

**Adult Crisis System**  
**Outcome Evaluation Update**  
**FY2015/16 Quarters 1-3**

*April Howard, PhD*



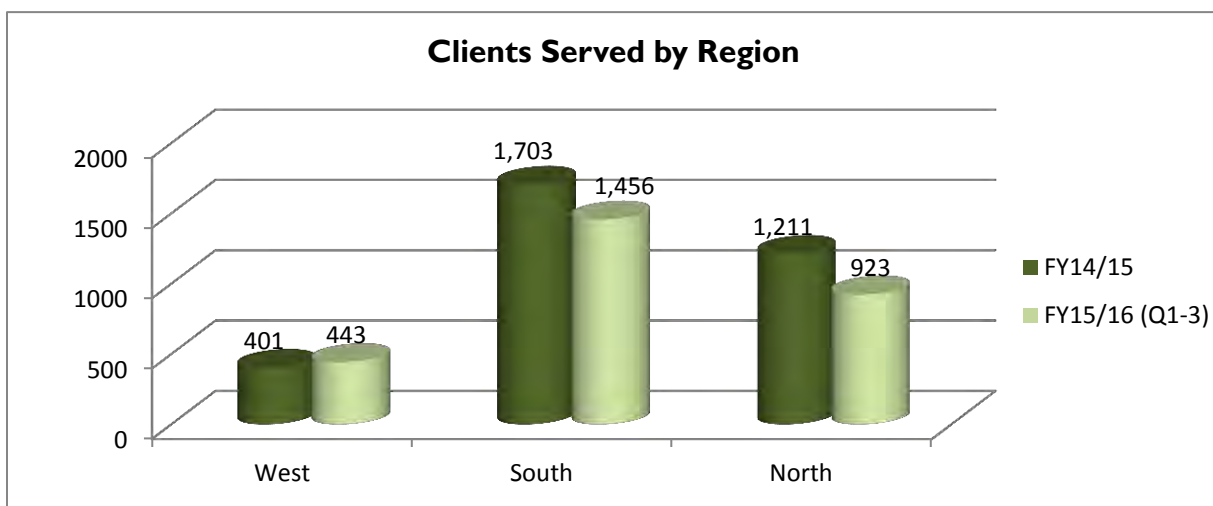
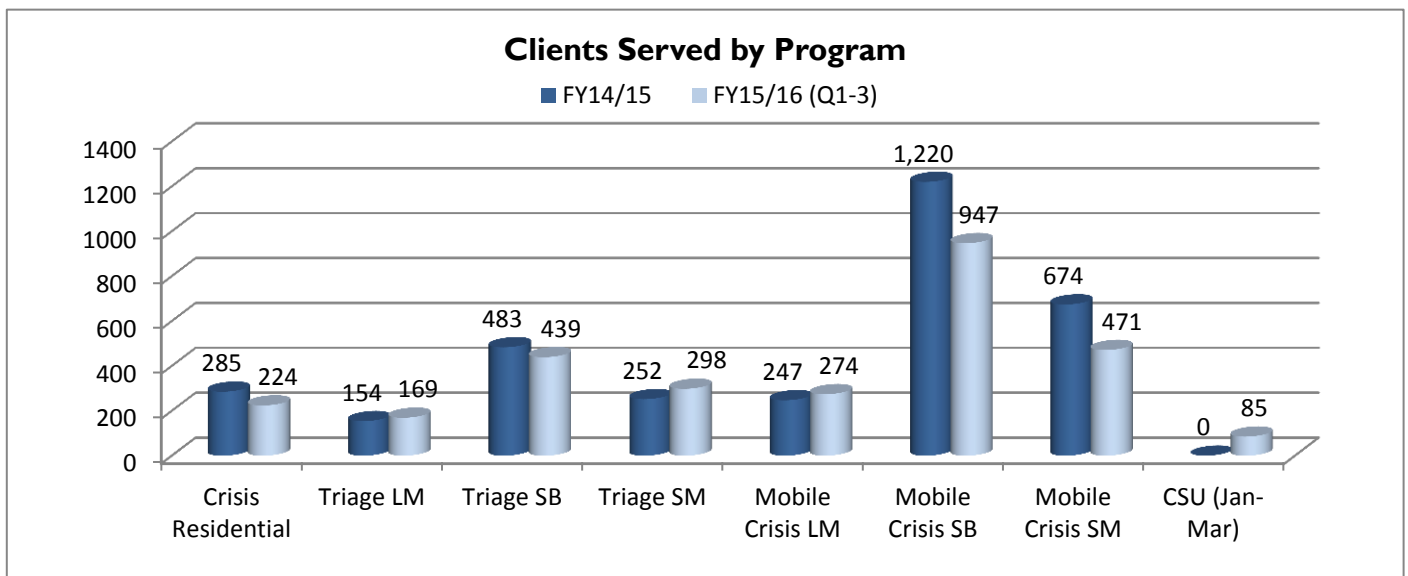
SANTA BARBARA COUNTY  
DEPARTMENT OF  
**Behavioral Wellness**  
A System of Care and Recovery

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## Adult Crisis System Update

The adult crisis response system in Santa Barbara County has meaningfully expanded in the past two years. In FY14/15, several new programs were implemented, including Lompoc Mobile Crisis and three Triage teams, one in each of the three regions of the County. Additionally, in FY15/016, a Crisis Residential program and a 23-hour Crisis Stabilization Unit were added in South County.

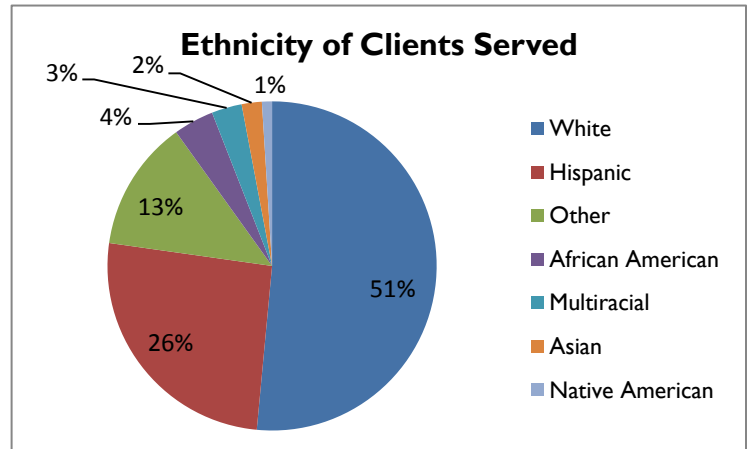
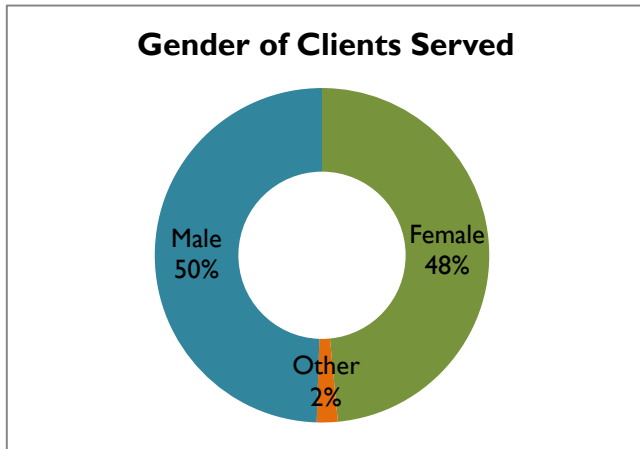
With this increased capacity, more clients are being served. The quarterly average in FY14/15 was 829 clients, and as of Q3 of FY15/16, has increased to 940 clients per quarter. The monthly average of 5150 Holds was 140 in FY14/15 and has increased to 171. As can be seen in the graphs below, in both FY14/15 and through Q3 of FY15/16, more than a third (35.5%) of all clients have been served through South County/Santa Barbara Mobile Crisis, and about half of all clients are served just in South County. Though the number of hospitalizations has increased, with the increase in clients served, importantly, the percent of hospitalizations has decreased from 29% to 25%<sup>1</sup>.



<sup>1</sup> There are some regional differences in hospitalizations: Lompoc Mobile Crisis hospitalized less than Santa Barbara and Santa Maria mobile Crisis; North County Crisis Residential hospitalized more than South County Crisis Residential.

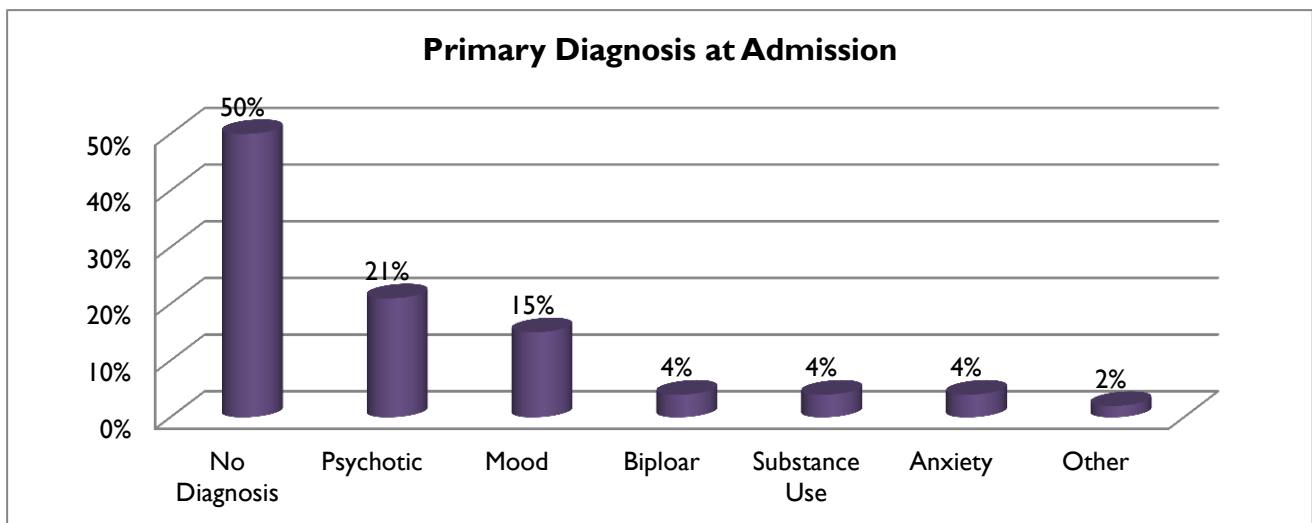
**WHOM ARE THE CRISIS PROGRAMS SERVING?**

The crisis programs are serving men and women nearly equally. Of the clients served, 51% were White, while only 26% were Hispanic.



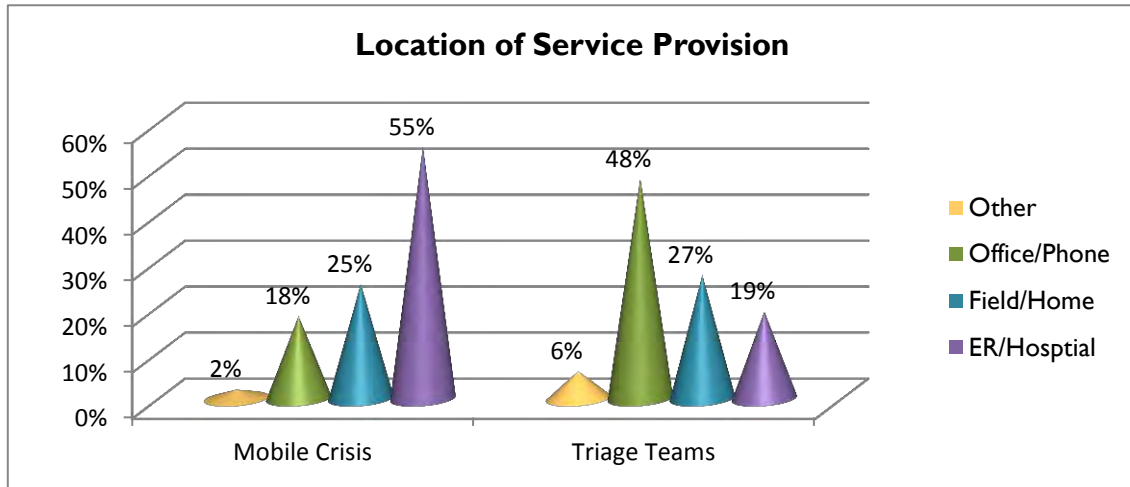
**DIAGNOSES:**

Most frequently, clients have “no diagnosis” (50%) at admission (clients may not be assigned a diagnosis until after crisis service delivery). Clients with diagnosed Psychotic Disorders (21%) and Mood Disorders (15%) appear to utilize crisis services more frequently than clients with other diagnoses.



**WHERE ARE CLIENTS BEING SERVED?**

Half of all County crisis services are provided in South County and just over a third are provided by the Santa Barbara Mobile Crisis team. Whereas half of Mobile Crisis services are provided in the Emergency Department/Cottage Hospital, about half of Triage services are provided over the phone; both Mobile and Triage provide a quarter (25%) of their services in the field or clients homes.

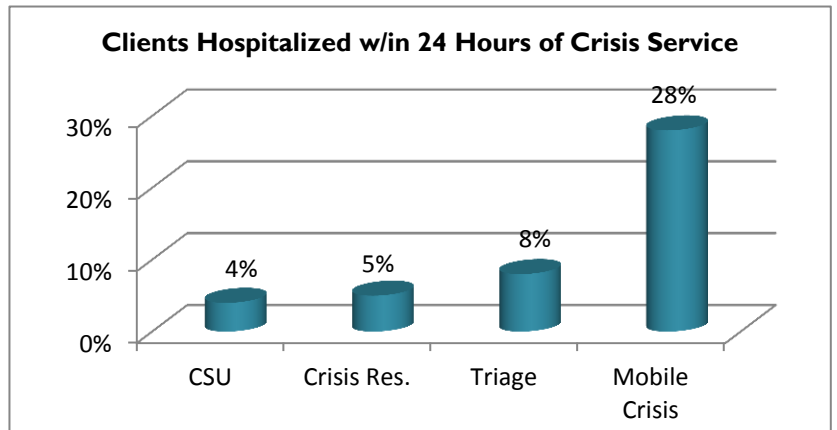


**WHAT IS IMPACT ON CLIENTS?**

**FY 2015-2016 (Q1-3)**

It is evident that Crisis Residential and the Crisis Stabilization Unit are successfully serving and stabilizing clients:

- 95% of CSU clients were not hospitalized
- 89% of North and 82% of South Crisis Residential clients were not hospitalized within 30 days of discharge from the Crisis Residential program



**IMPRESSIONS AND NEXT STEPS:**

- As a result of the newly implemented programs, the Crisis System is on target in FY 15/16 to exceed served in FY14/15
- Outreach to diverse groups should be increased
- Triage, CSU, Crisis Residential and Lompoc Mobile filling gaps in crisis continuum
- CSU and Crisis Residential programs appear to be successfully reducing hospitalizations
- Additional time needed for true impact of new programs to be realized
- FY 2016/2017: conduct longitudinal evaluation of crisis system
- Increase the utilization of the Crisis Stabilization Unit