

**Mental Health Services Act (MHSA) Performance Contract Review Report  
Fresno County Program Review  
August 31, 2021**

**FINDING #1:** Fresno County's Fiscal Year (FY) 2019-20 Annual Revenue and Expenditure Report (ARER) was not posted on the County's website within thirty days of submission to the Department of Healthcare Services (DHCS). (California Code of Regulations, title 9, section 3510.010(b)(1); Welfare and Institutions Code (W&I Code) section 5899)).

**Recommendation #1:** The County must post a copy of the FY 2020-21 ARER on the County's website within 30 days of submitting to DHCS, and each subsequent ARER thereafter.

**FINDING #2:** Fresno County did not update the Three-Year Program and Expenditure Plan (Plan) annually (i.e., the Annual Update (Update)). Specifically, the County submitted the FY 2019-20 Annual Update as part of their FY 2020-23 Three-Year Program and Expenditure Plan (Plan).

- The FY is July 1 through June 30.
- The FY 2019-20 Update covers the period of July 1, 2019 – June 30, 2020.
- The FY 2020-23 Plan covers the period of July 1, 2020 – June 30, 2023.
- The FY 2019-20 Update was submitted to DHCS as part of the adopted FY 2020-23 Plan.
- The FY 2019-20 Update needs to be adopted by the Board of Supervisors (BOS) no later than June 30, 2019; prior to the FY starting July 1, 2019.
- The FY 2019-20 Update needs to be adopted by the BOS no later than June 30, 2019; prior to the FY starting July 1, 2019 and prior to funds being expended for FY 2019-20.

The FY 2019-20 Update was adopted by the BOS on April 13, 2021, *after* the FY 2019-20 ended. (Cal Code of Regs., tit. 9, § 3310(c), 3420(e); W&I Code 5892(g), 5899 (e)).

**Recommendation #2:** The County must submit an adopted Plan/Update to DHCS no later than June 30 and prior to the FY starting July 1. For example, the adopted FY 2021-22 Update needs to be submitted no later than June 30, 2021, and prior to the FY starting July 1, 2021. The FY 2020-23 Plan needs to be submitted no later than June 30, 2020, and prior to the FY starting July 1, 2020. And each subsequent adopted Plan/Update thereafter needs to be submitted to DHCS no later than June 30 and prior to the FY starting July 1.

**Finding #3:** County's adopted FY 2017-20 Plan did not include a description of how stakeholder involvement demonstrates a partnership with constituents and stakeholders throughout the process that includes meaningful stakeholder involvement on: mental

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health policy, monitoring, quality improvement, evaluation, and budget allocations. (W&I Code section 5848).

Recommendation #3: The County must include a description of how stakeholder involvement demonstrates a partnership with constituents and stakeholders throughout the process that includes meaningful stakeholder involvement on: mental health policy, program planning and implementation, monitoring, quality improvement, evaluation, and budget allocations in the adopted FY 2020-23 Plan, FY 2021-22 Update and each subsequent Plan and Update thereafter.

**FINDING #4**: Fresno County did not include an assessment of the County's capacity to implement mental health programs and services in the adopted FY 2017-20 Plan. (Cal. Code Regs., tit. 9, § 3650(a)(5)).

Recommendation #4: The County must provide an assessment of its capacity to implement mental health programs and services in the next adopted FY 2020-23 Plan, and each subsequent Plan thereafter and include:

- a. The strengths and limitations of the county and service providers that impact their ability to meet the needs of racially and ethnically diverse populations. The evaluation should include an assessment of bilingual proficiency in threshold languages.
- b. Percentages of diverse cultural, racial/ethnic and linguistic groups represented among direct service providers, as compared to percentage of the total population needing services and the total population being served.
- c. Identification of possible barriers to implementing the proposed programs/services and methods of addressing these barriers.

**SUGGESTED IMPROVEMENT**

Suggested Improvement #1: DHCS recommends the adopted Plan and Update include written recommendations received during the 30-day public comment period including a summary and analysis of those recommendations and the County's response to them.

Suggested Improvement #2: DHCS recommends the County includes the County's threshold language in each adopted Plan and Update.

Suggested Improvement #3: DHCS recommends the County include a description of the training provided to participants in the Community Program Planning Process (CPPP) in each adopted Plan and Update.

Suggested Improvement #4: DHCS recommends the Plan corresponds with the following three year cycle:

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- The FY is July 1 through June 30.
- The FY 2020-23 Plan covers the period of July 1, 2020 – June 30, 2023 and encompasses the fiscal years:
  - FY 2020-21 (July 1, 2020 through June 30, 2021),
  - FY 2021-22 (July 1, 2021 through June 30, 2022), and
  - FY 2022-23 (July 1, 2022 through June 30, 2023).
- The FY 2023-26 Plan covers the period of July 1, 2023 – June 30, 2026
- The FY 2026-29 Plan covers the period of July 1, 2026 – June 30, 2029

Suggested Improvement #5: DHCS Recommends the FY 2020-23 Plan and FY 2021-22 Update include budget pages for each fiscal year.

Suggested Improvement #6: DHCS recommends the County must provide an estimate of the number of FSP clients to be served in each age group: children (0-15 years old), transitional age youth (16-25 years old), adult (26-59 years old), and older adult (60 and older) for each fiscal year in the adopted FY 2020-23 Plan, FY 2021-22 Update and all subsequent Plans and Updates thereafter.

**SUMMARY**

The Department of Health Care Services' MHSA Program Monitoring Unit conducted a review of Fresno County's' Behavioral Health Services' (BHS) adopted FY 2017-20 Plan and FY 2019-20 Update on August 31, 2021. Due to unclear references in the FY 2019-20 Update program narrative (combined within the FY 2017-20 Plan), findings in this review pertain to the FY 2017-20 Plan instead of the FY 2019-20 Update. There were three significant areas of accomplishment noted during the review:

1. The COVID-19 pandemic brought significant challenges to the county but also provided several opportunities to improve services to the County constituents.
2. The robust CPP Process helped identify, inform, and encourage stakeholders to participate in development and implementation of County programs.
3. The use of data and measurable outcomes in the development and evaluation of plans has helped identify and serve underserved and unserved populations in the County.

The COVID-19 pandemic has significantly impacted the County via social distancing, interruption of in-person meetings and disruptions in staffing. Despite these challenges, the County was able to successfully expanded Telehealth services and continue participation in a Multi-County Full Service Partnership (FSP) Innovation (INN) project. While court-related services had to be temporarily closed during the beginning of the

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pandemic when courts in the County closed, changes in service delivery have been implemented as courts reopened so that services can resume. As of the review, most pandemic-related challenges have been successfully navigated,

Through outreach and engagement, the County demonstrates strong community involvement with stakeholders and the CPPP identifying needed services. One example of this process working as designed is the new LGBTQ program developed for FY 2019-20. In addition, the County maintains an easy-to-use public website for Fresno County which features very informative videos on MHSA and related topics which can be an invaluable resource for stakeholders. Evidence of their strong CPPP can be evident in the multiple meetings in various locations throughout the county designed to increase participation of specific groups in the CPPP. Specifically, the FY 2017-20 Plan includes photographs illustrating the specific locations and isolated rural areas with local stores and small business that serve the needs of specific ethnic and cultural groups.

Finally, the County has had difficulty utilizing Data in the past to track the effectiveness of programs; however, they have recently introduced Sequential Intercept Mapping (SIM) into their data analysis for justice involved persons which demonstrates an incredible use of data to drive their programs. Using SIM, the County has developed and implemented specific programs in Community Services and Supports (CSS) and Prevention and Early Intervention (PEI) to target specific populations their CPPP has revealed to be historically underserved. Additionally, the County has engaged RAND Corporation to assist in creating, measuring, and analyzing program goals and data collected during evaluations of program performance. This assistance, combined with implementing procedures to better handle data collection, has resulted in more consistent, data-informed programming.