

Mental Health Services Act (MHSA) Performance Contract Review Report
El Dorado County Program Review
October 17-19, 2018

FINDING #1: El Dorado County lacked a narrative analysis that assesses the mental health needs of unserved, underserved/inappropriately served, and fully served county residents who qualify for MHSA services, and an assessment of its capacity to implement proposed programs/services in their adopted FY 2014-17 Three-Year Program and Expenditure Plan (Plan). (Cal. Code Regs., tit. 9, § 3650(a)).

Recommendation #1: The County must include a narrative analysis of its assessment of the County's mental health needs, its capacity to implement proposed programs/services and address all components of Cal. Code Regs., tit 9, § 3650(a) in the adopted FY 2020-23 Plan and each subsequent Plan thereafter.

FINDING #2: El Dorado County's Issue Resolution log lacked the required information regarding client disputes related to the provision of their MHSA funded mental health services. The Issue Resolution log contained the date the dispute issue was received; however, it lacked a brief synopsis of the issue, the final resolution outcome and the date of the final resolution outcome. The submitted log had no entries of any reported client disputes. (County Performance Contract (6)(A)(2)).

Recommendation #2: The County must develop and maintain an MHSA Issue Resolution log that contains the date the issue was received, a brief synopsis of the issue, the final resolution outcome and the date of the final resolution outcome.

Recommendation #2a: The County must update the instructions in the County's 'MHSA Issue Resolution Procedure' to include specific contact information for clients seeking issue resolution in filing a complaint or an appeal with the state entities Department of Health Care Services (DHCS), the Mental Health Services Oversight and Accountability Commission (MHSOAC) and California Mental Health Planning Council (CMHPC). The instructions omit contact information for the above mentioned entities (i.e., MHSA@dhcs.ca.gov) (per County submitted document titled: 'MHSA El Dorado, County of El Dorado Health and Human Services Agency Behavioral Health MHSA Issue Resolution Procedure' (no date/page #'s) located on page 2, (2)(vi.).

Recommendation #2b: The County must provide training on the MHSA Issue Resolution process, to all County of El Dorado Health and Human Services Agency Behavioral Health employees and those individuals and/or service providers who are the point of contact for MHSA programs/services.

Recommendation #2c: The County MHSA Issue Resolution Procedure must identify the process for service providers to notify the County of El Dorado Health and Human Services Agency Behavioral Health of MHSA client disputes on a regular basis, and demonstrate those service providers were notified of the process and date of implementation.

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Recommendation #2d: The County must demonstrate that the MHSA Issue Resolution log entries are reviewed on a regular basis.

FINDING #3: EI Dorado County lacked evidence of a validated method used to measure changes in attitudes, knowledge, and or behavior related to mental illness or seeking mental health services for each Prevention and Early Intervention (PEI) Stigma and Discrimination Reduction Program in the adopted FY 2014-17 Plan and FY 16-17 Annual Update (Update). (Cal. Code of Regs., tit. 9, § 3750(d)).

Recommendation #3: The County must select and include documentation of the validated measure(s) used for each PEI Stigma and Discrimination Reduction Program and address all components of Cal. Code of Regs., tit. 9, §§ 3750(d) in their approved FY 2020-23 Plan and FY 2020-21 Update and each subsequent Plan and Update thereafter.

SUGGESTED IMPROVEMENTS

Item #1: Community Program Planning Process (CPPP) Policies and Procedures

Suggested Improvement #1: DHCS recommends the County incorporate all aspects of the current CPPP process into current County written policies and procedures and/or duty statements. This includes CPPP designated positions, staff training, stakeholder training, client and stakeholder outreach and involvement.

Item #2: MHSA Transparency and Consistency

Suggested Improvement #2: DHCS recommends the County's MHSA program names detailed in the approved Plan, Update and Annual Revenue and Expenditure Report (ARER) must match; and programs placed in the correct component based on regulations.

Suggested Improvement #2a: The ARER should be consistent with the budget in the approved Plan and Update. If the program or service did not occur, report the program or service on the ARER and indicate zero expenditures.

Item #3: Program Evaluation and Oversight

Suggested Improvement #3: DHCS recommends routine evaluation of MHSA programs to include documentation of what is occurring, why, how, how well the programs are doing and how the program can be improved or improvement sustained.

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Item #4: Improved Relationships

Suggested Improvement #4: DHCS recommends the county nurture relationships with service providers and foster open communication. Service providers were informative and felt there was minimal interaction with the behavioral health staff and lack of county transparency.

Suggested Improvement #4a: DHCS recommends improved communication with housing service providers regarding county contact information and on-going supportive client support for all MHSA housing clients. The housing complex was unaware whom to contact at the county regarding unruly client behaviors and law enforcement issues.

CONCLUSION

The Department of Health Care Services' MHSA Monitoring Unit conducted a review of EI Dorado County Health and Human Agency-Behavioral Health Services MHSA Program on October 17-19, 2018. A program review schedule was submitted with county input prior to the site review date.

The County expressed challenges with staffing, obtaining community input, working with a transient population, keeping up with the regulatory changes and the lengthy time required for the Innovation approval process. The County identified their successes as transparency, their wellness center and mobile crisis services. The County indicated that state Information Notices and templates were well received and helpful.