

**Del Norte County Plan of Correction
Per the County Performance Contract Review Report for Review Dates August 24, 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)		Comments/Notes
<p>Finding #1:</p>	<p>Del Norte County did not include a description of training provided to participants in the Community Program Planning Process (CPPP) in the adopted FY 2019-20 Annual Update (Update). (California Code of Regulations, title 9, Section 3300(c); Mental Health Services Oversight & Accountability Commission (MHSOAC) FY 2015-16 MHSOAC Annual Update Instructions (page 3)).</p>	<p>Recommendation #1: The County must include a description of training provided to participants in CPPP in the adopted FY 2020-23 Plan, FY 2021-22 Update and each subsequent Plan and Update thereafter.</p>	<p>Del Norte County will work to develop training material to address this finding. The MHP will then hold this training at minimum one time annually.</p> <ul style="list-style-type: none"> • Our Staff Services Analyst will reach out to other counties for examples of such training materials. • The MHP will contact our MHSA liaison for guidance to develop this training. • The MHP will develop training material based on information obtained by 03/31/2022 • MHP Program Manager and Clinical Services Manager will approve training materials that are developed • The MHSA Coordinator will conduct the training at least one time annually. These trainings will begin in FY 22/23. <p><i>06/04/2022 Update – The County will provide a copy of CPPP training material,</i></p>	<p>The submitted plan is accepted.</p>

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			<p><i>and verification of training. The County will ensure that details regarding CPPP training are included into the Annual Update and each plan thereafter by adjusting the plan template to include this in the plan boilerplate. Currently our Annual Update will be presented to the BOS on 07/12/2022 and submitted to DHCS as required.</i></p>	
<p>Finding #2:</p>	<p>Del Norte County did not have a description of how stakeholder involvement demonstrates a partnership with constituents and stakeholders throughout the process that includes meaningful stakeholder involvement on: mental health policy, monitoring, quality improvement, evaluation, and budget allocations in the adopted FY 2019-20 Update. (Welfare and Institutions Code section 5848).</p>	<p>Recommendation #2: The County must provide a description of how stakeholder involvement demonstrates a partnership with constituents and stakeholders throughout the process that includes meaningful stakeholder involvement on: mental health policy, program planning and implementation, monitoring, quality improvement, evaluation, and budget allocations in the adopted FY 2020-23 Plan, FY 2021-22 Update and each subsequent Plan and Update thereafter.</p>	<p>Del Norte County has a list of stakeholder who all receives invites to the MHSA Stakeholder meetings. However, attendance at these meetings by our stakeholders has always been very low. In FY 20/21 annual update we added additional stake holder meetings to address potential barriers.</p> <ul style="list-style-type: none"> a) The MHSA Coordinator will send notices to all stakeholders with information on MHSA Stakeholder meetings times and dates. b) The MHSA Coordinator will complete written minutes containing stakeholder feedback. c) The Program Manager and Clinical Services Manager will review all feedback received. 	<p>The submitted plan is accepted.</p>

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			<p>d) The Program Manager and Clinical Services Manager will draft the MHSA Plan.</p> <p>e) The MHSA Plan will be circulated to stakeholders and posted for public comment.</p> <p><i>06/04/2022 update – The County holds stakeholder meetings between January and March each year. Meeting agendas are developed for each meeting. Due to COVID-19 meetings will be held via Zoom and sign in sheets will not be collected as a result at this time, however a voluntary demographics form (google forms) will serve as proof of attendance at this time. Meeting minutes will be taken at each stakeholder session by the Staff Services Analyst or Manager. The County can provide proof of all these elements as we have already completed this process for this year. Our CPPP training provides information and training to our stakeholders on our annual update and 3 year planning process and details are noted within the MHSA plan on comments and feedback from stakeholders. At this time our Annual Update will be presented to the BOS on 07/12/2022 for approval.</i></p>	

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Finding #3:	Del Norte County's adopted FY 2019-20 Update was not submitted to Department of Health Care Services (DHCS) within 30 days of adoption by the County Board of Supervisors (BOS). The County BOS adopted the FY 2019-20 Update on June 25, 2019 and the County submitted the adopted FY 2019-20 Update to DHCS on April 3, 2020. (W&I Code section 5847(a)).	Recommendation #3: The County must submit the adopted FY 2020-23 Plan, FY 2021-22 Update and each subsequent Plan and Update thereafter to DHCS within 30 days of adoption by the County BOS.	Del Norte County will assign staff to ensure this requirement is met. a) The MHSA Coordinator will ensure that the adopted plan is submitted within 30 days of the Board of Supervisors resolution adopting the plan. 06/04/2022 update – The County will create a Policy and Procedure outlining timeline requirements for MHSA plan, the target date for this policy will be 08/31/2022. County will submit the adopted 2022/23 Annual Update and each subsequent Plan and Update thereafter to DHCS within 30 days of adoption by County BOS. County will provide following supporting documents to DHCS by July 31, 2022. <ul style="list-style-type: none"> • BOS Minutes approving the plan • Email transmittal of approved plan to DHCS. 	The submitted plan is accepted.
Finding #4:	Del Norte County did not include documentation of achievement of performance outcomes in the adopted FY 2019-20 Update for Community Services	Recommendation #4: The County must include documentation of achievement of performance outcomes for CSS, PEI, and INN programs in the adopted	Del Norte County will plan to add additional sections to the MHSA plan to highlight achievement of performance outcomes. <ul style="list-style-type: none"> • The Program Manager and Clinical Services Manager will adjust the template for the MHSA Plan to 	The submitted plan is accepted.

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	and Supports (CSS), Prevention and Early Intervention (PEI), and Innovation (INN) programs. (County Performance Contract (6.)(A.)(5)(d.); W&I Code section 5848)).	FY 2020-23 Plan, FY 2021-22 Update and each subsequent Plan and Update thereafter.	<p>include a section on performance outcomes on each program.</p> <ul style="list-style-type: none"> Information and data will be gathered by the MHSA coordinator on each program. The Program Manager and Clinical Services Manager will review data and information gathered to add it to the MHSA Plan. <p>06/04/2022 – Our Annual Update for FY 2022-23 will not be presented to our BOS until 07/12/2022, we will provide the approved plan as proof that the plan has been adjusted to include achievements. We have updated the template for our MHSA plan to include a section on program achievements, which will be completed in all future plans.</p>	
Finding #5:	Del Norte County did not provide an estimate of the number of clients, in each age group, to be served in the Full Service Partnership (FSP) service category in the adopted FY 2019-20 Update. (Cal. Code Regs., tit. 9, § 5847,	Recommendation #5: The County must provide an estimate of the number of FSP clients to be served in each age group: children (0-15 years old), transitional age youth (16-25 years old), adult (26-59 year old), and older adult (60 and older) for each	Del Norte County will add estimates of the number of clients, in each age group, to be served in the FSP program into our MHSA Plan. <ul style="list-style-type: none"> The Program Manager and MHSA Coordinator will adjust the MHSA Plan template to include a specific area for FSP program details The Program Manager will review fiscal reports from the prior year 	The submitted plan is accepted.

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	Mental Health Services Oversight and Accountability Commission (MHSOAC) FY 2015-16 MHSA Update Instructions (pg4)).	fiscal year in the adopted FY 2020-23 Plan, FY 2021-22 Update and each subsequent Plan and Update thereafter.	<p>and include the information on historical number of individuals served through FSP into our MHSA Plan to determine the estimate for the new plan.</p> <p>06/04/2022 – Our Annual Update for FY 2022-23 will not be presented to our BOS until 07/12/2022 after which we can provide it as proof of compliance. The plan has been updated to include FSP estimates as well as a cost per FSP. The County will review prior year FSP history during MHSA plan development to project FSP estimated enrollment. The MHSA Plan boilerplate will include a space to include FSP information.</p>	
Finding #6:	Del Norte County did not report the cost per person for CSS, PEI and INN programs in the adopted FY 2019-20 Update. (W&I Code section 5847(e)).	Recommendation #6: The County must report cost per person for CSS, PEI, and INN programs in the adopted FY 2020-23 Plan, FY 2021-22 Update and each subsequent Plan and Update thereafter.	<p>Moving forward Del Norte County will report the in the narrative of reports the individual cost.</p> <ul style="list-style-type: none"> • For clients participating in programs funded by MHSA funds. CSS will be broken down into individual costs for FSP and non FSP clients by age. • PEI will have costs broken down by participants' age per category within PEI (prevention, early intervention, stigma and 	The submitted plan is accepted.

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			<p>discrimination reductions, outreach and access and linkage to treatment). Innovation will calculate the cost per participant taking part in Innovation programs broken down by age.</p> <p><i>06/04/2022 – We are working with our fiscal team on this, they will work to update tracking sheets to ensure that program costs are broke down to show costs per person in CSS, PEI and INN programs. We expect to have this in our next 3 year plan in 2023.</i></p>	
Finding #7:	Del Norte County did not have at least one each of these programs listed in the adopted FY 2019-20 Plan: Early Intervention Program, Outreach for Increasing Recognition of Early Signs of Mental Illness Program, Prevention Program, Stigma and Discrimination Reduction program, and Access and Linkage to Treatment Program.	Recommendation #7: The County must have at least one each of these programs: Early Intervention Program, Outreach for Increasing Recognition of Early Signs of Mental Illness Program, Prevention Program, Stigma and Discrimination Reduction program, and Access and Linkage to Treatment Program listed in the adopted FY 2020-23 Plan, FY 2020-21 Update	<p>Del Norte County will adjust our Prevention and Early Intervention (PEI) section of the MHSA Plan to include more clear details showing that each of the programs are included.</p> <ul style="list-style-type: none"> The Program Manager and MHSA Coordinator will work to adjust the template under PEI to show each of the 5 required elements. <p>06/04/2022 Update – The MHSA Template has been adjusted to ensure that each PEI program requirement is met. Our 2022/23 Annual Update has been updated to reflect these</p>	The submitted plan is accepted.

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	Specifically, the County did not indicate if any program was listed as an Early Intervention program. (Cal. Code Regs., tit. 9, § 3705; W&I Code section 5840)	and each subsequent Plan and Update thereafter.	requirements and is scheduled to be approved by the BOS on 07/12/2022 and will be submitted to resolve this finding after approval. The MHSA plan boilerplate and fiscal tracking sheets have been updated to ensure ongoing compliance.	
Suggested Item #1: MHSA Plans and Updates	MHSA Plans and Updates	SI #1a: DHCS recommends the County clearly identify the County’s underserved/unserved populations in the County demographics section of the adopted Plans and Updates.	07/08/2022 The County has included this information in the Annual Update for FY 2022/23 which was presented to the BOS on 06/28/2022. Proof can be submitted upon CAP approval.	The submitted plan is accepted.
		SI #1b: DHCS recommends the County clearly identify the County’s threshold language in the County demographics section of adopted Plans and Updates.	06/04/2022 – The County has included this information in the Annual Update for FY 2022/23 which is scheduled to be approved by the BOS on 07/12/2022.	The submitted plan is accepted.

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		<p>SI #1c: DHCS recommends the County include a description of the challenges and barriers for each program and the strategies used to mitigate those challenges and barriers in the program descriptions of the adopted Plans and Updates.</p>	<p>06/04/2022 – Each program will be asked to identify this information annually and will be included in all future MHSA Plans. The County has included this information in the Annual Update for FY 2022/23 which is scheduled to be approved by the BOS on 07/12/2022.</p>	<p>The submitted plan is accepted.</p>
<p>Suggested Item #2:</p>	<p>Consistency</p>	<p>SI #2a: DHCS recommends the CSS and PEI program names listed in the budget be consistent with the names in the current Annual Revenue and Expenditure Report (ARER). The budget in the adopted Plan and Update must be consistent with the current ARER. If the program or service did not occur, report the program or service on the current ARER and indicate zero expenditures. Any discrepancies or name changes must be explained</p>	<p>06/04/2022 – The County has ensured that fiscal sheets and programs identified in the plan have consistent names which will match in the ARER as well. The Fiscal department will ensure that zero expenditures are noted if they occur.</p> <p>07/08/2022 - This will be reflected in the FY 22/23 ARER by Jan 31, 2024.</p>	<p>The submitted plan is accepted.</p>

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		in the adopted Plans and Updates.		
TA #1		<p>TA #1: The adopted FY 2020-23 Plan, FY 2021-22 Update and each subsequent Plan and Update thereafter must include a completed compliance certification page that is signed and dated by the County mental health director. (W&I Code section 5847(b)(8)).</p>	<p>06/04/2022 Update – The certification page is part of the MHSA plan and will be completed and signed for the County Mental Health Director.</p> <p>07/08/2022 The County will submit a copy of the certification page located within the MHSA plan as proof of compliance immediately following acceptance of this CAP.</p>	The submitted plan is accepted.
		<p>TA #2: The adopted FY 2020-23 Plan, FY 2021-22 Update and each subsequent Plan and Update thereafter must include the date of the public hearing held by the mental health board. (W&I Code section 5848; Cal. Code Regs., tit. 9, §§ 3300, 3315(a)(2), MHSOAC FY 2014-17 Plan Instructions (Page 3)).</p>	<p>06/04/2022 – The MHSA plan template has a designated space to ensure that the date of the public hearing held by the mental health board is recorded on the plan prior going to the BOS for approval.</p>	The submitted plan is accepted.
		<p>TA #3: The County must include an assessment of its capacity to implement</p>	<p>06/04/2022 – The MHSA coordinator will work with the Cultural Competency Coordinator to gather information needed to identify percentages of diverse cultural,</p>	The submitted plan is accepted.

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		<p>mental health programs and services in the next adopted FY 2020-23 Plan, and each subsequent Plan thereafter which includes:</p> <ul style="list-style-type: none"> • The strengths and limitations of the county and service providers that impact their ability to meet the needs of racially and ethnically diverse populations. The evaluation should include an assessment of bilingual proficiency in threshold languages. • 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. • Identification of possible barriers to implementing the proposed programs/services and 	<p>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. The County will work to enhance our MHSA plan to include strengths and limitations of services.</p> <p>07/08/2022 Parts of this will be addressed in the 22/23 Annual MHSA Plan, and the remainder of this will be addressed in the next 3 year updated plan in FY 23-26.</p>	

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		methods of addressing these barriers. (Cal. Code Regs., tit. 9, §§ 3650(a)(5))		