

**Los Angeles County Plan of Correction**  
**Per the County Performance Contract Review Report for Review Dates February 28-29, 2019**

Finding # or Suggested Improvement #	Finding or Suggested Improvement	Recommendation # (State Corrective Action Step / Identify Timeline / and Evidence of Corrections / Mechanisms for Monitoring Effectiveness)	Comments/Notes
Finding #1	Los Angeles County lacked sufficient training for <u>contracted service providers and stakeholders</u> on the Community Program Planning Process (CPPP) and opportunities to participate in and contribute towards the CPPP. Discussions with service providers and clients during program site visits indicated that service providers and clients were often unaware of the opportunities to take part in the CPPP. (Welfare and Institutions (W&I) Code, Section 5848; California Code of Regulations, Title 9, § § 3300, 03310 (e)).	<p>Recommendation #1: The County shall provide regular training and outreach to service providers and clients on opportunities to take part in the CPPP, in order to increase stakeholder involvement.</p> <ul style="list-style-type: none"> <li><del>A training plan for providers and clients on how to participate in the CPPP will be developed by June 30, 2020</del></li> <li><del>The developed training plan will be outlined in the MHSA approved FY 2020-23 Three Year Program and Expenditure Plan 07/2020 and FY 2018-19 Annual Update and in each subsequent Plan and Update</del></li> </ul> <p><b>Updated on April 2023</b></p> <ul style="list-style-type: none"> <li>Due to COVID related delays, DHM was unable to roll out a CPPP training as originally planned in June 2020. Immediate shifts were required to redevelop training that can be administered through virtual platforms in lieu of originally planned in person meetings and stakeholders, including clients, family members and service providers had to be supported in receiving the necessary equipment and/or electronic meeting platforms access to attend.</li> <li>Stakeholder groups and networks, including SALTs, CLTs and the UsCCs, which include clients, family members and community groups all have virtual access to engage in</li> </ul>	The submitted plan is accepted.

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			<p>multiple CPPP presentations and planning meetings that were virtually presented to DMH stakeholder groups on 3/9/22; 3/10/22; 4/26/22 and 4/28/22.</p> <ul style="list-style-type: none"> <li>• A revised training plan is currently near finalized development and is schedule to be presented to the following groups between October and November 2022. All stakeholder groups listed above, including clients, family members and community groups, DMH directly operated staff and managers and DMH contracted provider network staff.</li> <li>• A PowerPoint has been presented to the collective group of stakeholders on September 23, 30 and October 11, 2022 to provide an overview of the following MHSA focused topics that will be presented in the detailed MHSA 101 training including:               <ol style="list-style-type: none"> <li>1. Mission and Vision.</li> <li>2. Legislation Background</li> <li>3. Components</li> <li>4. Stakeholder Process and how to get Involved.</li> <li>5. How to submit formal written feedback and propose</li> </ol> </li> </ul>	

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			<p>expansion and new projects for DMH and stakeholder consideration.</p> <p>6. Next Steps/and timelines for upcoming Plans and Annual Updates for Involvement.</p> <ul style="list-style-type: none"> <li>• The finalized training plan will be detailed in the FY 2023-24 Annual Update scheduled to be submitted to OAC by June 30, 2023 and each subsequent Plan and Update.</li> <li>• The finalized plan will be shared with DHCS no later than November 30, 2022.</li> </ul> <p>The following are supporting documents for corrective action steps attached to this POC:</p> <ol style="list-style-type: none"> <li>1. A copy of the presentation from the FY 2022-23 Annual Update presentation provided at several stakeholder meetings including 3/9/22; 3/10/22; 4/26/22 and Public Hearing on 4/28/22. The PPT provided stakeholder groups with training and background info on MHSA, State guidelines, County wide data and an overview of the CPP process engaged (Slide 23)</li> </ol>	

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		<p>and the stakeholder feedback received.</p> <ol style="list-style-type: none"> <li>2. A copy of training overview presentation on MHSA and the enhanced CPP process to be rolled out in October/November 2022.</li> <li>3. Agenda/Worksheets from Stakeholder Retreats held on September 23 and 30, 2022. outlining the purpose the retreat and the next steps for the CPP</li> <li>4. Stakeholders' participants list for Stakeholder retreat on September 23 and 30<sup>th</sup> and ongoing outreach and engagement with the CPP.</li> <li>5. A copy of the letter to stakeholders from the Acting DMH Director thanking the stakeholders for their participation and alerting them of the follow up meeting scheduled for November 18.</li> <li>6. The final training curriculum presentation will be submitted to DHCS by November 30, 2022.</li> <li>7. The training plan and ongoing stakeholder efforts will be reflected in FY 2023-24 Annual Update</li> </ol>	

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			scheduled to be submitted to OAC by June 30, 2023, and each subsequent Plan and Update with the status of the incorporated corrective action step by 06/30/23.	
Suggested Improvement #1	MHSA Training	Suggested Improvement #1: Department of Health Care Services (DHCS) discussions with County staff and contracted service providers indicated that staff are not trained regularly on MHSA program policies and procedures. DHCS recommends the County regularly train all Mental Health employees and service providers involved in the complete delivery of services to recipients of MHSA programs, on MHSA program policies and procedures.	<p><del>LACDMH will develop and implement MHSA policy and procedures training opportunities for directly operated and contracted staff delivering MHSA services within the following timeline:</del></p> <ol style="list-style-type: none"> <li><del>1. Compile existing, updated administrative policy and procedures from identified MHSA program leads by 11/30/20</del></li> <li><del>2. Design a MHSA 101 training to MHSA service delivery staff by 06/30/21</del></li> <li><del>3. Develop a tracking mechanism to ensure all MHSA programs are offered this training by 07/30/21</del></li> <li><del>4. Secure approval from Departmental management to implement MHSA 101 curriculum by 08/30/21</del></li> <li><del>5. Initiate implementation of MHSA 101 training to all applicable service delivery staff by 011/1/21</del></li> </ol>	The submitted plan is accepted.

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		<p>LACDMH will also conduct quarterly MHSA orientation/training for new community stakeholders through Service Area Advisory Committees (SAACs) and the Underserved Cultural Community Subcommittees (UsCC) meetings regarding their roles as stakeholders beginning 01/30/2020</p> <p>The first orientation/training will take place on or before December 1, 2019 and will be monitored through review and cross reference of sign-in sheets.</p> <p><b>Update as of April 2022</b></p> <ul style="list-style-type: none"> <li>• Due to COVID related delays, DHM was unable to roll out revised policies and procedures as originally planned in June 2020. Immediate shifts were required to address the immediate COVID related needs of the DMH workforce and communities served and the original MHSA SME and leads were shifted.</li> <li>• New leads have been established including an MHSA unit and policies and procedures redevelopment is in process. DMH estimates it can compile an updated administrative</li> </ul>	

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		<p>policy and procedures manual by January 2023.</p> <ul style="list-style-type: none"> <li>• The Department has developed an MHSA 101 training that can be administered through in person and virtual platforms to staff. The roll out of this training can be provided at a special scheduled DMH All Staff Meeting in order to reach all DMH beginning January 2023 with annual refresher trainings to be scheduled. Those attending the training can be tracked using the DMH Virtual platform or in person sign in sheets.</li> <li>• DMH Providers can also receive the MHSA 101 training through our DMH Provider meetings. This training can be offered annually at a selected provider meeting beginning January 2023.</li> <li>• A PowerPoint will be presented to both DMH and Contracted staff overviewing MHSA focused topics, including:               <ul style="list-style-type: none"> <li>a. Mission and Vision</li> <li>b. Legislation Background</li> <li>c. Components</li> <li>d. Stakeholder Process and How to be Involved</li> <li>e. Timelines and Annual Updates</li> </ul> </li> </ul>	

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			<ul style="list-style-type: none"> <li>The training plan will be outlined in the FY 2023-24 Annual Update scheduled to be submitted to OAC by June 30, 2023 and each subsequent Plan and Update.</li> </ul>	
Suggested Improvement #2	Collaboration with Education	Suggested Improvement #2: DHCS discussions with service providers during program site visits indicated that service providers often have difficulty building relationships with select schools when needed for the purpose of outreach and engagement for MHSA programs. DHCS recommends the County work to increase collaboration and lines of communication with applicable County departments as well as school leadership and staff, as needed.	<p>DMH has been working closely with Los Angeles County of Education (LACOE) and Los Angeles Unified School District (LAUSD) since January 2019 to establish School Based Community Access Platforms (SBCAP). SBCAP expands access to prevention services and supports to students and their families towards individual and community wellbeing and stability.</p> <p>This growing partnership between DMH and LACOE/LAUSD will result in improved communication and collaboration between DMH, school districts, and community mental health providers.</p> <p>a) Convene quarterly Service Area meetings between DMH School coordinators, school districts, and community mental health providers. Initiated on 7/1/18</p>	The submitted plan is accepted.



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		<p>b) Quarterly/monthly meetings between DMH and LACOE/LAUSD Administration. Initiated on 1/1/19</p> <p>c) Countywide Quarterly meetings between DMH and community mental health providers. Anticipated start date 12/1/19</p> <p>d) Develop surveys for community mental health providers as a means of collecting concerns about providing MHSA services at/for schools. Anticipated start date 1/1/20</p> <p>e) Develop a school manual for community mental health providers to encourage school mental health best practices. Anticipated date of completion 3/1/20</p> <p>f) Develop a series of trainings for school staff and for community mental health providers to promote trauma- and resilience- informed practices in schools anticipated start date 6/1/20</p> <p><b>Update as of April 2022</b></p> <ul style="list-style-type: none"> <li>• While COVID related plans slowed down the initial timeline</li> </ul>	

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			<p>for collaborating with schools, DMH was able to meet its plans of convening quarterly service area meetings with school coordinators and relevant staff in 2020 and 2021.</p> <ul style="list-style-type: none"> <li>• DMH was also able to identify virtual platforms for conducting meetings with LACOE and LAUSD.</li> <li>• There is a report outlining (attached) the surveys collected and results as identified in the DMH POC for 2019.</li> <li>• Continued plans for training with the schools through FY 2022-23 are in progress and will be reflected in the FY 2023-24 Annual Update scheduled to be submitted to OAC by June 30, 2023, and each subsequent Plan and Update.</li> </ul>	
Suggested Improvement #3	Collaboration with Courts and Correctional Facilities	Suggested Improvement #3: DHCS discussions with service providers during program site visits indicated that service providers often have	DMH has implemented the Mental Health Court Linkage Program (MHCLP). The objectives of the program are to increase coordination and collaboration between the criminal justice and mental health systems, improve access to mental health	The submitted plan is accepted.

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		<p>difficulty building relationships with select courts and correctional facilities, when needed for the purpose of outreach and engagement for MHSA programs. DHCS recommends the County work to increase collaboration and lines of communication with applicable County departments and with leadership and staff within the judicial and correctional systems.</p> <p>services and supports, and enhance continuity of care.</p> <p>MHCLP develops working relationships with the individual service providers to ensure that our clients are provided with the most appropriate plan back into the community. Clinicians work closely with the Service Area Navigators and Community-based providers to link consumers to treatment programs, taking in account best-fit treatment options and Court stipulations.</p> <p><b>Update as of April 2022</b></p> <ul style="list-style-type: none"> <li>• DMH continued to implement MHCLP but it has struggled to function efficiently or effectively due to COVID related delays and staffing issues.</li> <li>• In collaboration with the Courts, DMH is in the process of restructuring the MHCLP into the Mental Health Diversion Program</li> <li>• The Mental Health Diversion Program will support the various components of DMH's various diversion programming including Rapid Diversion, SB 317</li> </ul>	

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			<p>implementation and court consultation services.</p> <ul style="list-style-type: none"> <li>An update on the revisions to the MHCLP can be provide by January 2023.</li> </ul>	
Suggested Improvement #4	Issue Resolution Log	Suggested Improvement #4: DHCS discussions with County staff and contracted service providers indicated that grievance logs maintained at the service provider level are not communicated to the County for inclusion in the MHSA Issue Resolution Log.	<p>LACDMH has a process for accepting grievances on its website located at:  <a href="https://dmh.lacounty.gov/about/mhsa/issue-resolution">https://dmh.lacounty.gov/about/mhsa/issue-resolution</a></p> <p>and will include a policy and procedure for ensuring grievance logs maintained at the service provider level are communicated to the County as part of the training opportunities indicated in Item #1 – MHSA Training.</p> <p><b>Update as of April 2022</b></p> <ul style="list-style-type: none"> <li>DMH continues to have a process with policies and procedures that are posted at the DMH site.</li> <li>The policies and procedures are in the process of being updated and a new contact for addressing Issue Resolutions and compiling the log in being developed policies to include feedback loop with contracted providers</li> <li>It is estimated that the revised</li> </ul>	The submitted plan is accepted.

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			<p>policies and procedures and contacts will be in place by January 2023 and will be publicly posted.</p> <ul style="list-style-type: none"> <li>The process, policies and procedures for Issue Resolutions will be outlined in the training referenced above for Stakeholders, DMH staff and DMH contract providers and also reflected in the in the FY 2023-24 Annual Update scheduled to be submitted to OAC by June 30, 2023, and each subsequent Plan and Update.</li> </ul>	
Suggested Improvement #5	MHSA Transparency and Consistency	Suggested Improvement #5: DHCS recommends program names and service categories detailed in the Plan and Update match the program names and service categories in the ARER. The ARER should be consistent with the budget in the Plan and Update. If the program or service did not occur,	DMH will ensure the 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). The ARER is a standard format based on the MHSA Work Plans. Programs and services identified in the Plan and Update may rollup to the MHSA Work Plans. DMH will be sure the link the information so that is related and understandable.	The submitted plan is accepted.

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		<p>still report the program or service on the ARER and indicate zero expenditures. DHCS recommends the County provide a budget for each fiscal year in the Plan and Update and update the budget in each subsequent Annual Update.</p>	<p>Consistent with above. DMH will ensure that the ARER is consistent with the budget in the approved Plan and Update. We will identify and relate the programs and services to the MHSA Work Plans in the ARER.</p> <p>DMH will include a budget page for each FY in the Plan and Update.</p> <p><b>Update as of April 2022</b>  In FY 2019-20 DMH corrected the 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).</p>	