Vista del Mar. Entre junio 1 st y 4 de diciembre de 2019, 164 clientes han sido atendidos. Ver adjunto para más detalles.		
III.	Aprobación del acta		

	<p>La Sra Borchard pidió al comité para revisar y aprobar el acta de la de octubre de 3rd, 2019 reunión. El Sr. Bhavnani se movió para aprobar las minutas, el Sr. Harris secundó. La Sra. Borchard leyó la redacción propuesta que la Sra. Stone envió con la solicitud de que reemplazara lo que se encuentra actualmente en el punto IX, Comentarios de los Miembros y Participantes, ya que sintió que no representa con precisión lo que había dicho. El Sr. Bhavnani no quiso enmendar su moción y señaló que el cambio propuesto no se recibió antes de la reunión de hoy; También señaló que las actas son un resumen de lo que se dijo. Sheri Valley señaló que no podía recordar en detalle lo que se dijo dos meses antes, y los minutos no son textuales. El Sr. Harris objetó el cambio propuesto ya que sintió que la declaración propuesta no refleja con precisión el proceso real que se siguió para preparar y finalizar el Informe Anual del comité. Se aprobó la moción para aprobar el acta tal como está escrita. La moción fue aprobada, con la Sra. Stone opuesta. Su redacción solicitada con respecto al Informe Anual se está considerando como un Comentario de un Miembro.</p> <p>La Sra. Borchard le pidió al comité que revisara y aprobara el acta de la reunión del 7 de noviembre de 2019. El Sr. Harris hizo una moción para aprobar, el Sr. Bhavnani lo secundó. La moción fue aprobada, con la Sra. Valley absteniéndose ya que ella no estaba presente.</p>	<p>Las actas de octubre fueron aprobadas tal como están escritas. M / S / C</p> <p>Las actas de octubre fueron aprobadas tal como están escritas. M / S / C</p> <p>Las actas de noviembre fueron aprobadas tal como están escritas. M / S / C</p>	
VIII	<p>Nuevo negocio</p> <p>A. Actualizar lista de miembros</p> <p>La Sra. Borchard recordó a todos que para ser miembro, una persona debe asistir tres veces, luego solicitó ser nombrado. Se necesita asistencia regular para mantener la membresía. La Sra. Borchard señaló que los siguientes miembros no han asistido en muchos meses, y los eliminó de la lista de miembros: Rachel McDuffy, Liz Warren, David Deutsch, Bob Wickham, Cindy Douth, Susan Russo, Monica Lang.</p> <p>No se agregaron nuevos miembros a la lista de miembros.</p>		
IX.	<p>Comentarios de miembros y participantes</p> <p>Gray Wilking señaló que la Agencia del Área para el Envejecimiento tiene un nuevo programa que se lanzará en 2020. Es para adultos mayores que experimentan soledad y depresión. Será una asociación con VCBH. La Junta de Supervisores es aprobar un capullo GET para la dotación de personal de este programa. Kiran Sahota señaló que este es un programa de prevención e intervención temprana de MHSa y que los adultos mayores que no son clientes de VCBH tienen la segunda tasa más alta de suicidios en el condado.</p> <p>El Sr. Bhavnani recordó a todos que la fiesta NAMI Holiday, patrocinada en parte por VCBH, se llevará a cabo el 10 de diciembre en Elks Lodge en Oxnard. Los voluntarios son bienvenidos.</p> <p>Karyn Bates señaló que al día siguiente marcará la gran inauguración de un refugio para personas sin hogar en Santa Paula. El 11 de diciembre, Elizabeth Andrade de Mercy House hablará en la Iglesia de las Colinas en Ventura; Mercy House administrará el refugio Ventura durante todo el año.</p> <p>Como se señaló en la Aprobación del Acta de octubre, la Sra. Stone "expresó su preocupación por la estructura del Informe Anual del comité y el proceso por el cual se había creado. Ella opinó que el énfasis en los objetivos del próximo año en los servicios bloqueados se debió a la relativa falta de pares / clientes / consumidores en el BHAB".</p>		
X.	<p>Actualizaciones de Ventura County Behavioral Health (VCBH)</p> <p>A. División de Adultos - Dr. John Schipper, Jefe de División de Adultos</p> <ol style="list-style-type: none"> 1. VCBH está explorando una asociación con la Universidad Luterana de California y sus estudiantes de posgrado. 2. VCBH nuevamente proporcionará a los clientes transporte a la fiesta NAMI. 		

	<p>3. El programa de Desviación de Salud Mental se estableció en este condado. El condado solicitará la tercera ronda de financiación para una subvención de tres años. Si recibe la subvención, VCBH deberá rastrear los datos de todos los que están en el programa. Se llevó a cabo una discusión sobre el programa de desviación de salud mental y la competencia.</p> <p>B. Trastornos por uso de sustancias - Anna Flores, Gerente La Sra. Flores no estuvo presente.</p> <p>C. Ley de Servicios de Salud Mental (MHSA) - Kiran Sahota, Gerente de MHSA</p> <p>1. No Place Like Home está buscando poner 13 unidades en Fillmore y 24 en Ventura para viviendas asequibles para familias y veteranos. La Junta de Supervisores votará sobre esto el 17 de diciembre.</p>		
X.	<p>2. MHSA tendrá tres sesiones de aportes públicos para el Resumen del Plan Trienal de MHSA en enero , una en el Condado Este, una en el Condado Oeste, y el BHAB está patrocinando una reunión especial; Las fechas se anunciarán una vez que estén finalizadas. La evaluación de necesidades se publica en el sitio web de VCBH MHSA. Después de estas sesiones de entrada , se creará un borrador final del Plan trienal . VCBH está fortaleciendo la recopilación de datos sobre los diversos programas de MHSA .</p>		
XI	<p>Artículo para la agenda de la próxima reunión</p> <p>El Copresidente Gane Brooking solicitó sugerencias para la reunión de febrero .</p> <p>1. Barbara Keller señaló que hay una presentación tentativa en febrero sobre la Autoridad de Vivienda de Ventura . Sherri Pendlebury se identificó como inquilina y señaló que tiene muchas preguntas para la Autoridad de Vivienda y sus administradores de propiedades, por ejemplo, capacitación en sensibilidad o servicios de educación para inquilinos.</p> <p>2. La Sra. Stone sugirió presentaciones de una persona del condado de Santa Bárbara sobre las lecciones que aprendió sobre la construcción de alianzas público-privadas , y también una presentación en la Línea Caliente con el Distrito de Salud de Camarillo y Sharon Stone.</p> <p>3. La Sra. Valley sugirió una presentación sobre un programa de duchas móviles organizado por un ex jefe de bomberos.</p> <p>4. La Sra. Borchard recordó a todos que las presentaciones deben centrarse en los objetivos del comité para el año fiscal actual.</p>		
XI I.	<p>Aplazar</p> <p>La Sra. Borchard recordó todo lo que el comité estará oscuro en enero. Se levanta la sesión a las 12:00 p.m.</p>		



Ventura CRT

**Crisis Residential Treatment Center
at Ventura County Medical Center**

Lilia Simakova, Program Director
Don Cleland, Regional Director


June 1st, 2019



Golden Ventura CRT

Mission and Evidence Based Practices

The CRT is a short-term in-patient program for adults experiencing difficulty with psychiatric symptoms or behavioral crisis. As an alternative to hospitalization, the CRT model provides intensive mental health and behavioral supports.

- Services are provided in a home-like environment and are aimed at the stabilization of psychiatric symptoms and community reintegration.
 - Individuals are assisted in reducing their symptoms and increasing their functional living skills through a structured intensive program.
 - Services focus on transitioning individuals into lower levels of care and independence in the community.
- 




CRT Treatment and Services

Our staff assist consumers in reducing their symptoms and increasing their functional living skills through a structured intensive program.

- Short-term Treatment – Average Length of Stay 7 – 10 Days
- Structured Programming / Life Skills Support
- Medication Stabilization and Management
- Relapse Prevention Skills Training and Coping Skills Training
- Peer Support and Community Reintegration
- Discharge Planning Support
- Group and Individual Psychotherapy
- Psycho-educational, and Art Group Activities
- Substance Abuse Prevention Services / Community Resource connection
- Support System Identification and Engagement
- Choice Driven Treatment
- Opportunities to learn and practice life skills
- Structure based lifestyle

CRT Treatment & Services

Therapy Groups & Activities

- Cognitive Behavioral Therapy
 - Cognitive Multi-Therapy
 - Co-Occurring Disorders
 - Dialectical Behavior Therapy *
EBP
 - Medication Education
 - Life Skills
 - Positive Psychology
 - Psycho Education
 - Wellness and Empowerment in
Life and Living (RICA-WELL)
 - Wellness Recovery Action Plan
(RICA-WRAP)
 - Social and Relaxation Skills
 - Socialization and Outings
 - Therapeutic Games
- 

Ventura CRT Treatment Goal

To discover the underlying causes of crisis related behaviors and to assist consumers in identifying their best choices toward relapse prevention. Although the decision to work an intensely structured program can be difficult, it can also mark the beginning of the road to recovery.

Services Provided

Service Dates – June 1, 2019 to December 4, 2019

Total Clients Served: 164

Schizophrenia 72
Depressive Disorder 47
Bipolar 18
Unspecified Mental Disorder 26
Stress related, Anxiety and Adjustment 5





Thank You!



VCOS Adult Self Report (5661) by Point of Administration

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Author: Julia Wysong, QI Research Analyst

Purpose: To provide data from Ventura County Outcome System (VCOS) consumer volume and consumer-reported measures of behavior and capability, hopefulness, and service satisfaction, displayed by point of administration and in aggregate.

Definitions:

Point of Administration: The period of the consumer's participation in the program during which evaluation measures are taken: intake, annual, discharge, or same day intake / discharge.

Unduplicated Consumer Count (Section 1): Count of unique consumers who received a service at a site in the report period selected.

Basis and Symptom Identification Scale (BASIS 24) (Sections 2, 3): Scale that indicates a self-report of the severity or intensity of behavioral, emotional, and functioning status in the past week. Lower score indicates fewer problems / decreased severity.

Hopefulness Scale (Sections 2, 4): Assessment of the consumers current state of physical and emotional health and life satisfaction. Lower scores indicate higher levels of health or satisfaction.

Service Satisfaction (Sections 2, 5): Consumer's view of service quality, convenience, relevance, and cross-agency integration. Higher scores indicate higher quality of care.

Notes and Cautions/Limitations:

Note: for each section, exact questions number from the corresponding section of the VCOS Adult Self form is included in table labels or headings.

Data reported is based on the information entered into NetSmart by the data date of the report. If you do not see counts for a month selected, there is no VCOS data at that site in NetSmart for any part of that month at the time the report is run.

If you have any questions, concerns, or comments, please contact:

Jason B. Miller, Ph.D., M.P.A.
Quality Improvement Manager
jason.miller@ventura.org
(805)766-3903



VCOS Adult Self Report by Point of Administration 8951 Golden Ventura CRT 6/1/2019 to 12/2/2019 Data Date: 12/2/2019

Sec 1. Unduplicated Consumer Count

	INTAKE	DISCHARGE	SAME DAY INTAKE/DISCHARGE	Total
Measures	180	174	1	355
Unduplicated Clients	156	152	1	159

Sec 2. Scale Scores: Overview

Basis 24 -

Asks how the consumer is feeling and doing in different areas of their life in the past week. Score ranges from 0 - 4; lower scores indicate fewer problems / decreased severity.

Hopefulness Scale -

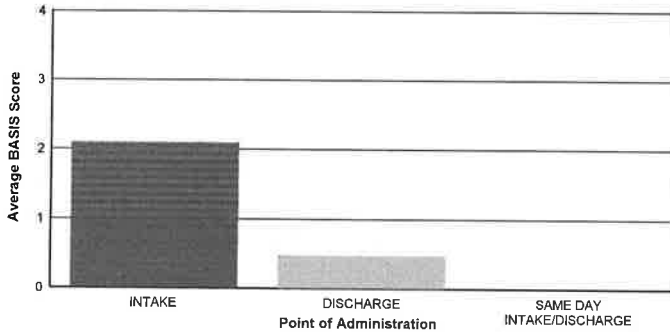
Score ranges from 4 - 24; lower scores indicate a generally more hopeful outlook.

Rating of Care -

Overall rating of 1 to 10 on the care received; 1 = worst possible care, 10 = best possible care

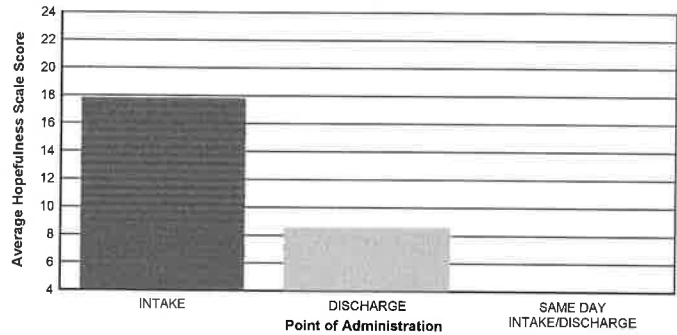
BASIS 24

Range 0 - 4, lower score indicates fewer problems / decreased severity



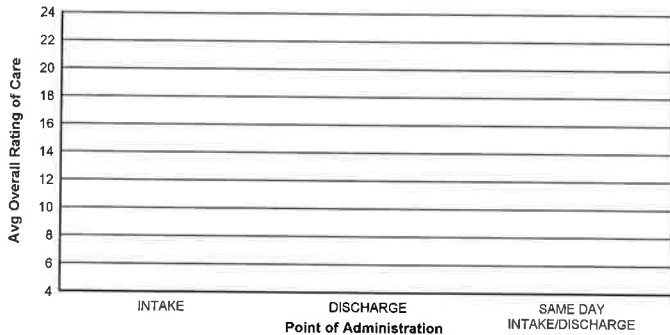
Hopefulness Scale

Range 4 - 24, lower score indicates generally more hopeful outlook



Overall Rating of Care

Range 1 - 10, Higher score indicates better care



Note on Scale Scores:

*BASIS - Validated;
Hopefulness - Validated*



VCOS Adult Self Report by Point of Administration 8951 Golden Ventura CRT

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Sec 3. Behavior & Symptom Identification Scale, individual items - Shows in the past week, how much difficulty the consumer had with the following tasks. Scores range from 0 - 4. Lower score indicates fewer problems/decreased severity.

1. Managing your day-to-day life

	INTAKE	DISCHARGE	SAME DAY INT	Total
0-No difficulty	0	10	0	10
1-A little difficulty	2	25	0	27
2-Moderate difficulty	30	0	0	30
3-Quite a bit of difficulty	2	0	0	2
Blank	146	139	1	286
Total Responses	180	174	1	355

2. Coping with problems in life

	INTAKE	DISCHARGE	SAME DAY INT	Total
0-No difficulty	0	8	0	8
1-A little difficulty	2	26	0	28
2-Moderate difficulty	25	1	0	26
3-Quite a bit of difficulty	7	0	0	7
Blank	146	139	1	286
Total Responses	180	174	1	355

6. Get along well in social situations

	INTAKE	DISCHARGE	SAME DAY INT	Total
0-None of the time	8	0	0	8
1-A little of the time	19	0	0	19
2-Half of the time	7	1	0	8
3-Most of the time	0	19	0	19
4-All of the time	0	15	0	15
Blank	146	139	1	286
Total Responses	180	174	1	355



**VCOS Adult Self Report
by Point of Administration
8951 Golden Ventura CRT**

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Sec 3. Behavior & Symptom Identification Scale, individual items, continued - Shows in the past week, how much difficulty the consumer had with the following tasks. Scores range from 0 - 4. Lower score indicates fewer problems/decreased severity.

10. Feel sad or depressed

	INTAKE	DISCHARGE	SAME DAY INT	Total
0-None of the time	0	27	0	27
1-A little of the time	0	8	0	8
2-Half of the time	9	0	0	9
3-Most of the time	19	0	0	19
4-All of the time	6	0	0	6
Blank	146	139	1	286
Total Responses	180	174	1	355

12. Feel nervous

	INTAKE	DISCHARGE	SAME DAY INT	Total
0-None of the time	0	6	0	6
1-A little of the time	1	28	0	29
2-Half of the time	15	1	0	16
3-Most of the time	15	0	0	15
4-All of the time	3	0	0	3
Blank	146	139	1	286
Total Responses	180	174	1	355

21. Have the urge to drink or take street drugs

	INTAKE	DISCHARGE	SAME DAY INT	Total
0-Never	0	5	0	5
1-Rarely	1	10	0	11
2-Sometimes	21	20	0	41
3-Often	10	0	0	10
4-Always	2	0	0	2
Blank	146	139	1	286
Total Responses	180	174	1	355



VCOS Adult Self Report by Point of Administration 8951 Golden Ventura CRT

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Sec 4. Hopefulness Section, individual items - Scores range from 1 - 6. Lower score indicates generally more hopeful outlook.

1. How satisfied are you with your life right now?

	INTAKE	DISCHARGE	SAME DAY INT	Total
1- Extremely Satisfied	0	2	0	2
2- Moderately Satisfied	0	32	0	32
3- Somewhat Satisfied	4	1	0	5
4- Somewhat Dissatisfied	8	0	0	8
5- Moderately Dissatisfied	20	0	0	20
6- Extremely Dissatisfied	2	0	0	2
Blank	146	139	1	286
Total Responses	180	174	1	355

Sec 5. Service Satisfaction - Scores range from 1 - 5. Higher score indicates generally higher satisfaction.

4. The clinician treats me with respect and dignity

	INTAKE	DISCHARGE	SAME DAY INT	Total
Blank	180	174	1	355
Total Responses	180	174	1	355

6. I was taught to deal with my problems myself

	INTAKE	DISCHARGE	SAME DAY INT	Total
Blank	180	174	1	355
Total Responses	180	174	1	355

7. I am involved in decisions about my treatment

	INTAKE	DISCHARGE	SAME DAY INT	Total
Blank	180	174	1	355
Total Responses	180	174	1	355

9. The location of services is convenient

	INTAKE	DISCHARGE	SAME DAY INT	Total
Blank	180	174	1	355
Total Responses	180	174	1	355



**VCOS Adult Self Report
by Point of Administration
8951 Golden Ventura CRT**

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Sec 5. Service Satisfaction, continued - Scores range from 1 - 5. Higher score indicates generally higher satisfaction.

10. The times of services are convenient

	INTAKE	DISCHARGE	SAME DAY INT	Total
Blank	180	174	1	355
Total Responses	180	174	1	355

14. Staff believe I can grow and recover

	INTAKE	DISCHARGE	SAME DAY INT	Total
Blank	180	174	1	355
Total Responses	180	174	1	355

13. I am connected to services that are appropriate

	INTAKE	DISCHARGE	SAME DAY INT	Total
Blank	180	174	1	355
Total Responses	180	174	1	355

24. How much helped by the care recieved

	INTAKE	DISCHARGE	SAME DAY INT	Total
Blank	180	174	1	355
Total Responses	180	174	1	355



VCOS Adult Self Report by Point of Administration Aggregate for all Programs Selected

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Sec 1. Unduplicated Consumer Count

	INTAKE	DISCHARGE	SAME DAY INTAKE/DISCHARGE	Total
Measures	180	174	1	355
Unduplicated Clients	156	152	1	159

Sec 2. Scale Scores: Overview

Basis 24 -

Asks how the consumer is feeling and doing in different areas of their life in the past week.

Score ranges from 0 - 4; lower scores indicate fewer problems / decreased severity.

Hopefulness Scale -

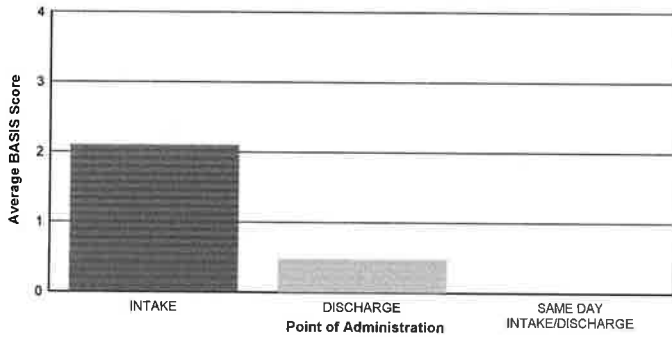
Score ranges from 4 - 24; lower scores indicate a generally more hopeful outlook.

Rating of Care -

Overall rating of 1 to 10 on the care received; 1 = worst possible care, 10 = best possible care

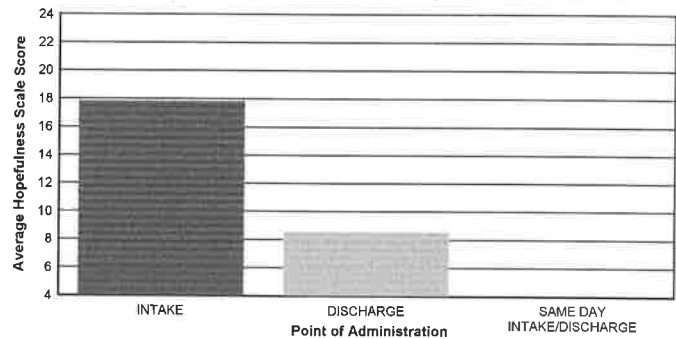
BASIS 24

Range 0 - 4, lower score indicates fewer problems / decreased severity



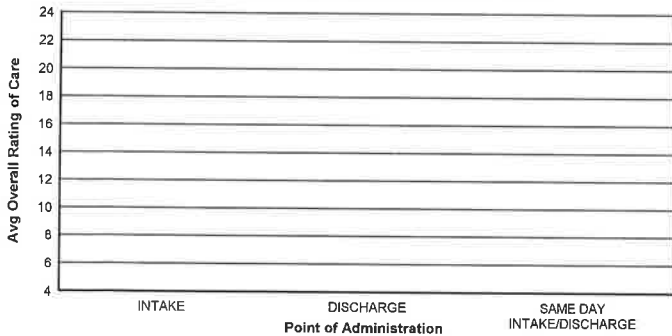
Hopefulness Scale

Range 4 - 24, lower score indicates generally more hopeful outlook



Overall Rating of Care

Range 1 - 10, Higher score indicates better care





VCOS Adult Self Report by Point of Administration Aggregate for all Programs Selected

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Sec 3. Behavior & Symptom Identification Scale, individual items - Shows in the past week, how much difficulty the consumer had with the following tasks. Scores range from 0 - 4. Lower score indicates fewer problems/decreased severity.

1. Managing your day-to-day life

	INTAKE	DISCHARGE	SAME DAY INTAKE	Total
0-No difficulty	0	10	0	10
1-A little difficulty	2	25	0	27
2-Moderate difficulty	30	0	0	30
3-Quite a bit of difficulty	2	0	0	2
Blank	146	139	1	286
Total Responses	180	174	1	355

2. Coping with problems in life

	INTAKE	DISCHARGE	SAME DAY INTAKE	Total
0-No difficulty	0	8	0	8
1-A little difficulty	2	26	0	28
2-Moderate difficulty	25	1	0	26
3-Quite a bit of difficulty	7	0	0	7
Blank	146	139	1	286
Total Responses	180	174	1	355

6. Get along well in social situations

	INTAKE	DISCHARGE	SAME DAY INTAKE	Total
0-None of the time	8	0	0	8
1-A little of the time	19	0	0	19
2-Half of the time	7	1	0	8
3-Most of the time	0	19	0	19
4-All of the time	0	15	0	15
Blank	146	139	1	286
Total Responses	180	174	1	355



VCOS Adult Self Report by Point of Administration Aggregate for all Programs Selected

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Sec 3. Behavior & Symptom Identification Scale, individual items - Shows in the past week, how much time the consumer spent in the following activities. Sub-Scale Range: 0-4: Lower score indicates fewer problems/decreased severity.

10. Feel sad or depressed

	INTAKE	DISCHARGE	SAME DAY INTAKE	Total
0-None of the time	0	27	0	27
1-A little of the time	0	8	0	8
2-Half of the time	9	0	0	9
3-Most of the time	19	0	0	19
4-All of the time	6	0	0	6
Blank	146	139	1	286
Total Responses	180	174	1	355

12. Feel nervous

	INTAKE	DISCHARGE	SAME DAY INTAKE	Total
0-None of the time	0	6	0	6
1-A little of the time	1	28	0	29
2-Half of the time	15	1	0	16
3-Most of the time	15	0	0	15
4-All of the time	3	0	0	3
Blank	146	139	1	286
Total Responses	180	174	1	355

21. Have the urge to drink or take street drugs

	INTAKE	DISCHARGE	SAME DAY INTAKE	Total
0-Never	0	5	0	5
1-Rarely	1	10	0	11
2-Sometimes	21	20	0	41
3-Often	10	0	0	10
4-Always	2	0	0	2
Blank	146	139	1	286
Total Responses	180	174	1	355



VCOS Adult Self Report by Point of Administration Aggregate for all Programs Selected

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Sec 4. Hopefulness Section - Lower score indicates generally more hopeful outlook. 1=Extremely positive, 2=Moderately positive, 3=Somewhat positive, 4=Somewhat negative, 5=Moderately negative, 6=Extremely negative. Scores presented are

1. How satisfied are you with your life right now?	INTAKE	DISCHARGE	SAME DAY INT	Total
1- Extremely Satisfied	0	2	0	2
2- Moderately Satisfied	0	32	0	32
3- Somewhat Satisfied	4	1	0	5
4- Somewhat Dissatisfied	8	0	0	8
5- Moderately Dissatisfied	20	0	0	20
6- Extremely Dissatisfied	2	0	0	2
Blank	146	139	1	286
Total Responses	180	174	1	355

Sec 5. Service Satisfaction - Scores range from 1 - 5. Higher score indicates generally higher satisfaction.

4. The clinician treats me with respect and dignity	INTAKE	DISCHARGE	SAME DAY INT	Total
Blank	180	174	1	355
Total Responses	180	174	1	355

6. I was taught to deal with my problems myself	INTAKE	DISCHARGE	SAME DAY INT	Total
Blank	180	174	1	355
Total Responses	180	174	1	355

7. I am involved in decisions about my treatment	INTAKE	DISCHARGE	SAME DAY INT	Total
Blank	180	174	1	355
Total Responses	180	174	1	355

9. The location of services is convenient	INTAKE	DISCHARGE	SAME DAY INT	Total
Blank	180	174	1	355
Total Responses	180	174	1	355



VCOS Adult Self Report by Point of Administration Aggregate for all Programs Selected

6/1/2019 to 12/2/2019
Data Date: 12/2/2019

Sec 5. Service Satisfaction - Scores range from 1 - 5. Higher score indicates generally higher satisfaction.

10. The times of services are convenient

	INTAKE	DISCHARGE	SAME DAY INT	Total
Blank	180	174	1	355
Total Responses	180	174	1	355

14. Staff believe I can grow and recover

	INTAKE	DISCHARGE	SAME DAY INT	Total
Blank	180	174	1	355
Total Responses	180	174	1	355

13. I am connected to services that are appropriate

	INTAKE	DISCHARGE	SAME DAY INT	Total
Blank	180	174	1	355
Total Responses	180	174	1	355

24. How much helped by the care recieved

	INTAKE	DISCHARGE	SAME DAY INT	Total
Blank	180	174	1	355
Total Responses	180	174	1	355



VCOS Adult Self 24 Hour Care Report by Point of Administration

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Author: Julia Wysong, QI Research Analyst

Purpose: To provide data from Ventura County Outcome System (VCOS) consumer volume and consumer-reported measures of behavior and capability, hopefulness, and service satisfaction, displayed by point of administration and in aggregate.

Data Source: Avatar

Report Definitions:

Point of Administration: The period of the consumer's participation in the program during which evaluation measures are taken: intake, annual, discharge, or same day intake / discharge.

Unduplicated Consumer Count (Section 1): Count of unique consumers who received a service at a site in the report period selected.

Basis and Symptom Identification Scale (BASIS 24) (Sections 2, 3): Scale that indicates a self-report of the severity or intensity of behavioral, emotional, and functioning status in the past week. Lower score indicates fewer problems / decreased severity.

Hopefulness Scale (Sections 2, 4): Assessment of the consumers current state of physical and emotional health and life satisfaction. Lower scores indicate higher levels of health or satisfaction.

Service Satisfaction (Sections 2, 5): Consumer's view of service quality, convenience, relevance, and cross-agency integration. Higher scores indicate higher quality of care.

Netsmart Definitions / Methodology:

Table Names: cpc_vcoss_adult, episode_history

Select Expert: {cpc_vcoss_adult.Option_Desc} in ["VCOS Adult for 24 Hour Care", "VCOS Adult Self Report"]

Identical data source as VCOS Adult Self except Satisfaction Section (differentiated by column names that begin with "A24")

Notes and Cautions/Limitations:

Note: for each section, exact questions number from the corresponding section of the VCOS Adult Self form is included in table labels or headings.

Data reported is based on the information entered into NetSmart by the data date of the report. If you do not see counts for a month selected, there is no VCOS data at that site in NetSmart for any part of that month at the time the report is run.

If you have any questions, concerns, or comments, please contact:

Jason B. Miller, Ph.D., M.P.A.
Quality Improvement Manager
jason.miller@ventura.org
(805)766-3903



VCOS Adult Self 24 Hour Care Report by Point of Administration 8951 Golden Ventura CRT 6/1/2019 to 12/2/2019 Data Date: 12/2/2019

Sec 1. Unduplicated Consumer Count

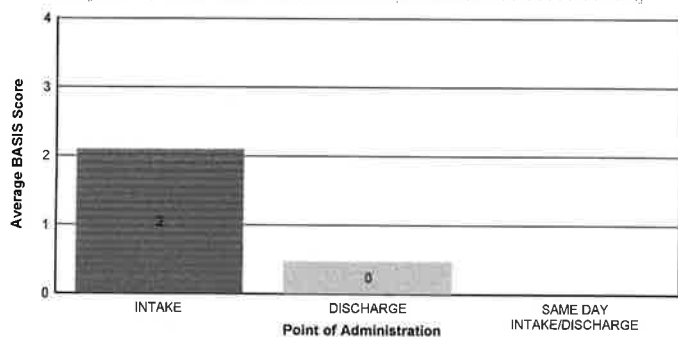
	INTAKE	DISCHARGE	SAME DAY INTAKE/DISCHARGE	Total
Measures Unduplicated Clients	180	209	1	390
	156	152	1	159

Sec 2. Scale Scores: Overview

- Basis 24 -** Scale that indicates a self-report of the severity or intensity of behavioral, emotional, and functioning status in the past week. Score ranges from 0 - 4; lower scores indicate fewer problems / decreased severity.
- Hopefulness Scale -** Score ranges from 4 - 24; lower scores indicate a generally more hopeful outlook.
- Rating of Care -** Overall rating of 1 to 10 on the care received; 1 = worst possible care, 10 = best possible care

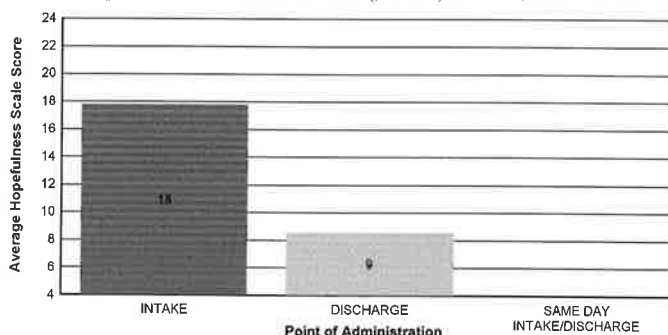
BASIS 24

Range 0 - 4, lower score indicates fewer problems / decreased severity



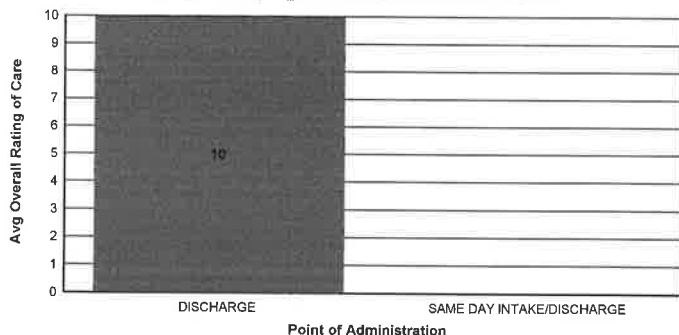
Hopefulness Scale

Range 4 - 24, lower score indicates generally more hopeful outlook



Overall Rating of Care

Range 1 - 10, Higher score indicates better care



Note on Scale Scores:

*BASIS - Validated;
Hopefulness - Validated*



VCOS Adult Self 24 Hour Care Report by Point of Administration 8951 Golden Ventura CRT

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Sec 3a. Behavior & Symptom Identification Scale - Scale that indicates a self-report of the severity or intensity of behavioral, emotional, and functioning status in the past week. Scores range from 0 - 4. Lower score indicates fewer problems/decreased severity.

	INTAKE	DISCHARGE	SAME DAY INT	Total
Average BASIS Score	2.10	0.47		1.27
Measures	34	35	0	69

Sec 3b. Behavior & Symptom Identification Scale, individual items - Shows in the past week, how much difficulty the consumer had with the following tasks. Scores range from 0 - 4. Lower score indicates fewer problems/decreased severity.

1. Managing your day-to-day life

	INTAKE	DISCHARGE	SAME DAY INT	Total
0-No difficulty	0	10	0	10
1-A little difficulty	2	25	0	27
2-Moderate difficulty	30	0	0	30
3-Quite a bit of difficulty	2	0	0	2
Blank	146	174	1	321

2. Coping with problems in life

	INTAKE	DISCHARGE	SAME DAY INT	Total
0-No difficulty	0	8	0	8
1-A little difficulty	2	26	0	28
2-Moderate difficulty	25	1	0	26
3-Quite a bit of difficulty	7	0	0	7
Blank	146	174	1	321

6. Get along well in social situations

	INTAKE	DISCHARGE	SAME DAY INT	Total
0-None of the time	8	0	0	8
1-A little of the time	19	0	0	19
2-Half of the time	7	1	0	8
3-Most of the time	0	19	0	19
4-All of the time	0	15	0	15
Blank	146	174	1	321

10. Feel sad or depressed

	INTAKE	DISCHARGE	SAME DAY INT	Total
0-None of the time	0	27	0	27
1-A little of the time	0	8	0	8
2-Half of the time	9	0	0	9
3-Most of the time	19	0	0	19
4-All of the time	6	0	0	6
Blank	146	174	1	321



VCOS Adult Self 24 Hour Care Report by Point of Administration 8951 Golden Ventura CRT

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Sec 3b. Behavior & Symptom Identification Scale, individual items, continued - Shows in the past week, how much difficulty the consumer had with the following tasks. Scores range from 0 - 4. Lower score indicates fewer problems/decreased severity.

12. Feel nervous	INTAKE	DISCHARGE	SAME DAY INT	Total
0-None of the time	0	6	0	6
1-A little of the time	1	28	0	29
2-Half of the time	15	1	0	16
3-Most of the time	15	0	0	15
4-All of the time	3	0	0	3
Blank	146	174	1	321

21. Have the urge to drink or take street drugs	INTAKE	DISCHARGE	SAME DAY INT	Total
0-Never	0	5	0	5
1-Rarely	1	10	0	11
2-Sometimes	21	20	0	41
3-Often	10	0	0	10
4-Always	2	0	0	2
Blank	146	174	1	321

Sec 4a. Hopefulness Scale - Scores range from 4 - 24. Lower score indicates generally more hopeful outlook.

	INTAKE	DISCHARGE	SAME DAY INT	Total
Average Hopefulness Score	17.82	8.57		13.13
Measures	34	35	0	69

Sec 4b. Hopefulness Section, individual items - Scores range from 1 - 6. Lower score indicates generally more hopeful outlook.

1. How satisfied are you with your life right now?	INTAKE	DISCHARGE	SAME DAY INT	Total
1- Extremely Satisfied	0	2	0	2
2- Moderately Satisfied	0	32	0	32
3- Somewhat Satisfied	4	1	0	5
4- Somewhat Dissatisfied	8	0	0	8
5- Moderately Dissatisfied	20	0	0	20
6- Extremely Dissatisfied	2	0	0	2
Blank	146	174	1	321



**VCOS Adult Self 24 Hour Care Report
by Point of Administration
8951 Golden Ventura CRT**

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Sec 5a. Service Satisfaction - Scores range from 1 - 4. Higher score indicates generally higher satisfaction.

1. Staff treats consumer with respect and dignity	DISCHARGE	SAME DAY INTAKE/DISC	Total
4 Always	35	0	35
Blank	174	1	175

3. Staff explained things in a way consumer could understand	DISCHARGE	SAME DAY INTAKE/DISC	Total
4 Always	35	0	35
Blank	174	1	175

4. Staff listened carefully to consumer	DISCHARGE	SAME DAY INTAKE/DISC	Total
2 Sometimes	1	0	1
4 Always	34	0	34
Blank	174	1	175

6. Staff gives reassurance and support	DISCHARGE	SAME DAY INTAKE/DISC	Total
4 Always	35	0	35
Blank	174	1	175

7. Feel safe sharing in the daily groups	DISCHARGE	SAME DAY INTAKE/DISC	Total
3 Usually	2	0	2
4 Always	33	0	33
Blank	174	1	175



**VCOS Adult Self 24 Hour Care Report
by Point of Administration
8951 Golden Ventura CRT**

6/1/2019 to 12/2/2019
Data Date: 12/2/2019

Sec 5a. Service Satisfaction, continued - Scores range from 1 - 4. Higher score indicates generally higher satisfaction.

9. Involved as wanted in decisions about treatment	DISCHARGE	SAME DAY INTAKE/DISC	Total
Blank	209	1	210

10. Staff work well together as a team	DISCHARGE	SAME DAY INTAKE/DISC	Total
4 Always	35	0	35
Blank	174	1	175

24. How much staff involved family in consumer's treatment	DISCHARGE	SAME DAY INTAKE/DISC	Total
3 About the right amount	4	0	4
4 No involvement, which is what I want	31	0	31
Blank	174	1	175

29. How much helped by care received	DISCHARGE	SAME DAY INTAKE/DISC	Total
4 A great deal	35	0	35
Blank	174	1	175

Sec 5b. Service Satisfaction - Scores range from 1 - 5. Higher score indicates generally higher satisfaction.

11. Gained tools to use after discharge	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Strongly agree	34	0	34
2 Agree	1	0	1
Blank	174	1	175



**VCOS Adult Self 24 Hour Care Report
by Point of Administration
8951 Golden Ventura CRT**

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Sec 5b. Service Satisfaction - Scores range from 1 - 5. Higher score indicates generally higher satisfaction.

14. Environment comfortable and "home-like"

	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Strongly agree	35	0	35
Blank	174	1	175

15. Adequate number of staff to provide for safety

	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Strongly agree	35	0	35
Blank	174	1	175

18. Staff believes consumer can grow, change, and recover

	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Strongly Agree	35	0	35
Blank	174	1	175

19. Written materials provided in consumer's preferred language

	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Strongly agree	35	0	35
Blank	174	1	175



**VCOS Adult Self 24 Hour Care Report
by Point of Administration
8951 Golden Ventura CRT**

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Sec 5c. Service Satisfaction - Yes / No answers.

20. Staff gave information about rules and policies	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Yes	35	0	35
Blank	174	1	175

21. Staff gave information about patient rights	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Yes	35	0	35
Blank	174	1	175

22. Staff told consumer about self-help or support groups	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Yes	35	0	35
Blank	174	1	175

23. Staff gave information on how to reduce the chances of a relapse	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Yes	35	0	35
Blank	174	1	175

25. Staff told consumer about the benefits and risks of provided medication	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Yes	35	0	35
Blank	174	1	175

26. Staff reviewed continued plan for treatment after discharge	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Yes	35	0	35
Blank	174	1	175



**VCOS Adult Self 24 Hour Care Report
by Point of Administration
8951 Golden Ventura CRT**

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Sec 5c. Service Satisfaction, continued - Yes / No answers.

27. Given contact in case of crisis after discharge	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Yes	35	0	35
Blank	174	1	175

28. Recommend facility to someone else who needs mental health or substance abuse treatment	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Yes	35	0	35
Blank	174	1	175

Sec 5e. Service Satisfaction - Scores range from 1 - 10. Higher score indicates generally higher satisfaction.

30. Overall rating of care	DISCHARGE	SAME DAY INTAKE/DISCH
Average Overall Rating	9.97	
Total Responses	35	0



VCOS Adult Self 24 Hour Care Report by Point of Administration Aggregate for all Programs Selected

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Sec 1. Unduplicated Consumer Count

	INTAKE	DISCHARGE	SAME DAY INTAKE/DISCHARGE	Total
Measures Unduplicated Clients	180	209	1	390
	156	152	1	159

Sec 2. Scale Scores: Overview

Basis 24 - Scale that indicates a self-report of the severity or intensity of behavioral, emotional, and functioning status in the past week.

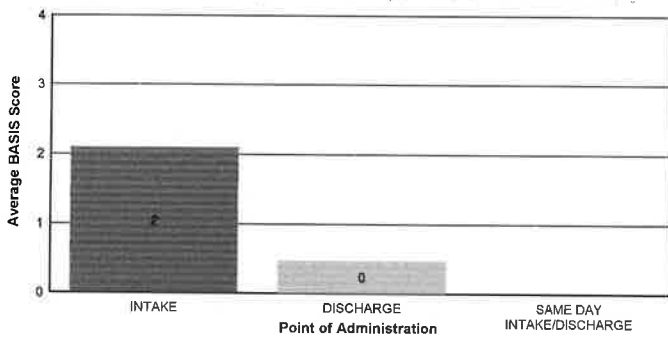
Score ranges from 0 - 4; lower scores indicate fewer problems / decreased severity.

Hopefulness Scale - Score ranges from 4 - 24; lower scores indicate a generally more hopeful outlook.

Rating of Care - Overall rating of 1 to 10 on the care received; 1 = worst possible care, 10 = best possible care

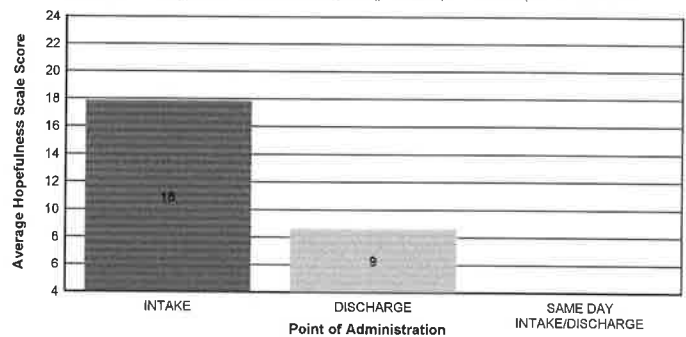
BASIS 24

Range 0 - 4, lower score indicates fewer problems / decreased severity



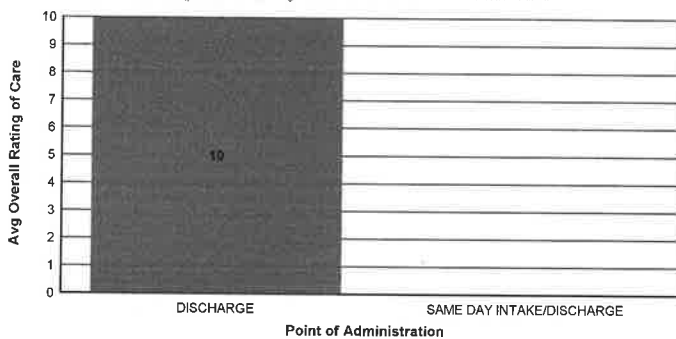
Hopefulness Scale

Range 4 - 24, lower score indicates generally more hopeful outlook



Overall Rating of Care

Range 1 - 10, Higher score indicates better care



Note on Scale Scores:

*BASIS - Validated;
Hopefulness - Validated*



VCOS Adult Self 24 Hour Care Report by Point of Administration Aggregate for all Programs Selected

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Sec 3a. Behavior & Symptom Identification Scale - Scale that indicates a self-report of the severity or intensity of behavioral, emotional, and functioning status in the past week. Scores range from 0 - 4. Lower score indicates fewer problems/decreased severity.

	INTAKE	DISCHARGE	SAME DAY INTAKE	Total
Average BASIS Score	2.10	0.47		1.27
Measures	34	35	0	69

Sec 3b. Behavior & Symptom Identification Scale, individual items - Shows in the past week, how much difficulty the consumer had with the following tasks. Scores range from 0 - 4. Lower score indicates fewer problems/decreased severity.

1. Managing your day-to-day life

	INTAKE	DISCHARGE	SAME DAY INTAKE	Total
0-No difficulty	0	10	0	10
1-A little difficulty	2	25	0	27
2-Moderate difficulty	30	0	0	30
3-Quite a bit of difficulty	2	0	0	2
Blank	146	174	1	321

2. Coping with problems in life

	INTAKE	DISCHARGE	SAME DAY INTAKE	Total
0-No difficulty	0	8	0	8
1-A little difficulty	2	26	0	28
2-Moderate difficulty	25	1	0	26
3-Quite a bit of difficulty	7	0	0	7
Blank	146	174	1	321

6. Get along well in social situations

	INTAKE	DISCHARGE	SAME DAY INTAKE	Total
0-None of the time	8	0	0	8
1-A little of the time	19	0	0	19
2-Half of the time	7	1	0	8
3-Most of the time	0	19	0	19
4-All of the time	0	15	0	15
Blank	146	174	1	321

10. Feel sad or depressed

	INTAKE	DISCHARGE	SAME DAY INTAKE	Total
0-None of the time	0	27	0	27
1-A little of the time	0	8	0	8
2-Half of the time	9	0	0	9
3-Most of the time	19	0	0	19
4-All of the time	6	0	0	6
Blank	146	174	1	321



VCOS Adult Self 24 Hour Care Report by Point of Administration Aggregate for all Programs Selected

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Sec 3b. Behavior & Symptom Identification Scale, individual items, continued - Shows in the past week, how much difficulty the consumer had with the following tasks. Scores range from 0 - 4. Lower score indicates fewer problems/decreased severity.

12. Feel nervous	INTAKE	DISCHARGE	SAME DAY INT	Total
0-None of the time	0	6	0	6
1-A little of the time	1	28	0	29
2-Half of the time	15	1	0	16
3-Most of the time	15	0	0	15
4-All of the time	3	0	0	3
Blank	146	174	1	321

21. Have the urge to drink or take street drugs	INTAKE	DISCHARGE	SAME DAY INT	Total
0-Never	0	5	0	5
1-Rarely	1	10	0	11
2-Sometimes	21	20	0	41
3-Often	10	0	0	10
4-Always	2	0	0	2
Blank	146	174	1	321

Sec 4a. Hopefulness Scale - Scores range from 4 - 24. Lower score indicates generally more hopeful outlook.

Average Hopefulness Score Measures	INTAKE	DISCHARGE	SAME DAY INT	Total
	17.82	8.57		13.13
	34	35	0	69

Sec 4b. Hopefulness Section, individual items - Scores range from 1 - 6. Lower score indicates generally more hopeful outlook.

1. How satisfied are you with your life right now?	INTAKE	DISCHARGE	SAME DAY INT	Total
1- Extremely Satisfied	0	2	0	2
2- Moderately Satisfied	0	32	0	32
3- Somewhat Satisfied	4	1	0	5
4- Somewhat Dissatisfied	8	0	0	8
5- Moderately Dissatisfied	20	0	0	20
6- Extremely Dissatisfied	2	0	0	2
Blank	146	174	1	321



VCOS Adult Self 24 Hour Care Report by Point of Administration Aggregate for all Programs Selected

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Sec 5a. Service Satisfaction - Scores range from 1 - 4. Higher score indicates generally higher satisfaction.

1. Staff treats consumer with respect and dignity

	DISCHARGE	SAME DAY INTAKE/DISC	Total
4 Always	35	0	35
Blank	174	1	175

3. Staff explained things in a way consumer could understand

	DISCHARGE	SAME DAY INTAKE/DISC	Total
4 Always	35	0	35
Blank	174	1	175

4. Staff listened carefully to consumer

	DISCHARGE	SAME DAY INTAKE/DISC	Total
2 Sometimes	1	0	1
4 Always	34	0	34
Blank	174	1	175

6. Staff gives reassurance and support

	DISCHARGE	SAME DAY INTAKE/DISC	Total
4 Always	35	0	35
Blank	174	1	175

7. Feel safe sharing in the daily groups

	DISCHARGE	SAME DAY INTAKE/DISC	Total
3 Usually	2	0	2
4 Always	33	0	33
Blank	174	1	175



VCOS Adult Self 24 Hour Care Report by Point of Administration Aggregate for all Programs Selected

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Sec 5a. Service Satisfaction, continued - Scores range from 1 - 4. Higher score indicates generally higher satisfaction.

9. Involved as wanted in decisions about treatment	DISCHARGE	SAME DAY INTAKE/DISC	Total
Blank	209	1	210

10. Staff work well together as a team	DISCHARGE	SAME DAY INTAKE/DISC	Total
4 Always	35	0	35
Blank	174	1	175

24. How much staff involved family in consumer's treatment	DISCHARGE	SAME DAY INTAKE/DISC	Total
3 About the right amount	4	0	4
4 No involvement, which is what I want	31	0	31
Blank	174	1	175

29. How much helped by care received	DISCHARGE	SAME DAY INTAKE/DISC	Total
4 A great deal	35	0	35
Blank	174	1	175

Sec 5b. Service Satisfaction - Scores range from 1 - 5. Higher score indicates generally higher satisfaction.

11. Gained tools to use after discharge	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Strongly agree	34	0	34
2 Agree	1	0	1
Blank	174	1	175



VCOS Adult Self 24 Hour Care Report by Point of Administration Aggregate for all Programs Selected

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Sec 5b. Service Satisfaction, continued - Scores range from 1 - 5. Higher score indicates generally higher satisfaction.

14. Environment comfortable and "home-like"

	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Strongly agree	35	0	35
Blank	174	1	175

15. Adequate number of staff to provide for safety

	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Strongly agree	35	0	35
Blank	174	1	175
Total	209	1	210

18. Staff believes consumer can grow, change, and recover

	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Strongly Agree	35	0	35
Blank	174	1	175

19. Written materials provided in consumer's preferred language

	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Strongly agree	35	0	35
Blank	174	1	175



VCOS Adult Self 24 Hour Care Report by Point of Administration Aggregate for all Programs Selected

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Sec 5c. Service Satisfaction - Yes / No answers.

20. Staff gave information about rules and policies	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Yes	35	0	35
Blank	174	1	175

21. Staff gave information about patient rights	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Yes	35	0	35
Blank	174	1	175

22. Staff told consumer about self-help or support groups	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Yes	35	0	35
Blank	174	1	175

23. Staff gave information on how to reduce the chances of a relapse	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Yes	35	0	35
Blank	174	1	175

25. Staff told consumer about the benefits and risks of provided medication	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Yes	35	0	35
Blank	174	1	175

26. Staff reviewed continued plan for treatment after discharge	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Yes	35	0	35
Blank	174	1	175



**VCOS Adult Self 24 Hour Care Report
by Point of Administration
Aggregate for all Programs Selected**

6/1/2019 to 12/2/2019

Data Date: 12/2/2019

Sec 5c. Service Satisfaction, continued - Yes / No answers.

27. Given contact in case of crisis after discharge

	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Yes	35	0	35
Blank	174	1	175

28. Recommend facility to someone else who needs mental health or substance abuse treatment

	DISCHARGE	SAME DAY INTAKE/DISC	Total
1 Yes	35	0	35
Blank	174	1	175

Sec 5e. Service Satisfaction - Scores range from 1 - 10. Higher score indicates generally higher satisfaction.

30. Overall rating of care

	DISCHARGE	SAME DAY INTAKE/DISCH
Average Overall Rating	9.97	
Total Responses	35	0