

AMENDED
Mental Health Services Act (MHSA) Performance Review Report
Fresno County Program Review
December 19, 2023

FINDINGS

Finding #1: Fresno County did not ensure that a Personal Services Coordinator (PSC), Case Manager, or other qualified individual known to the client/family is available to respond to the client/family 24 hours a day, 7 days a week to provide after-hours interventions. (California Code of Regulations, title 9, section 3620(i)).

Recommendation #1: The County must ensure that a PSC/Case Manager or other qualified individual known to the client/family is available to respond to the client/family 24 hours a day, 7 days a week to provide after-hours interventions.

Finding #2: Fresno County did not specify the methods and activities to be used to change attitudes, knowledge, and/or behavior regarding being diagnosed with mental illness, having mental illness and/or seeking mental health services for each Stigma and Discrimination Reduction program in the adopted FY 2020-23 Three Year Plan and Expenditure Report (Plan) and FY 2022-23 Annual Update (Update). (California Code of Regulations, title 9, section 3755(f)(3)).

Recommendation #2: The County must specify the methods and activities to be used to change attitudes, knowledge, and/or behavior regarding being diagnosed with mental illness, having mental illness and/or seeking mental health services for each Stigma and Discrimination Reduction program in each subsequent adopted Plan and Update thereafter.

Finding #3: Fresno County did not enter a Full-Service Partnership (FSP) agreement with each client served under the FSP service category, and when appropriate the client's family. (Cal. Code of Regs., tit. 9, § 3620 (e)).

Recommendation #3: The County shall enter a FSP agreement between their client and when appropriate the client's family, and the Personal Service Coordinator/Case Manager for each client served under the FSP service category for each subsequent client and client's family thereafter. The Department of Health Services (DHCS) defines an agreement as a signed agreement between the client, and when appropriate the client's family, and the Personal Service Coordinator/Case Manager.

SUGGESTED IMPROVEMENT

Suggested Improvement #1: DHCS recommends the County write Specific, Measurable, Achievable, Relevant, and Time-bound (SMART) goals that can be tracked, analyzed, and reported for their documentation of achievement in performance outcomes in the Plan and Update for each Community Services and Supports (CSS), Prevention and Early Intervention (PEI) and Innovations (INN) program. For example, a goal of "The TAY FSP Program intends to improve parent, family, and community education regarding first episode psychosis by assisting with transportation costs to and

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from appointments.” is not specific, measurable, or time bound; however, restating the goal as “At least 95% of all of the eligible young people referred to the TAY-FEP Program will receive transportation support via case management services for their first three appointments.” would provide a specific, measurable, achievable, relevant, and time bound goal against which performance outcomes can be measured.