

**Mental Health Services Act (MHSA) Performance Contract Review Report
Sutter-Yuba County Program Review
July 23-24, 2019**

FINDING #1: Sutter-Yuba County submitted the FY 2017-18 Annual Revenue and Expenditure Report (ARER) past the due date. (California Code of Regulations, Title 9, § 3510(b)).

Recommendation #1: The County shall submit the FY 2018-19 ARER no later than December 31, following the end of the fiscal year.

FINDING #2: Sutter-Yuba County did not submit the approved FY 2017-20 Three-Year Program and Expenditure Plan (Plan) to the Department of Health Care Services (DHCS) within 30 days after adoption. (Welfare and Institutions (W&I) Code, Section 5847(a)).

Recommendation #2: The County shall submit the adopted FY 2020-23 Plan and FY 2019-20 Annual Update (Update) to DHCS at MHSA@dhcs.ca.gov and the Mental Health Oversight and Accountability Commission (MHSOAC) within 30 days of adoption by the County Board of Supervisors and each subsequent Plan and Update thereafter.

FINDING #3: Sutter-Yuba County lacked a narrative analysis of assessment of mental health needs of unserved, underserved/inappropriately served, and fully served County residents who qualify for MHSA services; and its capacity to implement the proposed programs/services in their approved FY 2017-20 Plan. (Cal. Code Regs., tit. 9, § 3650(a)(1)).

Recommendation #3: The County must incorporate a narrative analysis of its assessment of the County's mental health needs and 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 #4: Sutter-Yuba County's adopted FY 2017-20 Plan and FY 2018-19 Update lacked documentation of achievement of performance outcomes. (W&I Section 5848(c), Performance Contract (6)(A)(5)(d)).

Recommendation #4: The County must develop and implement policies and procedures to ensure data is collected and analyzed to report on its achievement of performance outcomes for services provided. The adopted FY 2020-23 Plan and FY 2019-20 Update shall include reports of achievement of performance outcomes for MHSA services and for each subsequent Plan and Update thereafter.

Recommendation #4a: The county service provider contracts shall include achievement goals from the County's Plan and Updates that apply to each provider's programs and services.

FINDING #5: Sutter-Yuba County did not dedicate at least 51% of Prevention and Early Intervention (PEI) funds to serve individuals 25 years or younger in FY 2017-18. (Cal. Code of Regs., tit.9, § 3706(b)).

Recommendation #5: 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 old or younger.

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SUGGESTED IMPROVEMENTS

Item #1: MHSA Transparency and Consistency

Suggested Improvement #1: DHCS recommends the County post the full ARER on the County's website.

Suggested Improvement #1a: DHCS recommends the County provide a budget for each fiscal year in the approved Plan and Update. Any updates to the budget should be detailed in each subsequent Update.

Suggested Improvement #1b: DHCS recommends the County provide detailed MHSA program narratives in the adopted Plan and Update by component with concrete examples of program descriptions, summaries, goals and/or activities, as well as document any changes made to the approved Plan in subsequent Updates.

Suggested Improvement #1c: DHCS recommends programs indicated in the approved Plan and Update as standalone programs (e.g. has distinct program descriptions, goals, performance outcomes, etc.) be presented as separate line items in the approved Plan/Update budget and ARER.

Suggested Improvement #1d: DHCS recommends program names and service categories detailed in the approved Plan and Update match the program names and service categories in the ARER. 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 #2: MHSA Policies, Procedures, Evaluation and Training

Suggested Improvement #2: DHCS recommends the County develop and implement MHSA training and identify processes and supports including:

- a. Policies and procedures that incorporate MHSA general principles.
- b. Requirements and components - Community Program Planning Process (CPPP), Community Services and Supports (CSS), Full Service Partnership (FSP), General Systems Development (GSD), Outreach and Engagement (O&E), PEI, Innovation (INN), Workforce Education and Training (WET), and Capital Facilities and Technological Needs (CFTN).
- c. Funding and reporting requirements.
- d. Plans and Updates.
- e. Other needs such as staffing, performance objectives, and outcomes.

Suggested Improvement #2a: DHCS recommends MHSA program training for all mental health employees and service providers involved in the complete delivery of services to recipients of MHSA programs; and documentation of annual training.

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Suggested Improvement #2b: DHCS recommends all Community Program Planning Process (CPPP) training materials include date trainings occur, corresponding sign-in sheets, and that any CPPP related timelines identify when stakeholder trainings occur.

Suggested Improvement #2c: The training should also address how the county will evaluate the effectiveness of programs/services they deliver and their on-going quality improvement strategies.

Suggested Improvement #2d: DHCS recommends the County design a template for sign-in sheets that specify date, time, location, purpose of the meeting, and identify the constituent group stakeholders represent, as well as record meeting minutes for all stakeholder meetings.

Item #3: MHSA Oversight

Suggested Improvement #3a: DHCS recommends the County evaluate their service provider contract deliverables at least quarterly and that the measurable outcomes are consistent with the goals and objectives of the services/program of the current adopted Plan and Update.

CONCLUSION

The Department of Health Care Services MHSA Oversight Unit conducted an onsite review of Sutter-Yuba County Behavioral Health Services MHSA Program on July 23-24, 2019. Sutter-Yuba County has strong leadership and dedicated employees with a passion for their MHSA programs. The Latino Outreach Center is an exceptionally strong program with dedicated and friendly staff who are committed to the wellness of the participants. Their strengths include the PEI programs, program development, and their established collaboration with their contractors in providing mental health services to their communities. Some of the challenging issues for the County is lack of MHSA staffing, transportation, and lengthy distances between the communities within the bi-County.