

**Mental Health Services Act Plan of Correction**

1.	County/City:	Lassen County
2.	POC Submitted for:	MHSA Performance Review
3.	Date of Audit/Performance Review	8/22/2024
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.	<p><b>Finding #1:</b> Lassen County did not submit the MHSA Three-year Program and Expenditure Plan or Annual Update Extension Form 5510 for Fiscal Year (FY) 2020-21, to the Department of Health Care Services (DHCS) by August 31, 2021.</p> <p>Under W&amp;I Code section 5847(h), a county that is unable to complete and submit a three-year</p>	<p>Recommendation #1: The County must submit a MHSA Extension Form 5510 for FY 2020-21 to DHCS due to the COVID-19 PUBLIC HEALTH EMERGENCY to MHSA@dhcs.ca.gov . The signed and dated form must be completed and clearly identify the FY 2020-23 Plan and the extension justification.</p>	<p>Lassen County did complete a FY 2021-24 Three Year Plan, as well as a FY 2024-26 Two Year Plan to get on track with the state plans starting in 2026.</p> <p>Retro Form 5510 attached.</p> <p>FY 2021-24 Three Year Plan  <a href="https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf">https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf</a></p> <p>FY 2024-26 Two Year Plan  <a href="https://www.lassencounty.org/sites/default/files/departments/alcohol_and_drug/MHSA%20TWO%20YEAR%20PLAN%20FY2024-26%20%282%29.pdf">https://www.lassencounty.org/sites/default/files/departments/alcohol_and_drug/MHSA%20TWO%20YEAR%20PLAN%20FY2024-26%20%282%29.pdf</a></p>

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		program and expenditure plan (Plan) or annual update (Update) for fiscal years (FYs) 2020-21 and 2021-22 due to the COVID-19 Public Health Emergency (PHE), may extend the effective timeframe of its currently approved Plan or Update to include FY 2020-21 and 2021-22 and submit a Plan or Update to the Mental Health Services Oversight and Accountability Commission and the State Department of Health Care Services (DHCS) by July 1, 2022. Each county seeking to extend the timeframe of its currently		Please see attached email subject Lassen County 5510 Plan Extension

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		approved Plan or Update must complete the MHSA Three-year Program and Expenditure Plan or Annual Update Extension FY 2021-22 Form 5510 and submit the form to DHCS. The Form must include a brief narrative describing why the COVID-19 PHE prevented the county from completing and submitting the Plan or Update prior to July 1, 2021. Forms must be submitted to MHSA@dhcs.ca.gov by August 31, 2021. (Welfare and Institution Code (W&I Code) section 5847(h-i); W&I Code section		

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		5892(b)(3), (BHIN 20-040)).		
8.	2.	<b>Finding #2:</b> Lassen County did not prepare and submit a FY 2022-23 Update to DHCS that was approved by the county BOS. (W&I Code Section 5847(a)).	Recommendation #2: The County must submit a FY 2022-23 Update to DHCS within 30 days after BOS adoption; and for each subsequent Update thereafter.	Please see attachment MHSOAC Sharefile Portal. Moving forward Lassen County will send to DHCS with 30 days of BOS adoption.  Lassen County did not submit to DHCS within 30 days due to being unaware of the 30 Day requirement.
9.	3.	<b>Finding #3:</b> Lassen County did not prepare and submit a FY 2023-24 Update to DHCS that was approved by the county BOS. (W&I Code Section 5847(a)).	Recommendation #3: The County must submit a FY 2023-24 Update to DHCS within 30 days after BOS adoption; and for each subsequent Update thereafter.	Please see attachment MHSOAC Sharefile Portal. Moving forward Lassen County will send to DHCS with 30 days of BOS adoption.  Lassen County did submit to MHSOAC within 30 days but not to DHCS as Lassen County was not aware of the 30 day requirement
10.	4.	<b>Finding #4:</b> Lassen County did not include documentation of achievement in performance outcomes	Recommendation #4: The County must include documentation of achievement in performance outcomes for CSS, PEI and	Link to Lassen County FY 2021-24 Three Year Plan is listed below.  CSS Outcomes can be found on pages 44, 46, 47, 49, 50, 51, and 56.

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		for Community Services and Support (CSS) and Prevention and Early Intervention (PEI) programs in the adopted FY 2021-24 Plan. There were no Innovation (INN) programs identified in the FY 2021-24 Plan. (County Performance Contract (6.)(A.)(5)(d.);(W&I Code section 5848(c)).	INN programs in each subsequent adopted Plan and Update thereafter.	<p>PEI Programs can be found on pages 60, 61, and 63.</p> <p>INN can be found on pages 65-66.</p> <p><a href="https://www.lassencounty.org/sites/default/files/departments/behavioral%20health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf">https://www.lassencounty.org/sites/default/files/departments/behavioral health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf</a></p> <p>2/20/2025: See policy 21-25 page 2 numbers 1(a) and 2(a).</p> <p>Please note this policy will be updated to reflect all requirements from DHCS and can be expected by 3/31/2025.</p>
11.	5.	<b>Finding #5:</b> Lassen 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 2021-	Recommendation #5: 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.	<p>Link to Lassen County FY 2021-24 Three Year Plan is listed below.</p> <p>Unserved/underserved populations can be found on page 51.</p> <p><a href="https://www.lassencounty.org/sites/default/files/departments/behavioral%20health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf">https://www.lassencounty.org/sites/default/files/departments/behavioral health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf</a></p> <p>2/20/2025: Please note LCBH will update policy 21-25 to</p>

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		24 Plan. (California Code of Regulations, title 9, section 3650(a)(1)(A)).		reflect all requirements from DHCS and can be expected by 3/31/2025.
12.	6.	<b>Finding #6:</b> Lassen County did not include an assessment of the county's capacity to implement mental health programs and services in the adopted FY 2021-24 Plan. (Cal. Code of Regs., tit. 9, § 3650(a)(5)).	Recommendation #6: The County must include an assessment of its capacity to implement mental health programs and services in each subsequent adopted Plan thereafter. Specifically: 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. The evaluation should include an assessment of bilingual proficiency in threshold languages.  c. Percentages of diverse cultural, racial/ethnic and	Link to Lassen County FY 2021-24 Three Year Plan is listed below. Link to Lassen County FY 2024-26 Two Year Plan.  a. Strengths can be found on pages 3 of The Lassen County FY 2021-24 Three Year Plan. Moving Forward Lassen County will include challenges/limitations in subsequent plans and updates. Please refer to FY 2024-26 Two Year plan pages 9-10. b. Lassen County does not have a threshold language. Please see attachment Threshold Concentration Languages. Moving forward Lassen County will include the verbiage 'there is no identified threshold language' in subsequent updates and plans. (next update is FY 2025-2026). c. Please see pages 2-4, and 7. d. Identification of barriers can be found on page 20 of Lassen County FY 2021-24 Three Year Plan. Moving forward Lassen County will include methods of address barriers in subsequent

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			<p>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>Updates and Plans. (next update is FY 2025-2026).</p> <p>FY 2021-24 Three Year Plan  <a href="https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf">https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf</a></p> <p>FY 2024-26 Two Year Plan  <a href="https://www.lassencounty.org/sites/default/files/departments/alcohol_and_drug/MHSA%20TWO%20YEAR%20PLAN%20FY2024-26%20%282%29.pdf">https://www.lassencounty.org/sites/default/files/departments/alcohol_and_drug/MHSA%20TWO%20YEAR%20PLAN%20FY2024-26%20%282%29.pdf</a></p>
13.	7.	<b>Finding #7:</b> Lassen County did not provide an estimated number of clients in the Transitional Age Youth (TAY) & Older Adult age group to be served in the Full-Service Partnership (FSP) category for each fiscal year of the adopted FY 2021-24 Plan.	Recommendation #7: 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.	<p>Link to Lassen County FY 2021-24 Three Year Plan is listed below.</p> <p>An estimate of the number of clients, in each age group, to be served in the FSP service category can be found on pages 44 and 47.</p> <p><a href="https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf">https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf</a></p> <p>2/20/2025: Please note LCBH will update policy 21-25 to</p>

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		However, the Plan did provide the estimated number of clients to be served in the Child and Adult age group for each fiscal year of the Plan. (Cal. Code Regs., tit. 9, § 3650(a)(3)).		reflect all requirements from DHCS and can be expected by 3/31/2025.
14.	8.	<b>Finding #8:</b> Lassen County did not indicate the number of TAY, Adults, and Older Adults to be served or cost per person in the adopted FY 2021-24 Plan. However, the Plan did indicate the number of Children to be served and cost per person for PEI and did indicate the number of Children, TAY, Adults, and Older Adults to be served and cost per person for CSS. There	Recommendation #8: The County must indicate the number of Child, TAY, Adults, and Older Adults to be served, and cost per person for CSS, PEI, and INN, in each subsequent adopted Plan and Update thereafter.	<p>Link to Lassen County FY 2021-24 Three Year Plan is listed below.</p> <p>CSS can be found on pages 41, 44, 47, 48, 54, 56, and 58.</p> <p>PEI can be found on pages 60-64..</p> <p>INN please refer to page 65-66.</p> <p><a href="https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf">https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf</a></p> <p>2/20/25: Please note LCBH will update policy 21-25 to reflect all requirements from DHCS and can be expected by 3/31/2025. Also expect next Annual Update by 6/30/2025.</p>



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		were no INN programs during FY 2021-24. (W&I Code section 5847(e)).		
15.	9.	<p><b>Finding #9:</b> Lassen County did not have at least one of each PEI program in the PEI component of the FY 2021-24 Plan. Specifically, there was no Outreach for Increasing Recognition of Early Signs of Mental Illness Program, Stigma and Discrimination Reduction Program, Access to Linkage to Treatment Program. (W&amp;I Code section 5840; Cal. Code Regs., tit. 9, §§ 3705(a)(b)(1), 3755).</p>	<p>Recommendation #9: 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"> <li>• Early Intervention Program</li> <li>• Outreach for Increasing Recognition of Early Signs of Mental Illness Program</li> <li>• Prevention Program</li> <li>• Stigma and Discrimination Reduction Program</li> <li>• Access and Linkage to Treatment Program</li> <li>• Suicide Prevention Program (optional)</li> </ul>	<p>Link to Lassen County FY 2021-24 Three Year Plan is listed below. Link to Lassen County FY 2024-26 Two Year Plan.</p> <p>PEI Program components can be found on page 59-64.</p> <p>Moving forward Lassen County will include verbiage opting out of having at least one of each PEI programs due to having a population under 100,000. Please refer to page 40 of Lassen County's FY 2024-26 Two Year Plan.</p> <p>FY 2021-24 Three Year Plan  <a href="https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf">https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf</a></p> <p>FY 2024-26 Two Year Plan  <a href="https://www.lassencounty.org/sites/default/files/departments/alcohol_and_drug/MHSA%20TWO%20YE">https://www.lassencounty.org/sites/default/files/departments/alcohol_and_drug/MHSA%20TWO%20YE</a></p>

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				<a href="#">AR%20PLAN%20FY2024-26%20%282%29.pdf</a>
16.	10.	<b>Finding #10:</b> Lassen County's adopted FY 2021-24 Plan does not contain a budget summary for each fiscal year, including the total budgeted for each funding category of CSS, PEI, INN, WET, CF, and TN in each subsequent adopted Plan and Update thereafter. (Cal. Code Regs., tit. 9, § 3820(e)); (W&I Code section 5847(e), 3650(a)(6)(C), 3755(I), 3930(d), 3820(e); (IN 08-09 Enclosure 1 & 2 (MHSA Proposed Guidelines by DMH 3/18/2008)), (IN 08-09 Enclosure 1 & 3 (MHSA	Recommendation #10: The County must include a budget summary each fiscal year, including the total budgeted for each funding category of CSS, PEI, INN, WET, CF, and TN in each subsequent adopted Plan and Update thereafter.	<p>Link to Lassen County FY 2021-24 Three Year Plan is listed below.</p> <p>CSS budget summary can be found on page 41, 48, 54, and 58.</p> <p>PEI budget summary can be found on page 60-64.</p> <p>INN please refer to page 65-66.</p> <p>WET budget summary can be found on page 67, please note funding has been exhausted since 2015.</p> <p>CF budget summary can be found on pages 66-67, please note projects were completed and funding was exhausted in FY 2019-20</p> <p><a href="https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf">https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf</a></p>

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		Proposed Guidelines by DMH 3/18/2008)).		2/20/2025: Please note LCBH will update policy 21-25 to reflect all requirements from DHCS and can be expected by 3/31/2025.
17.	11.	<b>Finding #11:</b> Lassen County did not include the Annual PEI report as a part of the adopted FY 2021-24 Plan. (Cal. Code Regs., tit. 9, § 3560.010).	Recommendation #11: 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 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	Lassen County will include a PEI update with the next annual update to remain on track with three-year plans and updates. (next update will be in FY 2025-26). DHCS can expect this by 6/30/2025  2/20/2025: Please see policy 18-46R1 page 4 numbers d.1. and d.2.

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			attachment to the Plan or Update and include a cover page for the Annual PEI report with the title: <i>Annual PEI Report FY XXXX to XXXX</i>	
18.	12.	<b>Finding #12:</b> Lassen County did not include the Three-Year PEI Evaluation report as part of the adopted FY 2021-24 Plan. (Cal. Code of Regs., tit. 9, § 3560.020).	Recommendation #12: 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	Lassen County will include a PEI Evaluation report with the next three-year plan to remain on track with three-year plans and updates. (next plan will be in FY 2026-29). DHCS can expect this by 6/30/2026  2/20/2025: Please see policy 18-46R1 page 4 numbers d.1. and d.2.

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			<p>as an addendum or attachment to the Plan or Update with a cover page for the Three-Year PEI Evaluation report with the title:  <i>Three-Year Prevention and Early Intervention Evaluation Report FY XXXX to FY XXXX</i></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 Regs., tit. 9, § 3560.020).</p>	
19.	13.	<p><b>Finding #13:</b> Lassen County did not include a description of how stakeholder involvement demonstrates a partnership with constituents and stakeholders</p>	<p>Recommendation #13: The County must include a description of how stakeholder involvement demonstrates a partnership with constituents and stakeholders throughout the CPPP that includes meaningful stakeholder</p>	<p>Link to Lassen County FY 2021-24 Three Year Plan is listed below.</p> <p>Community Stakeholder involvement and CPP Process can be found on page 4-38. Attachments in the FY 2021-24 Three Year Plan have sign-in sheets flyers and PowerPoint presentation for the stakeholder meetings.</p>

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		throughout the Community Program Planning Process (CPPP) that includes meaningful stakeholder involvement on: mental health policy, program planning and implementation, monitoring, quality improvement, evaluation, and budget allocations in the adopted FY 2021-24 Plan. (W&I Code section 5848(a)).	involvement on mental health policy, program planning and implementation, monitoring, quality improvement, evaluation, and budget allocations in each subsequent adopted Plan and Update thereafter.	<a href="https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf">https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf</a>
20.	14.	<b>Finding #14:</b> Lassen County did not submit evidence of compliance that the CPPP is the basis for developing the adopted FY 2021-24 Plan. (Cal. Code Regs.,	Recommendation #14: The County must provide evidence of compliance for the CPPP as the basis for developing the Plans and Updates, specifically evidence of compliance should be demonstrated	Link to Lassen County FY 2021-24 Three Year Plan is listed below.  Community Stakeholder involvement and CPP Process can be found on page 4-38. Attachments in the FY 2021-24 Three Year Plan have sign-in sheets flyers and PowerPoint presentation for the stakeholder meetings.

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		tit. 9, § 3300).	from Cal. Code Regs., tit. 9, § 3300 (a-c) for each subsequent Plan and Update thereafter.	<a href="https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf">https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf</a>
21.	15.	<b>Finding 15:</b> Lassen County did not provide evidence of conducting a local review process that included: A 30-day public comment period, methods used to circulate for the purpose of public comment, a copy of the Plan and/or Update to representatives of stakeholders and other interested parties who request the draft, evidence that the mental health board conducted a public hearing at the close of the 30-day public	Recommendation #15: The County must provide evidence of conducting a local review process that includes: A 30 day public comment period, methods used to circulate for the purpose of public comment, a copy of the Plan and/or Update to representatives of stakeholders and other interested parties who request the draft, evidence that the mental health board conducted a public hearing at the close of the 30-day public comment period, including the date, a summary and analysis of any substantive recommendations; and a	Link to Lassen County FY 2021-24 Three Year Plan is listed below.  Community Stakeholder involvement and CPP Process can be found on page 37-38.  <a href="https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf">https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf</a>

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		comment period, including the date. (Cal. Code Regs., tit. 9, § 3315(a), W&I Code section 5858).	description of any substantive changes made to the Plan and/or Update that was circulated. If no comments received or no changes made, identify no comments received and/or no changes made in the adopted Plan or Update.	
22.	16.	<b>Finding #16:</b> Lassen County did not provide evidence a Personal Service Coordinator (PSC)/Case Manager for each client, and when appropriate the client's family, to be the single point of responsibility for that client/family. (Cal. Code Regs., tit. 9, § 3620(f)).	Recommendation #16: The County must provide evidence a PSC/Case Manager for each client, and when appropriate the client's family, to be the single point of responsibility for that client/family.	<p>Link to Lassen County FY 2021-24 Three Year Plan is listed below.</p> <p>A case manager for each client and when appropriate the client's family is documented on page 45.</p> <p><a href="https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf">https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf</a></p> <p>2/20/2025: Please see policy 18-45R1 page 1 bullets 1 and 2.</p>



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23.	17.	<b>Finding #17:</b> Lassen County did not provide evidence that a PSC/Case Manager or other qualified individual known to the client/family is available to respond to the client/family 24 hours a day, 7 days a week to provide after-hours interventions. (Cal. Code Regs., tit. 9, § 3620(i)).	Recommendation #17: The County must provide evidence that a PSC/Case Manager or other qualified individual known to the client/family is available to respond to the client/family 24 hours a day, 7 days a week to provide after-hours interventions.	<p>Link to Lassen County FY 2021-24 Three Year Plan is listed below.</p> <p>A case manager for each client and when appropriate the client's family is documented on page 45 and 47. Please note that Lassen County residents that require services 24 hours, 7 days a week are housed out of county in board and cares where those services are available.</p> <p><a href="https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf">https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf</a></p> <p>2/20/2025: Please see policy 18-45R1 page 1 bullets 1 and 2</p>
24.	18.	<b>Finding #18:</b> Lassen County did not provide evidence that a PSC/Case Manager was responsible for developing an Individual Services and Supports Plan (ISSP) with the client and,	Recommendation #18: The County must provide evidence that a PSC/Case Manager is responsible for developing an ISSP with the client and, when appropriate, the client's family.	<p>Link to Lassen County FY 2021-24 Three Year Plan is listed below.</p> <p>A case manager for each client and when appropriate the client's family is documented on page 45-47. Please note that Lassen County residents that require services 24 hours. The case manager will go visit clients in the board and cares for outcome measures.</p>

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		when appropriate, the client's family. (Cal. Code Regs., tit. 9, § 3620(h)(1)).		<a href="https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf">https://www.lassencounty.org/sites/default/files/departments/behavioral_health/2021-2024%20MHSA%20THREE%20YEAR%20PLAN.pdf</a>  2/20/2025: Please see policy 18-45R1 page 3 section FSP Program Components
25.	19.	<b>Finding #19:</b> Lassen County did not provide evidence that a PSC/Case Manager was culturally and linguistically competent or, at a minimum, educated and trained in linguistic and cultural competence and had knowledge of available resources within the client/family's racial/ethnic community. (Cal. Code Regs., tit. 9, § 3620(h)(2); W&I Code	Recommendation #19: The County must provide evidence that a PSC/Case Manager is culturally and linguistically competent or, at a minimum, is educated and trained in linguistic and cultural competence and had knowledge of available resources within the client/family's racial/ethnic community.	Lassen County tracks trainings for all case managers. Please see attachment for training tracking for case managers.

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#	A Finding #	B Finding	C Recommendation	D Action Taken to Correct Finding (Identify Timeline / Evidence of Correction)
		section 5600.2).		
26.	20.	<b>Finding #20:</b> Lassen County did not provide evidence the county had an Issue Resolution Process to handle client disputes related to provision of their MHSA funded mental health services and an example of an Issue Resolution log containing: date issue was received, synopsis of issue, final resolution outcome, and date of final resolution outcome. (County Performance Contract 6.(A)(2)).	Recommendation #20: The County must have in place an Issue Resolution Process to handle client disputes related to provision of their MHSA funded mental health services, with a log containing: date issue was received, synopsis of issue, final resolution outcome, and date of final resolution outcome.	Lassen County has policy for grievance resolutions. Grievance policy and/or appeals/resolution process can be found on our website (link is below). Log of MHSA grievances is kept onsite.  <a href="https://www.lassencounty.org/dept/behavioral-health/grievance-and-appeals">https://www.lassencounty.org/dept/behavioral-health/grievance-and-appeals</a>

## **Mental Health Services Act Plan of Correction**

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](mailto:MHSA@dhcs.ca.gov).