



Program Evaluation

QUICK FACTS

PROGRAM EVALUATION AND SUMMARY BY JULIA FOSTER

Table of Contents

02	<i>Agency-Wide Data</i>
04	<i>Driving Under the Influence (DUI)</i>
06	<i>Family Recovery at Pueblo del Mar</i>
09	<i>Men's Residential Treatment Program</i>
12	<i>Outpatient Recovery Services</i>
15	<i>Prevention</i>

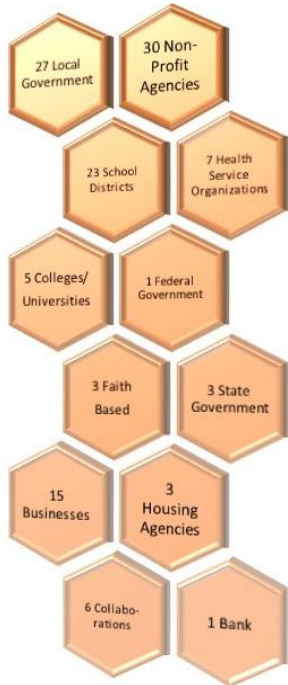


Sun Street Centers prevents alcohol and drug addiction by offering education, prevention, treatment and recovery to individuals and families regardless of income level.

Program Evaluation

Quick Facts

Inter-Agency Collaborations



A very large number and variety of agency collaborations were undertaken last year. Through these co-operative activities, Sun Street Centers not only shares its resources and expertise with other agencies, it also receives comparable, low-cost/high quality support from them and, thereby, expands its ability to serve its own clients. Last year, Sun Street Centers collaborated with a total of 123 different organizations ranging from private businesses, to churches, non-profit and government entities.

This report is a summary of the annual program evaluation and aims to provide a brief and succinct overview of the impact and program activities of each of the services offered through Sun Street Centers.



Sun Street Centers' mission is to prevent alcohol and drug addiction by offering education, prevention, treatment and recovery to individuals and families regardless of ability to pay. To do so, Sun Street Centers provides services through five major programs throughout Monterey County: Driving Under the Influence (DUI) classes, Outpatient Recovery Services and Counseling, Men's Residential Treatment Program, Family Recovery at Pueblo del Mar, as well as county-wide prevention activities.

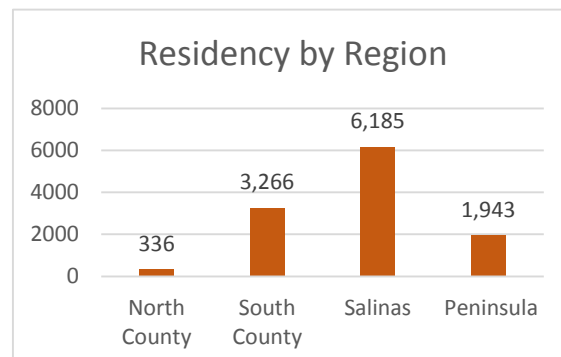
OUR PROGRAMMATIC ACHIEVEMENTS

- ◇ **Served** a total of **11,092 clients** during the last fiscal year
- ◇ **Collaborated with** a total of **123 entities**
- ◇ Expanded existing services to accommodate former prisoners released under Prop 47

OUR CHALLENGES

- ◇ Increasing referrals to the Outpatient Program

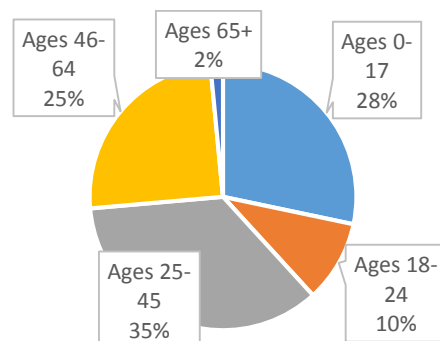
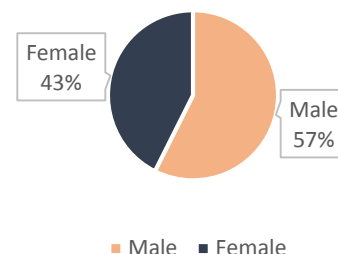
AGENCY-WIDE DATA



The total number of clients served by the Agency in 2014-15 was substantial, totaling over 11,000. Nearly all of Sun Street Centers' clients were served through two departments: DUI and Prevention (95%), with Prevention serving a record number of clients this year (8,002). The three other departments provide recovery programs that are intentionally small (1.5% each) in order to maximize the impact of their therapeutic environments.

The largest group of clients this year resided in the Salinas Area (56%), a 13% increase from the previous year. Roughly 30% of clients were served in South County, which is a 6% increase from last year. The number of clients served on the Peninsula decreased by 7 percent to 17%. Department rates varied considerably. A total of 42% of clients reported incomes below the poverty level, a 3% increase from the prior year.

Gender



Current year Gender rates, overall, show a considerably higher proportion of male clients (57%), but department ratios vary a great deal. Clients were generally older this year, with adults between 25-45 years of age comprising the largest age group (45%), followed by children age 0-17 (28%). The majority of the Agency's clients (60%) were of Hispanic/Latino ethnicity, followed by Caucasian/White (29%).

DID YOU KNOW?

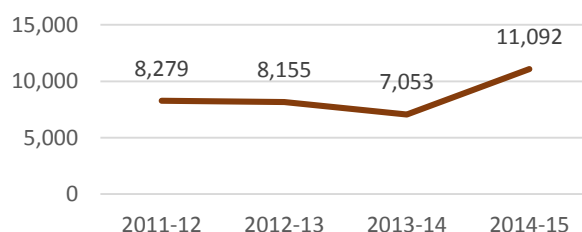
During the last fiscal year, Sun Street Centers provided a total of over

8,000 hours of community education

on alcohol and drugs to youth, parents, teachers, clients and colleagues.

SPECIAL HIGHLIGHT

Clients Served



This year, Sun Street Centers staff served a total of 11,092 clients, which is more than in any other year since rigorous data collection systems were put in place. This impressive 57% increase can be traced back to the Prevention Department and the Salinas location specifically. Due to changed school policies, teachers prefer shorter presentations to multi-week training sessions to have enough time to teach the required material. As a result, Salinas Prevention Coordinators started offering more Gateway Drug Presentations instead of Life Skills Trainings which allows for more students to be served in a shorter period of time.



This is a stock photo and does not depict any of Sun Street Center's clients or staff.

CLIENTS ATTENDING THE DUI PROGRAM

come from all walks of Life and live all over the County.

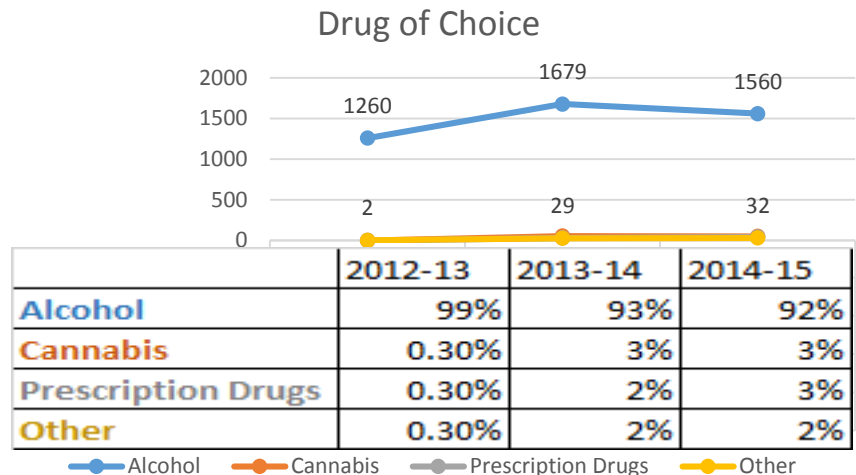
Our demographic client data mirrors census data for Monterey County. Last year, the average client was a Hispanic male between the ages of 35 to 44 who had received a first offense for driving under the influence of alcohol.

DUI Program

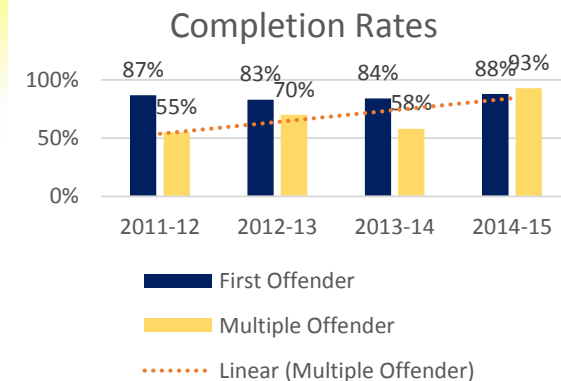
DUI department leadership set high standards for the work to be performed and its impact on the department's clients. Overall, the quality of the educational and group process components of the program is high, and nearly all clients report gaining useful, relevant information in the program. The successful completion rate for all client groups together was at an all-time high this year at 97% and therefore surpassed the standard of 85%. The lowest completion rate of 79% was for the client group of First time offender sentenced to a 9-month program.

Clients are extremely positive toward the program, its staff, and the benefits they are able to receive and apply in their lives. The numerous improvements in the quality of the educational/group process component and internal management procedures have produced noticeable gains in program quality. The overall result is an elevation in the program's current and planned effectiveness.

While being under the influence of alcohol is still the most common reason why clients receive a DUI (60%), we can see a growing trend of people receiving DUIs for being under the influence of prescription drugs (+40%), cannabis or other drugs (meth or heroine).



SPECIAL HIGHLIGHT



The outcome standard for this AR (percentage of successful completions) was increased from 70% to 85% in 2012-13. This year, 1,449 clients completed their programs for an overall success rate of 97%. This rate is not only above the set program standard but is significantly higher than the year before. The completion rate has averaged around 78% over the last three years. The highest successful completion rate was attained in the "Wet/Reckless" group (100%), followed by the "First Offender-3 months" group at 98%. These two groups represented 58% of the total number of clients completing the program. It is noteworthy that this year the successful completion rate for the multiple offender category was at 93%, a 34% increase from the previous year.

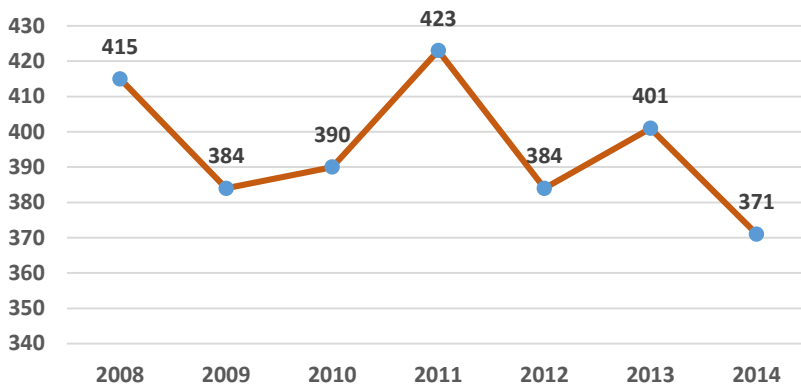
2015 Impact Summary

DUI

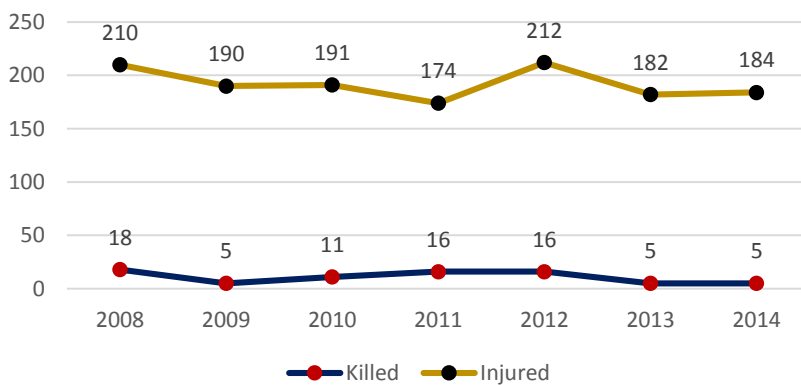


How do Our Outcomes Relate to Long-Term Success?

Monterey County Collisions that involved Drugs or Alcohol



Victims claimed by Driving Under the Influence in Monterey County



Data from the California Highway Patrol regarding vehicle collisions involving DUIs in Monterey County show that, over the last six years, an average of 395 such collisions occurred per year. Approximately 7% of those collisions (an average of 9) involved the death of a victim. The data show a significant downward trend over those six years in the number of DUI Collisions and the numbers of those collisions in which individuals were injured. Fatal collisions increased over that time period, however.



Family Recovery Program at Pueblo del Mar



This is a stock photo and does not depict any of Sun Street Center's clients or staff.

This year, the

AVERAGE CLIENT FOR THE FAMILY RECOVERY PROGRAM AT PUEBLO DEL MAR

was a single-mother between the ages of 25 and 45 with two or more children between the ages of 0-5 who came from Salinas or the Peninsula.



This is a stock photo and does not depict any of Sun Street Center's clients or staff.

Agency leadership set high standards to be achieved in both the work to be performed and in the impacts of that work on the clients. Overall, staff have effectively engaged the community in providing financial and service support to the program. Residents have consistently accomplished program standards at a high rate, and are very positive about their improved health and interpersonal relationships. Residents are positive toward the program and the gains they have made in residency.

While the majority of families at Pueblo del Mar consist of single mothers with their children (60), we also served 5 single fathers and 16 two-parent families. 57% of the parents who enter the program receive CalWORKs and 17 families had open CPS cases when they entered the program.

OUR PUEBLO DEL MAR RESIDENTS

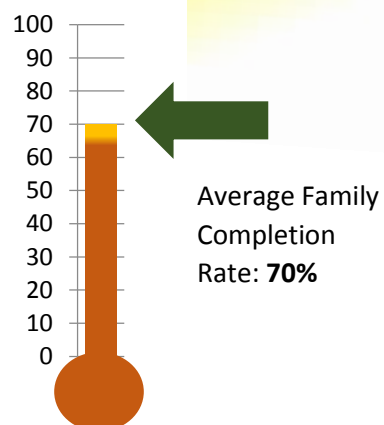
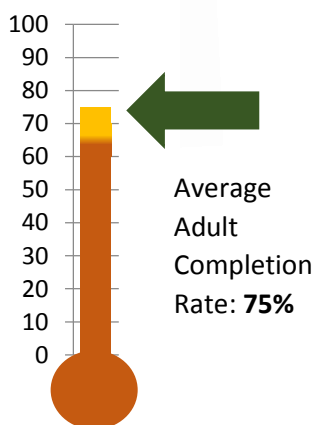
76 
Women

21 
Men

57 
Girls

68 
Boys

SPECIAL HIGHLIGHT



PDM is a long-term program (taking up to 2 years to complete) in which clients must proceed through an extensive series of personal and family-improvement tasks. Over the last five years, residents have exceeded the adult target completion rate of 70%. While the completion rate was below the anticipated result this year with only 50%, on average, 75% of residents were able to successfully graduate the program over the last five years.



\$87,706



Average Annual Donation

The number of donors for 2014-15 (32) was near the prior year with only a slight decrease. However, the total value of donated goods and services decreased this year (-\$55,457). This decrease is due to numerous staff changes that interrupted regular fundraising and community outreach activities. We are confident that donation levels will return to last year's levels over the next year.

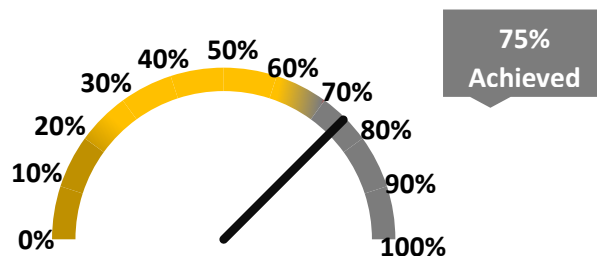
2015 Impact Summary

Family Recovery at Pueblo del Mar

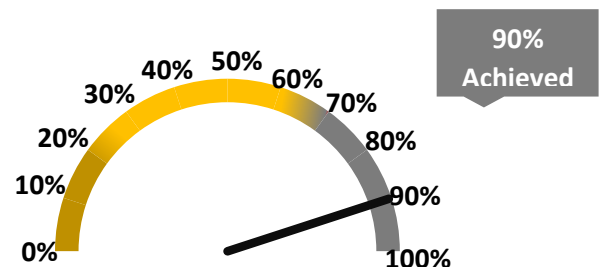


How do Our Outcomes Relate to Long-Term Success?

Improved Physical Health

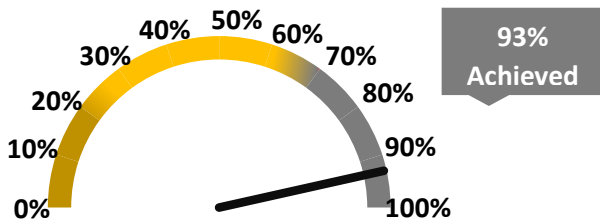


Improved Mental Health

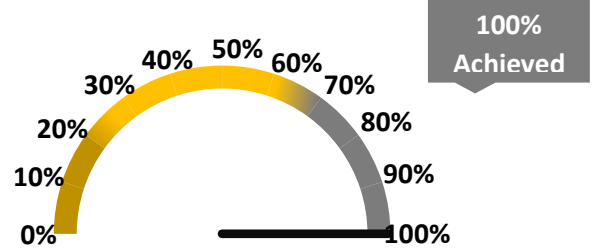


The Anticipated Result was attained again in 2015-16. 61 surveys were distributed and returned (100% return rate) from all adults in residence at the time of the survey administration. Residents perceive themselves to be in good physical health and they see themselves as responsible about caring for their health needs. 75% had no major health problems or were under a doctor's care. Clients are quite positive about their mental health status and their close relationships: 90% indicate they have a positive attitude and are able to work through interpersonal issues that arise, and 93% report that their relationships have improved and are very good since becoming a Resident.

Improved Relationships



Families Reunited

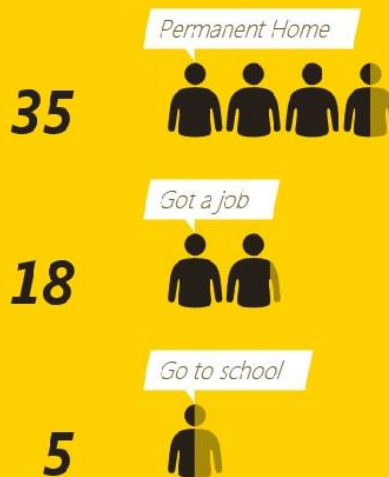


Residents have consistently accomplished program standards at a very high rate, and are very positive about their improved health and interpersonal relationships.

SPECIAL OUTCOME HIGHLIGHT

INCREASE IN SELF-SUFFICIENCY

As part of their program goals, clients are encouraged to find permanent housing, go back to school to finish their GED or higher education or obtain a job to increase self-sufficiency. Last year, 78% of the program graduates had found permanent housing, 40% had obtained a part-time or full-time job and 11% were going to school to further their education.

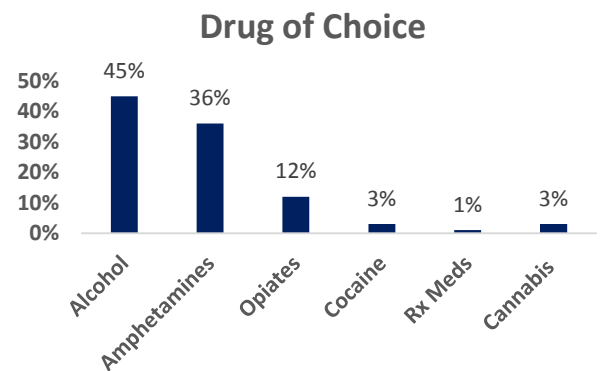


Men's Residential Treatment Program

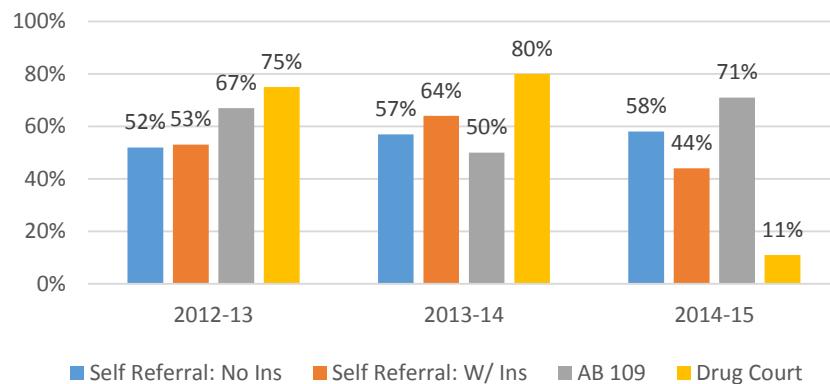


Outcome standards in nearly all Result Areas were met this year and overall Program results were improved over the prior year. Indicators of Residents' growth and well-being were all attained at a high level, despite many prior obstacles to their success, and Alumni who completed the survey report ongoing healthy and effective lives. Measures of program efficiency, including accessibility, occupancy levels, Residents' fee payments, and outside agencies' in-kind support to the program, improved this year and met desired target rates, as well. However, Residents' completion rates fell below the target level again this year, although not by much, and an organized support program for graduates failed to materialize again. Overall current Residents perceive the MR Program quality to be very high, and they have personally received numerous health and interpersonal benefits as a result of their participation in the Program.

Of the Residents available to complete this year, the largest group (45%) indicated that alcohol was their preferred substance (i.e., "drug of choice") prior to entering the MR program. Following closely were amphetamines (36%) and opiates (12%). The percentage identifying Amphetamine increased by 7% over the prior year while the other two declined by similar amounts. Rates were similar for those Residents completing the program.



Completion Rates by Referral Source



Since last year, we have been able to increase the graduation rate for AB 109 referrals from 50% to 67%, an increase of over 20%. We also were able to increase completion rates for self-referrals without insurance from 57% to 58%. However, graduation rates for drug court referrals dropped sharply from 80% last year to only 11% (one client out of nine in this category) this year. Self-referrals with insurance also fell from 64% to 44%, a decrease of 20%. Overall, graduation rates (except drug court referrals) are considerably higher than the national average (32%) which shows that it doesn't matter *how* clients came to enter the program but *what* they did once they had entered.



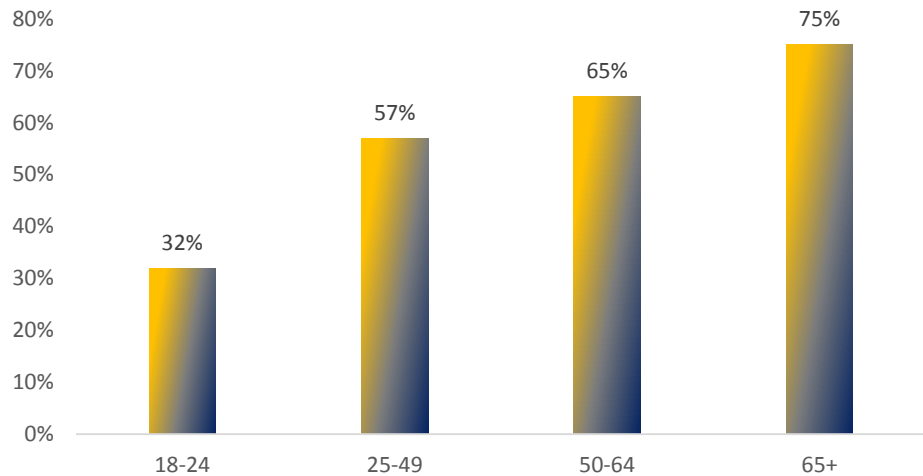
This is a stock photo and does not depict any of Sun Street Center's clients or staff.

This year, the **AVERAGE CLIENT FOR THE MEN'S RESIDENTIAL TREATMENT PROGRAM**

was a male between the ages of 25 and 45 who lived in Salinas with alcohol as his drug of choice (82% of clients were from Salinas, 8% from the Peninsula and 7% from South County).



Completion Rates by Age



Did you know?

Total completion rates over the last five years have averaged slightly more than 60%, well above the national norm of 32%.

When analyzing the data for completion rates it became apparent that there is a positive correlation between the age of an individual and their success in maintaining a clean and sober lifestyle. The data revealed that the older an individual becomes, according to our data, the more successfully they respond to substance abuse treatment. This information will be especially important for Sun Street Centers' counseling crew as it will allow them to further tailor their treatment plans as they work with clients in the Men's Residential program.

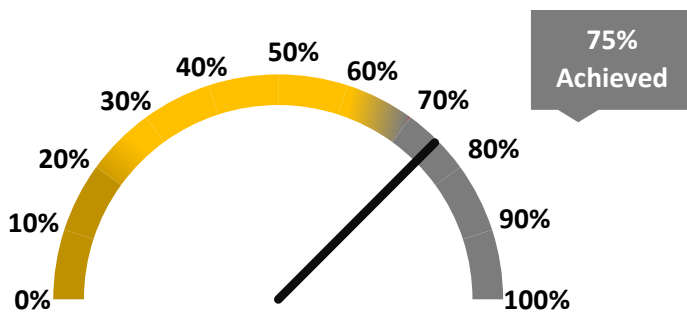
How do Our Outcomes Relate to Long-Term Success?

2015 Impact Summary

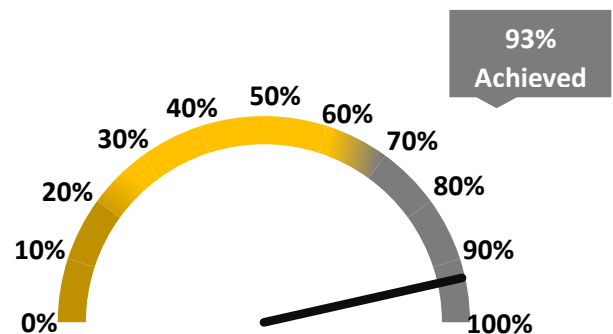
Men's Residential Treatment Program



Improved Physical Health

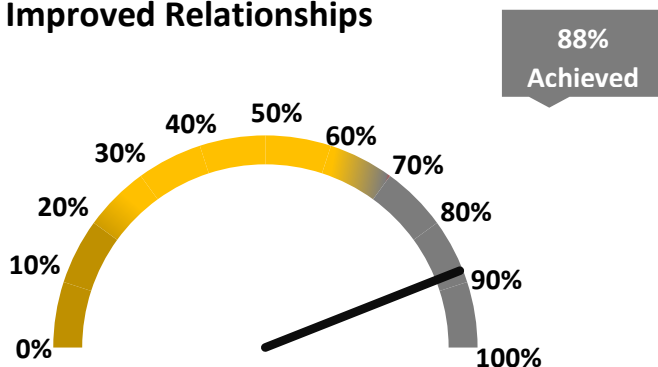


Improved Mental Health

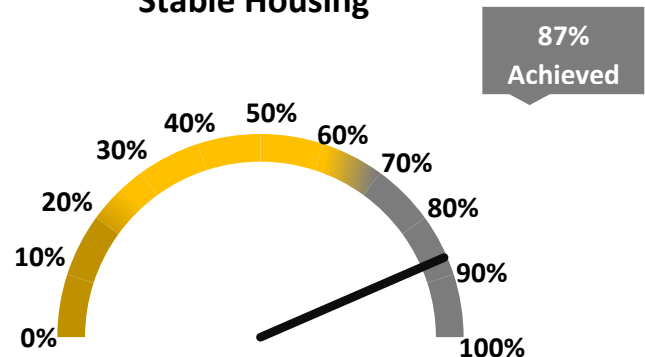


75% report no physical health issues or that their physical issues are controlled and under a doctor's care. 93% report a positive mental health status. Clients also reported important changes in their outlook on life. Nearly all clients (93%) indicated they had learned something useful about themselves in their process group and two-thirds reported having learned a great deal. A very high percentage (88%) felt the information they received in the program was valuable enough to share with family and friends. Clients also identified key strategies for staying "clean and sober", including using the tools they learned in the Program (26%), attending AA/NA meetings regularly (14%), abstaining (10%), avoiding alcohol/drug people and situations (10%) and staying positive (10%).

Improved Relationships



Stable Housing



This target outcome was attained again this year. 88% of Residents report significant improvements in their relationship since becoming a Resident, and 82% report that their close relationships are good at the present time. 38% plan to return to their pre-program residence, but many have no plans to obtain stable housing, yet. As an indicator of the severity of clients' issues, nearly half of the surveyed Residents (49%) had participated in one or more recovery programs before joining the MR program this year, down 7% from the year before.



This is a stock photo and does not depict any of Sun Street Center's clients or staff.

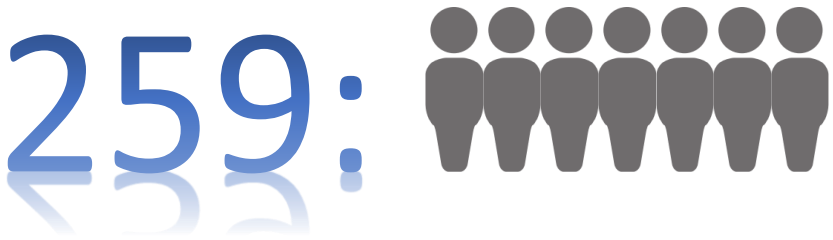
Outpatient Recovery Services

In 2014-15, the Total Number of Clients Served decreased significantly from the prior year, it fell markedly below the five year average, and it reversed the upward trend seen in the four prior years. The rate of Successful Completions failed to reach the 55% target rate again this year, a level attained only once in the last five years. Clients report significant improvements in their physical and mental health status because of the program, but the target satisfaction rate of 90% was not reached. An administrative reorganization this year improved the department's data collection results, but problems with lack of data and improper procedures continued again this year. Revenues increased slightly as a result of improved administrative oversight. Clients' levels of satisfaction with the quality of the ORS program and their treatment by staff easily exceeded target rates again this year. Overall, the department has made substantial progress in achieving both of its Goals.

This year, the

**AVERAGE CLIENT
FOR THE
OUTPATIENT
RECOVERY SERVICES
PROGRAM**

Was of Hispanic origin and between the ages of 25 and 45. They also lived in Salinas and reported alcohol as their drug of choice.



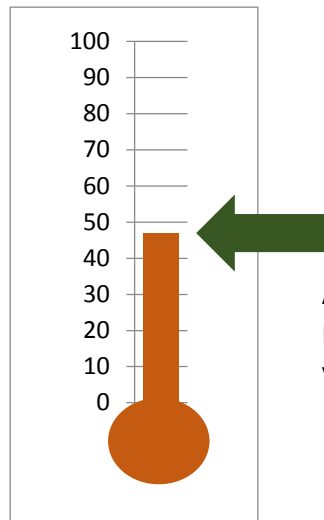
The average number of clients served by the Outpatient Counseling Program over the last five years.

A total of 86 clients were served by the department in 2014-15, a reduction of 132 clients (-61%) from the year before. Nearly all of ORS clients are referred and funded by the Monterey County Criminal Justice system through the MC Behavioral Health department and self-payments. In 2015-16, 67 of the Total Clients Served were Criminal Justice clients (78%). The remaining 19 clients were funded through Private Insurance (22%). The total of 86 Clients Served this year fell significantly below the five year average of 259 clients, reversing the upward trend seen across those previous years.



Did you know?

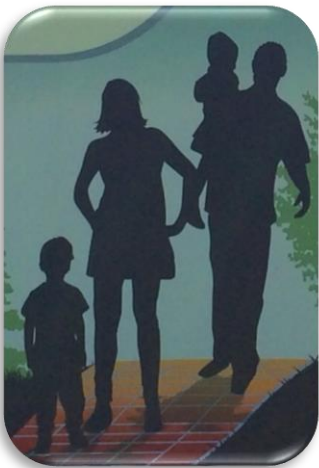
77% of our counseling clients report that they actively share the information they learned in our classes with their families and friends.



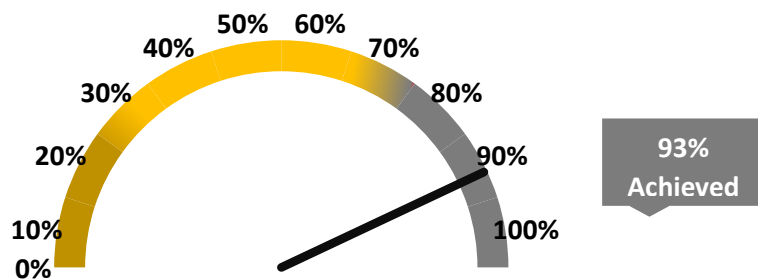
Average Completion Rate over the last 5 years: **47.4%**



All ORS clients proceed through a structured, individualized treatment plan. Department leadership report that Criminal Justice clients typically receive a total of 32 group sessions held two times per week. Private Insurance clients typically participate in intensive 3-hour sessions 3 times per week for the number of weeks allowed in their policy. However, objective data on the actual amount of Time to Completion were not collected again this year. The overall target completion rate of 55% was not reached again this year.



SPECIAL OUTCOME HIGHLIGHT



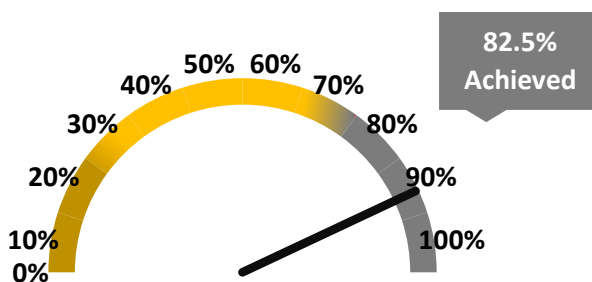
Despite low client numbers, clients perceive the quality of services to be high. According to client surveys, 93% of clients report that the program has had a significant impact on their overall well-being which is a tribute to the individualized care each of them receives. The ORS program employs a number of evidence-based trainings and materials including the matrix model, seeking safety and cognitive behavioral therapy in order to create the program that will have the most successful outcome with each client based on their background and history of use.

2015 Impact Summary

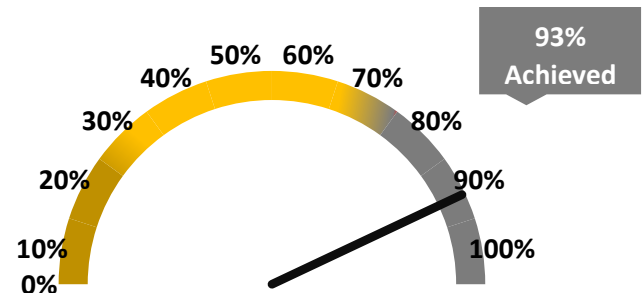
Outpatient Recovery Services



Improved Physical Health

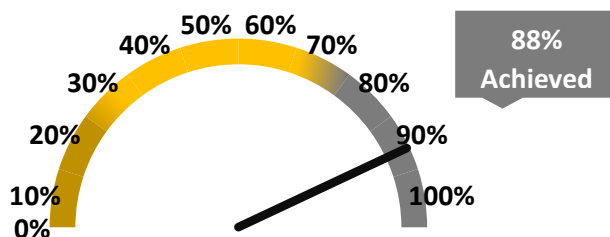


Improved Mental Health



While 82.5% of surveyed clients state that their physical health has improved since starting the Recovery program, only 62% indicated that it had improved a lot. 93% indicate that their mental health has improved, but 72% reported that it had improved a lot. In both categories, the percentage of clients indicating a lot of improvement is laudable.

Improved Communications



Clients also reported important changes in their outlook on life. Nearly all clients (93%) indicated they had learned something useful about themselves in their process group and two-thirds (65%) reported having learned a great deal. A very high percentage (77%) felt the information they received in the program was valuable enough to share with family

and friends. Clients also identified key strategies for staying “clean and sober”, including using the tools they learned in the Program (26%), attending AA/NA meetings regularly (14%), abstaining (10%), avoiding alcohol/drug people and situations (10%), and staying positive (10%).

PREVENTION SERVICES



This is a stock photo that does not depict any of Sun Street Centers' clients or staff.

This year,

The AVERAGE CLIENT IN THE PREVENTION PROGRAM

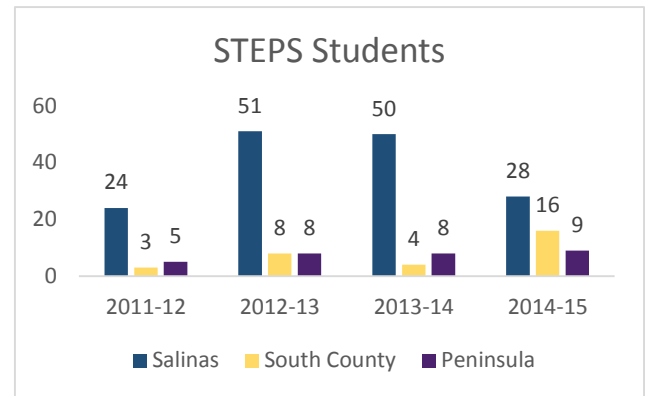
was a Hispanic youth between the ages of 0-17 or a Hispanic parent between the ages of 25-45 years old from Salinas or South County. Gender was almost evenly distributed with boys/men having a slight majority.



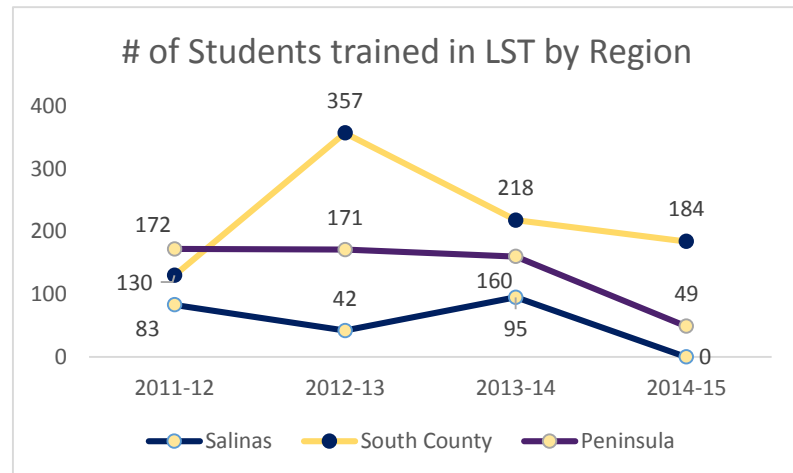
This is a stock photo that does not depict any of Sun Street Centers' clients or staff.

The Prevention Department, as a whole, provided services to 8,002 clients in 2014-15, an impressive increase of 5,028 (169%). The department client total represents 73% of those served by the Agency, nearly 90% of all the children and youth, and 82% of the Agency's clients from South County. Within the department, about one-third of its clients were children and youth (38%), over two-thirds were of Hispanic ethnicity (63%), and nearly half had incomes below the poverty level (53%). Half of its clients resided in the Salinas area (50%), followed closely by South County (33%).

The Safe Teen Empowerment Project (STEPS) is a leadership program for students aged 14-18 that serves a total of over 6,000 individuals annually through presentations, community activities, and advocacy events to address the onset of alcohol and drug use by minors, and the population-level attitudes towards drinking and using. Together with the paid staff, they are the driving force



behind Sun Street Centers' Prevention activities. While recruitment numbers peaked for Salinas in 2013-14, they are now closer to the levels we saw for 2011-12. Both South County and the Peninsula managed to increase their STEP numbers for this last fiscal year.



The **South County Region's** target of 4 LST student trainings for middle and high school levels was exceeded with the completion of 7 trainings: 3 middle school and 4 high school and continuation programs. A total of 184 students received trainings, exceeding the target of 80 students, but only 110 of the enrolled students completed the 10 week course (60%), missing the target rate of 90%. In **Salinas**, the target of 2 LST student trainings was not met this year since prevention staff was unable to offer any LST trainings in Salinas schools. The **Peninsula Region's** target of 4 LST student trainings for middle and high school levels (each) was exceeded with the completion of 5 trainings: 3 middle school and 2 high school and continuation programs. A total of 49 students received trainings, which is below the target of 80 students, and only 2 of the enrolled students completed the 10 week course (4%).

Life Skills Training Take- Aways for Youth by Region

1. Self-Esteem

2. How to
communicate
with others

Salinas

1. Don't do
drugs

2. Be
responsible for
my actions

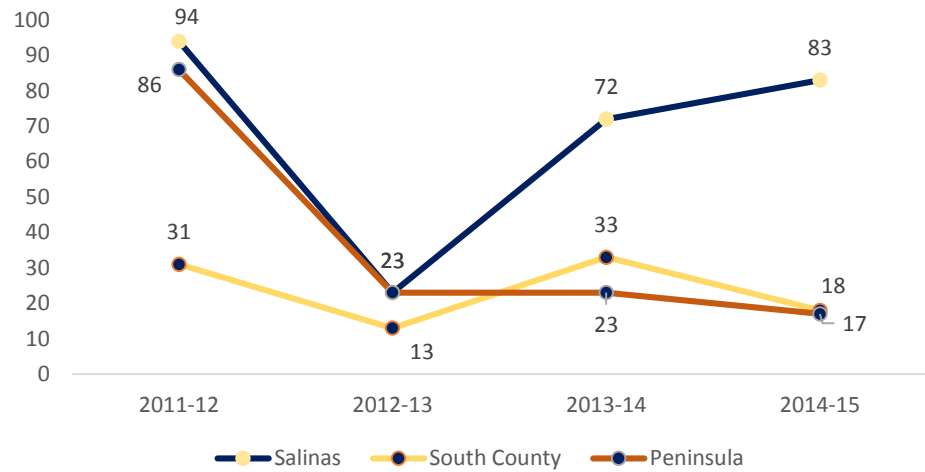
Peninsula

1. Look at my
future -
Education

2. Respect
Others

South County

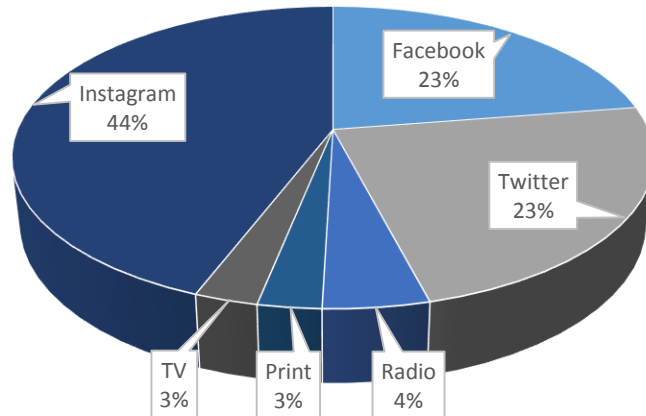
of Parents trained in LST by Region



The **South County Region's** target of 4 LST parent trainings for middle and high school levels was not reached. One parent training was conducted: 1 high school and no middle school and continuation programs. A total of 18 parents received trainings, falling slightly short of the target of 20, but only 9 completed the 10 week course (50%), well below the target rate of 90%. In **Salinas**, the target of 2 LST parent trainings for middle and high school levels was met, all at the middle school level. A total of 59 parents received trainings but only 18 completed the entire course (31%), which is below the target rate of 90%. This year, the **Peninsula Region's** target of 4 LST parent trainings for middle and high school levels was not reached. One parent trainings were conducted: 1 middle school and no1 high school and continuation programs. A total of 17 parents received trainings, only slightly missing the target of 20, but only 2 completed the 10 week course (12%), well below the target rate of 90%.

MEDIA ACTIVITIES

Facebook Twitter Radio Print TV Instagram



A media plan was created this year that included print and electronic media, social networking, and neighborhood meetings by staff, STEPS, Parents Creating Solutions and PARTS members. All phases of the plan were implemented during the year. The greatest media activity by the STEPS was seen on Twitter with a total of 26 tweets, followed by a total of 25 posts on Facebook and 25 posts on Instagram. The STEPS also had a total of 5 radio and 3 Television appearances, as well as 3 print

Life Skills Training Take- Aways for Parents by Region

1. How to
Communicate
with my Kids

2. To Value Our
Kids

Salinas

1. How to
Communicate
with my Kids

2. Dealing with
Defiant Children

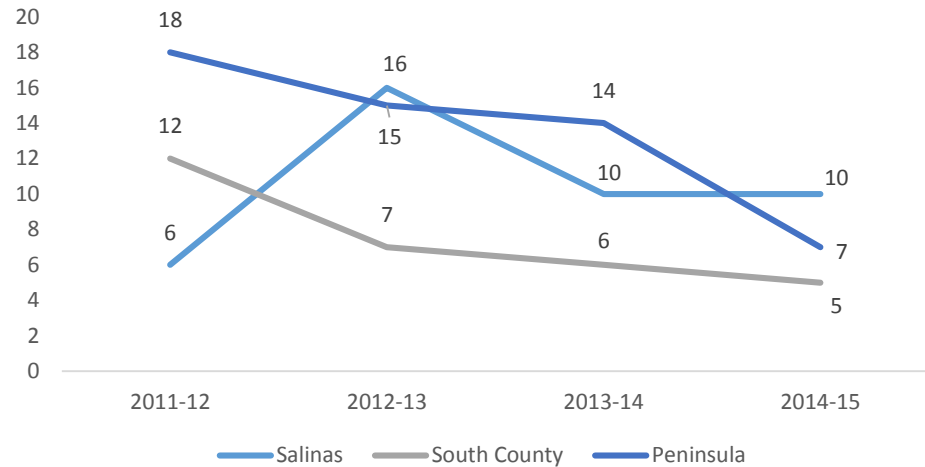
Peninsula

1. How to
Communicate
with my Kids

2. Alternatives
to Discipline

South County

RBS Trainings by Region



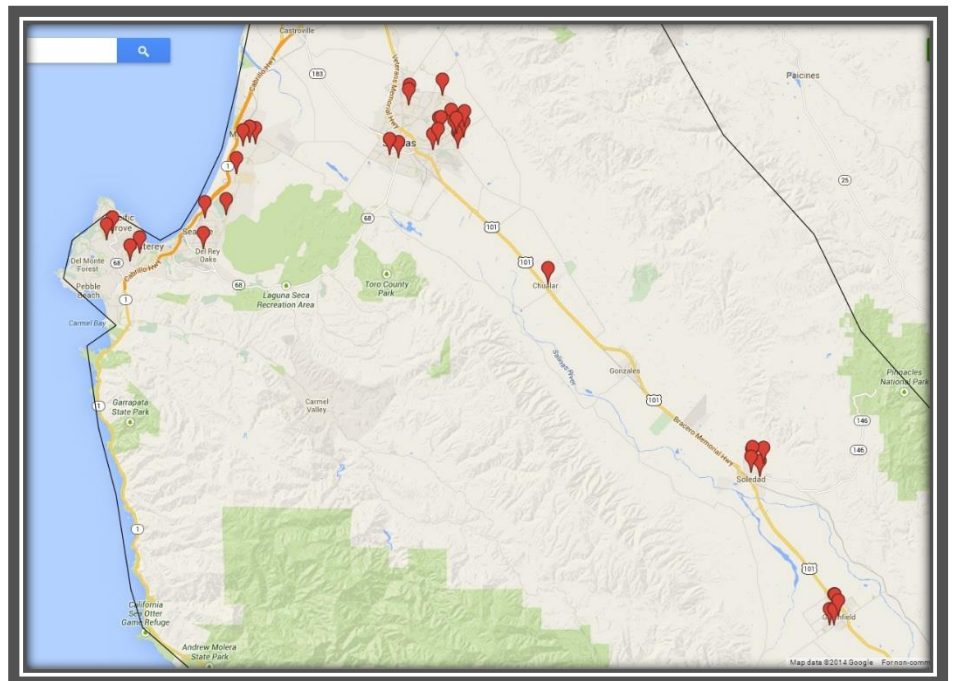
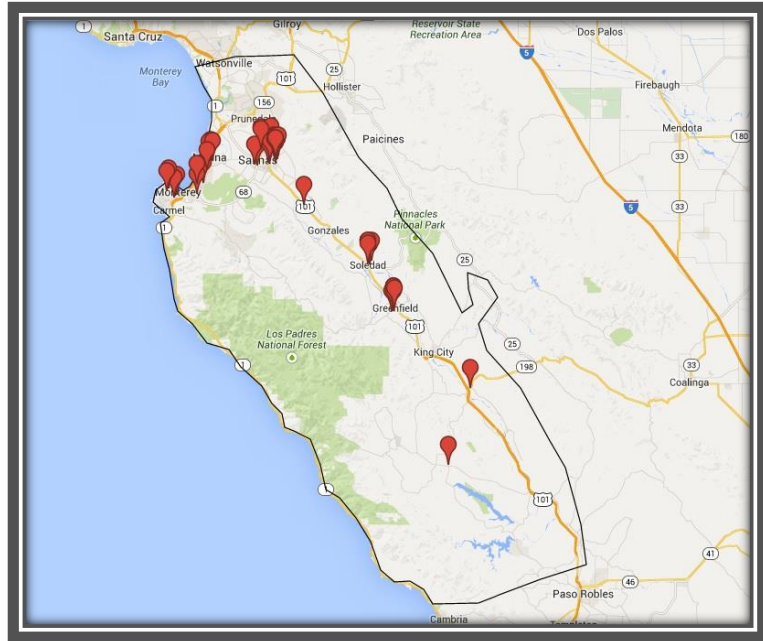
In South County, outcome targets for the number and type of presentations were generally met or exceeded again this year. Five trainings were conducted, 45 clients were certified, and all clients reported high/very high satisfaction levels. However, no “Place of Last Drink” presentation was conducted. In Salinas, all outcome targets were exceeded again this year with 10 trainings that produced 130 certifications with 100% client satisfaction. This Activity has been well received by the community and targets have been fully attained each of the last five years. On the Peninsula, outcome targets for the number and type of presentations were met or exceeded again this year. 7 trainings were conducted and 108 clients were certified. However, client satisfaction results were not reported, and no “Place of Last Drink” presentation was included in the data. This Activity has been fully attained each of the five prior years.

Did you know?

*The Prevention Department provided **Gateway Drug Presentations** to over **1,200 individuals** last year, including students, parents and teachers!*

Where do we provide prevention classes and presentations in Monterey County?

These impact maps have a marker in each geographical location that prevention staff offered Gateway Drug Presentations or Life Skills Trainings to students, parents, teachers or community members during the last fiscal year. In total, we offered classes and presentations to 39 schools last year from Pacific Grove along the 101 corridor all the way to Lockwood, CA. A close-up of the map shows a concentration of efforts along the coast, as well as East Salinas, Greenfield and Soledad.

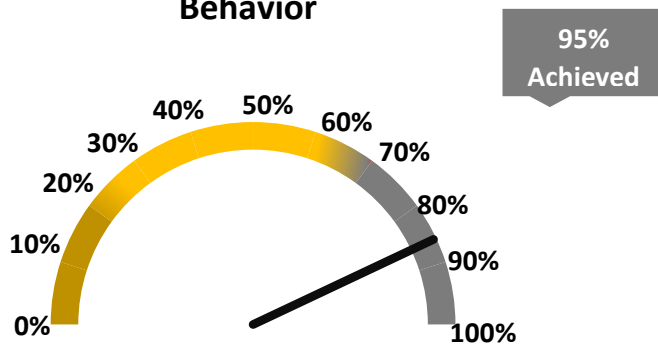


2015 Impact Summary

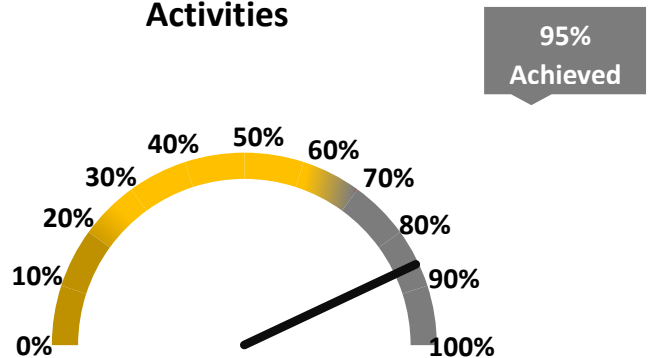
Prevention Department



Stopped Engaging in Risky Behavior

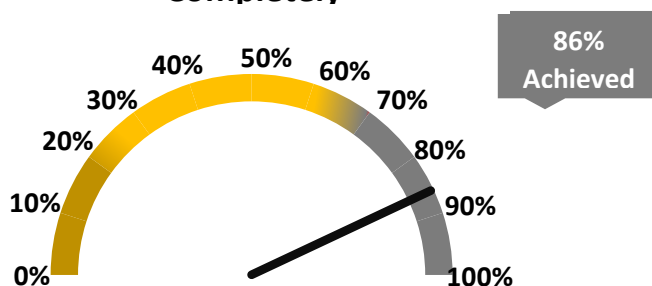


Stopped Interest in Gang Activities



These results are the compilation of all three regions, individual achievement rates vary. Salinas outcome rates are the highest, followed by Peninsula. South County outcomes are generally lower but have also been increasing over time. The percentage of students reporting no involvement in gangs increased from 89% to 96% with regional differences between South County, Salinas and the Peninsula. Overall, 95% of students reported to have stopped engaging in risky behavior.

Stopped Drinking or Using Completely

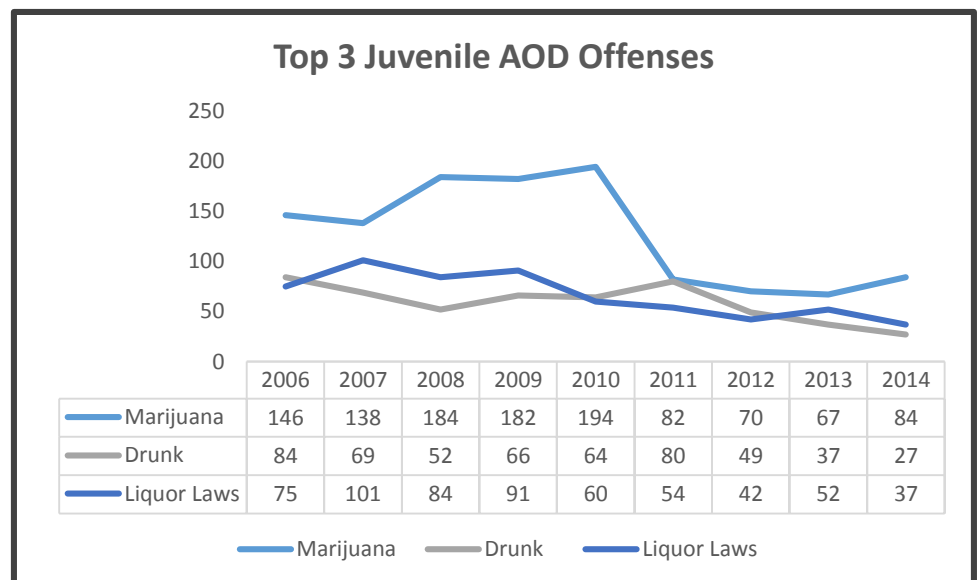
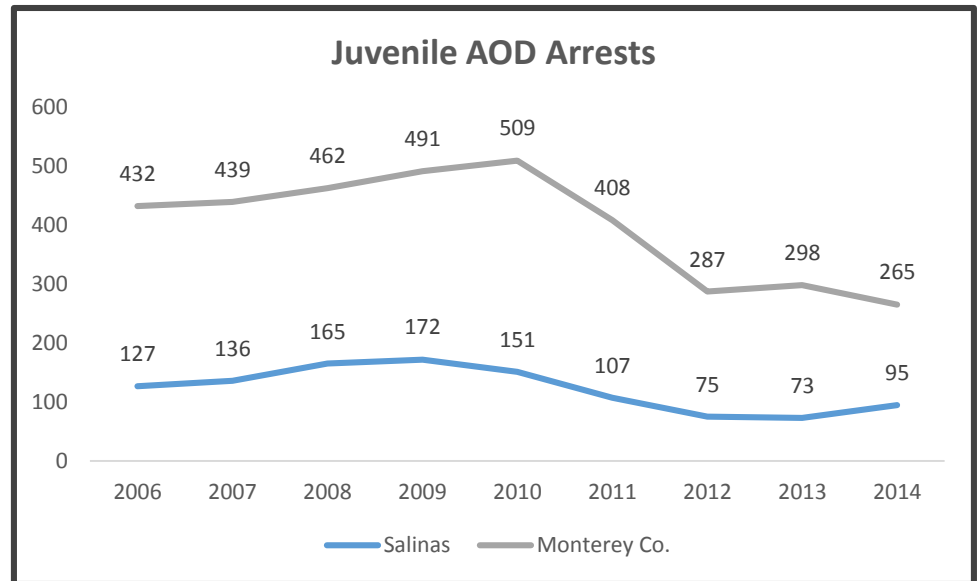


86% of the completing students felt they had learned useful material in the class and, as a result, reported that they do not drink or use at all now. Primary learning outcomes differed slightly by region. Students in **South County** learned to think more about their future and focus on their education, students on the **Peninsula** learned not to take drugs and students in **Salinas** learned to have more self-esteem.

Students also learned to be alert to the dangers of using drugs/alcohol, to respect others and to think about their actions. 66% of completing students indicated that the course had changed the way they act now: they see themselves as in control of themselves (25%), more responsible (18%), and more confident (15%).

How do Our Outcomes Relate to Personal Long-Term Success and Population-Level Change?

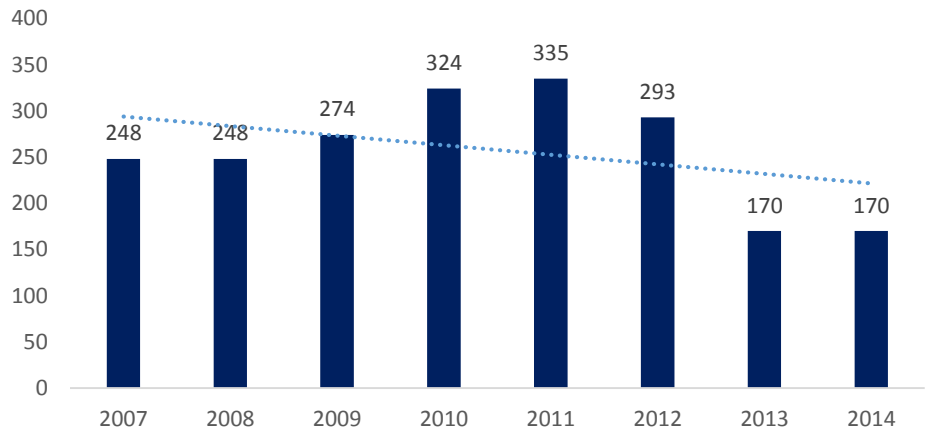
Data collected by the California Department of Justice on juvenile AOD arrests from 2006 through 2014 show a significant decrease (-25%) in Salinas youth arrests and a similar drop in countywide rates (-39%). The top juvenile AOD offenses over the nine years all were use/possession of marijuana, being drunk, and violating liquor laws. All rates decreased significantly over the nine year period. Offenses for possession of marijuana decreased by 42% from 146 offenses in 2006 to 84 offenses in 2014. Youth offenses for being drunk in public decreased by an impressive 68% from 84 in 2006 to 27 in 2014. Youth offenses related to liquor laws also decreased by 51% over this nine year period from 75 in 2006 to 37 in 2014.



SPECIAL OUTCOME HIGHLIGHT

Data collected by the California Department of Public Health on Alcohol and Drug related emergency room visits and in-patient hospitalizations for youth (age 0-17) show a dramatic reduction since 2011. The data collected include all cases with a diagnosed alcohol or drug condition, whether diagnosed as principal or secondary reason for the hospital visit. As the graphs show, not only have drug and alcohol related visits to the emergency room for youth decreased but in-patient hospitalizations decreased by 92% since 2011, a testament to the impact of Sun Street Centers prevention work with youth.

AOD - related Emergency Visits for Youth in Monterey County



AOD - related youth inpatient hospitalizations in Monterey County

