

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

PROGRAM INFORMATION:

Program Title:	Multi-Agency Access Program (MAP)	Provider:	Kings View, Centro La Familia Advocacy Services, Poverello House, Fresno County Economic Opportunities Commission
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:	Choose an item.	Reporting Period:	July 1, 2020 - June 30, 2021
Funding Source 1:	Prevention (MHSA)	Funding Source 3:	Choose an item.
Funding Source 2:	Early Intervention (MHSA)	Other Funding:	Click here to enter text.

FISCAL INFORMATION:

Program Budget Amount:	\$1,284,500	Program Actual Amount:	\$962,133
Number of Unique Clients Served During Time Period:	5,107		
Number of Services Rendered During Time Period:	20,274		
Actual Cost Per Client:	\$189		

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	Other, please specify below
Contract Term:	Click here to enter text.	For Other:	Early intervention, outreach and community support
		Renewal Date:	July 1 st 2022
Level of Care Information Age 18 & Over:	Choose an item. Services provided are non-clinical prevention and early intervention.		

Level of Care Information Age 0- 17:

Choose an item. Services provided are non-clinical prevention and early intervention.

TARGET POPULATION INFORMATION:

Target Population: Underserve and unserved culturally diverse individuals and families living in the Fresno County area.

CORE CONCEPTS:

- **Community collaboration:** Individuals, families, agencies, and businesses work together to accomplish a shared vision.
- **Cultural competence:** Adopting behaviors, attitudes and policies that enable providers to work effectively in cross-cultural situations.
- **Individual/Family-Driven, Wellness/Recovery/Resiliency-Focused Services:** Adult clients and families of children and youth identify needs and preferences that result in the most effective services and supports.
- **Access to underserved communities:** Historically unserved and underserved communities are those groups that either have documented low levels of access and/or use of mental health services, face barriers to participation in the policy making process in public mental health, have low rates of insurance coverage for mental health care, and/or have been identified as priorities for mental health services.
- **Integrated service experiences:** Services for clients and families are provided in a seamless manner. Clients and families do not have to negotiate with multiple agencies and funding sources to meet their needs.

Please select core concepts embedded in services/ program:

(May select more than one)

Community collaboration

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 agencies to create linkages to address needs and facilitate access to services and resources to improve living and health conditions of individuals and families

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 the use of a language line. Pamphlets and other MAP written resources are available in the threshold languages of Spanish and Hmong, as well as some other languages common in Fresno County.

Access to underserved communities

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 the metropolitan and rural regions of Fresno County. Often, the target population has 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

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 the needed 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 is 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. This helps ensure services are integrated and linkages are successful for the target population.

PROGRAM OUTCOME & GOALS

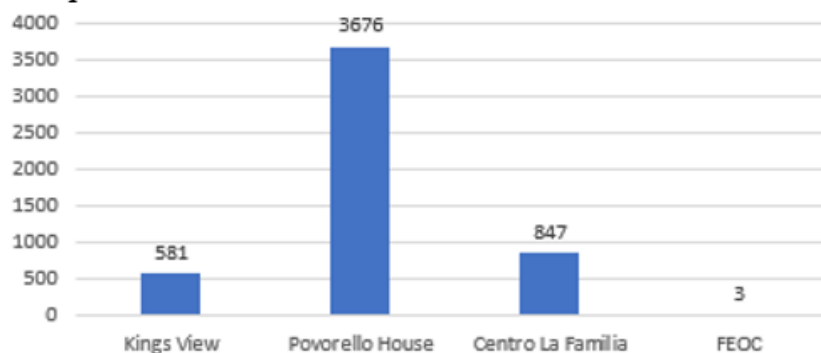
- **Must include each of these areas/domains:** (1) Effectiveness, (2) Efficiency, (3) Access, (4) Satisfaction & Feedback Of Persons Served & Stakeholder
- **Include the following components for documenting each goal:** (1) Indicator, (2) Who Applied, (3) Time of Measure, (4) Data Source, (5) Target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

The Fiscal Year 20-21 Quality Workplan Summary was developed to track and report progress towards goals met and to assess performance for the identified indicators.

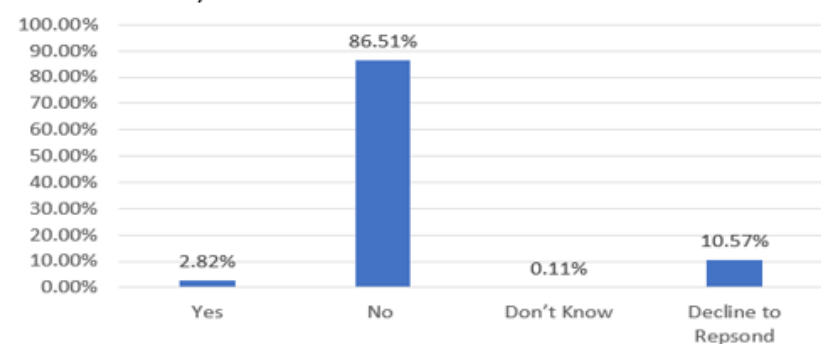
I. Key Performance Indicators and Linkage Types

Key Performance Indicators

Unique Client Contacts, N= 5107



Veteran Status, N = 129



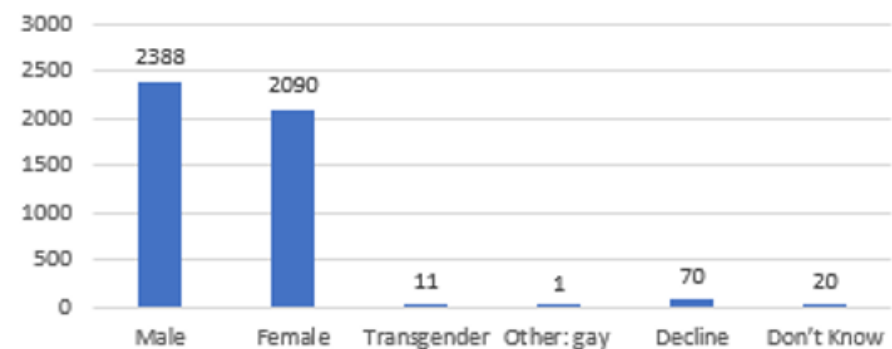
Data Source: MAP Database, CLFA Database, KV Active Client Logs

Number of Community Screening Tool Surveys Completed, N = 5107

Surveys Completed	Yes	No	Total
Kings View	401	0	401
Poverello House	3656	20	3676
Centro La Familia	989	38	1027
Fresno EOC	3	0	3
Total Surveys Completed	5049	58	5107

Number of Men Served, N = 2090

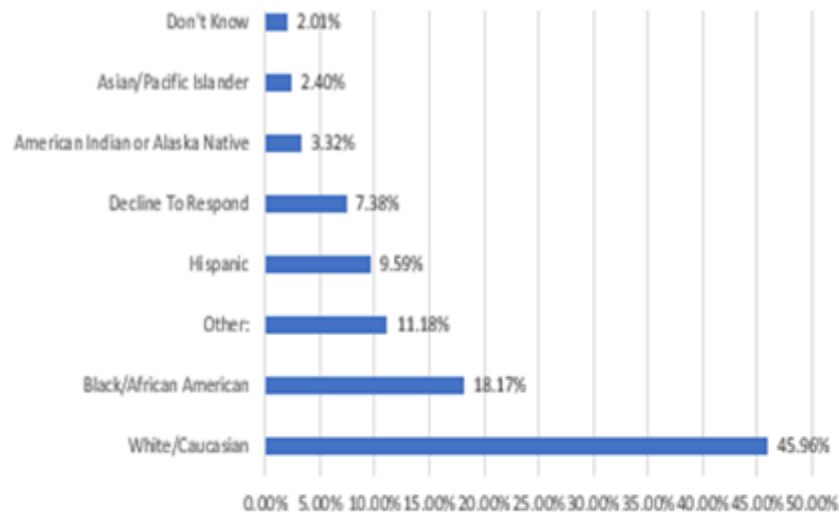
Women Served, N = 2388



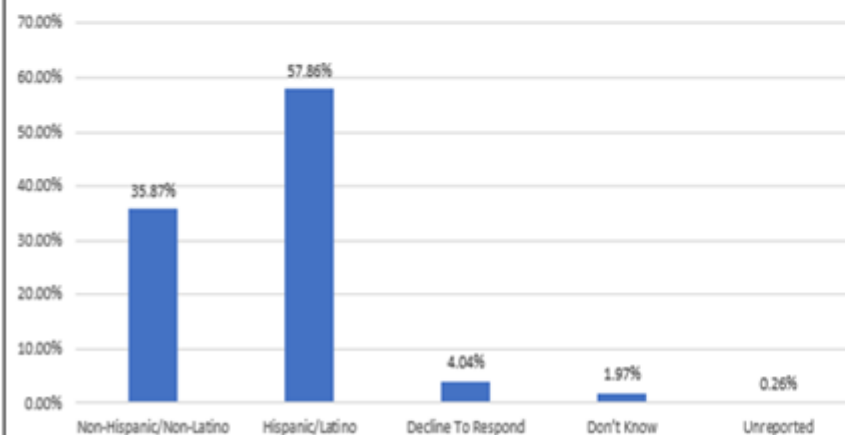
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Key Performance Indicators

Race

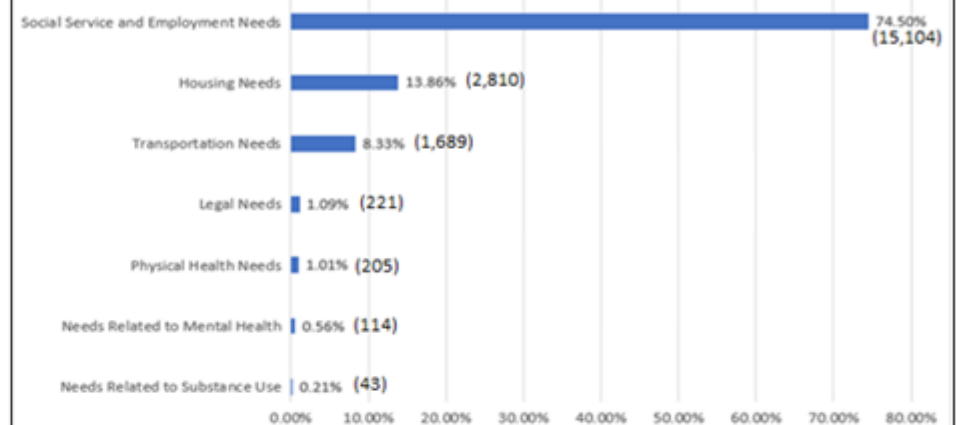


Ethnicity

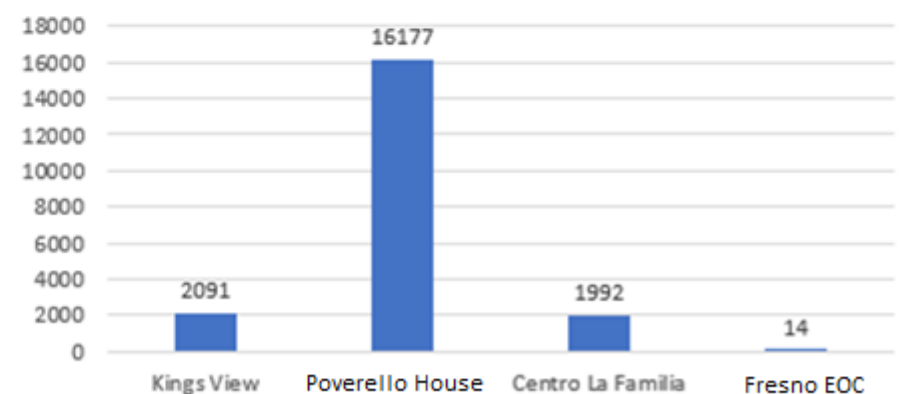


Data Source: MAP Database

Linkage Types, N =20,274



Total Client Contacts (Number of Linkages), N = 20,274



Data Source: MAP Database

II. Outcome Measures and Goals

Indicators	Goals	Domain	Activities	Performance Measures
1.1 Linkages for Initial Contacts	Linkages will be completed for 60% of initial contacts.	Effectiveness	The QI Department will Collect and Monitor number of initial contact and linkages. Ensure MAP Screening tool is complete and linkage plan is created for each client.	Percentage of initial contacts who had a linkage provided same day. N = 2389 / 2664 = 89.68%, Target Met Data Source: MAP Database Quarter 4
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.	Percentage of unique clients / duplicated contacts. N = 5107 / 20,274 = 25.19%, Target Not Met Data Source: Map Database

Indicators	Goals	Domain	Activities	Performance Measures
1.3 Access to Services	Services will increase by 10% each year.	Access	<p>The QI Department 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>$N = (5107 - 3669)/3669 = 39.19\%$, Target Met</p>  <p>Data Source: MAP Database</p>
1.4 Survey (Community Screening Tool) Completion	Survey Completion is projected at 70% of unique Consumers.	Efficiency / Effectiveness	<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 surveys (Community Screening Tool) completed.</p> <p>$N = 5049 / 5107 = 98.86\%$, Target Met</p>  <p>Data Source: MAP Database</p>

Indicators	Goals	Domain	Activities	Performance Measures																
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. The QI Department and will Collect and Analyzed data for reporting.	Percentage of consumers who responded “Agree” or “Strongly Agree” to recommend MAP. N = 151 / 155 = 97.42%, Target Met <table><tr><th>Response Category</th><th>Percentage</th></tr><tr><td>5 = Strongly Agree</td><td>70.97%</td></tr><tr><td>4 = Agree</td><td>26.45%</td></tr><tr><td>3 = I am Neutral</td><td>1.94%</td></tr><tr><td>2 = Disagree</td><td>0.00%</td></tr><tr><td>1 = Strongly Disagree</td><td>0.65%</td></tr><tr><td>8 = Declined to Answer</td><td>0.00%</td></tr><tr><td>9 = Not Applicable</td><td>0.00%</td></tr></table> Data Source: Client Satisfaction Surveys	Response Category	Percentage	5 = Strongly Agree	70.97%	4 = Agree	26.45%	3 = I am Neutral	1.94%	2 = Disagree	0.00%	1 = Strongly Disagree	0.65%	8 = Declined to Answer	0.00%	9 = Not Applicable	0.00%
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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 and Feedback	Distribute and Collect and consumer satisfaction surveys monthly. The QI Department and will Collect and Analyzed data for reporting.	Percentage of consumers who responded “Agree” or “Strongly Agree” they are satisfied with services received from MAP. N = 150 / 155 = 96.77%, Target Met <table><tr><th>Response Category</th><th>Percentage</th></tr><tr><td>5 = Strongly Agree</td><td>69.68%</td></tr><tr><td>4 = Agree</td><td>27.10%</td></tr><tr><td>3 = I am Neutral</td><td>2.58%</td></tr><tr><td>2 = Disagree</td><td>0.00%</td></tr><tr><td>1 = Strongly Disagree</td><td>0.65%</td></tr><tr><td>8 = Declined to Answer</td><td>0.00%</td></tr><tr><td>9 = Not Applicable</td><td>0.00%</td></tr></table> Data Source: Client Satisfaction Surveys	Response Category	Percentage	5 = Strongly Agree	69.68%	4 = Agree	27.10%	3 = I am Neutral	2.58%	2 = Disagree	0.00%	1 = Strongly Disagree	0.65%	8 = Declined to Answer	0.00%	9 = Not Applicable	0.00%
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Indicators	Goals	Domain	Activities	Performance Measures																
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 and Feedback	Distribute and Collect and consumer satisfaction surveys monthly. The QI Department and will Collect and Analyzed data for reporting.	<p>Percentage of consumers who responded “Agree” or “Strongly Agree” to MAP services provided the linkages to the resources I needed.</p> <p>N= 148 / 155 = 95.48%, Target Met</p> <table><thead><tr><th>Response Category</th><th>Percentage</th></tr></thead><tbody><tr><td>5 = Strongly Agree</td><td>67.74%</td></tr><tr><td>4 = Agree</td><td>27.74%</td></tr><tr><td>3 = I am Neutral</td><td>3.23%</td></tr><tr><td>2 = Disagree</td><td>1.29%</td></tr><tr><td>1 = Strongly Disagree</td><td>0.00%</td></tr><tr><td>8 = Declined to Answer</td><td>0.00%</td></tr><tr><td>9 = Not Applicable</td><td>0.00%</td></tr></tbody></table> <p>Data Source: Client Satisfaction Surveys</p>	Response Category	Percentage	5 = Strongly Agree	67.74%	4 = Agree	27.74%	3 = I am Neutral	3.23%	2 = Disagree	1.29%	1 = Strongly Disagree	0.00%	8 = Declined to Answer	0.00%	9 = Not Applicable	0.00%
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DEPARTMENT RECOMMENDATION(S):

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