

San Francisco Plan of Correction
Per the County Performance Contract Review Report for Review Dates February 10-12, 2020

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 Francisco County lacked a narrative analysis that assesses the mental health needs of the unserved, underserved/inappropriately served, and fully served County residents who qualify for MHSA services, and an assessment of its capacity to implement proposed programs and services in their approved FY 2017-20 Three-Year Program and Expenditure Plan (Plan). (California Code of Regulations, title 9, § 3650(a)).	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.	San Francisco County will 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 next approved State report (the FY21/22 Annual Update) and each subsequent Plan thereafter. <u>This item will be completed once the FY21/22 Annual Update is approved and evidence will be provided to DHCS. The MHSA Director will monitor this item on an annual basis to ensure it continues.</u> Please note: We were first notified by DHCS on September 2, 2020 requesting the POC documents. At this time, the FY 2020-23 Plan was about to be presented to the local Board of Supervisors. Therefore, it was too late to make these changes in this report.	The submitted plan is accepted.
Finding #2	San Francisco County’s approved FY 2017-20 Plan and FY 2018-19	Recommendation #2: The County must identify each program funded with PEI funds as a Prevention	San Francisco County developed a table to cross-walk each PEI-funded program with the proper PEI component: a Prevention Program, an Early Intervention Program, Outreach for Increasing Recognition of Early Signs of	The submitted plan is accepted.

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	Annual Update (Update) did not clearly identify which Prevention and Early Intervention (PEI) programs fall under each PEI program category. (Welfare and Institution Code (W&I Code) section 5840; Cal. Code Regs., tit. 9, § 3705(a)(b)).	Program, an Early Intervention Program, Outreach for Increasing Recognition of Early Signs of Mental Illness Program, Stigma and Discrimination Reduction Program, Suicide Prevention Program (if applicable), or Access and Linkage to Treatment Program, in the approved FY 2020-23 Plan and FY 2019-20 Update and each subsequent Plan and Update thereafter.	Mental Illness Program, Stigma and Discrimination Reduction Program, Suicide Prevention Program (if applicable), or Access and Linkage to Treatment Program. Please see Attachment 1 that shows the table. <u>This table will be included in the next approved State report (the FY21/22 Annual Update) and subsequent State reports. This item will be completed once the FY21/22 Annual Update is approved and evidence will be provided to DHCS. The MHSA Director will monitor this item on an annual basis to ensure it continues.</u>	
Item #1	MHSA Transparency and Consistency	Suggested Improvement #1: The Department of Health Care Services (DHCS) recommends programs identified in the approved Plan and Update (e.g. has distinct program descriptions) match program names	San Francisco County will make changes to ensure that programs identified in the approved Plan and Update (e.g. has distinct program descriptions) match program names and services consistently within the approved Plan, Update, budget and Annual Revenue and Expenditure Report (ARER). These changes will be included in the next approved State report (the FY21/22 Annual Update) and subsequent State reports. <u>This item will be completed once the FY21/22 Annual Update is approved and evidence will be provided to DHCS. The MHSA Director will</u>	The submitted plan is accepted.

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		and services consistently within the approved Plan, Update, budget and Annual Revenue and Expenditure Report (ARER).	<u>monitor this item on an annual basis to ensure it continues.</u>	
Item #1	MHSA Transparency and Consistency	Suggested Improvement #1a: 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 Francisco will make changes to ensure the ARER is consistent with the budget in the approved Plan and Update. If the program or service did not occur, San Francisco County will report the program or service on the ARER and indicate zero expenditures. These changes will be included in the next approved State report (the FY21/22 Annual Update) and subsequent State reports. <u>This item will be completed once the FY21/22 Annual Update is approved and evidence will be provided to DHCS. The MHSA Director will monitor this item on an annual basis to ensure it continues.</u>	The submitted plan is accepted.
Item #1	MHSA Transparency and Consistency	Suggested Improvement #1b: DHCS recommends the County include a separate section for the Innovation (INN) component within the approved Plan and Update. This section should include	San Francisco County will make changes to include a separate section for the Innovation (INN) component within the approved Plan and Update. This section will include information regarding relevant INN projects. These changes will be included in the next approved State report (the FY21/22 Annual Update) and subsequent State reports. <u>This item will be completed once the FY21/22 Annual Update is approved and evidence will be provided to DHCS. The MHSA Director will</u>	The submitted plan is accepted.

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		information regarding relevant INN projects.	<u>monitor this item on an annual basis to ensure it continues.</u>	
Item #1	MHSA Transparency and Consistency	Suggested Improvement #1c: In the Update, the county has renamed Community Services and Supports (CSS) to Recovery Oriented Services. To provide transparency and clarity to stakeholders and clients, DHCS recommends the County identify in the Plan and Update that the County has renamed the CSS component to Recovery Oriented Services.	San Francisco County will identify in the Plan and Update that the County has renamed the CSS component and broken it down into Recovery Oriented Services, Housing, Peer Services and Vocational Services. San Francisco County will make sure it is clearly noted which San Francisco Service Categories are CSS funded. These changes will be included in the next approved State report (the FY21/22 Annual Update) and subsequent State reports. <u>This item will be completed once the FY21/22 Annual Update is approved and evidence will be provided to DHCS. The MHSA Director will monitor this item on an annual basis to ensure it continues.</u>	The submitted plan is accepted.
Item #1	MHSA Transparency and Consistency	Suggested Improvement #1d: DHCS recommends the County present the MHSA components in order in the approved Plan and Update as Community Program Planning Process	San Francisco County will present the MHSA components in order in the approved Plan and Update as Community Program Planning Process (CPPP), CSS, PEI, Innovation (INN), Workforce Education and Training (WET), and Capital Facilities and Technological Needs (CFTN). These changes will be included in the next approved State report (the FY21/22 Annual Update) and subsequent State reports. <u>This item</u>	The submitted plan is accepted.

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		(CPPP), CSS, PEI, Innovation (INN), Workforce Education and Training (WET), and Capital Facilities and Technological Needs (CFTN).	<u>will be completed once the FY21/22 Annual Update is approved and evidence will be provided to DHCS. The MHSA Director will monitor this item on an annual basis to ensure it continues.</u>	
Item #2	Community Program Planning Process (CPPP)	Suggested Improvement #2: DHCS recommends the County incorporate all aspects of the current CPPP into County written policies and procedures and/or duty statements. This includes CPPP designated positions, staff training, stakeholder training, client, client’s family, peer and stakeholder outreach and involvement.	San Francisco County will revise the current CPP process into County written policies and procedures that includes CPPP designated MHSA positions, staff training, stakeholder training, client, client’s family, peer and stakeholder outreach and involvement. <u>This item will be completed by December 31, 2020 and evidence will be provided to DHCS. The MHSA Director will monitor this item on a bi-annual basis to ensure it continues.</u>	The submitted plan is accepted.
Item #3	Issue Resolution Process (IRP)	Suggested Improvement #3: DHCS recommends the County include in their MHSA Issue Resolution Process	San Francisco County will make changes to include in our MHSA Issue Resolution Process policy and procedure the issues to file a complaint as related to: the Community Program Planning Process (CPPP), provision of MHSA funded mental health services, inconsistency between	The submitted plan is accepted.

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		policy and procedure the issues to file a complaint as related to: the Community Program Planning Process (CPPP), provision of MHPA funded mental health services, inconsistency between approved MHPA plan and program implementation, and appropriate use of funds.	approved MHPA plan and program implementation, and appropriate use of funds. <u>This change has been made. Please see Attachment 2: Updated Issue Resolution Process for MHPA. Once approved by DHCS, the updated policy will be posted on our County website. The MHPA Director will monitor this item on a bi-annual basis to ensure it continues.</u>	
Item #3	Issue Resolution Process (IRP)	Suggested Improvement #3a: DHCS recommends the County include an MHPA column, or checkbox, on current grievance log used by the County in order to identify MHPA related complaints.	San Francisco County will include an MHPA checkbox on the current grievance log used by the County in order to identify MHPA related complaints. <u>This item will be completed by January 30, 2021. Once approved by DHCS, the updated policy will be posted on our County website. The MHPA Director will monitor this item on a bi-annual basis to ensure it continues.</u>	The submitted plan is accepted.
Item #3	Issue Resolution Process (IRP)	Suggested Improvement #3b: DHCS recommends the County update language on the	San Francisco County will update language on the appeal form to identify that the form can be used to file a MHPA grievance or complaint. San Francisco County will post a form on our County's website that references MHPA. <u>This item will be</u>	The submitted plan is accepted.

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		<p>appeal form to identify that the form can be used to file a MHSA grievance or complaint. The use of the word 'appeal' may be confusing to a stakeholder who wants to file a MHSA complaint which is different than an appeal. On the County's website there is an appeal form, however it does not reference MHSA.</p>	<p><u>completed by January 30, 2021. Once approved by DHCS, the updated policy will be posted on our County website. The MHSA Director will monitor this item on a bi-annual basis to ensure it continues.</u></p>	