

## Innovation Work Plans - Supportive Service Matrix

Table 1 describes twenty (20) supportive services identified within the Innovation Work Plans (N=91). The supportive services identified in the first column were created by using the specific language and/or descriptions in the work plans; consequently, there may be some overlap in these services.

**Table 1: Description of Supportive Services**

Supportive Service	Brief Description of Service
Consumer Education	Provides education to consumers, the community, or providers on physical health, mental health, psycho-social issues and/or skill building to improve functioning
Peer coaching/ Mentoring	Provides paid or volunteer peers (consumers further along in their recovery), to provide support, coaching, mentoring, system navigation, or other supportive services
Link to Resources	Provides referrals and/or education about available resources/services
Coordinated Care	Provides for a specific person (peer or staff) responsible for ongoing scheduling, arranging, linking to services, and/or acquiring services on behalf of the consumer
Targeted Outreach	Provides outreach to recruit consumers, or outreach to community to educate or increase awareness of issues and/or services
Translation/Language	Provides for translation services if needed, translation of materials, or staff that speak the language of consumers.
Assist w/ Wellness Plan	Provides consumer with assistance in developing treatment goals, identifying mental health triggers, creating plans of action, etc, as the consumer manages his/her care
Follow-up or Aftercare	Provides follow-up to ensure consumer continues to benefit from services or program after initial intervention or service has been rendered. Additional coordination or services may be provided
Self-Management	Provides for education or program that teaches consumer methods to manage or monitor their own care
MH/PH Assessment	Provides for an assessment of physical health or an assessment of mental health
Transportation	Provides for linkage to transportation services, or directly provides transportation
Medication Assistance	Provides for management, monitoring or assistance with medication
Employment/Vocational	Provides for direct development of skills for employment/volunteering or outside referrals for employment assistance
Counseling (licensed)	Provides for counseling/therapy by a licensed provider or intern
Case Management	Provides for a specific person responsible for ongoing management, monitoring, facilitation, assessment and/or evaluation of a consumer's care
System Navigation	Provides for a specific person (peer or staff) responsible for guiding a consumer through the process of acquiring benefits or services
Housing	Provides for referrals, counseling, support, or direct assistance in acquiring housing
Non-traditional Services	Provides for healing circles, spirituality, acupuncture, use of traditional/alternative healers
Assistance with Benefits	Provides for enrollment in Medi-Cal, disability, Social Security, or other financial benefits

Table 2 presents a matrix of the twenty (20) supportive services identified within the Innovation Work Plans (N=91). Cells with an “X” indicate that the supportive service is included within the plan. Some work plans are not designed to provide services to consumers, (i.e. plans that create a new model, create systems change, convene a study group, or act as a mini grant program) and therefore have little/no supportive services noted. Work plans are presented in alphabetical order by county; INN plans with an integration component (N=22) are presented first, followed by INN plans with NO integration component (N=69). Supportive services are ordered by the frequency of occurrence over all 91 work plans.

**Table 2: Supportive Services in INN Plans (N=91)**

County	Work Plan Name	Consumer Education (N=47)	Peer coaching/ Mentor (N=39)	Link to Resources (N=38)	Support Group (N=23)	Coordinated Care (N=23)	Targeted Outreach (N=21)	Translation/Language (N=17)	Assist w/ Wellness Plan (N=16)	Follow-up or Aftercare (N=13)	Self-Management (N=11)	MH/PH Assessment (N=11)	Transportation (N=11)	Medication Assistance (N=10)	Employment/Vocational (N=10)	Counseling (licensed) (N=9)	Case Management (N=8)	System Navigation (N=8)	Housing (N=7)	Non-traditional Services (N=5)	Assistance w/ Benefits (N=4)
<b>Work Plans with an Integration Component (N=22)</b>																					
Butte	Homeless Shelter Collaboration	X		X	X	X		X		X		X				X	X				X
Contra Costa	Promoting Wellness, Recovery ...	X	X	X	X	X			X				X						X		
Kern	The Freise Hope House Project	X	X	X					X			X		X		X			X		
Los Angeles	Integrated Clinic Model		X	X		X		X	X			X	X	X			X	X			X
Los Angeles	Mobile Health Team		X	X			X			X			X		X	X			X		X
Los Angeles	Community Designed Integrated...		X	X		X		X		X			X								
Madera	Increase Access from Crisis Serv...		X						X			X		X							
Madera	Linkage to Physical Health by...			X		X								X							
Madera	Model of Integrated Peer Support...		X			X															
Modoc	Taking Integration Personally					X			X			X									
Monterey	Positive Behavioral Intervention...					X															
Monterey	Alternative Healing & Promotores...	X		X		X	X					X									X
Monterey	Mental Health Evaluation Model...																				
Orange	Integrated Community Services		X			X						X									
San Bernardino	Holistic Campus <sup>1</sup>		X	X																	X

Table 2: Supportive Services in INN Plans (N=91) Continued

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<b>Work Plans with an Integration Component (N=22) continued</b>																					
San Diego	Physical Health Integration					X						X		X							
San Mateo	Total Wellness		X	X		X					X	X	X								
Santa Barbara	Benefit Acquisition for High-Risk...		X	X	X	X	X		X		X			X		X	X	X			X
Santa Clara	Early Childhood Universal...	X						X				X									
Solano	Community Access to Resources...			X	X	X	X					X	X	X			X				
Sonoma	Three-Pronged Integrated ...	X	X	X		X		X	X		X							X			
Tuolumne	Building a Life at Home...	X	X	X	X		X		X	X			X	X			X		X		
<b>Work Plans with NO Integration Component (N=69)</b>																					
Alameda	Innovative Grant Program...																				
Amador	Community-Driven Delivery...	X		X			X		X		X										
Butte	Effectiveness of Services for ...		X			X		X									X				
Butte	Early Intervention Systems for ...																				
Butte	Therapeutic Wilderness Experience	X			X					X											
Butte	Community-based Treatment for...	X	X	X	X		X	X					X								X
Calaveras	Community Support Groups	X		X	X																
Calaveras	Garden to Families			X									X		X						
Contra Costa	Social Supports for Lesbian, Gay...	X					X	X													
Humboldt	Adaptation to Peer Transition Age...	X	X		X																
Kings	Youth Transitions	X																			

**Table 2: Supportive Services in INN Plans (N=91) Continued**

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<b>Work Plans with NO Integration Component (N=69) continued</b>																					
Los Angeles	Integrated Peer-Run Model	X	X	X		X				X			X		X			X	X		
Marin	Client Choice and Hospital...	X	X				X	X	X		X										
Mariposa	MHSA Team Decision Making			X		X			X		X										
Merced	Strengthening Families Project	X					X														
Mono	Peapod Program	X		X	X			X													
Monterey	Juvenile Sex Offender Response...			X		X										X					
Monterey	Youth Pro-Social Skill...																				
Monterey	Transition Age Youth Housing ...	X																	X		
Orange	Family-Focused Crisis...	X	X	X		X	X		X								X				
Orange	Volunteer to Work	X	X		X		X								X						
Orange	OK to Be Me	X	X	X			X														
Orange	Vet Connect		X	X			X								X						
Orange	Community Cares Project		X	X			X									X					
Orange	Education, Training and Research...																				
Orange	Project Life Coach		X					X							X						
Orange	Training to Meet the Mental...	X						X													
Orange	Consumer Early Childhood...	X	X	X																	
Placer	Innovative Community...																				

**Table 2: Supportive Services in INN Plans (N=91) Continued**

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<b>Work Plans with NO Integration Component (N=69) continued</b>																					
Riverside	Recovery Arts Core Project	X			X																
Riverside	Recovery Learning Center	X			X																
San Bernardino	Online Diverse Community...	X	X		X			X	X		X			X		X					X
San Bernardino	Coalition Against Sexual...	X		X																	
San Bernardino	Community Resilience Model	X					X														
San Bernardino	Interagency Youth Resiliency... <sup>2</sup>	X					X	X													
San Diego	Wellness and Self-Regulation for...																				
San Diego	Peer and Family Engagement...	X								X	X										
San Diego	Mobility Management in North...		X		X															X	
San Diego	Positive Parenting for Men in...	X	X										X							X	
San Francisco	Adapt the WRAP	X		X	X																
San Francisco	Mindfulness-based Intervention...	X																			
San Francisco	Supported Employment and...	X			X						X										
San Francisco	Digital Story Telling for Adults	X													X						
San Francisco	Youth-Led Evaluation of...			X	X																
San Francisco	Peer Education/Advocacy on Self...																				
San Francisco	Peer-led Hoarding and Cluttering...	X																			
San Francisco	Collaboration with the Faith...		X		X												X				
San Francisco	Community Mini-Grants for...																				

**Table 2: Supportive Services in INN Plans (N=91) Continued**

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<b>Work Plans with NO Integration Component (N=69)</b>																					
San Luis Ob...	System Empowerment for...																				
San Luis Ob...	Atascadero Student Wellness...	X																			
San Luis Ob...	Older Adult Family Facilitation			X					X												
San Luis Ob...	Nonviolent Communication Educat...	X			X		X			X											
San Luis Ob...	Wellness Arts X0X	X																			
San Luis Ob...	Warm Reception and Family...	X	X		X													X			
San Luis Ob...	Operation Coastal Care			X						X						X					
San Luis Ob...	Multi-Modal Play Therapy...	X	X	X	X				X		X								X		
Santa Clara	Peer-Run TAY Inn			X			X														
Santa Clara	Older Adults Project		X																	X	
Santa Clara	Multi-Cultural Center																				
Santa Clara	Transitional MH Services to...	X	X	X						X											
Santa Clara	Mental Health / Law Enforcement...	X																			
Santa Clara	Interactive Video Simulator Training	X	X	X	X	X								X	X	X					
Santa Cruz	Avenues: Work First for Individuals...	X	X				X	X		X											
Shasta	Community Intervention Pre-Crisis...		X			X		X							X					X	
Shasta	Non-Revocable Parolee Interventi...		X	X		X				X											
Sonoma	Interdisciplinary Mobile Interventio...						X														
Sonoma	Reducing Disparities Community...																				
Stanislaus	Evolving a Community-Owned...	X	X	X					X	X	X										
Trinity	Respite Support Project	X	X	X	X				X		X								X		

Table 3 presents the percentages of supportive services in the aggregate, within INN work plans with an integration component and within plans with NO integration component.

**Table 3: Percentage of Supportive Services within Integration and Non-integration INN Work Plans**

<b>Supportive Service</b>	<b>Aggregate (N=91)</b>	<b>Integration Plans (N=22)</b>	<b>Non- Integration Plans (N=69)</b>
Consumer Education (N=47)	52.2%	31.8%	58.8%
Peer coaching/ Mentor (N=39)	43.3%	59.1%	38.2%
Link to Resources (N=38)	42.2%	63.6%	35.3%
Support Group (N=23)	25.6%	22.7%	26.5%
Coordinated Care (N=23)	25.6%	68.2%	11.8%
Targeted Outreach (N=21)	23.3%	22.7%	23.5%
Translation/Language (N=17)	18.9%	27.3%	16.2%
Assist w/ Wellness Plan (N=16)	17.8%	36.4%	11.8%
Follow-up or Aftercare (N=13)	14.4%	18.2%	13.2%
Self-Management (N=11)	12.2%	13.6%	11.8%
MH/PH Assessment (N=11)	12.2%	50.0%	0.0%
Transportation (N=11)	12.2%	31.8%	5.9%
Medication Assistance (N=10)	11.1%	36.4%	2.9%
Employment/Vocational (N=10)	11.1%	4.5%	13.2%
Counseling (licensed) (N=9)	10.0%	18.2%	7.4%
Case Management (N=8)	8.9%	22.7%	4.4%
System Navigation (N=8)	8.9%	18.2%	5.9%
Housing (N=7)	7.8%	13.6%	5.9%
Non-traditional Services (N=5)	5.6%	9.1%	4.4%
Assistance w/ Benefits (N=4)	4.4%	18.2%	0.0%