

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
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, 2022 - June 30, 2023
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:	\$900,000	Program Actual Amount:	\$799,561
Number of Unique Clients Served During Time Period:	1,608		
Number of Services Rendered During Time Period:	4,724		
Actual Cost Per Client:	\$497		

The Program Actual Amount is calculated using expenses that have been paid for services during the reporting period.

- Kings View –\$252,903.03
- Centro La Familia Advocacy Services –\$192,651.30
- Poverello House –\$354,006.67

CONTRACT INFORMATION:

Program Type:	Contract-Operated	Type of Program:	Other, please specify below
Contract Term:	July 1, 2022 - June 30, 2023	For Other:	Early intervention, outreach and community support
		Renewal Date:	July 1, 2022

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: Unserved and underserved 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

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

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 for other languages. 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

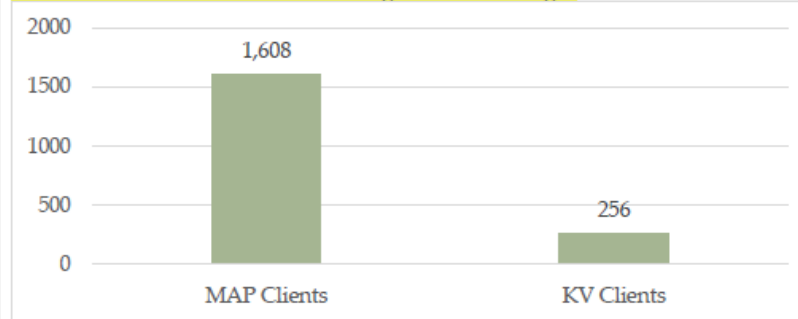
The Fiscal Year 22-23 Quality Workplan Summary was developed to track and report progress towards goals met and to assess performance for the identified indicators. Please see QWP attached.

I. Key Performance Indicators and Linkage Types

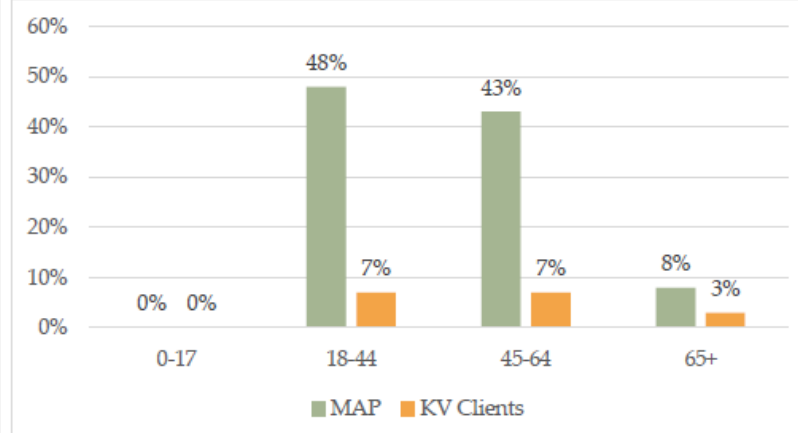
Key Performance Indicators

Unique Client Contacts, N = 1,608

Note: Unite Us Insight currently does not display individual data for the following organizations: Poverello House, Centro La Familia and Kings View (KV). Data for KV was accessed through an internal log.



Client's Age, N = 1,608



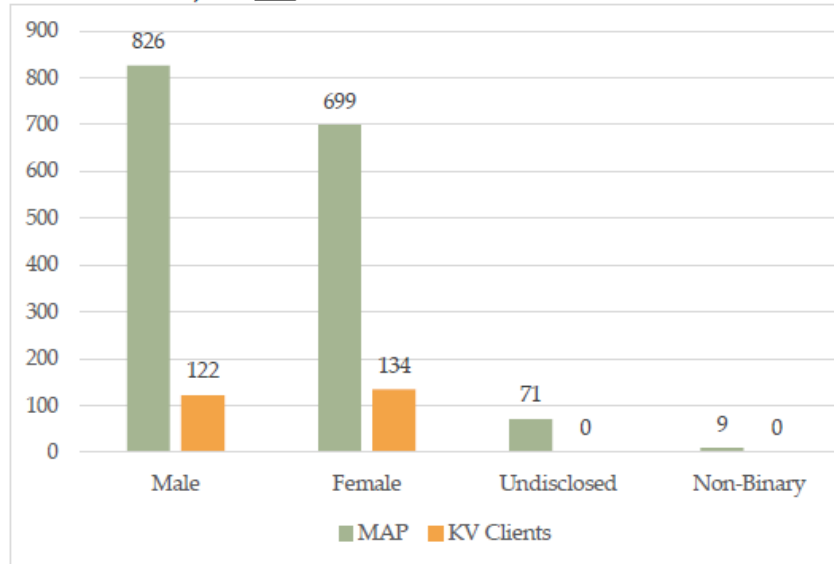
Data Source: Unite Us Insight + KV Active Client Logs

Number of Community Screening Tool Surveys Completed, N = 4,724

Surveys Completed	Yes	No	Total
Kings View	255	1	256
Poverello House	No data	No data	No data
Centro La Familia	No data	No data	No data
Total Surveys Completed	255	1	256

Number of Males Served, N = 826

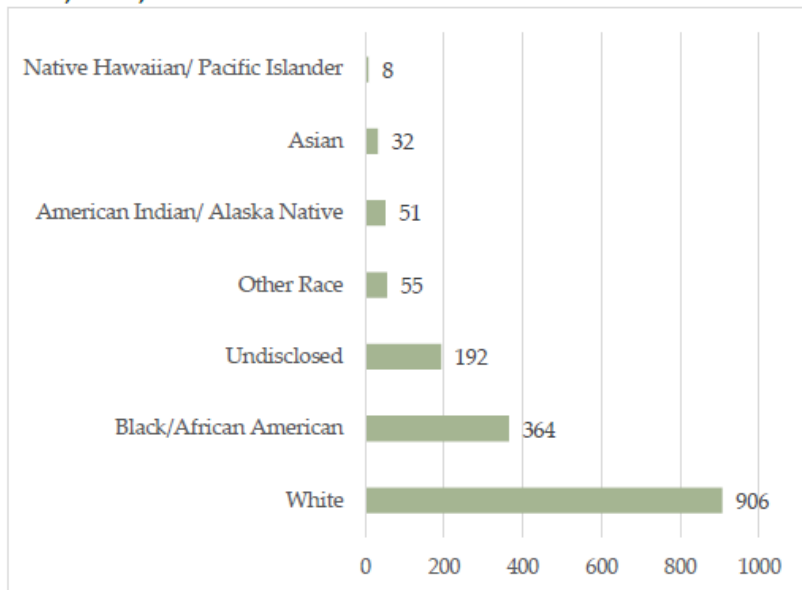
Women Served, N = 699



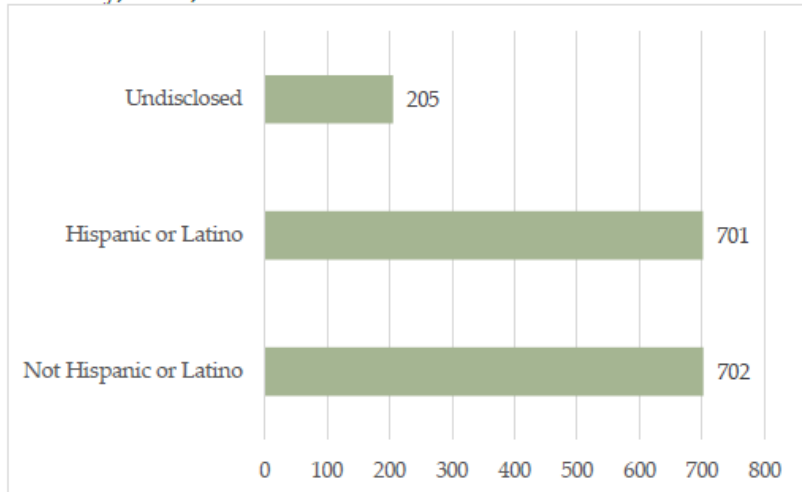
Data Source: Unite Us Insight + KV Active Client Log

Key Performance Indicators

Race, N = 1,608

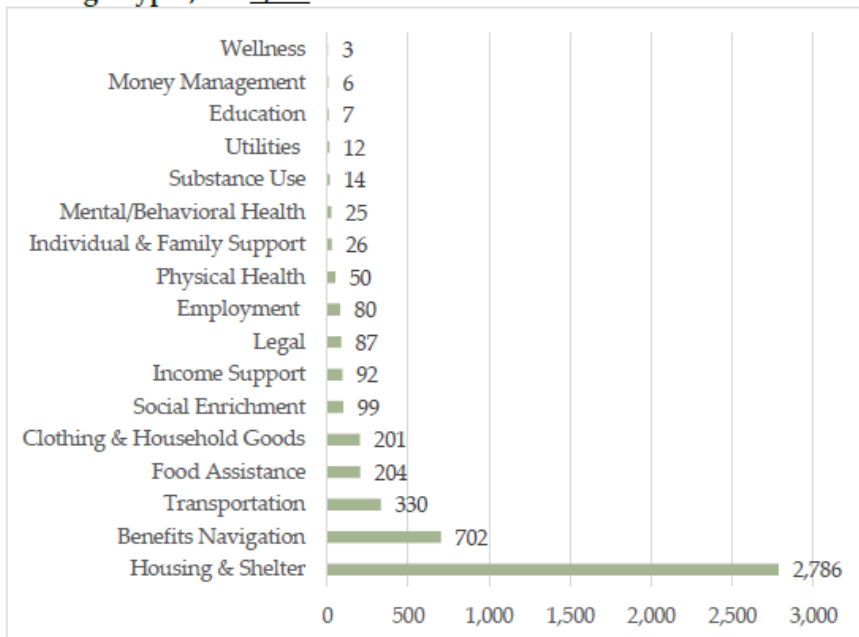


Ethnicity, N = 1,608

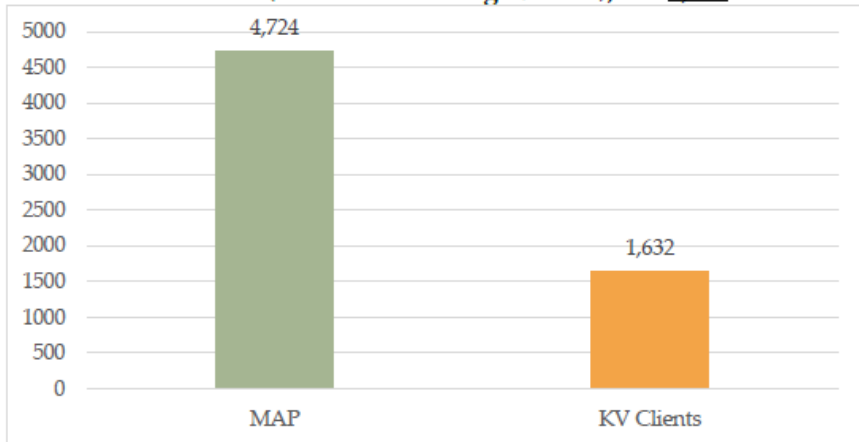


Data Source: Unite Us Insight

Linkage Types, N = 4,724



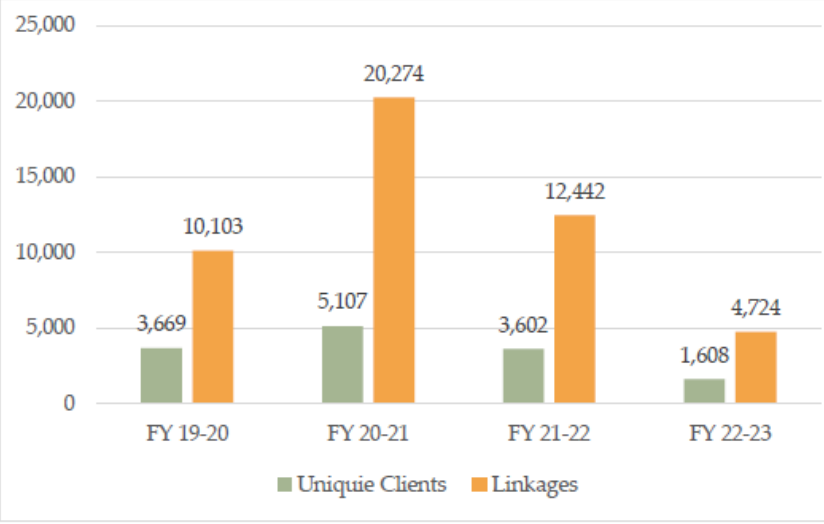
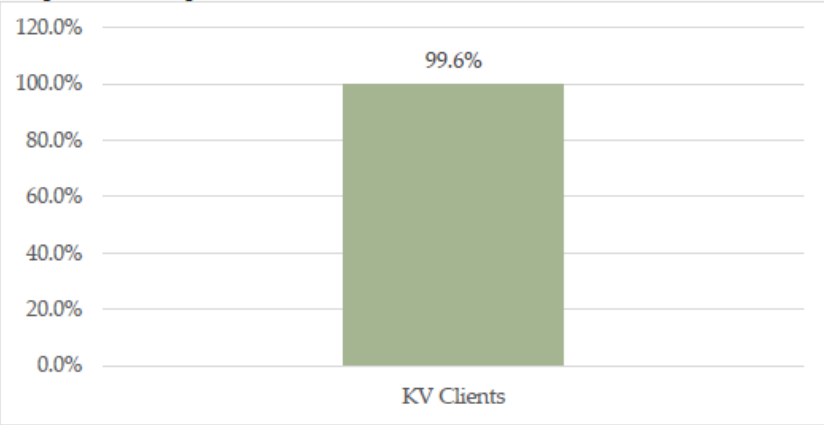
Total Client Contacts (Number of Linkages/Cases), N = 4,724

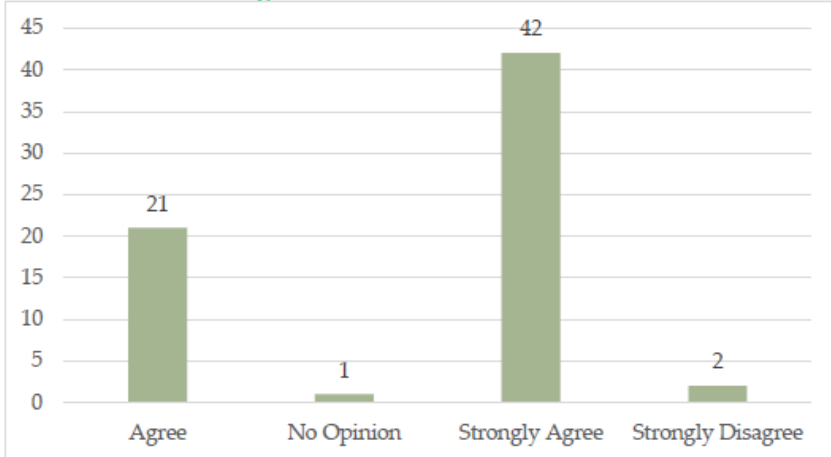
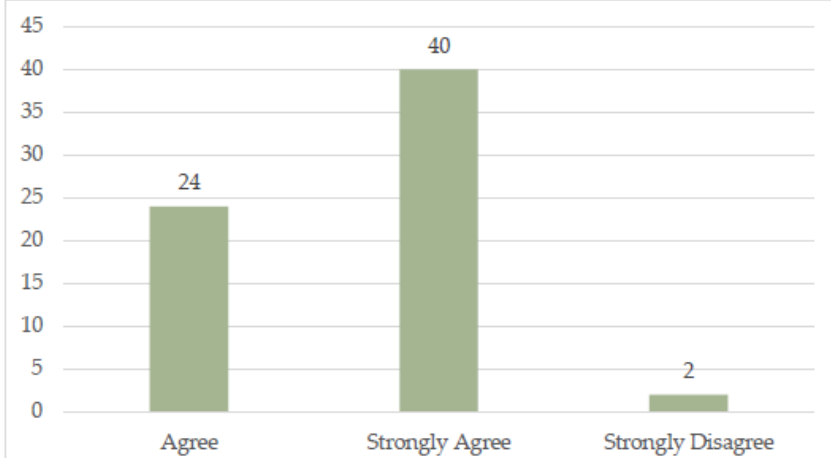


Data Source: Unite Us Insight + KV Active Client Log

II. Program Outcome Measures & Goals

Indicators	Goals	Domain	Activities	Performance Measures						
2.1 Linkages for Initial Contacts	Linkages will be completed for 60% of initial contacts.	Effectiveness	The QI Department will Collect and Monitor the 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 linkage provided same day. $N = \text{___} / 4,724 = \text{___} \%$</p> <p>*Note: Unite Us Insight currently does not display individual data for the following organizations: Poverello House, Centro La Familia and Kings View (KV). Data for KV was accessed through an internal log.*</p> <p>Data Source: Unite Us Insight</p>						
2.2 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. Unit Us Insight (MAP) $N = 1,608 / 4,724 = 34\%$, Target Not Met</p> <p>Unique Consumers / Client Contacts</p> <table border="1"> <caption>Unique Consumers / Client Contacts</caption> <thead> <tr> <th>Organization</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>MAP</td> <td>34%</td> </tr> <tr> <td>KV Clients</td> <td>16%</td> </tr> </tbody> </table> <p>Data Source: Unite Us Insight + KV Active Client Log</p>	Organization	Percentage	MAP	34%	KV Clients	16%
Organization	Percentage									
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Indicators	Goals	Domain	Activities	Performance Measures															
2.3 Access to Services	Services will increase by 10% each year.	Access	The QI Department 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.	<p>Percentage increase in services provided. $N = 12,442 - 4,724 = 7,718 / 12,442 = 62\%$, Target Not Met *N = MAP Program did not receive the 4th quarter data for FY 21-22</p>  <table border="1"> <caption>Unique Clients and Linkages Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>Unique Clients</th> <th>Linkages</th> </tr> </thead> <tbody> <tr> <td>FY 19-20</td> <td>3,669</td> <td>10,103</td> </tr> <tr> <td>FY 20-21</td> <td>5,107</td> <td>20,274</td> </tr> <tr> <td>FY 21-22</td> <td>3,602</td> <td>12,442</td> </tr> <tr> <td>FY 22-23</td> <td>1,608</td> <td>4,724</td> </tr> </tbody> </table> <p>Data Source: Unite Us Insight</p>	Fiscal Year	Unique Clients	Linkages	FY 19-20	3,669	10,103	FY 20-21	5,107	20,274	FY 21-22	3,602	12,442	FY 22-23	1,608	4,724
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2.4 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 survey's (Community Screening Tools) completed. *Kings View Clients $N = 255 / 256 = 99.6\%$, Target Met Unique # Yes/ Unique #</p>  <table border="1"> <caption>KV Clients Survey Completion</caption> <thead> <tr> <th>Client Group</th> <th>Completion Percentage</th> </tr> </thead> <tbody> <tr> <td>KV Clients</td> <td>99.6%</td> </tr> </tbody> </table> <p>Data Source: KV Active Client Log</p>	Client Group	Completion Percentage	KV Clients	99.6%											
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Indicators	Goals	Domain	Activities	Performance Measures										
2.5 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 consumer satisfaction surveys monthly. The QI Department and will Collect and Analyzed data for reporting.	<p>The percentage of consumers who responded “Agree” or “Strongly Agree” to recommend MAP. N = 63 / 66 = 95%, Target Met</p>  <table border="1"> <caption>Data for 2.5 Performance Measure</caption> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Agree</td> <td>21</td> </tr> <tr> <td>No Opinion</td> <td>1</td> </tr> <tr> <td>Strongly Agree</td> <td>42</td> </tr> <tr> <td>Strongly Disagree</td> <td>2</td> </tr> </tbody> </table> <p>Data Source: Client Satisfaction Surveys</p>	Response	Count	Agree	21	No Opinion	1	Strongly Agree	42	Strongly Disagree	2
Response	Count													
Agree	21													
No Opinion	1													
Strongly Agree	42													
Strongly Disagree	2													
2.6 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 consumer satisfaction surveys monthly. The QI Department and will Collect and Analyzed data for reporting.	<p>The percentage of consumers who responded “Agree” or “Strongly Agree” they are satisfied with services received from MAP. N= 64 / 66 = 97%, Target Met</p>  <table border="1"> <caption>Data for 2.6 Performance Measure</caption> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Agree</td> <td>24</td> </tr> <tr> <td>Strongly Agree</td> <td>40</td> </tr> <tr> <td>Strongly Disagree</td> <td>2</td> </tr> </tbody> </table> <p>Data Source: Client Satisfaction Surveys</p>	Response	Count	Agree	24	Strongly Agree	40	Strongly Disagree	2		
Response	Count													
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Strongly Agree	40													
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Indicators	Goals	Domain	Activities	Performance Measures										
2.7 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 consumer satisfaction surveys monthly. The QI Department and will Collect and Analyzed data for reporting.	<p>The percentage of consumers who responded “Agree” or “Strongly Agree” to MAP services provided the linkages to the resources I needed. N= 61 / 66 = 92%, Target Met</p> <table border="1"> <caption>Survey Results Data</caption> <thead> <tr> <th>Response</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Agree</td> <td>27</td> </tr> <tr> <td>No Opinion</td> <td>4</td> </tr> <tr> <td>Strongly Agree</td> <td>34</td> </tr> <tr> <td>Strongly Disagree</td> <td>1</td> </tr> </tbody> </table> <p>Data Source: Client Satisfaction Surveys</p>	Response	Count	Agree	27	No Opinion	4	Strongly Agree	34	Strongly Disagree	1
Response	Count													
Agree	27													
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DEPARTMENT RECOMMENDATION(S):

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