

## **Outcomes Report Fiscal Year 2017**

Since 1988, Daybreak Incorporated has been providing comprehensive case management services to adults seeking to live a complete and largely self-sufficient lifestyle in the Mat-Su Valley. Our initial focus was working with those with a diagnosed mental illness, helping them to engage in their communities by assisting them to find and maintain employment, housing, transportation and other services. The agency has since expanded our services to include individuals who have sustained a traumatic brain injury and are also suffering from a diagnosed mental illness. We believe a person is far more than merely a diagnosis, that everyone has the ability to do dynamic things and that recovery from a mental illness is possible. Our case management plans are tailored to each consumer and designed to make the most of his or her capabilities.

From 2015 to present, the agency has seen a steady increase in referrals and admissions to the case management program. The growth can be based on three distinct factors. The first is Medicaid expansion in the state of Alaska. This took effect in September of 2015 and added thirteen (13) new referrals to the agency. Second, the agency began expansion of services in 2016, providing intensive case management services for adults who had both a mental illness and a traumatic brain injury in both the Mat-Su borough and the Anchorage area. Finally, the agency increased its connection with the Alaska court system and began partnering with the therapeutic court in Anchorage. With the expansion in these three areas Daybreak has increased its consumer caseload.

### **Demographic of Consumers Served**

During FY 2017 Daybreak had the opportunity to serve 114 individuals. The age range of people served ranged from 18 –77 years old (The average age of the persons served was 53.4). 62.28 % of the consumers were women and 37.71%

were male. In FY 17 the agency also saw an increase in diversity of people served. Consumer data showed that 14 people identified as Alaska Native or American Indian (up from 6 in FY 16), one individual identified as black (0 in FY 16) 11 identified as one or more ethnicities (up from 7 in FY 16) and 88 people identified as white. Ninety-two consumers live in the Matanuska Susitna borough and twenty-two people reside in the Anchorage area.

### **Quality Assurance Outcomes over Time**

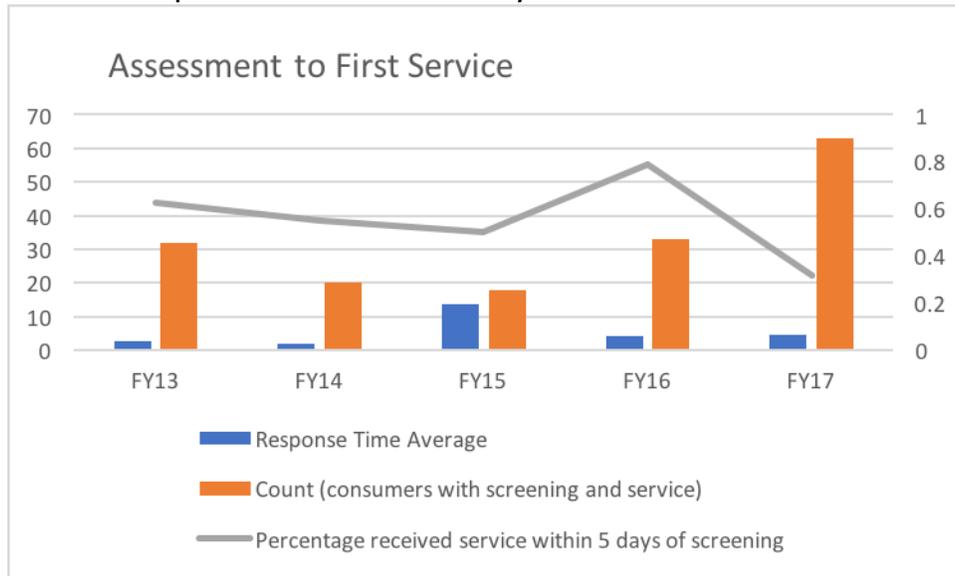
At the end of the third quarter of FY 17 the management staff reviewed the data over the past four fiscal years to look at the long-term trends of service delivery (access to services), consumer satisfaction and improvements in life domains for people who had utilized Daybreak services. The agency utilized the data gathered from the Client Status Review (CSR) to measure the outcome data. The CSR is a self-report instrument that collects information on a persons' quality of life. As a quality of life instrument the CSR obtains information from a consumer in four broad areas: health, safety, productive activity, and living with dignity.

The consumer responses to each question on the intake CSR are compared to the same responses for subsequent reviews and reported as the percentage of consumers who report the same or improved conditions. The reason that we count both improved and maintained conditions is that, for the population in treatment, maintaining one's position is seen as achievement. Industry standards acknowledge that measurement of treatment outcomes includes both "improvement" as well as "maintenance" of functioning. Severe behavioral health issues are often a life-long challenge requiring skills of recovery and resilience where maintaining higher functioning is a positive outcome.

### **Timeliness of Access to Services**

With the expansion, Daybreak was interested in the length of time it took for a consumer to obtain their first services after the behavioral health assessment was completed. Historically, Daybreak has had the ability to enroll new consumers into services within a week of the assessment to the first case management service. In FY13 the agency completed 32 new client assessments and had services from a case manager within 2.8 days. In 2014 there were 20 new consumer assessments and a case manager made contact with the consumer

within 1.8 days. In 2015 the agency fell short of its goal and took in fewer new consumers but took on average 13.7 days to receive the first service. New staff were added in 2016 and thirty-three new consumers were provided assessments and the date to first service was reduced to 4.2 days. In 2017 more staff and program specialties were added so that 63 new assessments were completed and the first service was provided within 4.4 days.



### Consumer Satisfaction and Improvement

During the review of data, the management staff also observed that consumers had a lower perception of their treatment outcomes in FY16. As stated earlier, the agency grew dramatically in 2016. Long time case managers became program managers and new case managers were hired. During the transitions, the consumers had difficulty with the changes which are reflected in the outcomes from that Fiscal year. Since adding more case managers and direct service providers, the agency has seen marked improvement in treatment outcomes for our consumers.

### Client Perception of Treatment

