



Department of Behavioral Health
Susan L. Holt, Mental Health Director/Public Guardian

Providing Quality Mental Health and Substance Abuse Services for the People of Fresno County

Information Notice – Outcome Measurements

Date: July 31, 2026

To: Department of Behavioral Health - Mental Health Contracted Providers

From: Department of Behavioral Health

Subject: Outcome Measurements – FY 2025-2026

This information notice provides an update to the provider outcome measurements reporting process. Outcome measurements are reported to the Department, to the Behavioral Health Board, and reported to other county boards and agencies, as needed. Key points for this reporting period include the following:

- Each provider/program uses the Outcomes Template Form (Attachment A) to document and report the annual service delivery outcomes. Attachment A is a public-accessible document and is posted at the Departmental website annually.
- Attachment A includes the Commission on Accreditation of Rehabilitation Facilities (CARF) domains and standards as part of the Program Outcome and Goals. Identification of the CARF domains and goals are included in the Fresno County's Department of Behavioral Health Performance Outcome Measures Policy and Procedure Guide # 1.2.7.
- Attachment A includes core concepts applicable to all providers and not only MHSA programs as well as the previously stated fields referencing the Department workplan, evidence-based programs, levels of care, and program type. Attachment A will assist with inventorying certain outcome data requests. The use of various categories and drop-down menus have again been used.
- Outcomes Analysis Template (Attachment B) – In collaboration with each provider/program, your assigned DBH Analyst uses this document to document how your program is doing with its goals and outcomes measures, a program's capacity, if the outcomes are appropriate, and if the goals have been met. This form will now be completed by your assigned Department Staff Analyst in conjunction with data submitted by the provider. Attachment B is an internal document, will not be shared with public, and may be further reviewed at the Department's Outcomes Committee.
- Reportable Outcomes unless otherwise recommended for changes by the Department or vendor remains the same.

Reporting Period

- Report Duration – shall be 12 months from July 1, 2025 through June 30, 2026 (or for new programs from beginning to current month).

- The Department's Outcomes Committee will review and provide suggestions/recommendations prior to going to the Behavioral Health Board for review and discussion.
- Reporting schedule to the Behavioral Health Board will be communicated to providers once finalized.

Written outcomes reports are due no later than October 1, 2026. Providers shall notify the Department prior to August 31 if they anticipate that they cannot meet the October 1 deadline. Such notification shall include a written justification as to the reasons why the outcome reports cannot be submitted by October 1, 2026, and must state when the outcome reports will be submitted. The Department shall have the option of withholding provider invoice payments if outcome reports are not received by October 1, 2026. Under no circumstances should the outcome reports be submitted after October 31, 2026.

Providers can propose changes for next year's outcomes to be measured, by sending a request to the Department. All proposed changes shall require the approval of the Department.

The Department thanks you in advance for your commitment to serving the clients of our County and to looking at better ways to improve our program effectiveness.

If you have any questions, please contact your assigned Staff Analyst or Program Supervisor.