



Contra Costa County Assisted Outpatient Treatment Program

FY 2023–2024 DHCS AOT Outcome Evaluation

Family & Human Services Committee | November 10, 2025





FY 2023–2024 DHCS AOT Outcome Evaluation

Purpose of the Evaluation

- Meet state-mandated reporting requirements for AOT programs:

Enrollment & Engagement	Skills & Functioning	Treatment & Services	Legal & Safety
-------------------------	----------------------	----------------------	----------------

- CQI process to support the AOT program to meet its intended goals.

Evaluation Activities & Details

- Secondary data analysis on Pre-AOT and AOT Enrollment between July 1, 2023 – June 30, 2024.
- Data Sources:
 - Referrals, investigations, petitions, & demographics
 - Service utilization, jail bookings, Contra Costa Epic Electronic Health Records (EHR), Contra Costa PSP & ShareCare Billing Systems, & focus groups



Summary of Findings

- The AOT team **connected 78 referred individuals** to appropriate mental health services & **served 63 clients** during FY 23-24.
- AOT staff coordinated to provide clients with countless wrap-around **behavioral health and supportive services**, and AOT clients demonstrated numerous **positive outcomes**.
- Evidence suggests that the AOT program likely maintained high **fidelity to the ACT model** in some areas and likely demonstrated improvement areas for others.
- Findings suggest the CCC AOT program has **continued to provide excellent care and services** to people with serious mental illness within the County.

SECTION TWO

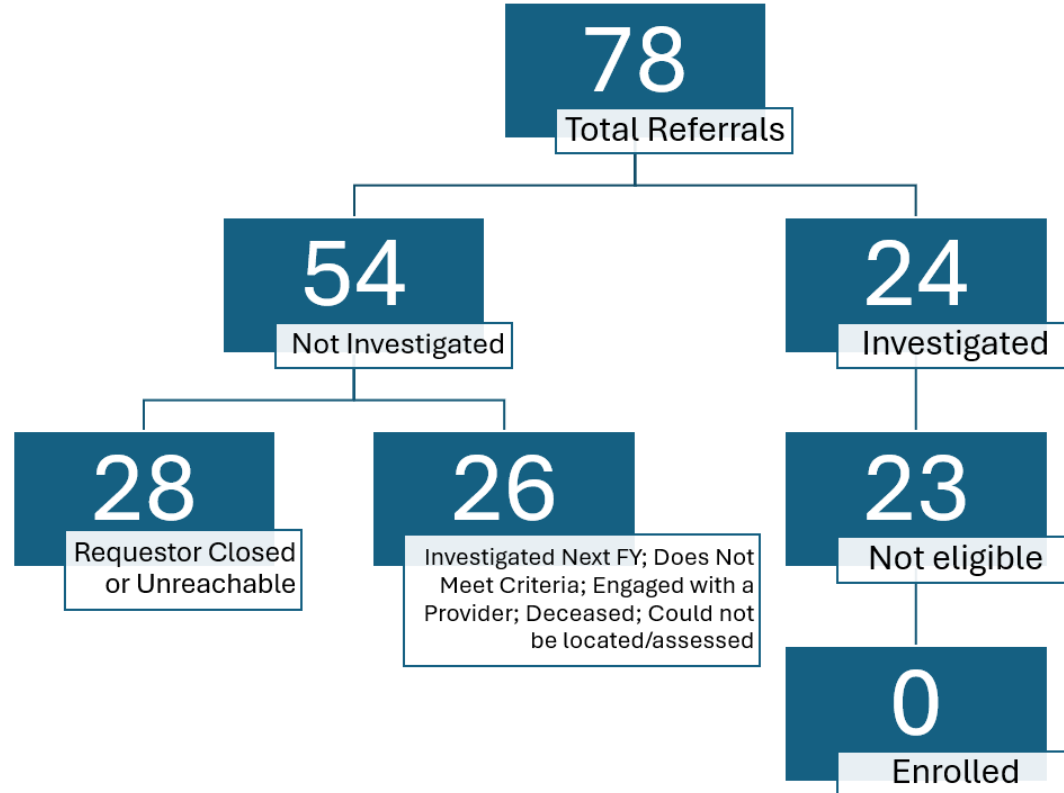
AOT Requests through Enrollment





AOT Requests, Investigations, Referrals, and Enrollment

Fiscal Year 23-24



43

Average number of **investigation days** for all AOT client requests/referrals during FY 23-24 (range: 7-137)

FY 22-23 Average: 62 days
FY 21-22 Average: 47 days
FY 20-21 Average: 79 days



SECTION THREE

AOT Clients Served





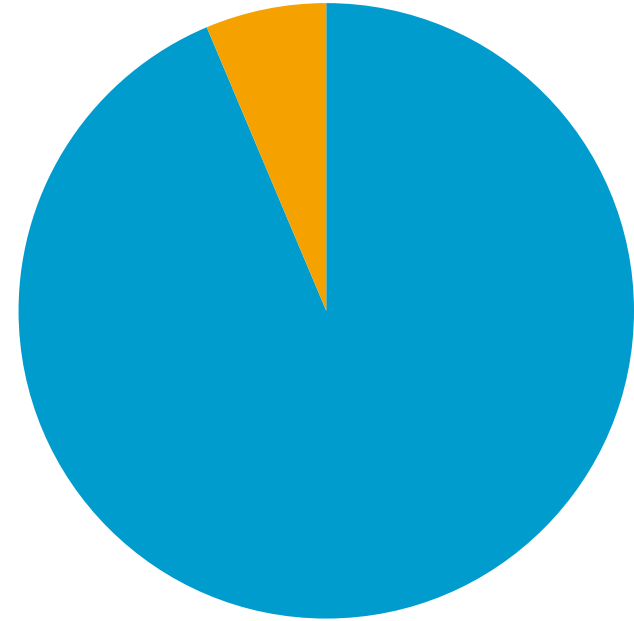
AOT Clients Served

Fiscal Year 23-24

During FY23-24, the AOT program served a total of **63 clients**.

Of these 63 clients, **all of them had also been enrolled in prior fiscal years**.

Most clients served during FY23-24 were **voluntarily enrolled**.



■ Voluntary ■ Court-Involved



Client Profile

Fiscal Year 23-24

Most of the 63 AOT clients served during FY23-24 were:

- **26-49 years old** (71%, n= 45)
- **Male** (63%, n= 40)

Clients identified their race/ethnicity as:

- **White** (41%, n= 26)
- **Hispanic or Latino** (21%, n= 13)
- **Black or African American, Asian or Asian American, Native Hawaiian, Another race/Two or more races, or Unknown/Not Reported** (38%, n = 24)



Service Engagement

Fiscal Year 23-24

CCBHS ACT Treatment & Services during AOT Enrollment (N=63)

Average Length of
ACT Enrollment

44 months

"People want consistency and a long-standing relationship with [the AOT staff] before they can trust [us]. So, we meet and treat them where they are at."

-CCBHS Staff Member

CCBHS ACT services provided to clients during AOT enrollment:

- Stable & supportive housing
- BH screening & treatment
- Care management
- Peer support & family services
- Transportation support
- Benefits acquisition
- Legal services
- Rehabilitation & counseling
- Crisis de-escalation & call line
- Medication support services
- Social activities



Service Engagement

Fiscal Year 23-24

CCBHS Treatment & Services during AOT Enrollment (N=63)

Average Service Frequency	3 contacts per week
Average Service Intensity	3 hours per week
% of clients adherent to County BHS treatment*	65% (n=41)

CCBHS treatment services provided to clients during AOT enrollment:

- Evaluation & Care Management
- Individual & Group Treatment
- Medication & Crisis Services
- Forensic MH & AOD Services
- Telehealth Services
- Inpatient, Residential, or other Facility Services

*Clients were considered "treatment adherent" if they were engaged in County BHS services at least twice a week for two or more total hours during their AOT enrollment period, on average.



SECTION THREE

AOT Outcomes & Satisfaction





Psychiatric Emergency Service (PES) Encounters (N=63) *Fiscal Year 23-24*

No clients experienced a psychiatric emergency service (PES) encounter during their FY23-24 AOT enrollment, and the total number of PES days for this group were **reduced by 12** for FY23-24.

Program Year	Average Total Hours Receiving PES	PES Encounters Per 180 Days	PES Encounters Per 365 Days
FY17-18	31	1	2
FY18-19	44	3	6
FY19-20	18	1	2
FY20-21	19	1	2
FY21-22	11	1	1
FY22-23	9	1	2
FY23-24	0	0	0

12

PES days reduced during AOT enrollment for all clients served FY 23-24



Jail Incarcerations (N=63)

Fiscal Year 23-24

Although **slightly more AOT clients** experienced jail incarceration during their enrollment (30%, n = 19) compared to before enrollment (22%, n = 14), the total number of jail days for this group were **reduced by 8 days** for FY23-24.

Program Year	Average Total Hours Receiving PES	PES Encounters Per 180 Days	PES Encounters Per 365 Days
FY17-18	30	1	2
FY18-19	21	2	3
FY19-20	8	2	4
FY20-21	2	0	0
FY21-22	5	0	0
FY22-23	10	0	0
FY23-24	7	0	0

8

Jail days reduced during AOT enrollment for all clients served FY 23-24



Client & Family Experience & Satisfaction

Fiscal Year 23-24

- Clients expressed feeling **positive** about reaching their treatment goals, **hopeful** about their future, and that staff treated them with **respect and compassion**.
- Clients reported **high satisfaction** and **feelings of safety** in the program housing, and parents appreciated that their loved ones were housed.
- Parents praised staff for their **diligent and consistent engagement** with their children to support medication compliance and assess their **general wellbeing**.

"I've never had anybody who cares about me—about what I eat, do, and think. [AOT has shown me that] there's someone in this world to care for [me] and I am grateful for it. When I was on the street, no one cared. AOT staff are just there for you. They're here to help you be a better person and get well. I'm just overwhelmed [with gratitude]." – **AOT Client**



Thank you!