

Napa County Plan of Correction
Per the County Performance Contract Review Report for Review Dates January 8 – 10, 2019

Finding # or Suggested Improvement #	Finding or Suggested Improvement	Recommendation # (State Corrective Action Step / Identify Timeline / and Evidence of Corrections / Mechanisms for Monitoring Effectiveness)		Score – Comments/Notes
Finding #1	Napa County did not include a breakdown of the number of Full Service Partnerships (FSP) clients to be served according to age group in the FY 2017-20 Three-Year Program and Expenditure Plan (Plan). (California Code of Regulations, Title 9, § 3650(a)(3)).	Recommendation #1: The County must provide a breakdown of the number of FSP clients to be served according to 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 Three-Year Program and Expenditure Plan (Plan) and thereafter.	Napa County included a retrospective count of clients served in FSPs but did not include a prospective count of clients <u>to be served</u> by FSPs in future years. This correction will be added to the County's forthcoming FY 20-23 MHSA Three Year Plan which will be submitted to DHCS by June 30, 2020.	The submitted plan is accepted.
Finding #2	Napa County does not have in place an Issue Resolution process to handle client disputes related to provision of their MHSA funded mental health services. (County Performance Contract (6.)(A.)(2)).	Recommendation #2.1: The County must develop a Policy and Procedure addressing the MHSA Issue Resolution process and issues related to: the Community Program Planning Process (CPPP), provision of MHSA funded mental health services, inconsistency between approved MHSA plan and program implementation and appropriate use of funds.	The County submitted a draft IRP Policy and Procedures on December 7, 2018, which was finalized during the MHSA Audit Review on January 9, 2019 and submitted a Final signed IRP Policy and Procedures document to DHCS on January 10, 2019. See attachments.	The submitted plan is accepted.

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Finding #2	Napa County does not have in place an Issue Resolution process to handle client disputes related to provision of their MHSA funded mental health services. (County Performance Contract (6.)(A.)(2)).	Recommendation #2.2: The County must develop and maintain an MHSA Issue Resolution Log that contains the date the issue was received, brief synopsis of issue, final resolution outcome and date of final resolution outcome.	The County submitted Issues Resolution Logs for FY16-17, FY17-18, and FY 18-19 to DHCS by email on December 7, 2018. See attachments.	The submitted plan is accepted.
Finding #2	Napa County does not have in place an Issue Resolution process to handle client disputes related to provision of their MHSA funded mental health services. (County Performance Contract (6.)(A.)(2)).	Recommendation #2.3: The County will provide training on the MHSA Issue Resolution Process to all Napa County Behavioral Health Service employees and those individuals and/or service providers who are the point of contact for MHSA programs/services.	<p>The County will make a presentation regarding the MHSA Issues Resolution Process at a Mental Health Division Staff Meeting during the Spring of 2020, which will take place by June 30, 2020.</p> <p>The County will also convene a meeting of MHSA Contractors during the Spring of 2020, to take place by June 30, 2020, and will make a presentation regarding the MHSA Issues Resolution Process.</p> <p>The County will make a presentation regarding the MHSA Issues Resolution Process at a meeting of Stakeholder Advisory Committee</p>	The submitted plan is accepted.

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			during the Spring of 2020, to take place by June 30, 2020.	
Finding #2	Napa County does not have in place an Issue Resolution process to handle client disputes related to provision of their MHPA funded mental health services. (County Performance Contract (6.)(A.)(2)).	Recommendation #2.4: The County MHPA Issue Resolution Policy and Procedure will identify the process for service providers to notify the Napa County Behavioral Health Services of MHPA issues.	The County's Final signed IRP Policy and Procedures document, which was submitted to DHCS on January 10, 2019, includes a process for service providers to notify the Napa County Behavioral Health Services of MHPA issues.	The submitted plan is accepted.
Suggested Improvement #1	DHCS recommends the County clarify who is in charge of the overall CPPP and clearly identifying the Stakeholder Advisory Committee Roles and Responsibilities.		The County submitted job descriptions for the Project Manager and Staff Services Analyst as documentation of the Staff Responsible for the MHPA Community Program Planning Process (CPPP) as well as a description of Stakeholder Advisory Committee (SAC) member Roles and Responsibilities to DHCS by email on December 4, 2018. See attachments.	The submitted plan is accepted.

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Suggested Improvement #2	DHCS recommends the County develop a Policy and Procedure regarding training of County staff on MHSA and the CPPP.		The County is finalizing an MHSA Community Program Planning Process (CPPP) Policy and Procedures document that will require annual and new employee training of County staff on MHSA and the CPPP.	The submitted plan is accepted.
Suggested Improvement #3	DHCS recommends the County ensure it consistently documents the agenda and minutes of the Stakeholder Advisory Committee meetings; including notices/ advertisements of meeting dates, sign-in sheets, who was present/not present and actions taken on agenda items.		<p>The County submitted a sample SAC Sign-In Sheet to DHCS by email on December 4, 2018. See attachments.</p> <p>While the County did not submit SAC agendas or minutes as documentation of stakeholder involvement, the County consistently documents every Stakeholder Advisory Committee agenda and staff record the minutes which include notices and advertisements of meeting dates as well as who was present/not present and actions taken on agenda items. SAC members sign in at every meeting and sign-in sheets are maintained in program files. See attachments.</p>	The submitted plan is accepted.

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Suggested Improvement #4	DHCS recommends the County provide training to their Stakeholder Advisory Committee, County staff and MHSA funded service providers on their finalized MHSA Issue Resolution process.		The County will make a presentation regarding the MHSA Issues Resolution Process at a Mental Health Division Staff Meeting during the Spring of 2020, which will take place before June 2020.	The submitted plan is accepted.
Suggested Improvement #5	DHCS recommends the County improve tracking of contract deliverables (i.e., a) stated deliverables are received by due date, b) specified deliverables are met, c) process developed to assure all service providers contracts are reviewed yearly, d) review of performance outcomes are documented and e) continuation of contract determined and documented.)		The County tracks deliverables and receives quarterly and bi-annual progress reports from contractors, which are reported in MHSA Annual Updates to the Three Year Plan as well as PEI and Innovation Annual Reports. These reports were submitted to DHCS by email on December 7, 2018 to document Performance Outcomes. County staff also meet several times per year with contractors to monitor progress towards contract deliverables. Contracts are renewed annually if contract deliverables continue to be met. See attachments.	The submitted plan is accepted.