

Lake County Plan of Correction
Per the County Performance Contract Review Report for Review Dates 05-11-2021

Finding #, Suggested Improvement # or Technical Assistance #	Finding, Suggested Improvement or Technical Assistance	Recommendation # (State Corrective Action Step/Identify Timeline/and Evidence of Corrections/Mechanisms for Monitoring Effectiveness)		Score – Comments/Notes FOR DHCS USE ONLY
Finding #1	Lake County submitted the FY 2019-20 MHPA Annual Revenue and Expenditure Report (ARER) after the January 31 st deadline following the end of the fiscal year. (California Code of Regulations, title 9, section 3510(a)).	<p>Recommendation #1</p> <p>The County must submit the FY2019-20 ARER by January 31 following the end of the fiscal year to the Department of Health Care Services (DHCS) and for each subsequent ARER thereafter. Failure to submit the ARER in a timely manner may result in a withholding of twenty-five (25) percent of each monthly distribution to the County. (California Code of Regulations, title 9, section 3510.005(d)).</p>	<p><u>Corrective Action Step:</u> The County will ensure the email address – MHPA@dhcs.ca.gov – is correct when the ARER is sent to ensure it is received timely by DHCS by January 31st of each year. The County will retain the receipt DHCS received the ARER as evidence it was submitted timely.</p>	The submitted plan is accepted.
Finding #2	Lake County did not submit the adopted FY2019-20 Annual Update (Update) to DHCS within 30 days of adoption by the	<p>Recommendation #2</p> <p>The County must submit to DHCS within 30 days of adoption by the county Board of Supervisors the adopted FY2020-23 Three</p>	<p><u>Corrective Action Step:</u> The County will ensure the proper signatures are collected following the BOS in a more timely basis as evidenced by the FY21-22 Update. The County will retain the receipt DHCS received</p>	The submitted plan is accepted.

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	County Board of Supervisors. (Welfare and Institutions Code section 5847(a)).	Year Program and Expenditure Plan (Plan), FY2021-22 Update and each subsequent Plan and Update thereafter.	<p>the Plan/Update as evidence it was submitted timely.</p> <p>The County will add the DHCS submission as a step in the planning process to ensure that it is not overlooked. County's consultant in the process, RDA, will additionally act as a reminder to ensure Plan/Update is submitted within the 30 days of BOS approval.</p> <p>The upcoming FY 22-23 Annual Update will be provided to DHCS by August 2022 within 30 days of BOS approval.</p>	
Finding #3	Lake County did not include a description of stakeholders that reflect diversity of demographics of the county by gender in the adopted FY2019-20 Update. However, geographic location, age and race/ethnicity were reported in the	<p>Recommendation #3</p> <p>The County must include a description of stakeholders that reflect diversity of the demographics of the county, including but not limited to, geographic location, age, gender, and race/ethnicity in the adopted FY2020-23 Plan and FY2021-22 Update,</p>	<p><u>Corrective Action Step:</u> The County has implemented online data collection surveys for all the attendees to the online stakeholder meetings. Additionally, as the meetings are hybrid and also take place in the peer support centers across the county, facilitators will ensure that each participant also fills out a survey. This was first implemented at the FY21-22 Public</p>	The submitted plan is accepted..

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	adopted FY2019-20 Update. (Cal. Code Regs., tit.9, section 3300).	and each subsequent Update thereafter.	<p>Hearing as evidenced in the Update and will continue to be reported in subsequent Plans and Updates.</p> <p>Corrective actions began within the FY21-22 planning process. This can be found on pages 18-19 of the FY21-22 update.</p> <p>The upcoming FY 22-23 Annual Update will be provided to DHCS by August 2022 within 30 days of BOS approval.</p>	
Finding #4	Lake County did not specify the methods and activities to be used in each of their Stigma and Discrimination Reduction Programs, to change attitudes, knowledge and/or behavior regarding being diagnosed with mental illness, having mental illness and/or seeking mental health	<p>Recommendation #4</p> <p>The County must specify the methods and activities to be used in each of their Stigma and Discrimination Reduction Programs, to change attitudes, knowledge, and/or behavior regarding being diagnosed with mental illness, having mental illness and/or seeking mental health services</p>	<p><u>Corrective Action Step:</u> The County acknowledges the lack of description of stigma and discrimination reduction done in the many community events, school tabling events, Question, Persuade, and Refer trainings, Mental Health First Aid, collaborative agency meetings, sidewalk chats, outreach to local businesses and Each Mind Matters campaigns associated with those events. Future updates will contain a greater description of these events and the demographics of those that</p>	The submitted plan is accepted.

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	services including timeframes for measurement in the adopted FY2019-20 Update. (Cal. Code Regs. Tit. 9, section 3750 (d), 3755(f)(3)).	including timeframes for measurement in the adopted FY2020-23 Plan and FY2021-22 Update, and each subsequent Plan and Update thereafter.	are present. Additionally, the County plans on expanding out to radio ads to further the message. These should be appearing by the FY22-23 Update to be completed by summer of 2022.	
Finding #5	Lake County's MHSAP Prevention and Early Intervention (PEI) component is inconsistent with the adopted FY2019-20 Update and the FY2019-20 ARER. Specifically, the programs, <i>Critical Incident Stress Management</i> and <i>Statewide, Regional and Local Projects</i> are listed in the Update, but not on the ARER. (W&I Code section 5892(g)).	<p>Recommendation #5</p> <p>The County must ensure that the program names listed in the adopted FY2020-23 Plan, FY2021-22 Update and each subsequent Plan and Update thereafter, are consistent with the names in the approved ARER. The budget in the adopted Plan and Update should be consistent with the approved ARER. If the program or service did not occur, report the program or service on the approved ARER and indicate zero expenditures. Any</p>	<p><u>Corrective Action Step:</u> While the Critical Stress Management program had been eliminated because it was not in operation, further efforts will be taken to ensure the Plan and Update categories match the ARER. This primarily will be done through adding additional project codes within PEI to better track these efforts. While this will not be perfected in the FY20-21 ARER, it is expected it will be by the FY 21-22 ARER, submitted in December 2022/January 2023.</p> <p>Programs eliminated – even unused legacy programs such as the Critical Stress Management program – are always discussed in the CPP process with stakeholders along with</p>	The submitted plan is accepted.

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		discrepancies or name changes must be explained in the adopted Plan and Update.	rationale for opportunities for feedback. Project names will remain consistent in the Plan/Updates. Changes will be made in the ARER process, specifically, updating project codes to match program names. The county will provide evidence to DHCS once the project codes have been updated to demonstrate they match with program names.	
Finding #6	Lake County does not dedicate at least 51% of the Prevention and Early Intervention (PEI) funds to serve individuals 25 years or younger per the FY2019-20 ARER. (Cal. Code Regs. Tit.0 section 3706(b)).	<p>Recommendation #6</p> <p>The County must demonstrate that at least 51% of the PEI funds shall be to serve individuals 25 years or younger and reflected in the FY2020-21 ARER. The County should develop and implement accounting and cost allocation policies and procedures that will allow the County to allocate a majority of PEI funds to</p>	<p><u>Corrective Action Step:</u> With the technical assistance received by the DHCS review team in May, we anticipate a greater amount of PEI funds being counted towards the individuals 25 years or younger. Programs that help parents, for example, the contracted NEST, will now be counted fully rather than for just those individuals who were directly served under age 25. This modification for how funds have been expended is anticipated to greatly improve this data. This should be reflected on the FY20-21</p>	The submitted plan is accepted.

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		serve individuals who are 25 years or younger.	ARER and will continue for future ARERs as well.	
Technical Assistance #1	The Appendices of the adopted FY2019-210 Plan and FY2019-20 Update, are copies of PowerPoint presentations that are presented at the stakeholder meetings. DHCS recommends updating the verbiage to specify this is training the County provides to stakeholders at the community planning meetings. Although DHCS is able to infer this is training, the purpose of the adopted Plan and Annual Update is to ensure county constituents are clearly able to identify training that is provided to stakeholders for the		<p>Since the FY21-22 Public Hearing over the summer, the County has specifically called out to the audience, following the training part of the presentation, that they are “now trained” (with a slide stating that) and requesting any questions or feedback about that acknowledgement.</p> <p>The County will provide DHCS with evidence that acknowledges that stakeholders have been trained. The evidence will be consist of the slide from the presentation informing stakeholders of their trained status along with any feedback received of that acknowledgement.</p>	The submitted plan is accepted.

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	purposes of community planning. (W&I Code section 5848).			
Technical Assistance #2	DHCS recommends the description of stakeholders participating in the CPPP reflects the diversity of the County. For example, the organization named Tribal Health. In the narrative, describe and list the tribes, their interactions, challenges and successful engagement strategies and examples. Include this type of information about children, transitional age youth, LGBTQ, and other stakeholder groups. This information should be included in the adopted FY2020-23 Plan and FY2021-22 Update and indicate		<p>Stakeholder surveys, as described above, are trying to capture these areas. Additional community background information will be included in the Plan and Update along with specific plan of how to reach these traditionally underserved populations. The County sees this as an important endeavor, already making our presentation materials in Spanish. Further planning will be taking place in the month of December on how to reach these populations in the community planning process for the FY 22-23 update.</p> <p>The County will include this additional and clarifying information about stakeholders that have participated in the CPP within the FY22-23 Update and thereafter.</p>	The submitted plan is accepted.

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	how these groups are identifies and engaged. (W71 Code section 5848; Cal. Code Regs., tit. 9, section 3315, 3300).			