

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT - Attachment A

PROGRAM INFORMATION:

Program Title:	Multi-Agency Access Program	Provider:	Kings View Corporation, Poverello House, Centro La Familia Advocacy Services
Program Description:	The Multi-Agency Access Program (MAP) serves all age groups in a cultural, linguistic, and age appropriate manner. MAP provides a screening process which helps individuals and families identify their respective challenges in various life domains and provide linkages to services and resources that address or alleviate those needs. Life domains that are addressed through MAP include mental health, substance use disorder, physical health, housing, social service needs, among many others.	MHP Work Plan:	2-Wellness, recovery, and resiliency support 3-Culturally and community defined practices 5-Infrastructure and support
Age Group Served 1:	ALL AGES	Dates Of Operation:	January 10, 2017 - Present
Age Group Served 2:		Reporting Period:	July 1, 2017 - June 30, 2018
Funding Source 1:	Prevention (MHSA)	Funding Source 3:	
Funding Source 2:	Early Intervention (MHSA)	Other Funding:	

FISCAL INFORMATION:

Program Budget Amount:	\$1,000,000.00	Program Actual Amount:	\$838,085.02
Number of Unique Clients Served During Time Period:	230		
Number of Services Rendered During Time Period:	538 recorded linkages		
Actual Cost Per Client:	\$3,643.85		

The Program Actual Amount is based on the total program cost for July 1, 2017 through June 30, 2018.

All other actuals in this section are based on a reporting period of April 1, 2018 through June 30, 2018 because prior data was not reliable due to modifications to and usage of a new database system.

Number of Services Rendered During Time Period are only based on extractable linkage data and does not include linkages that were made that could not be recorded during the reporting period as a result of complications with the database system. It is estimated that the 538 recorded linkages make up only half of the linkages made; approximately 1,000 services (linkages) were rendered during the data reporting period.

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT - Attachment A

CONTRACT INFORMATION:

Program Type: Contract-Operated

Contract Term: July 1, 2017 – June 30, 2018

Type of Program: Other, please specify below

For Other: Early Intervention, Outreach, and Community Supports

Renewal Date: July 1, 2018

Level of Care Information Age 18 & Over: Services provided are non-clinical prevention and early intervention.

Level of Care Information Age 0- 17: Services provided are non-clinical prevention and early intervention.

TARGET POPULATION INFORMATION:

Target Population: Underserved and unserved culturally diverse individuals and families living in Fresno County.

CORE CONCEPTS:

Please select core concepts embedded in services/ program:

(May select more than one)

Community Collaboration

Access to Underserved Communities

Integrated Service Experiences

Cultural Competency

Please describe how the selected concept (s) embedded :

Community Collaboration

MAP collaborates with local schools or school districts, faith-based organizations, community-based organizations, health centers, social services, and law enforcement to create linkages to address needs and facilitate access to services and resources to improve living and health conditions of individuals and families.

Access to Underserved Communities

MAP Points (locations) are strategically placed in areas of Fresno County that have limited resources and/or are in high need regions of metropolitan and rural regions of Fresno County, including a critical access point (Community Regional Medical Center). Often, the target population have limited knowledge of the systems of care available and overall access to services. MAP serves to help the service population navigate these systems of care to address their needs with efficiency and in the most effective manner possible.

Integrated Service Experiences

MAP Navigators work directly with individuals and families seeking assistance at MAP Points to streamline access processes to ensure that individuals and families in need are linked to services and resources in a timely manner. Multi-Agency Access Program Navigators help the target population understand the pathways to access services and care. Additionally, MAP Navigators assist the target population in preparing for scheduled appointments by ensuring all required paperwork are prepared, reliable transportation to and from the linked service provider is established, and the linked service provider is aware (if applicable) of the upcoming office visit.

Cultural Competency

MAP provides services to all ages in a culturally, linguistically, and age appropriate manner. Bilingual staff are available for non-English speaking individuals and families seeking MAP services; interpreters may include MAP staff or use of the Language Line for other languages. Pamphlets and other written resources are available in the threshold languages of Spanish and Hmong, as well as some other languages common in Fresno County.

PROGRAM OUTCOME & GOALS

- Must include each of these areas/domains: (1) Effectiveness, (2) Efficiency, (3) Access, (4) Satisfaction & Feedback Of Persons Served & Stakeholder
- Include the following components for documenting each goal: (1) Indicator, (2) Who Applied, (3) Time of Measure, (4) Data Source, (5) Target Goal Expectancy

Quality Improvement Workplan Summary

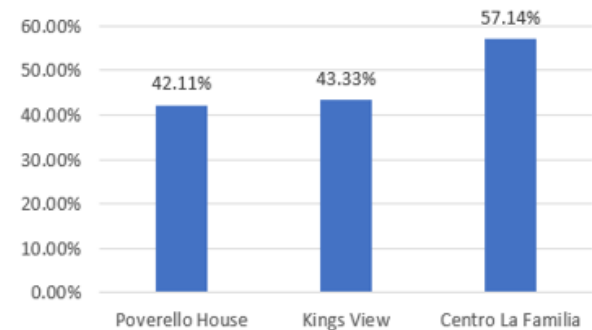
All data reported below represent the period of April 1, 2018 through June 30, 2018.

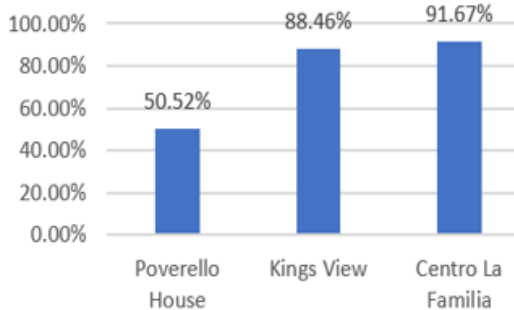
I. Key Performance Indicators and Linkage Types

Key Performance Indicators		Reporting Timeframe																																				
<p>Unique Client Contacts, N= 230</p> <table><thead><tr><th>Location</th><th>Percentage</th></tr></thead><tbody><tr><td>Poverello House</td><td>83.48%</td></tr><tr><td>Kings View</td><td>11.30%</td></tr><tr><td>Centro La Familia</td><td>5.22%</td></tr></tbody></table> <p>Total Client Contacts/ Number of Linkages, N = 538</p> <table><thead><tr><th>Location</th><th>Percentage</th></tr></thead><tbody><tr><td>Poverello House</td><td>84.92%</td></tr><tr><td>Kings View</td><td>11.17%</td></tr><tr><td>Centro La Familia</td><td>3.91%</td></tr></tbody></table>	Location	Percentage	Poverello House	83.48%	Kings View	11.30%	Centro La Familia	5.22%	Location	Percentage	Poverello House	84.92%	Kings View	11.17%	Centro La Familia	3.91%	<p>Number of Surveys Completed, N = 131</p> <table><thead><tr><th>Location</th><th>Percentage</th></tr></thead><tbody><tr><td>Poverello House</td><td>74.05%</td></tr><tr><td>Kings View</td><td>17.56%</td></tr><tr><td>Centro La Familia</td><td>8.40%</td></tr></tbody></table> <p>Number of Men Served, N = 104</p> <p>Women Served, N = 124</p> <table><thead><tr><th>Location</th><th>M</th><th>F</th></tr></thead><tbody><tr><td>Poverello House</td><td>87</td><td>103</td></tr><tr><td>Kings View</td><td>10</td><td>16</td></tr><tr><td>Centro La Familia</td><td>7</td><td>5</td></tr></tbody></table>	Location	Percentage	Poverello House	74.05%	Kings View	17.56%	Centro La Familia	8.40%	Location	M	F	Poverello House	87	103	Kings View	10	16	Centro La Familia	7	5	<p>Q4 FY 17-18</p> <p>April – June 2018</p>
Location	Percentage																																					
Poverello House	83.48%																																					
Kings View	11.30%																																					
Centro La Familia	5.22%																																					
Location	Percentage																																					
Poverello House	84.92%																																					
Kings View	11.17%																																					
Centro La Familia	3.91%																																					
Location	Percentage																																					
Poverello House	74.05%																																					
Kings View	17.56%																																					
Centro La Familia	8.40%																																					
Location	M	F																																				
Poverello House	87	103																																				
Kings View	10	16																																				
Centro La Familia	7	5																																				

Key Performance Indicators		Reporting Timeframe																																																						
<p>Race, N = 230</p> <table><thead><tr><th>Race</th><th>Count</th></tr></thead><tbody><tr><td>White/Caucasian</td><td>123</td></tr><tr><td>Black/African American</td><td>43</td></tr><tr><td>Other</td><td>32</td></tr><tr><td>American Indian or Alaska Native</td><td>9</td></tr><tr><td>Asian/Pacific Islander</td><td>6</td></tr><tr><td>Doesnt Know or Decline To State</td><td>5</td></tr><tr><td>Other: hispanic</td><td>2</td></tr><tr><td>Other: Italian</td><td>2</td></tr><tr><td>Other: Mexican</td><td>2</td></tr><tr><td>Other: NC</td><td>2</td></tr><tr><td>Decline To Respond</td><td>1</td></tr><tr><td>Don't Know</td><td>1</td></tr><tr><td>Other: American</td><td>1</td></tr><tr><td>Other: German/Cherokee</td><td>1</td></tr></tbody></table>	Race	Count	White/Caucasian	123	Black/African American	43	Other	32	American Indian or Alaska Native	9	Asian/Pacific Islander	6	Doesnt Know or Decline To State	5	Other: hispanic	2	Other: Italian	2	Other: Mexican	2	Other: NC	2	Decline To Respond	1	Don't Know	1	Other: American	1	Other: German/Cherokee	1	<p>Linkage Types, N = 538</p> <table><thead><tr><th>Linkage Type</th><th>Percentage</th></tr></thead><tbody><tr><td>Housing Needs</td><td>47.30%</td></tr><tr><td>Social Service and Employment Needs</td><td>26.82%</td></tr><tr><td>Physical Health Needs</td><td>6.70%</td></tr><tr><td>Legal Needs</td><td>6.33%</td></tr><tr><td>Needs Related to Mental Health</td><td>5.21%</td></tr><tr><td>Needs Related to Substance Use</td><td>2.42%</td></tr><tr><td>Veteran's Status</td><td>1.49%</td></tr><tr><td>Transportation Needs</td><td>1.49%</td></tr><tr><td>Children and Adolescents in the...</td><td>1.12%</td></tr><tr><td>Domestic Violence and Human...</td><td>0.93%</td></tr><tr><td>Spirituality or Religion</td><td>0.19%</td></tr></tbody></table>	Linkage Type	Percentage	Housing Needs	47.30%	Social Service and Employment Needs	26.82%	Physical Health Needs	6.70%	Legal Needs	6.33%	Needs Related to Mental Health	5.21%	Needs Related to Substance Use	2.42%	Veteran's Status	1.49%	Transportation Needs	1.49%	Children and Adolescents in the...	1.12%	Domestic Violence and Human...	0.93%	Spirituality or Religion	0.19%	<p>Q4 FY 17-18 April – June 2018</p>
Race	Count																																																							
White/Caucasian	123																																																							
Black/African American	43																																																							
Other	32																																																							
American Indian or Alaska Native	9																																																							
Asian/Pacific Islander	6																																																							
Doesnt Know or Decline To State	5																																																							
Other: hispanic	2																																																							
Other: Italian	2																																																							
Other: Mexican	2																																																							
Other: NC	2																																																							
Decline To Respond	1																																																							
Don't Know	1																																																							
Other: American	1																																																							
Other: German/Cherokee	1																																																							
Linkage Type	Percentage																																																							
Housing Needs	47.30%																																																							
Social Service and Employment Needs	26.82%																																																							
Physical Health Needs	6.70%																																																							
Legal Needs	6.33%																																																							
Needs Related to Mental Health	5.21%																																																							
Needs Related to Substance Use	2.42%																																																							
Veteran's Status	1.49%																																																							
Transportation Needs	1.49%																																																							
Children and Adolescents in the...	1.12%																																																							
Domestic Violence and Human...	0.93%																																																							
Spirituality or Religion	0.19%																																																							
<p>Ethnicity, N = 230</p> <table><thead><tr><th>Ethnicity</th><th>Count</th></tr></thead><tbody><tr><td>Hispanic/Latino</td><td>125</td></tr><tr><td>Non-Hispanic/Non-Latino</td><td>102</td></tr><tr><td>Don't know</td><td>2</td></tr><tr><td>Decline To Respond</td><td>1</td></tr></tbody></table>	Ethnicity	Count	Hispanic/Latino	125	Non-Hispanic/Non-Latino	102	Don't know	2	Decline To Respond	1	<p>Veteran, N = 230</p> <table><thead><tr><th>Veteran Status</th><th>Count</th></tr></thead><tbody><tr><td>Decline to respond</td><td>3</td></tr><tr><td>No</td><td>214</td></tr><tr><td>Yes</td><td>13</td></tr></tbody></table>	Veteran Status	Count	Decline to respond	3	No	214	Yes	13																																					
Ethnicity	Count																																																							
Hispanic/Latino	125																																																							
Non-Hispanic/Non-Latino	102																																																							
Don't know	2																																																							
Decline To Respond	1																																																							
Veteran Status	Count																																																							
Decline to respond	3																																																							
No	214																																																							
Yes	13																																																							

II. Program Outcome Measures & Goals

Indicators	Goals	Domain	Activities	Performance Measures	Reporting Timeframe
1.1 Successful Linkages	Successful Linkages will be completed for 60% of initial contacts.	Effectiveness	The QI Department will Monitor and number of initial contact and linkages. Ensure MAP Screening tool is complete and linkage plan is created for each client.	<p>Percentage of initial contacts who had a successful linkage.</p> <p>Q4 FY 17-18 = No Data. Initial Client Contact was not capture in our data set. As such, data analysis for this measure is not reportable.</p> <p>Data Source: MAP Database</p>	Q4 FY 17-18 April – June 2018
1.2 Unique Consumers / Duplicated Contacts	Unique Consumers are estimated to represent 40% of duplicated contacts.	Effectiveness	Leverage screening tool to identify additional linkages needed and offer additional support services.	<p>Percentage of unique clients / duplicated contacts. $N = 230 / 538 = 42.75\%$, Target Met Unique Consumers / Client Contacts</p>  <p>Data Source: MAP Database</p>	Q4 FY 17-18 April – June 2018

Indicators	Goals	Domain	Activities	Performance Measures	Reporting Timeframe
1.3 Access to Services	Services will increase by 10% each year.	Access	<p>The QI Department and will Collect and Monitor the number of clients served.</p> <p>Engage Clients by following up to ensure successful linkages were made.</p> <p>Offer additional support services identified through survey completion.</p>	<p>Percentage increase in services provided.</p> <p>FY 17-18 = No data. Will Compare results from FY 17-18 to FY 18-19 for comparison and reporting in the next report.</p> <p>Data Source: MAP Database</p>	<p>Q4 FY 17-18</p> <p>April – June 2018</p>
1.4 Survey Completion	Survey Completion in year 1 is projected at 60% of unique Consumers.	Efficiency	<p>Identify barriers to survey completion met to discuss common areas of opportunity.</p> <p>Re- schedule clients to a better time for survey completion.</p>	<p>Percentage of survey's completed in Year 1.</p> <p>N = 131 / 230 = 56.95 %, Target Not Met</p>  <p>Data Source: MAP Database</p>	<p>Q4 FY 17-18</p> <p>April – June 2018</p>

Indicators	Goals	Domain	Activities	Performance Measures	Reporting Timeframe																					
1.5 Consumer Satisfaction Surveys – Recommend MAP Services	90% of Consumers reported a positive score (Strongly Agree + Agree) would recommend MAP to a friend or family member.	Satisfaction & Feedback	Distribute and Collect and consumer satisfaction surveys monthly.	<p>Percentage of consumers who responded “Agree” or “Strongly Agree” to recommend MAP.</p> <p>N = 254/264 = 96.21%, Target Met</p> <table><thead><tr><th>Response</th><th>Count</th><th>Percentage</th></tr></thead><tbody><tr><td>Strongly Agree</td><td>206</td><td>61.49%</td></tr><tr><td>Agree</td><td>48</td><td>28.66%</td></tr><tr><td>No Opinion</td><td>8</td><td>7.16%</td></tr><tr><td>Disagree</td><td>1</td><td>1.19%</td></tr><tr><td>Strongly Disagree</td><td>1</td><td>1.49%</td></tr><tr><td>Grand Total</td><td>264</td><td>100.00%</td></tr></tbody></table> <p>Data Source: Client Satisfaction Surveys</p>	Response	Count	Percentage	Strongly Agree	206	61.49%	Agree	48	28.66%	No Opinion	8	7.16%	Disagree	1	1.19%	Strongly Disagree	1	1.49%	Grand Total	264	100.00%	Q4 FY 17-18 April – June 2018
Response	Count	Percentage																								
Strongly Agree	206	61.49%																								
Agree	48	28.66%																								
No Opinion	8	7.16%																								
Disagree	1	1.19%																								
Strongly Disagree	1	1.49%																								
Grand Total	264	100.00%																								
1.6 Consumer Satisfaction Surveys – Satisfied with MAP Services	90% of Consumers reported a positive score (Strongly Agree + Agree) they are satisfied with the services received from MAP.	Satisfaction & Feedback	Distribute and Collect and consumer satisfaction surveys monthly.	<p>Percentage of consumers who responded “Agree” or “Strongly Agree” they are satisfied with services received from MAP.</p> <p>N= 252/265 = 95.09%, Target Met</p> <table><thead><tr><th>Response</th><th>Count</th><th>Percentage</th></tr></thead><tbody><tr><td>Strongly Agree</td><td>198</td><td>56.57%</td></tr><tr><td>Agree</td><td>54</td><td>30.86%</td></tr><tr><td>No Opinion</td><td>10</td><td>8.57%</td></tr><tr><td>Disagree</td><td>1</td><td>1.14%</td></tr><tr><td>Strongly Disagree</td><td>2</td><td>2.86%</td></tr><tr><td>Grand Total</td><td>265</td><td>100.00%</td></tr></tbody></table> <p>Data Source: Client Satisfaction Surveys</p>	Response	Count	Percentage	Strongly Agree	198	56.57%	Agree	54	30.86%	No Opinion	10	8.57%	Disagree	1	1.14%	Strongly Disagree	2	2.86%	Grand Total	265	100.00%	Q4 FY 17-18 April – June 2018
Response	Count	Percentage																								
Strongly Agree	198	56.57%																								
Agree	54	30.86%																								
No Opinion	10	8.57%																								
Disagree	1	1.14%																								
Strongly Disagree	2	2.86%																								
Grand Total	265	100.00%																								

Indicators	Goals	Domain	Activities	Performance Measures	Reporting Timeframe																					
1.7 Consumer Satisfaction Surveys – Satisfied with Linkages made	90% of Consumers reported a positive score (Strongly Agree + Agree) MAP Services provided the linkages to the resources I needed.	Satisfaction & Feedback	Distribute and Collect and consumer satisfaction surveys monthly.	<p>Percentage of consumers who responded “Agree” or “Strongly Agree” to MAP services provided the linkages to the resources I needed.</p> <p>N= 250/264 = 94.69%, Target Met</p> <table><thead><tr><th>Response</th><th>Count</th><th>Percentage</th></tr></thead><tbody><tr><td>Strongly Agree</td><td>198</td><td>57.23%</td></tr><tr><td>Agree</td><td>52</td><td>30.06%</td></tr><tr><td>No Opinion</td><td>12</td><td>10.40%</td></tr><tr><td>Disagree</td><td>2</td><td>2.31%</td></tr><tr><td>Strongly Disagree</td><td></td><td>0.00%</td></tr><tr><td>Grand Total</td><td>264</td><td>100.00%</td></tr></tbody></table> <p>Data Source: Client Satisfaction Surveys</p>	Response	Count	Percentage	Strongly Agree	198	57.23%	Agree	52	30.06%	No Opinion	12	10.40%	Disagree	2	2.31%	Strongly Disagree		0.00%	Grand Total	264	100.00%	Q4 FY 17-18 April – June 2018
Response	Count	Percentage																								
Strongly Agree	198	57.23%																								
Agree	52	30.06%																								
No Opinion	12	10.40%																								
Disagree	2	2.31%																								
Strongly Disagree		0.00%																								
Grand Total	264	100.00%																								

For the data reporting period, Poverello House has a significantly higher service volume relative to the service volume for Kings View and Centro La Familia (CLFA). Poverello House is located within urban Fresno, MAP services are provided Monday through Friday, and serves high numbers of individuals in its core operations with the homeless or transient population. Although CLFA has two locations within urban Fresno, only one site is open Monday through Friday. All other CLFA and Kings View locations are located in rural cities and most have limited hours. Poverello House also serves rural communities but the majority of their service volume comes from the Fresno MAP Point.

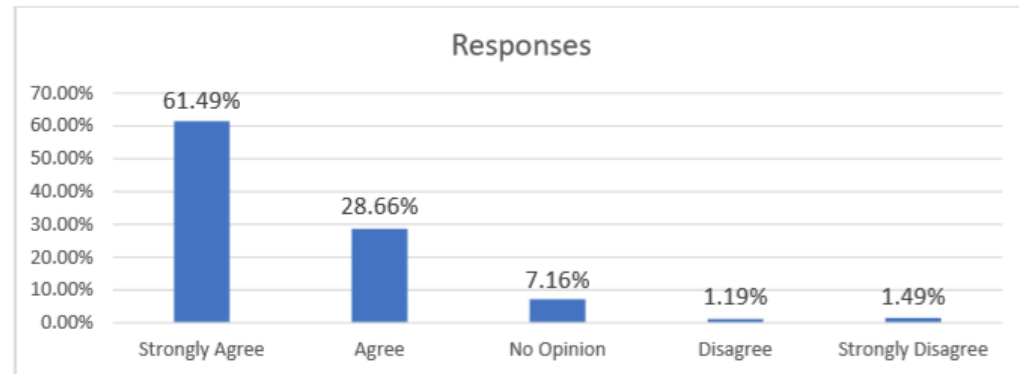
Conversely, Poverello House has a lower survey completion rate than Kings View and CLFA. Every person seeking MAP services has a unique circumstance with different needs. It is more likely for individuals seeking services from the rural communities to return to the rural MAP Point to complete the survey and for linkages to other providers within a short amount of time following the initial MAP Point visit. Because the data reporting period is only three months, it is likely that many individuals returned to MAP to complete their surveys after June 30, 2018 and were not captured in this report.

Consumer Perception Survey

Q1 I would recommend MAP to a friend or family member

Location (All)
Month November 2018

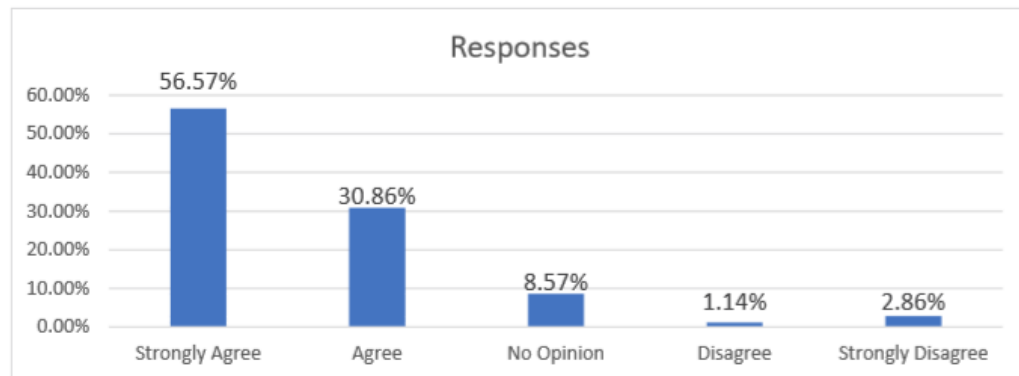
Response	Count	Percentage
Strongly Agree	206	61.49%
Agree	48	28.66%
No Opinion	8	7.16%
Disagree	1	1.19%
Strongly Disagree	1	1.49%
Grand Total	264	100.00%



Q2 I am satisfied with the services I have received from MAP

Location (All)
Month November 2018

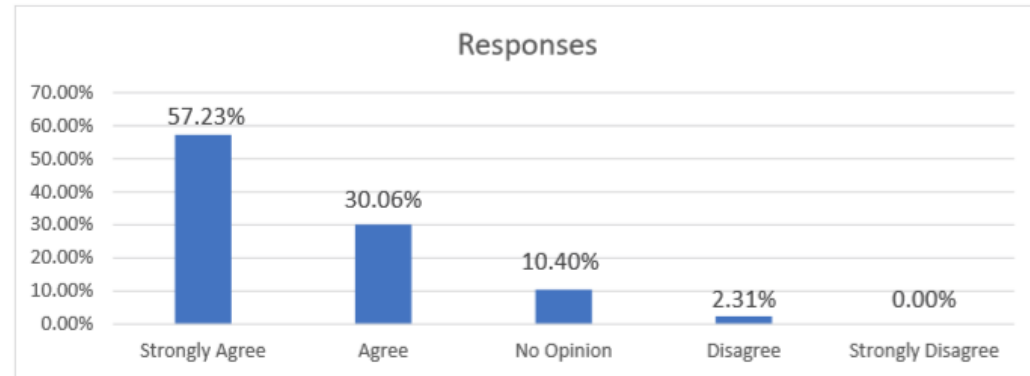
Response	Count	Percentage
Strongly Agree	198	56.57%
Agree	54	30.86%
No Opinion	10	8.57%
Disagree	1	1.14%
Strongly Disagree	2	2.86%
Grand Total	265	100.00%



Q3 MAP services provided the Linkages to the resources I needed

Location (All)
Month November 2018

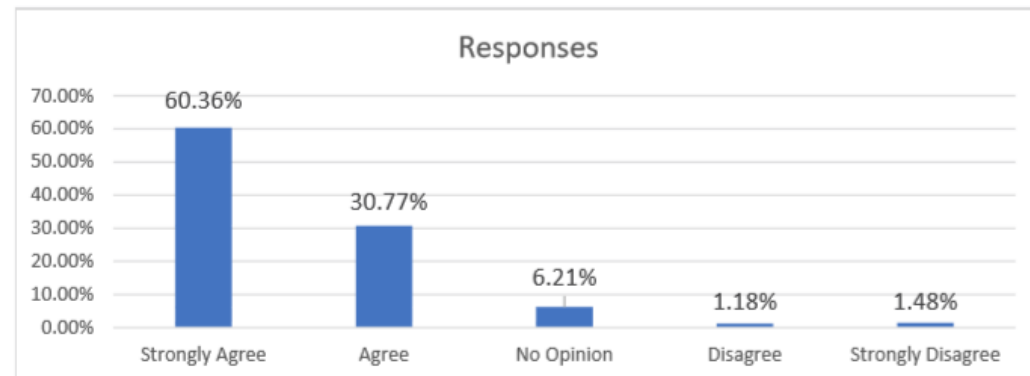
Response	Count	Percentage
Strongly Agree	198	57.23%
Agree	52	30.06%
No Opinion	12	10.40%
Disagree	2	2.31%
Strongly Disagree		0.00%
Grand Total	264	100.00%



Q4 I will continue to see services from MAP in the future

Location (All)
Month November 2018

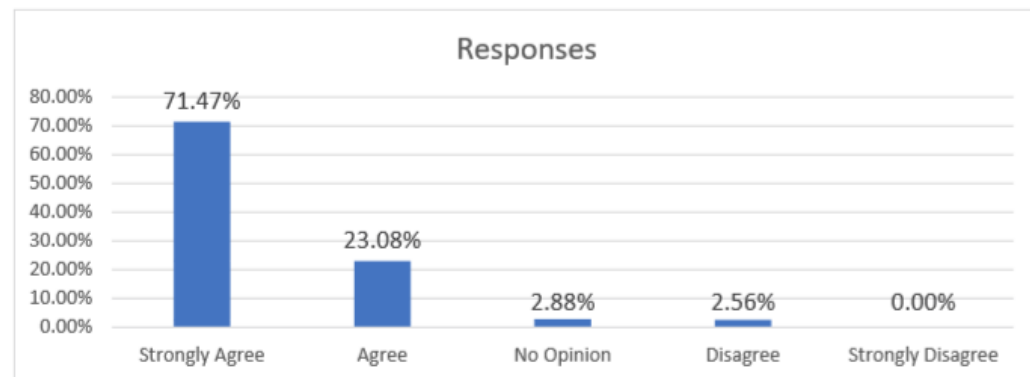
Response	Count	Percentage
Strongly Agree	204	60.36%
Agree	52	30.77%
No Opinion	7	6.21%
Disagree	1	1.18%
Strongly Disagree	1	1.48%
Grand Total	265	100.00%



Q5 I am satisfied with the performance of the staff who provided services

Location (All)
Month November 2018

Response	Count	Percentage
Strongly Agree	223	71.47%
Agree	72	23.08%
No Opinion	9	2.88%
Disagree	8	2.56%
Strongly Disagree		0.00%
Grand Total	312	100.00%



DEPARTMENT RECOMMENDATION(S):