

Mental Health Services Act (MHSA) Performance Review Report

Orange County Program Review

May 20, 2025

Finding #1: Orange County did not identify the number of children, Transitional Aged Youth (TAY), adult and older adults by threshold language in the adopted FY 2023-26 Three-Year Program and Expenditure Plan (Plan). Specifically, the County did not identify by threshold language. (California Code of Regulations, title 9, section 3650(a)(1)(A)).

Recommendation #1: The County must provide evidence of compliance by identifying the number of children, TAY, adult, and older adults by gender, race/ethnicity, and threshold language for FY 2023-24.

Finding #2: Orange County did not address all of the components in their assessment of the county's capacity to implement proposed mental health programs and services in the adopted FY 2023-26 Plan.

Recommendation #2: The County must provide evidence of compliance with an assessment of its capacity to implement mental health programs and services which addresses and includes all the following required components for FY2023-24:

- a. The strengths and limitations of the county and service providers that impact their ability to meet the needs of racially and ethnically diverse populations,
- b. Bilingual proficiency in threshold languages,
- c. Percentages of diverse cultural, racial/ethnic and linguistic groups represented among direct service providers, as compared to percentage of the total population needing services and the total population being served, and
- d. Identification of possible barriers to implementing the proposed programs/services and methods of addressing these barriers.

Finding #3: Orange County and their contracted service providers did not consistently enter an Full Service Partnership (FSP) agreement with each client served under the FSP service category, and when appropriate the client's family. (Cal. Code of Regs., tit. 9, § 3620 (e)).

Note: The Department of Health Services (DHCS) defines an agreement as a signed agreement between the client, and when appropriate the client's family, and the Personal Service Coordinator/Case Manager.

Recommendation #3: The County and their contracted service providers must provide evidence of compliance that they consistently enter an FSP agreement between their client, and when appropriate the client's family, and the Personal Service Coordinator/Case Manager for each client served under the FSP service category for each subsequent client and client's family. The County must ensure that each contracted service provider's FSP agreement is consistent with the County's FSP agreement, in addition to revising the policy and procedure for FSP Agreements and evidence of staff and service provider training.

Finding #4: Orange County and their contracted service providers did not show consistent evidence of identifying client driven goals on the Individual Services Support Plan (ISSP), or similar document per Behavioral Health Information Notice (BHIN) 23-068. However, there was a contracted service provider that did present excellent examples of documentation of client driven goals. (Cal. Code Regs. tit. 9, § 3200.050; Behavioral Health Information Notice (BHIN) 23-068).

Recommendation #4: The County must document the client stated goals in the words of the client in the ISSP, or similar document, per Behavioral Health Information Notice (BHIN) 23-068 and Cal. Code Regs. tit. 9, § 3200.050, in addition to revising the policy and procedure for MHSA chart documentation and evidence of staff and service provider training.