

**Mental Health Services Act (MHSA) Performance Contract Review Report**  
**Shasta County Program Review**  
**August 12, 2020**

**Finding #1:** Shasta 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 approved FY 2017-20 Three-Year Program and Expenditure Plan (Plan). (California Code of Regulations, title 9, section 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 approved FY 2020-23 Plan and each subsequent Plan thereafter.

**Finding #2:** Shasta County did not report the estimated number of clients the County plans to serve in each FSP targeted age group in the approved FY 2017-20 Plan. (Cal. Code of Regs., tit. 9, § 3650(a)(3)).

**Recommendation #2:** The County must report the number of FSP clients the County plans to serve in each age group: children (0-15), transitional age youth (16-25), adult (26-59) and older adult (60 and older) for each fiscal year of the approved FY 2020-23 Plan and thereafter

**Finding #3:** Shasta 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 approved FY 2017-20 Plan and FY 2018-19 Annual Update (Update). (Cal. Code Regs., tit. 9, §§ 3750(d), 3755(f)(3)).

**Recommendation #3:** The County shall 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), 3755(f) in their approved FY 2020-23 Plan and FY 2019-20 Update and each subsequent Plan and Update thereafter.

**Finding #4:** Shasta County did not use at least 51% of PEI funds to serve individuals 25 years or younger in FY 2018-19. (Cal. Code Regs., tit. 9, § 3706(b)).

**Recommendation #4:** The County must develop and implement accounting and cost allocation policies and procedures that will allow the County to allocate a majority of PEI funds to serve individuals who are 25 years or younger.

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**SUGGESTED IMPROVEMENTS**

**Item #1:** MHSA Policies and Procedures

Suggested Improvement #1: The Department of Health Care Services (DHCS) recommends the County develop FSP specific policies and procedures that include, but are not limited to identification of FSP eligibility criteria, position(s) that serve as the PSC/single point of contact for FSP clients, process for ensuring that a PSC 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, cultural competency requirements for PSC's and requirements for Individual Services and Support Plans (ISSP)/Client Plans/Treatment Plans.

Suggested Improvement #1a: DHCS recommends the County incorporate all aspects of the current Community Program Planning Process (CPPP) into County written policies and procedures. This includes CPPP designated positions, staff & stakeholder training, client, client's family, peer and stakeholder outreach and involvement.

**CONCLUSION**

The Department of Health Care Services' MHSA Program Monitoring Unit conducted a review of Shasta County Health and Human Services' MHSA Program on August 12, 2020. Due to the COVID pandemic, Shasta County has adjusted their services by providing telehealth, virtual activities, and more video phone calls to clients. Their residential programs have incorporated strict monitoring and online groups for both adults and children are struggling the most.

Shasta County's has a strong housing project; The Woodlands, which is a 75 unit housing development with 29 units dedicated to MHSA clients. The housing development is staffed with on-site case managers and mental health workers, and is dedicated to meeting the needs of mental health clients by providing a variety of services. However, Shasta County still faces the challenge of housing and placements for children with severe emotional disturbance. The demand for housing and placement of clients, compared to the availability, causes difficulty for the County to place clients in a timely fashion.