

MENTAL HEALTH SERVICES ACT (MHSA) PLAN OF CORRECTION (POC)

1.	County/City:	Del Norte
2.	POC Submitted for:	MHSA Performance Review
3.	Date of Audit/Performance Review	11/21/2023
4.	Name of Preparer:	
5.	Preparer Contact Email:	
6.	Preparer Contact Telephone:	

	A	B	C	D
#	Finding #	Finding	Recommendation	Action Taken to Correct Finding (Identify Timeline / Evidence of Correction)
7.	#1	Del Norte County did not submit the MHSA adopted Fiscal Year (FY) 2020-23 Three-Year Program and Expenditure Plan (Plan) or FY 2022-23 Annual Update (Update) to Department of Health Care Services (DHCS) within 30 days after adoption. (Welfare and Institution Code (W&I Code) section 5847(a)).	The County must submit the adopted MHSA Plan and Update to DHCS within 30 days after adoption.	04/10/2024: At the time of the County's MHSA 2020-2023 Three-Year Program and Expenditure Plan adoption process, the County encountered numerous challenges attributable to the COVID-19 pandemic. These challenges included severe staffing shortages due to COVID-19 illness, difficulties associated with remote work arrangements, and other related operational hurdles resulting in late submission.

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				<p>Please find attached the evidence of correction verifying the timely submission of the County's adopted MHSA Annual Updates for FY 2021-22 and 2022-23 and MHSA Three Year Plan FY 2023-26 within 30 days following adoption to DHCS and MHSOAC.</p> <p>Timeline: 04/11/2024</p> <p>Evidence of Correction:</p> <ul style="list-style-type: none">• Finding #1 - Del Norte MHSA Annual Update FY 21.22 MHSOAC Submission 08.09.2021• Finding #1 - Del Norte MHSA Annual Update FY 21.22 DHCS Submission 08.09.2021• Finding #1 - Del Norte MHSA Annual Update FY 22.23 DHCS Submission 07.21.2022

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				<ul style="list-style-type: none">• Finding #1 - Del Norte MHSA Annual Update FY 22.23 MHSOAC Submission 07.21.2022• Finding #1 - Del Norte MHSA Three Year Plan 2023-2026 DHCS Submission 07.10.23• Finding #1 - Del Norte MHSA Three Year Plan 2023-2026 MHSOAC submission 07.10.23 <p><u>10/02/2024:</u> Due to staffing shortages and travel constraints, the county is experiencing delays in providing the required supporting documents. We would like to respectfully request an extension of the submission deadline for the evidence listed above.</p> <p><u>New Timeline:</u> 11/15/2024</p>

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8.	#2	Del Norte County's adopted FY 2022-23 Update did not include a detailed description of new programs, programs that have changed from what was previously described in and/or discontinued from the previous FY 2021-22 Update and FY 2020-23 Plan. (W&I Code section 5847), (Mental Health Services Oversight & Accountability Commission (MHSOAC) MHSA Annual Update Instructions pg 4).	The county must include a detailed description of any and all new programs, programs that have changed from what was previously described in and/or discontinued from the previous FY Update and Plan. The description shall include the rationale for all added, changed, or discontinued programs. Descriptions should include, but not be limited to, any and all stakeholder input and/or evaluation data that contributed to the decision to add, change, or discontinue a program, and any and all impact on individuals served in changed or discontinued programs in each	<p>04/10/2024: The County will update its MHSA templates to ensure detailed descriptions of new programs, programs that have changed from what was previously described in and/or discontinued from the previous adopted Plan and/or Update(s) are consistently identified clearly in future subsequent adopted Plans and Updates.</p> <p>Timeline: 08/01/2024</p> <p>06/25/2024: The County has updated its MHSA templates to ensure detailed descriptions of new programs, programs that have changed from what was previously</p>

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			of the county's subsequent adopted Plan and Update thereafter. If no changes made, identify no changes made.	<p>described in and/or discontinued from the previous adopted Plan and/or Update(s) are consistently identified clearly in future subsequent adopted Plans and Updates, which will be reflected in the MHSA FY 24/25 Annual Update.</p> <p>The County will create a new policy and procedure to ensure the requirements, stated above, will be performed on an ongoing basis.</p> <p>Submission Timelines:</p> <ol style="list-style-type: none">1. MHSA FY 24/25 Annual Update: <u>08/01/2024</u>2. New policy and procedure: <u>10/01/2024</u> <p><u>10/02/2024:</u> Due to staffing shortages and travel constraints, the county is experiencing delays in</p>

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				<p>providing the required supporting documents. We would like to respectfully request an extension of the submission deadline for the evidence listed above.</p> <p><u>New Timeline:</u> 11/15/2024</p>
9.	#3	Del Norte County did not include any substantive written recommendations for revisions received during the 30-day comment period in either the adopted FY 2020-23 Plan or 2022-23 Update. (W&I Code section 5848(b)).	The County must include any substantive written recommendations for revisions received during the 30-day comment period in each subsequent adopted Plan and Update thereafter. If no recommendations for revisions received, identify no recommendations received in the Plan or Update.	<p>04/10/2024: The County has included any substantive written recommendations during the 30-day public comment period, as well as identifying if no written comments and recommendations were received in its adopted MHSA Three Year Plan FY 2020-23, FY 2023-26, and MHSA Annual Update FY 2022-23. The areas in which this resides will be highlighted in each attached Plan and Update.</p> <p>The County will update its MHSA templates to ensure this section is</p>

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				<p>consistently identified clearly in future subsequent adopted Plans and Updates.</p> <p>Timeline: 04/11/2024</p> <p>Evidence of Correction:</p> <ul style="list-style-type: none">• Finding #3 - Adopted Del Norte MHSA Three Year Plan FY 2020-2023• Finding #3 - Adopted Del Norte MHSA Annual Update FY 2022-2023• Finding #3 - Adopted Del Norte County MHSA Three Year Plan 2023-2026 <p>10/02/2024: Due to staffing shortages and travel constraints, the county is experiencing delays in providing the required supporting documents. We would like to</p>

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				respectfully request an extension of the submission deadline for the evidence listed above. <u>New Timeline:</u> 11/15/2024
10 .	#4	Del Norte County did not include a narrative analysis of the mental health needs of unserved, underserved/ inappropriately served, and fully served county residents who qualify for MHSA services in the adopted FY 2020-23 Plan. (California Code of Regulations, title 9, section 3650(a)(1)(A)).	The County must include a narrative analysis of the mental health needs of unserved, underserved, inappropriately served, and fully served county residents who qualify for MHSA services in each subsequent adopted Plan thereafter.	04/10/2024: The County will update its MHSA templates to ensure a narrative analysis of the mental health needs of unserved, underserved/ inappropriately served, and fully served county residents who qualify for MHSA services are consistently identified clearly in future subsequent adopted Plans and Updates. Timeline: 08/01/2024 06/27/2024: The County will update its MHSA templates to ensure a narrative analysis of the mental health needs of unserved,

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				<p>underserved/ inappropriately served, and fully served county residents who qualify for MHSA services are consistently identified clearly in future subsequent adopted Plans and Updates, which will be reflected in the MHSA FY 24/25 Annual Update.</p> <p>The County will create a new policy and procedure to ensure the requirements, stated above, will be performed on an ongoing basis.</p> <p>Submission Timelines:</p> <ol style="list-style-type: none">1. MHSA FY 24/25 Annual Update: <u>08/01/2024</u>2. New policy and procedure: <u>10/01/2024</u> <p><u>10/02/2024:</u> Due to staffing shortages and travel constraints, the</p>

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				<p>county is experiencing delays in providing the required supporting documents. We would like to respectfully request an extension of the submission deadline for the evidence listed above.</p> <p><u>New Timeline:</u> 11/15/2024</p>
11	#5	Del Norte County did not include an assessment of the county's capacity to implement mental health programs and services in the adopted FY 2020-23 Plan. (Cal. Code of Regs., tit. 9, § 3650(a)(5)).	<p>The County must include an assessment of its capacity to implement mental health programs and services in each subsequent adopted Plan thereafter. Specifically:</p> <p>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.</p>	<p>04/10/2024: The County will update its MHSA Plan and Update templates ensure that the county's assessment of capacity to implement mental health programs and services can be clearly located and identified in future adopted Plans and Updates.</p> <p>Timeline: 08/01/2024</p> <p>06/27/2024: The County will update its MHSA Plan and Update templates ensure that the county's assessment</p>

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			<p>b. The evaluation should include an assessment of bilingual proficiency in threshold languages.</p> <p>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.</p> <p>d. Identification of possible barriers to implementing the proposed programs/services and methods of addressing these barriers.</p>	<p>of capacity to implement mental health programs and services can be clearly located and identified in future adopted Plans and Updates, which will be reflected in the MHSA FY 24/25 Annual Update.</p> <p>The County will create a new policy and procedure to ensure the requirements, stated above, will be performed on an ongoing basis.</p> <p>Submission Timelines:</p> <ol style="list-style-type: none"> 1. MHSA FY 24/25 Annual Update: <u>08/01/2024</u> 2. New policy and procedure: <u>10/01/2024</u> <p><u>10/02/2024:</u> Due to staffing shortages and travel constraints, the county is experiencing delays in providing the required supporting</p>

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				documents. We would like to respectfully request an extension of the submission deadline for the evidence listed above. <u>New Timeline:</u> 11/15/2024
12	#6	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) category for each fiscal year of the adopted FY 2020-23 Plan. (Cal. Code of Regs., tit. 9, § 3650(a)(3)).	The County must provide an estimate of the number of clients, in each age group, to be served in the FSP service category for each fiscal year of the Plan, in each subsequent adopted Plan thereafter.	04/10/2024: The County has since corrected this deficiency by updating its MHSA Plan and Update templates to include an estimate of the number of clients, in each age group, to be served in the FSP category. This is reflected in the County's MHSA Annual FY 2022-23 Annual Update and MHSA Three Year Plan FY 2023-26. Timeline: 04/11/2024 Evidence of Correction:

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				<ul style="list-style-type: none"> Finding #6 - Adopted Del Norte MHSA Annual Update FY 2022-2023 Finding #6 - Adopted Del Norte County MHSA Three Year Plan 2023-2026 <p>10/02/2024: Due to staffing shortages and travel constraints, the county is experiencing delays in providing the required supporting documents. We would like to respectfully request an extension of the submission deadline for the evidence listed above.</p> <p>New Timeline: 11/15/2024</p>
13	#7	Del Norte County did not indicate the number of children, Transitional Age Youth (TAY), adults, and older adults to be served,	The County must indicate the number of children, TAY, adults, and older adults to be served, and cost per person for CSS, PEI, and INN, in each subsequent	04/10/2024: The County will update its MHSA templates to ensure the number of children, Transitional Age Youth (TAY), adults, and older adults to be served, or cost per person for

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		<p>or cost per person for Community Services Support (CSS), Prevention & Early Intervention (PEI) and Innovation (INN) in the adopted FY 2020-23 Plan and FY 2022-23 Update. There were no INN projects during FY 2022-23 Update. (W&I Code section 5847(e)).</p>	<p>adopted Plan and Update thereafter.</p>	<p>Community Services Support (CSS), Prevention & Early Intervention (PEI) and Innovation (INN) can be clearly located and identified in each subsequent adopted Plan and Update.</p> <p>Timeline: 08/01/2024</p> <p>06/27/2024: The County will update its MHSA templates to ensure the number of children, Transitional Age Youth (TAY), adults, and older adults to be served, or cost per person for Community Services Support (CSS), Prevention & Early Intervention (PEI) and Innovation (INN) can be clearly located and identified in each subsequent adopted Plan and Update, which will be reflected in the MHSA FY 24/25 Annual Update.</p>

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				<p>The County will create a new policy and procedure to ensure the requirements, stated above, will be performed on an ongoing basis.</p> <p>Submission Timelines:</p> <ol style="list-style-type: none">1. MHSA FY 24/25 Annual Update: <u>08/01/2024</u>2. New policy and procedure: <u>10/01/2024</u> <p><u>10/02/2024:</u> Due to staffing shortages and travel constraints, the county is experiencing delays in providing the required supporting documents. We would like to respectfully request an extension of the submission deadline for the evidence listed above.</p> <p><u>New Timeline:</u> 11/15/2024</p>

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14	#8	Del Norte County did not have at least one of each PEI program in the PEI component of the FY 2020-23 Plan. Specifically, there was no Outreach for Increasing Recognition of Early Signs of Mental Illness Program, Stigma and Discrimination Reduction Program and Access to Linkage to Treatment Program. However, the FY 2022-23 Update did include at least one of each PEI program type in the PEI component.	<p>The County must have at least one of each PEI program type in the PEI component in each subsequent adopted Plan and Update thereafter:</p> <ul style="list-style-type: none"> • Early Intervention Program • Outreach for Increasing Recognition of Early Signs of Mental Illness Program • Prevention Program • Stigma and Discrimination Reduction Program • Access and Linkage to Treatment Program (W&I Code section 5840; Cal. Code Regs., tit. 9, §§ 3705(a), 3755). • Suicide Prevention Program (optional) (Cal. 	<p>04/10/2024: The County has since corrected this deficiency reflected in its adopted MHSA FY 2022-23 Annual Update and MHSA FY 2023-26 Three Year Plan, ensuring it has at least one of each of the PEI components listed below in the entirety of its PEI programs:</p> <ul style="list-style-type: none"> • Early Intervention Program • Outreach for Increasing Recognition of Early Signs of Mental Illness Program • Prevention Program • Stigma and Discrimination Reduction Program • Access and Linkage to Treatment Program (W&I Code section 5840; Cal. Code Regs., tit. 9, §§ 3705(a), 3755). • Suicide Prevention Program (optional) (Cal. Code Regs., tit. 9, § 3705(b)(1).

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			<p>Code Regs., tit. 9, § 3705(b)(1).</p> <p>A county may opt out and/or combine/integrate programs if all the requirements are met.</p>	<p>This will also be monitored to ensure at least one of each of the components listed above is included in the entirety of its PEI program in subsequent adopted Plans and Updates.</p> <p>Timeline: 04/11/2024</p> <p>Evidence of Correction:</p> <ul style="list-style-type: none"> Finding #8 - Adopted Del Norte MHSA Annual Update FY 2022-2023 Finding #8 - Adopted Del Norte County MHSA Three Year Plan 2023-2026 <p>10/02/2024: Due to staffing shortages and travel constraints, the county is experiencing delays in providing the required supporting documents. We would like to respectfully request an extension of</p>

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				the submission deadline for the evidence listed above. <u>New Timeline:</u> 11/15/2024
15	#9	Del Norte County did not explain how each Access and Linkage to Treatment program will follow up with the referral to support engagement in treatment in the adopted FY 2022-23 Update. The county did explain how individuals, and, as applicable, their parents, caregivers, or other family members, will be linked to County mental health services, a primary care provider, or other mental health treatment. (Cal. Code Regs., tit. 9, §§ 3755(h)(4), 3755(h)(5)).	The County must explain how individuals, and, as applicable, their parents, caregivers, or other family members, will be linked to County mental health services, a primary care provider, or other mental health treatment; and how the Program will follow up with the referral to support engagement in treatment each subsequent adopted Plan and Update thereafter.	04/10/2024: The County has since corrected this deficiency reflected in the highlighted area of the attached adopted MHSA Three Year Plan FY 2023-26 explaining how individuals, and, as applicable, their parents, caregivers, or other family members, are linked to County mental health services, a primary care provider, or other mental health treatment; and how the Program will follow up with the referral to support engagement in treatment and will ensure explanation in each subsequent adopted Plan and Update. The Coastal Connections program also has an internal closed-loop

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				<p>referral tracking log, please see the example attached, which is used to track all referrals and follow-up details. The County is also working on finalizing a contract with UniteUs, a real-time, closed-loop referral tracking system, that may be accessed by any authorized, opted-in community organizations, including all departments within the County of Del Norte Department of Health and Human Services, the School District, Tribal organizations, etc.</p> <p>Timeline: 04/11/2024</p> <p>Evidence of Correction:</p> <ul style="list-style-type: none">• Finding #9 - Adopted Del Norte County MHSA Three Year Plan 2023-2026• Finding #9 - BLANK Coastal Connections Closed-Loop Referral Tracking Log FY 23.24

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				<p>10/02/2024: Due to staffing shortages and travel constraints, the county is experiencing delays in providing the required supporting documents. We would like to respectfully request an extension of the submission deadline for the evidence listed above.</p> <p>New Timeline: 11/15/2024</p>
16	#10	Del Norte County did not include the Annual Prevention and Early Intervention (PEI) report as a part of the adopted FY 2020-23 Plan or the FY 2022-23 Update. (Cal. Code Regs., tit. 9, § 3560.010).	The County must include the Annual PEI report as a distinct part of each subsequent adopted Plan and/or Update hereafter to ensure that future Annual PEI reports are easily located and identified. It should be clearly labeled, indicating what years are being reported and the location of the report within the Plan or Update. The	<p>04/10/2024: The County had included an "Achievements" section under each PEI program in its adopted MHSA Annual Update FY 2022-23 and MHSA Three Year Plan FY 2023-26 in lieu of attaching the actual adopted Annual PEI reports.</p> <p>The County will update its MHSA Plan and Update templates ensure that the Annual PEI Report can be</p>

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			<p>Annual PEI report is not to be used in lieu of Cal. Code of Regs., tit. 9, § 3755, which are the regulations for the PEI Component of the Plan and Update. DHCS recommends the county submit the report as an addendum or attachment to the Plan or Update and include a cover page for the Annual PEI report with the title: Annual PEI Report FY XXXX to XXXX</p>	<p>clearly located and identified as an attachment with a titled cover page indicating the Annual PEI Report name and what years are being reported, in future adopted Plans and Updates.</p> <p>Timeline: 08/01/2024</p> <p>06/27/2024: The County had included an "Achievements" section under each PEI program in its adopted MHSA Annual Update FY 2022-23 and MHSA Three Year Plan FY 2023-26 in lieu of attaching the actual adopted Annual PEI reports.</p> <p>The County will update its MHSA Plan and Update templates ensure that the Annual PEI Report can be clearly located and identified as an attachment with a titled cover page indicating the Annual PEI Report</p>

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				<p>name and what years are being reported, in future adopted Plans and Updates, which will be reflected in the MHSA FY 24/25 Annual Update.</p> <p>The County will create a new policy and procedure to ensure the requirements, stated above, will be performed on an ongoing basis.</p> <p>Submission Timelines:</p> <ol style="list-style-type: none"> 1. MHSA FY 24/25 Annual Update: <u>08/01/2024</u> 2. New policy and procedure: <u>10/01/2024</u> <p><u>10/02/2024:</u> Due to staffing shortages and travel constraints, the county is experiencing delays in providing the required supporting documents. We would like to</p>

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				respectfully request an extension of the submission deadline for the evidence listed above. <u>New Timeline:</u> 11/15/2024
17	#11	Del Norte County did not include the Three-Year Prevention and Early Intervention (PEI) Evaluation report as part of the adopted FY 2020-23 Plan or FY 2022-23 Update. (Cal. Code of Regs., tit. 9, § 3560.020).	The County must include the Three-Year PEI Evaluation report as a distinct part of each subsequent adopted Plan and/or Update hereafter. It must be clearly labeled, indicating what years are being reported and the location of the report within the Plan or Update. The Three-Year PEI Evaluation report is not to be used in lieu of Cal. Code of Regs., tit. 9, § 3755, which are the regulations for the PEI Component of the Plan and Update. DHCS recommends the county submit the report as an addendum or attachment to the	04/10/2024: The County had included an "Achievements" section under each PEI program in its adopted MHSA Annual Update FY 2022-23 and MHSA Three Year Plan FY 2023-26 in lieu of attaching the actual Three-Year PEI Evaluation Report. The County will update its MHSA Plan and Update templates ensure that the Three-Year PEI Evaluation Report can be clearly located and identified as an attachment with a titled cover page indicating the Three-Year PEI Evaluation Report name and what years are being

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			<p>Plan or Update with a cover page for the Three Year PEI Evaluation report with the title:</p> <p>Three-Year Prevention and Early Intervention Evaluation Report FY XXXX to FY XXXX</p> <p>The Three-Year PEI Evaluation report is due every third year as part of the Plan and/or Update and shall report on the evaluation(s) for the three prior fiscal years. (Cal. Code of Regs., tit. 9, § 3560.020).</p>	<p>reported, in future adopted Plans and Updates.</p> <p>Timeline: 08/01/2024</p> <p>06/27/2024: The County had included an "Achievements" section under each PEI program in its adopted MHSA Annual Update FY 2022-23 and MHSA Three Year Plan FY 2023-26 in lieu of attaching the actual Three-Year PEI Evaluation Report.</p> <p>The County will update its MHSA Plan and Update templates ensure that the Three-Year PEI Evaluation Report can be clearly located and identified as an attachment with a titled cover page indicating the Three-Year PEI Evaluation Report name and what years are being reported, in future adopted Plans</p>

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				<p>and Updates, which will be reflected in the MHSA FY 24/25 Annual Update.</p> <p>The County will create a new policy and procedure to ensure the requirements, stated above, will be performed on an ongoing basis.</p> <p>Submission Timelines:</p> <ol style="list-style-type: none">1. MHSA FY 24/25 Annual Update: <u>08/01/2024</u>2. New policy and procedure: <u>10/01/2024</u> <p><u>10/02/2024:</u> Due to staffing shortages and travel constraints, the county is experiencing delays in providing the required supporting documents. We would like to respectfully request an extension of</p>

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				the submission deadline for the evidence listed above. <u>New Timeline:</u> 11/15/2024
18	#12	Del Norte County did not submit evidence of compliance for having county identified positions responsible for the overall Community Program Planning Process (CPPP). (Cal. Code Regs., tit. 9, § 3300(b)).	The County must provide evidence of compliance for having county identified positions responsible for the overall CPPP in their policy and procedure or duty statements.	04/10/2024: The County does have its identified positions responsible for the overall CPPP process in its adopted MHSA Three Year Plan FY 2020-2023 and subsequent adopted Plans and Updates. Please see the highlighted areas within each of the County's adopted Plans and Updates attached as proof of evidence for Finding #12. Timeline: 04/11/2024 Evidence of Correction: <ul style="list-style-type: none"> Finding #12 - Adopted Del Norte MHSA Three Year Plan FY 2020-2023

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				<ul style="list-style-type: none"> Finding #12 - Adopted Del Norte MHSA Annual Update FY 2021-2022 Finding #12 - Adopted Del Norte MHSA Annual Update FY 2022-2023 Finding #12 - Adopted Del Norte County MHSA Three Year Plan 2023-2026 <p>10/02/2024: Due to staffing shortages and travel constraints, the county is experiencing delays in providing the required supporting documents. We would like to respectfully request an extension of the submission deadline for the evidence listed above.</p> <p>New Timeline: 11/15/2024</p>

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Instructions: Complete the MHSA Plan of Correction (POC) to address Findings from the Fiscal Audit Report or Performance Review Report.

Row 1: Enter County/City name.

Row 2: Select from the drop down menu if this POC is submitted in response to a Fiscal Audit or a Performance Review.

Row 3: Enter the date that the Fiscal Audit or Performance Review was conducted.

Row 4: Enter the name of the person who prepared the Plan of Correction or is responsible for responding to inquiries about the Plan of Correction.

Row 5: Enter the contact email address of the person who prepared the Plan of Correction or is responsible for responding to inquiries about the Plan of Correction.

Row 6: Enter the contact telephone number of the person who prepared the Plan of Correction or is responsible for responding to inquiries about the Plan of Correction.

Rows 7-28, Column A: Enter the number of the specific Finding from the Fiscal Audit Report or Performance Review Report.

Rows 7-28, Column B: Enter the specific Finding from the Fiscal Audit Report or Performance Review Report.

Rows 7-28, Column C: Enter the specific recommendation from the Fiscal Audit Report or Performance Review Report.

Rows 7-28, Column D: Enter the description of the actions taken to correct the Finding. Must include 1) timeline for implementation and/or completion of actions; 2) proposed (or actual) evidence of correction to be submitted to DHCS.

This completed form must be submitted to MHSA@dhcs.ca.gov.