

**Mental Health Services Act Plan of Correction**

1.	County/City:	Fresno
2.	POC Submitted for:	MHSA Performance Review
3.	Date of Audit/Performance Review	December 19, 2023
4.	Name of Preparer:	
5.	Preparer Contact Email:	
6.	Preparer Contact Telephone:	

#	Finding #	Finding	Recommendation	Action Taken to Correct Finding (Identify Timeline / Evidence of Correction)
7.	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)).	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.	Fresno County will adopt a Policy to ensure that a Personal Services Coordinator (PSC), Case Manager, or other qualified individual known to individuals served by its FSPs will be available to respond to the individual 24 hours a day, 7 days a week to provide after-hours interventions. The draft policy is attached.
8.	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,	The County must specify the methods and activities to be used to change attitudes, knowledge, and/or behavior regarding being diagnosed with mental illness,	Fresno County will amend future Annual Updates and Plans to specify methods and activities used to change attitudes, knowledge, and/or behavior

**Mental Health Services Act Plan of Correction**

#	Finding #	Finding	Recommendation	Action Taken to Correct Finding (Identify Timeline / Evidence of Correction)
		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)).	having mental illness and/or seeking mental health services for each Stigma and Discrimination Reduction program in each subsequent adopted Plan and Update thereafter.	regarding being diagnosed with mental illness, having mental illness, and/or seeking mental health services for each Stigma and Reduction program. The 2024-2025 Annual Update draft was completed and posted for public comment before receipt of the MHSA Review findings; as such, changes will not be included in this Annual Update. The 2025-2026 Annual Update will include the requested information.
9.	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)).	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,	Fresno County will adopt the recommended FSP Agreement language provided by DHCS and ensure that all individuals served in an FSP sign an FSP agreement.  Early March 2024: worked with CalMHSA to create an "FSP Agreement" scanned document type on the Smartcare Electronic Health Record

**Mental Health Services Act Plan of Correction**

#	Finding #	Finding	Recommendation	Action Taken to Correct Finding (Identify Timeline / Evidence of Correction)
			and when appropriate the client's family, and the Personal Service Coordinator/Case Manager.	<p>April 2024: Notified contracted FSP providers of the requirement to complete and scan an FSP Agreement for all individuals currently served by an FSP, and to add this step to the intake process. Verbal notice was provided during the Mental Health Contractors Meeting on 4/11/2024, and written notice was provided on 4/12/2024 (documentation attached).</p> <p>May 31, 2024: deadline for FSPs to upload a signed FSP Agreement for all individuals currently receiving service.</p>

## **Mental Health Services Act Plan of Correction**

Instructions: Complete the MHSA Plan of Correction (POC) to address Findings from the Fiscal Audit Report or Performance Review Report.

Row 1: Enter County/City name.

Row 2: Select from the drop down menu if this POC is submitted in response to a Fiscal Audit or a Performance Review.

Row 3: Enter the date that the Fiscal Audit or Performance Review was conducted.

Row 4: Enter the name of the person who prepared the Plan of Correction or is responsible for responding to inquiries about the Plan of Correction.

Row 5: Enter the contact email address of the person who prepared the Plan of Correction or is responsible for responding to inquiries about the Plan of Correction.

Row 6: Enter the contact telephone number of the person who prepared the Plan of Correction or is responsible for responding to inquiries about the Plan of Correction.

Rows 7-28, Column A: Enter the number of the specific Finding from the Fiscal Audit Report or Performance Review Report.

Rows 7-28, Column B: Enter the specific Finding from the Fiscal Audit Report or Performance Review Report.

Rows 7-28, Column C: Enter the specific recommendation from the Fiscal Audit Report or Performance Review Report.

Rows 7-28, Column D: Enter the description of the actions taken to correct the Finding. Must include 1) timeline for implementation and/or completion of actions; 2) proposed (or actual) evidence of correction to be submitted to DHCS.

This completed form must be submitted to [MHSA@dhcs.ca.gov](mailto:MHSA@dhcs.ca.gov).