



# ★ Star View Community Services ★

## The Hot Spot!

**BRIEF REPORT** from the Department of Research and Program Practices

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The Transitional Age Youth (TAY) **Hot Spot** is a community based wellness center for older youth and young adults ages 15 to 25, who are enrolled with Star View Community Services including Teammates (SV/TMs), agencies of Stars Behavioral Health Group (SBHG) in Los Angeles County. At the center, young adult Peer Mentors are available to support older youth and young adults in learning about and making use of the wide range of resources, services and supports available both at the **Hot Spot** and in their local communities. The center aims to inspire and build a community of wellness that demonstratively helps young adults meet important, self-defined goals through fun and safety, and through contacts with peer staffs and professionals' adept at motivating, empowering and resourcing young people toward productive lives. This **BRIEF REPORT** highlights utilization since the **Hot Spot** opened in Sep. 2012 through Oct. 2016. A companion report that focuses on peer staff roles and program results will be shared soon!

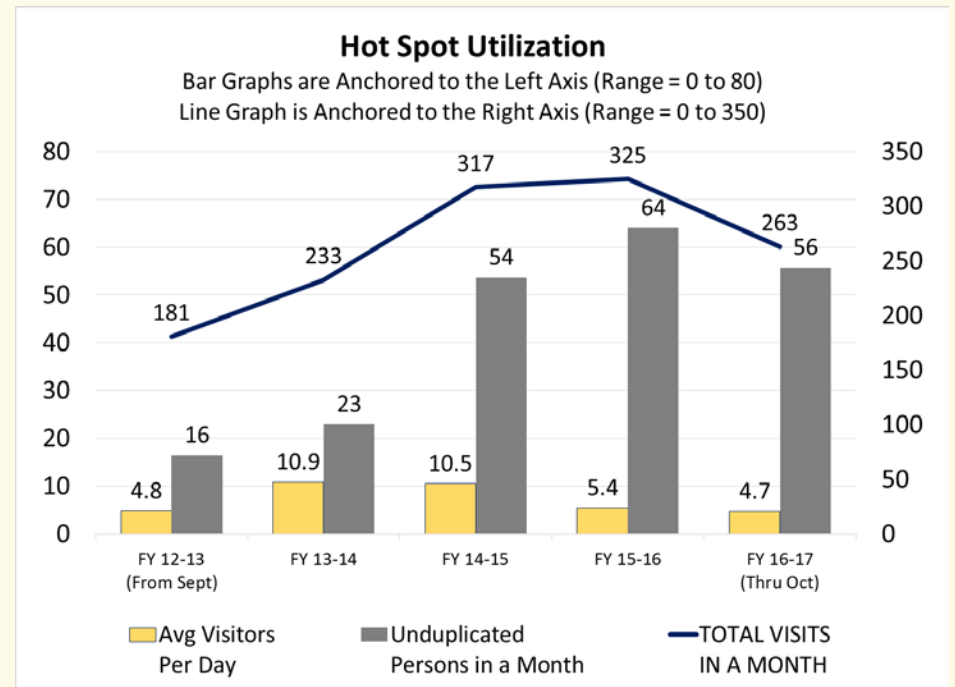
### Community of Support for Young Adults:

Star View's **Hot Spot** is collaboratively operated so as to welcome, engage, and provide meaningful activities, services and supports to TAY connected into the **Hot Spot** by their respective program staffs, for example, from Star View's Full Service Partnerships (FSP) or Star View Teammates' Wraparound. During intake, all TAY from these two programs are routinely provided with an overview and brochure about the **Hot Spot**; additionally, TAY from any of SV/TMs programs in Los Angeles may be linked to the **Hot Spot** by their primary mental health staff.

The center is well used: over the years of operations there are, on average, 8 visitors per day and 267 visits each month, involving 41 distinct individuals each month. The average visitors per day rose and then tapered off in the last two years. Over time, the initial pattern of a few individuals making frequent use of the setting shifted toward a wider participant base and variable levels of use. This past year was impacted by a contract change.<sup>i</sup>

As a central tendency, a young adult engages with the setting over a five to six- month period, during which time they visit three times a month (median = 2), for a total of 17 visits, on average. The use pattern varies much, however -- e.g., from a young adult visiting just once to some making use of the center 50 times or more each (the latter group represents about 10% of all **Hot Spot** users). Generally, clients from Teammates engage over a longer period than do those from Star View (average of 7 mos. compared to 4 mos.), and they participate more often (average of 5 times a month, 30 total visits compared to 3 times a month, 14 total visits).

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### **Participation Rates by Catchment Area:**

Another way to assess utilization is the proportion of older youth and young adults enrolled in SV/TMs nearby programs that make use of the setting. Detailed attendance tracking at the **Hot Spot** began in March 2015, and provides a window into whether older youth and young adults are participating from across all the service centers in the catchment area (within 15 miles).<sup>ii</sup> Overall, close to 65% of those seen at Star View's pertinent service centers visited the **Hot Spot** one or more times, which speaks well of the attractiveness, need and benefits of offering accessible wellness and recovery resources and socialization opportunities to this community.<sup>iii</sup>

#### **Hot Spot Participation Rates Since Detailed Attendance Tracking Began (March 2015)**

	Driving Distances from City Center	Unduplicated Individuals in Catchment Area	Unduplicated Individuals Seen	Participation Rate
Carson	5 miles, 7 mins	53	32	60%
Compton	4 miles, 12 mins.	183	125	68%
Long Beach	15 miles, 20 mins.	30	24	80%
Torrance	9 miles, 15 mins.	90	35	39%
Missing Center Data		30	30	--
	COMBINED	386	246	64%

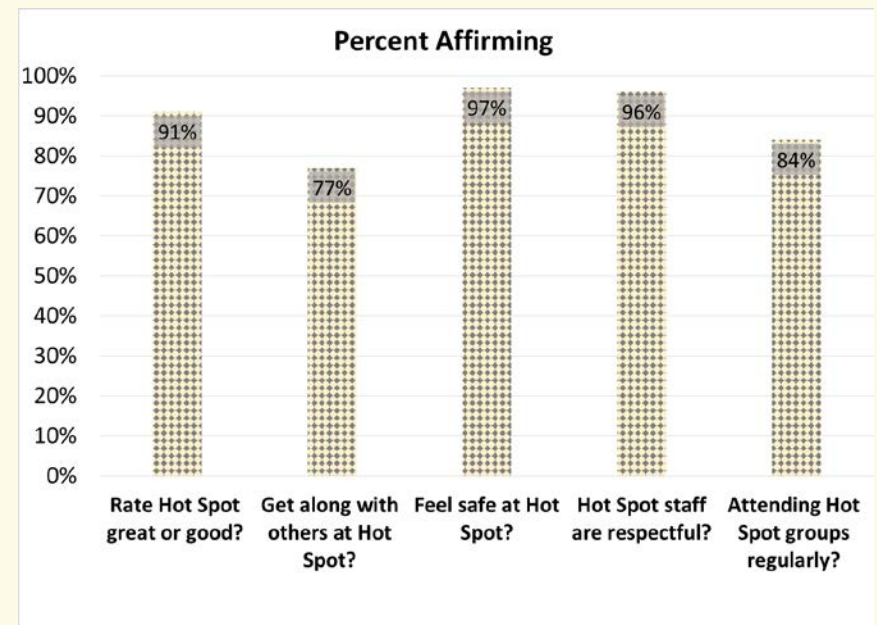
**Hot Spot** participants come from and resemble the overall catchment area demographically. For examples, the average age (at first SV/TMs program enrollment) is 17 years in both groups; roughly 42% are African American as are 42% of the pertinent young adults; and, 35% are Hispanic/Latino heritage compared to 42% in the catchment. Genders are evenly male and female (50% each), which means females are engaging with the center well (they are 45% of the catchment). Diagnostically, the participant group includes those with internalizing conditions (64%); externalizing disorders (17%), and major mental illnesses (10%) which are nearly the same distributions as occur in the overall catchment area. These representations suggest that the **Hot Spot** is a beautiful, welcoming and comfortable place for all kinds of people, even while they may be experiencing significant diagnosable personal difficulties.

### **Attunement to Diverse Youth Culture:**

**Hot Spot** staffs embody and reflect the community that makes use of the center by geography (south west LA County), demographics (ethnically diverse young people), and in their embrace of youth culture. The **Hot Spot** is a welcoming environment with positive and pluralistic messages of hope, wellness and recovery for persons of varied backgrounds, nationalities, religions, gender/sexual orientation, etc. The **Hot Spot** is an LGTBQ Safe Zone. Among other methods of engagement -- and to gather feedback to guide programming and quality improvement -- the team periodically conducts participant surveys, with results as follows:

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- ★ A survey in spring 2016 had 20 respondents on the topic of preferred ways to communicate. Almost all report using social media (95%) especially Facebook, Instagram and Snapchat; and, they are comfortable about receiving texts or phone messages from staff. They seek wellness apps for their cell phones and the team is looking at options.
- ★ The most recent satisfaction survey in fall 2016 had 38 respondents; results are shown at right. The team solicited participant's inputs about activities, groups and outings which are reviewed by a young adult steering committee to guide programming. Some (30%) seek transportation to and from the setting so they can participate even more. Activities, groups and outings and "having people to talk to" were identified as the things the young people "like most" about the setting.<sup>iv</sup>



Star View, including Teammates is part *Stars Behavioral Health Group* (SBHG), a statewide provider of behavioral health care and related educational and social services to children, adolescents, young adult and adults and their family members. Star View programs are funded through a variety of sources including Medicaid/Medi-Cal, California's Mental Health Services Act and Department of Children and Family Services (DCFS). For more information, please visit SBHG's website: <http://www.starsinc.com/>.

<sup>i</sup> The substantial FY 14-15 uptick in unduplicated persons and total visits per month occurred following the hiring of a center-focused Mental Health Specialist who focuses much attention on outreach and engagement. Recent downticks are related to reductions and reorganizations of Teammate's contracts (fewer clients per center and new centers that are further away from the Hot Spot).

<sup>ii</sup> The programs making the most use of the Hot Spot are: Full Service Partnerships, Wraparound, and Field Capable Clinical Services.

<sup>iii</sup> The Carson Center has an advantage, since the Hot Spot is located at the same site. Additionally, (not included in tallies), a few individuals came from LA Metro, over 17 miles out; and there may be some future use from the new TMs site in Bellflower, which is about 10 miles away.

<sup>iv</sup> These survey data are generally corroborated by the state MHSIP surveys of Star View's TAY population (N=112, Fall 2016), wherein there are very high endorsements (90%+) of items related to being treated with respect; staff's belief in TAY's capacity for growth, change, recovery and responsibility; and receiving services that are wanted and valued.