

# North Bay START Data Summary

Presented by

Messina Dovichi, Program  
Director

Board of Director's Meeting

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# Current Caseload

## Total Served to Date: 75

<b>Program Enrollment</b>	
<i>Active caseload at the beginning of reporting period</i>	58
<i>Total Served during reporting period</i>	<b>60</b>
<i>Active Caseload at the end of reporting period</i>	<b>53</b>
Children (6-17)	20 (38%)
Adults (18 and older)	33(62%)
Average caseload size	12

# Pre and Post-Enrollment Emergency Service Utilization

Variable	Children	Adults
<i>N</i> (%)	24(40%)	36 (60%)
<i>Psychiatric Hospitalization</i>		
<b>Prior to enrollment, N (%)</b>	<b>5 (21%)</b>	<b>8 (22%)</b>
Mean Admissions (range)	1.6 (1-2)	2.8 (1-9)
<b>During START to date, N (%)</b>	<b>3 (13%)</b>	<b>3 (8%)</b>
Mean (range)	1.0 (1)	1.7 (1-2)
<i>Emergency Department Visits</i>		
<b>Prior to enrollment, N (%)</b>	<b>5 (21%)</b>	<b>12 (33%)</b>
Mean Visits (range)	2.6 (1-4)	6.9 (1-30)
<b>During START to date, N (%)</b>	<b>3 (13%)</b>	<b>12 (33%)</b>
Mean (range)	1.7 (1-3)	2.0 (1-8)

# Community Training Activities

<b>Type of Community Activity</b>	<b>FY25 Q1</b>	<b>FY25 to Date</b>
<i>Number of Activities (N)</i>		
Community linkage work		
Community-based training	2	
Community education		
Host Advisory Council Meeting	1	
<i>Total Community Outreach/Training Episodes</i>	3	
<i>Total hours of community outreach</i>	3.5	
<i>Linkage/Collaboration Agreements Completed (program total)</i>		14
<i>Linkage/Collaboration Agreements Completed (FY25)</i>		2

# Emergency/Crisis Intervention Services

	FY25 Q1	
Variable	Children	Adults
<i>Crisis Contacts</i>		
Number of Individuals	6	5
Number of Crisis Contacts	27	8
Range of Contacts	1-15	1-3
<i>Type of Intervention</i>		
In-Person	24 (89%)	5 (63%)
Telehealth	3	3
<i>Average Response Time</i>	47 minutes	47 minutes
Number of calls involving police	5	3
<i>Crisis Disposition</i>		
Maintain Setting	<b>27 (100%)</b>	<b>6 (75%)</b>
Psychiatric Hospital Admission		
Medical Admission		
<b>ED (released)</b>		<b>1</b>
<b>ED (held over 24 hours)</b>		<b>1</b>
ED (not specified)		
Non-START Crisis Stab		
Emergency housing		

# Success Stories

- ▶ **System Collaboration:** START received a referral for an individual with a history of 5 psychiatric hospitalizations and 30 ER visits in the year leading up to intake. By collaborating with the person's care team, START helped identify key factors contributing to the crises, including vulnerabilities related to the person's physical health. Through this partnership, START supported the team in implementing a plan to monitor blood sugar levels and recognize early signs of UTIs. This proactive approach, along with improved communication across all involved systems, led to significant mental and physical health stability. As a result, the individual was successfully inactivated from START's services in September.
- ▶ **Cross-Systems Crisis Prevention/Intervention:** START began working with a teen living with their grandparents, who had been experiencing frequent crises, resulting in multiple crisis calls each week. Through the development of the crisis prevention and intervention plan, along with in-person crisis response support, START empowered the grandparents to recognize early warning signs and manage crisis prevention independently. This capacity-building effort led to a dramatic reduction in crisis calls—from 4-7 calls per month between May and September—to zero calls in October.

# Contact Information

Messina Dovichi, ASW Program Director

▶ T: 707-430-4325

▶ E: [Messinadovichi@tpcp.org](mailto:Messinadovichi@tpcp.org)