

EL PASO MHMR
CONTRACT PERFORMANCE REPORT
EL PASO COUNTY
OFFICE OF COUNTY JUDGE ANTHONY COBOS
CONTRACT PERIOD 10/01/08 – 09/30/09

Submitted on May 22, 2009
Scheduled Report Date on June 1, 2009

This report covers Year to Date (YTD) program activities for the period from October 1, 2008 to March 31, 2009.

Executive Summary

This report is designed to update the Commissioners' Court regarding El Paso MHMR performance relative to two County funded Service Agreements.

- One Service Agreement in the amount of \$27,900 provides funds for the local maintenance of effort for Early Childhood Intervention (ECI) services. These services are delivered through the El Paso MHMR Elinor Zind ECI Program.
- A second Service Agreement in the amount of \$72,100 provides funds to support the operation of El Paso MHMR Crisis Line/Crisis Mobile Outreach Services.

Performance Summary

El Paso MHMR projects that we will meet our contractual obligations to the County for FY 2009 for the ECI Service Agreement and Crisis Line/Crisis Mobile Outreach Services.

Service Agreement - Early Childhood Intervention (ECI)

The Elinor Zind ECI Program serves children from birth to three years of age with developmental delay. The area served by this program extends east of Yarbrough to the El Paso County line.

The Elinor Zind ECI Program served an average YTD 744 children, 280 of which live in the Colonia areas on the far-east side of El Paso County. This represents 37% of the children served by the program, 7% more than targeted.

Performance Measures

FY09 Performance Measures	FY09 Target	Average YTD Percentage
% Will Reach Developmental Proficiency	8%	11%
% Will Enroll in local ISD or HS at 3	28%	27%
% Stay home after dismissal	3%	7%
% Moved	11%	8%
% Waiting enrollment is ISD or HS	12%	12%
% Choosing not to continue services	20%	
withdrew - no concerns		8%
withdrew		8%
% Closed for other reasons	18%	20%

Service Agreement – Crisis Line/Crisis Mobile Outreach Services

El Paso MHMR Crisis Line/Crisis Mobile Outreach is a 24 hour/7-day per week response system which responds to El Paso County residents experiencing personal or emotional crisis. Professionals and volunteers are available round-the-clock to provide crisis intervention, telephone counseling and referral to community resources. The El Paso MHMR Crisis Line facilitates appropriate and timely assistance to individuals in acute crisis through linkage with the Mobile Outreach unit, police, Sheriff and/or E.M.S. Departments. Professionals are available around the clock to provide community assessments, whether it is at an individual's home, out in the community or in an emergency room setting.

The Crisis Line received YTD 25,207 county resident calls. YTD 2,950 callers were provided telephonic counseling to address emotional distress and assist with problem solving to alleviate a potential crisis situation. This represents 51% more than targeted.

YTD 20,321 callers were provided with support, information and referred to appropriate community resources. This represents 35% more than targeted.

YTD immediate response was provided to 91 callers by the Crisis Mobile Outreach unit which required immediate response from the police by activating the 911 system. YTD the Crisis Mobile Outreach Team was deployed 1,734 times to meet crisis need. This represents 23% more than targeted. YTD 111 rape crisis interventions were provided to El Paso County residents experiencing a severe mental health crisis, 48% more than targeted.