

Santa Cruz County Plan of Correction
Per the County Performance Contract Review Report for Review Dates November 17-18 2020

Finding # or Suggested Improvement #	Finding or Suggested Improvement	Recommendation # (State Corrective Action Step / Identify Timeline / and Evidence of Corrections / Mechanisms for Monitoring Effectiveness)		Score – Comments/Notes
Finding #1	Santa Cruz County did not submit the FY 2019-20 Annual Revenue and Expenditure Report (ARER) by January 31st following the end of the fiscal year. (California Code of Regulations, title 9, section 3510(a)).	Recommendation # 1 The County must submit the FY 2020-21 ARER by January 31st following the end of the fiscal year to the Department of Health Care Services (DHCS) and for each subsequent ARER thereafter. Failure to submit the ARER in a timely manner may result in a withholding of twenty-five (25) percent of each monthly and each subsequent Plan and Update thereafter.	The County of Santa Cruz will submit the MHSA ARER by January 31st, following the end of fiscal year (ARER was late in 2021 due to the COVID-19 pandemic and staffing impacts). County fiscal department will utilize systems, including automated reminders of fiscal report due dates.	The submitted plan is accepted.
Finding #2	Santa Cruz County's FY 2019-20 ARER was not posted to the county's website. (Cal. Code Regs, tit. 9, § 3510.010(b)(1); Welfare and Institutions Code (W&I) section 5899)).	Recommendation #2: The County must post a copy of the FY 2020-21 ARER to the County's website within 30 days of submitting to DHCS, and for each	At the May 11th audit the regulatory information was shared regarding posting ARER on public facing webpage. The report was immediately uploaded to the County MHSA public facing website on the same day (5/11/21). Automated reminders have been set for all future ARER to be uploaded to the county website within 30 days of submission.	The submitted plan is accepted.

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		subsequent ARER thereafter.		
Finding #3	Santa Cruz County did not include a description of the training provided to participants in the Community Program Planning Process (CPPP) in the approved FY 2019-20	Recommendation #3: The County must include a description of the training provided to participants in the CPPP in the approved FY 2020-23 Plan and FY 2021-22 Update	Santa Cruz County will clearly detail the training provided to the participants in the CPPP going forward. Information in the plan submissions will include: <ul style="list-style-type: none"> 1. Sign-in information 2. Public facing materials for training, including sign up information 3. Agenda of training 4. Training objectives 5. Participant post training survey data 	The submitted plan is accepted.
Finding #4	Santa Cruz County's approved FY 2019-20 Update did not include a description of how stakeholder involvement demonstrates a partnership with constituents and stakeholders throughout the process that includes meaningful	Recommendation #4: The County must include a description of how stakeholder involvement demonstrates a partnership with constituents and stakeholders throughout the process that includes meaningful stakeholder	Santa Cruz County currently and actively demonstrates a partnership with constituents and stakeholders in the following processes and will be clearly articulated in three-year plans and annual updates: <ul style="list-style-type: none"> 1. Quarterly Behavioral Health Contractor Meetings <ul style="list-style-type: none"> a. MH policy b. Budget allocations c. Program planning and implementation 	The submitted plan is accepted.

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	stakeholder involvement on: mental health policy, program planning and implementation, monitoring, quality improvement, evaluation, and budget allocations. (W&I Code section 5848; MHSOAC FY 2015-16 MHSOAC Annual Update Instructions (pg 3)).	involvement on mental health policy, program planning and implementation, monitoring, quality improvement, evaluation, and budget allocations in the approved FY 2020-23 Plan and FY 2021-22 Update and each subsequent Plan and Update thereafter.	2. Quality Improvement Committee <ul style="list-style-type: none"> a. MH policy b. Program planning and implementation c. Monitoring d. Quality Improvement and evaluation 3. NAMI Lunch and Learn <ul style="list-style-type: none"> a. MH policy b. Program planning and implementation c. Budget allocations 4. Behavioral Health Town Halls <ul style="list-style-type: none"> a. MH policy b. Program planning and implementation c. Quality improvement and evaluation d. Budget allocation 5. Community Stakeholder Events <ul style="list-style-type: none"> a. MH policy b. Program planning and implementation c. Monitoring d. Quality Improve and evaluation e. Budget allocation 	
Finding #5	Santa Cruz County did not specify the methods and activities	Recommendation #5: The County must specify the methods	County working with community-based organization and contracted Stigma &	The submitted plan is accepted.

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	<p>to be used in each of their Stigma and Discrimination Reduction Programs, to change attitudes, knowledge, and/or behavior regarding being diagnosed with mental illness, having mental illness and/or seeking mental health services including timeframes for measurement in the approved FY 2019-20 Update. (Cal. Code Regs., tit. 9, § 3755(f)(3)).</p>	<p>and activities to be used in each of their Stigma and Discrimination Reduction Programs, to change attitudes, knowledge, and/or behavior regarding being diagnosed with mental illness, having mental illness and/or seeking mental health services including timeframes for measurement in the approved FY 2020-23 Plan and FY 2021-22 Update, and each subsequent Plan and Update thereafter.</p>	<p>Discrimination Reduction program provider for specifics on methods and activities. Activities are as follows:</p> <ul style="list-style-type: none"> • Changes in attitudes, knowledge and/or behavior related to seeking mental health services that are applicable to the specific program, or • By educating not only the clients, but also the family members, the providers, schools, and the community at large, the stigma against mental illnesses and the fear of seeking treatment is reduced for all. • Education and Training Series – Training for Providers, Consumers and Families includes multi-week curriculum covering information about mental illness, how to work toward wellness and to communicate well with natural and professional supports. Post evaluations are given at the end of each class series. • Family Class Series: Increased confidence in working with mentally ill family members, less fear and stigma related to mental illness, more understanding of needs and triggers that are important for 	

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			<p>wellness of their loved one’s health, and more understanding of resources available. We offer this class in Spanish.</p> <ul style="list-style-type: none"> • Peer to Peer Education Series: increased wellness for the consumer, new tools to help with wellness/recovery, and an ability to understand some of the triggers environmental and physiological that contribute to stress and periods of emotional crisis. Wellness plans are part of the program and support of each other in a peer-based community is an important part of not feeling alone. • Provider Education Series: reducing stigma and increased knowledge of mental illness and linkage to care. Encourages therapists to consider serving persons with serious mental health needs. <p>CBO utilizes pre and post survey to measure change within a specific timeframe.</p> <p>Data collected from pre and post surveys will be included in three-year plans and annual plans going forward.</p>	

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Finding #6	Santa Cruz County did not include a description in the approved FY 2019-20 Update the County's plan to involve community stakeholders meaningfully in all phases of Innovative (INN) Projects, evaluation of the INN Project, decision-making regarding whether to continue the INN Project, or elements of the Project, without INN Funds (Cal. Code Regs., tit. 9, § 3930(b)(2)).	Recommendation #6: The County must include a description of the County's plan to involve community stakeholders meaningfully in all phases of INN Projects, evaluation of the INN Project, decision-making regarding whether to continue the INN Project, or elements of the Project, without INN Funds in the approved FY 2020-23 Plan and FY 2021-22 Update and each subsequent Plan and Update thereafter.	Santa Cruz County will ensure all CPPP activities are developed with meaningful stakeholder engagement on INN program development. The 2022-2027 CPPP is actively involved in the INN plan aimed for launch in April 2022. Current stakeholder engagement included a bilingual video and survey for community feedback on INN planning. Santa Cruz County received over 500 community responses we are currently holding in-person community focus groups geared on soliciting meaningful community feedback. To date three focus groups have held. This information will be reflected in the next MHSa INN plan update.	The submitted plan is accepted.
Finding #7	Santa Cruz County did not specify in the approved FY 2019-20 Update the total length of the INN Project, or provide a brief explanation of how this time period	Recommendation #7: The County must specify the total length of the INN Project, or provide a brief explanation of how this time period will allow sufficient time for the	The current INN project in the MHSa FY 19-20 plan was approved for five years ending in March 2022. This information and updated INN program information, including lessons learned, will be clearly articulated in MHSa plans.	The submitted plan is accepted.

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	will allow sufficient time for the development, time-limited implementation, evaluation, decision-making, and communication of results, including new effective practices and lessons learned. (Cal. Code Regs., tit. 9, § 3930(c)(8)).	development, time-limited implementation, evaluation, decision-making, and communication of results, including new effective practices and lessons learned in the approved FY 2020-23 Plan and FY 2021-22 Update and each subsequent Plan and Update thereafter.		
Technical Assistance #1	The County must submit the approved FY 2020-23 Plan and FY 2021-22 Update to DHCS within 30 days of adoption, and for each subsequent Plan and Update thereafter. The County should retain a copy of the email that accompanies the Plan and Update to DHCS for verification of submittal date.		Santa Cruz County Board of Supervisors finalized approved the FY2020-23 Plan and FY 2021-22 Update on 5/18/21. FY2020-23 Plan and FY 2021-22 Update was sent to the MHSOAC on 6/2/21 and DHCS on 6/4/21, respectively. County has retained copies of both email submissions. County will continue following submission deadlines within 30 days of Board of Supervisor adoption.	The submitted plan is accepted.

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	(W&I Code section 5847(a)).			
Technical Assistance #2	The County must provide an assessment of its capacity to implement mental health programs and services in the approved FY 2020-23 Plan and FY 2021-22 Update, and each subsequent Plan and Update thereafter. (Cal. Code Regs., tit. 9, § 3650(a)(5)).		<p>Santa Cruz County completes a thorough assessment and gathers the information in Cal. Code Regs., tit. 9, § 3650(a)(5) through our County Culturally & Linguistically Appropriate Services annual plans. This information includes:</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. The evaluation shall include an assessment of bilingual proficiency in threshold languages.</p> <p>(B) 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>(C) Identification of possible barriers to implementing the proposed programs/services and methods of addressing these barriers.</p> <p>This information will now be included in all three-year plans and annual updates.</p>	The submitted plan is accepted.

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