

San Bernardino County Plan of Correction
Per the Performance Contract Review report for review dates July 9-11, 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	San Bernardino County did not submit the approved FY 2017-20 Three-Year Program and Expenditure Plan (Plan) and FY 2018-19 Annual Update (Update) to Department of Health Care Services (DHCS) within 30 days after adoption. (Welfare and Institution (W&I) Code, Section 5847(a)).	Recommendation #1: The County shall submit the approved FY 2020-23 Plan and FY 2019-20 Update to DHCS at MHS@dhcs.ca.gov and the Mental Health Oversight and Accountability Commission (MHSOAC) within 30 days of adoption by the County Board of Supervisor and each subsequent Plan and Update thereafter.	San Bernardino county will ensure all submissions of Mental Health Services Act Three-Year Program and Expenditure Plans and subsequent updates are submitted to the correct Department of Health Care Services email address and to the MHSOAC in accordance with the regulations. a) The existing operational procedure was updated on 09/09/2019 to reflect the Plan shall be submitted to DHCS at MHS@dhcs.ca.gov within 30 days of approval by the Board of Supervisors (submitted as Attachment 1). b) The FY 2019/20 MHSOAC Annual Update was submitted to DHCS and the MHSOAC on 06/21/2019, as required by statute and re- submitted to the additional DHCS email address	The submitted plan is accepted.

San Bernardino County Plan of Correction
Per the Performance Contract Review report for review dates July 9-11, 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
			provided via this report on 09/09/2019 (submitted as Attachments 2,2a, and 2b).	
Finding #2	San Bernardino 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 Update. (California Code of Regulations, Title 9, §§ 3750(d), 3755(f)(3)).	The County shall select and use a validated method to measure changes in attitudes, knowledge, and or behavior related to mental illness or seeking mental health services. The County should include documentation of the validated measure(s) used for each PEI Stigma and Discrimination Reduction Program within the approved FY 2020-23 Plan, FY2019-20 Update and each subsequent Plan and Update thereafter.	San Bernardino County will have a validated method used to measure changes in attitudes, knowledge, and or behavior related to mental illness or seeking mental health services for PEI Stigma and Discrimination Reduction Programs. <ul style="list-style-type: none"> a) As of February 2019, the designated PEI Stigma and Discrimination program has been utilizing the MOQA Stigma and Discrimination Reduction (SDR) Program Participant Questionnaire (submitted as Attachment 3). b) Develop a list of assessment and evaluation tools SDR program utilizes to measure improvements in behaviors and/or symptoms of mental illness (Attachment 4) by 09/19/2019. c) Include 	The submitted plan is accepted.

San Bernardino County Plan of Correction
Per the Performance Contract Review report for review dates July 9-11, 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
			<p>assessment/evaluation outcomes in MHSA Three-Year Plan for FY 2020/21 through FY 2022/23 and submit Plan to DHCS within 30 days of Board approval.</p> <p>d) Language requiring that a validated method to measure changes in attitudes, knowledge, and or behavior related to mental illness and seeking mental health services is included in the County Request for Qualifications (RFQ) procurement process (submit copy of RFQ by March 30, 2020).</p> <p>e) Language requiring that a validated method to measure changes in attitudes, knowledge, and or behavior related to mental illness and seeking mental health services is included in the contract with the provider awarded to provide SDR program services (submit contract by June 30,</p>	

San Bernardino County Plan of Correction
Per the Performance Contract Review report for review dates July 9-11, 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
			2020). f) Adherence to requirements are reviewed bi- annually via program reports (submit report October 2020).	
Finding #3	San Bernardino 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)).	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 thereafter.	San Bernardino County will include a narrative analysis of mental health needs of unserved, underserved, inappropriately served and fully served county residents who qualify for MHSA services in the MHSA Three Year Plan for FY 2020/21 through 2022/23 (Plan). a) Analysis of existing assessments activities (submit by January 30, 2020) Inclusion of narrative in Plan (submit Plan within 30 days of Board approval)	The submitted plan is accepted.
Suggested Improvement #1	MHSA Training	DHCS recommends the County train staff annually on all MHSA Components with	San Bernardino County will provide additional staff training on all MHSA Components with focus on the Community Program	The submitted plan is accepted.

San Bernardino County Plan of Correction
Per the Performance Contract Review report for review dates July 9-11, 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
		focus on the Community Program Planning Process (CPPP), with training included in County policies and procedures.	Planning process and include training in policies and procedures. <ul style="list-style-type: none"> a) Update the policy and procedure to include staff training by February 15, 2020 (submit policy) b) In addition to training about MHPA at New Employee Orientation, conduct training at the Departments Administrative Staff Meeting by March 10, 2020 (submit training documents, agenda, and sign-in sheets). 	
Suggested Improvement #2	Transparency and Consistency	DHCS recommends program names and service categories detailed in the approved Plan and Update match the program names and service categories in the Annual Revenue and Expenditure Report (ARER).	San Bernardino County will improve consistency between the approved plan and the Annual Revenue and Expenditure Report (ARER). <ul style="list-style-type: none"> a) Naming conventions are tracked and communicated via Naming Convention Checklist (draft of Attachment 5 attached) b) Provide instructions and copy of Naming Convention checklist to 	The submitted plan is accepted.

San Bernardino County Plan of Correction
Per the Performance Contract Review report for review dates July 9-11, 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
			<p>staff at MHPA Exec meeting by 11/06/2019 (submit sign-in sheet, agenda, instructions and checklist)</p> <p>Track submission of Naming Convention</p>	
Suggested Improvement #2a	Consistency and Transparency	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.	San Bernardino County will include revenue and expenditure reporting for all programs included in the MHPA Plan or Annual Update, including those in which services may not have occurred. a) Submit FY 2018/19 ARER with to DHCS by established due date.	The submitted plan is accepted.
Suggested Improvement #2b	Consistency and Transparency	DHCS recommends the County provide a budget for each fiscal year in the approved Plan and Update.	San Bernardino County respectfully requests removal of this suggested improvement from this plan of correction. The posted MHPA FY 17/18 through FY 19/20 Plan includes budgets for each fiscal year in the final approved document a) please reference page 347 of the Plan that can be accessed at	The submitted plan is accepted.

San Bernardino County Plan of Correction
Per the Performance Contract Review report for review dates July 9-11, 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
		http://www.sbcounty.gov/uploads/DBH/content/	
		<p>MHSA Three Year Plan%202017-18-2019-20.pdf).</p> <p>Each Annual Update to the Plan includes budgets for the relevant fiscal year</p> <ul style="list-style-type: none"> a) Please reference the FY 18/19 update on page 448 at http://wp.sbcounty.gov/dbh/wp-content/uploads/2018/07/mhsa-annual-plan-update-fy-2018-19.pdf . b) Please reference the fiscal section of the FY 19/20 update on page 526 at http://www.sbcounty.gov/uploads/dbh/content/MHSA-Annual-Update-2019-20.pdf. 	