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, Fresno Economic Opportunities Commision
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 1st, 2019 – June 30th 2020
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:	$1,192,781	**Program Actual Amount:**	$895,456
Number of Unique Clients Served During Time Period:	3,669		
Number of Services Rendered During Time Period:	10,107		
Actual Cost Per Client:	$88.60		

CONTRACT INFORMATION:			
Program Type:	Contract-Operated	**Type of Program:**	Other, please specify below
Contract Term:	January 10, 2017 – June 30, 2019 with two optional one year extensions	**For Other:**	Early Intervention, Outreach, and Community Supports
		Renewal Date:	July 1, 2020

FY 2019-20 Outcomes

FRESNO COUNTY MENTAL HEALTH PLAN   OUTCOMES REPORT- Attachment A

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: 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)

Please describe how the selected concept (s) embedded :

Community Collaboration

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

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. 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.

FRESNO COUNTY MENTAL HEALTH PLAN

OUTCOMES REPORT- Attachment A

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 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

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 Lingualinx Language line. 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

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 = 551 / 608 = 90.63%, 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 = 3669 / 10,,107 = 36.30%, Target Not Met** **Unique Consumers / Client Contacts** Data Source: MAP Database + CLFA Database + KV Active Client Logs

FRESNO COUNTY MENTAL HEALTH PLAN   **OUTCOMES REPORT- Attachment A**

Indicators	Goals	Domain	Activities	Performance Measures
1.3 Access to Services	Services will increase by 10% each year.	Access	The QI Department and will Collect and Monitor the number of clients served. Engage Clients by following up to ensure successful linkages were made. Offer additional support services identified through survey completion.	Percentage increase in services provided. **N = (3,669 – 2,971)/2971 = 23.49%, Target Met** Data Source: MAP Database
1.4 Survey (Community Screening Tool) Completion	Survey Completion is projected at 70% of unique Consumers.	Efficiency / Effectiveness	Identify barriers to survey completion met to discuss common areas of opportunity. Re- schedule clients to a better time for survey completion.	Percentage of survey's (Community Screening Tools)completed. **N = 3,524 / 3,641 = 96.79%, Target Met** Data Source: MAP Database + CLFA Database + KV Active Client Logs

FY 2019-20 Outcomes

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 = 147 / 152 = 96.71%, Target Met** Data Source: Client Satisfaction Surveys

Indicators	Goals	Domain	Activities	Performance Measures
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= 145 / 152 = 95.39%, Target Met Data Source: Client Satisfaction Surveys
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.	Percentage of consumers who responded "Agree" or "Strongly Agree" to MAP services provided the linkages to the resources I needed. N = 143 / 152 = 94.08%, Target Met Data Source: Client Satisfaction Surveys

For Indicator 1.2, MAP has had over 10,000 encounters with clients, and the fact that the majority of clients seen by MAP are return clients is not necessarily seen as a negative. Often, a client needs to return to MAP for additional linkages or for multi-step linkages. It is also common that the more frequently the client meets with Navigators, the more comfortable they become in disclosing their challenges; and therefore, more inclined to be linked to services they need but were reluctant to receive during their initial screen. Return clients speaks to the quality of work that the Navigators provide to the client.
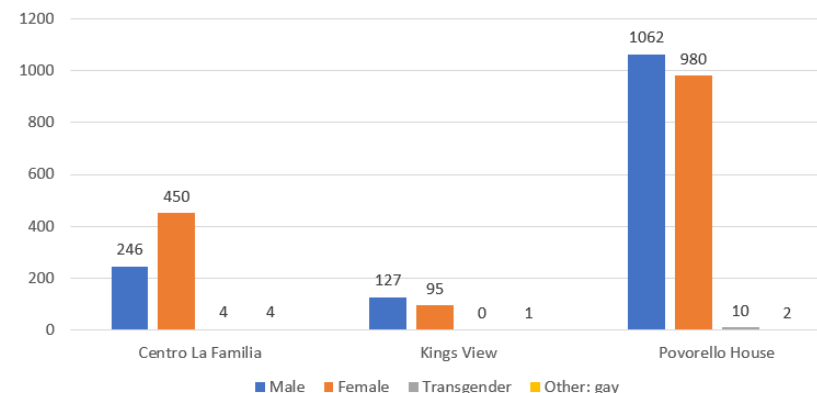
Key Performance Indicators

Unique Client Contacts, N= 3,669

Veteran Status, N = 93

Number of Community Screening Tool Surveys Completed, N = 3,641

Surveys Completed	Yes	No	Total
Kings View	279	26	305
Povorello House	2,253	56	2,309
Centro La Familia	992	35	1,027
Total Surveys Completed	**3,524**	**114**	**3,641**

Number of Men Served, N = 1,435

Women Served, N = 1,525

Data Source: MAP Database + CLF Database + KV Active Client Logs

Data Source: MAP Database + CLF Database + KV Active Client Log

Race	Linkage Types, N = 10,103
	Total Client Contacts (Number of Linkages), N = 10,103
Ethnicity	
	Data Source: MAP Database + CLF Database + KV Active Client Logs
Data Source: MAP Database + CLF Database + KV Active Client Logs	

DEPARTMENT RECOMMENDATION(S):

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