

Mental Health Services Act (MHSA) Performance Contract Review Report
AMENDED Ventura County Program Review
November 17-18, 2020

Finding #1: Ventura County submitted the FY 2018-19 Annual Revenue and Expenditure Report (ARER) past the due date. (California Code of Regulations, Title 9, § 3510(b)).

Recommendation #1: The County shall submit the FY 2019-20 ARER no later than January 31, following the end of the fiscal year.

Finding #2: Ventura County did not provide evidence of the methods used by the County to circulate the draft FY 2018-19 Annual Update (Update) for public review and comment during the 30-day review period. (Cal. Code Regs., tit. 9, § 3315(b)(1)(A)).

Recommendation #2: The County shall submit documentation, including a description of the methods used to circulate, for the purpose of public comment, a copy of the update to stakeholders and any other interested parties who requested the draft and include this information in each subsequent Plan and Update hereafter.

Finding #3: Ventura County did not identify the unserved and underserved populations in the approved FY 2017-20 Three-Year Program and Expenditure Plan (Plan) and FY 2018-19 Update and their participation in the Community Program Planning Process (CPPP). (Welfare and Institution Code section 5848(a)(b), 5898; Cal. Code Regs., tit. 9, § 3300(b)(3)(A)).

Recommendation #3: The County must include a description of the unserved and underserved populations in the County in the approved FY 2020-23 Plan, FY 2020-21 Update and each subsequent Plan and Update thereafter.

Recommendation #3a: The County must ensure that stakeholder participation include representatives of unserved and underserved populations and family members of unserved/underserved populations in the CPPP in the approved FY 2020-23 Plan, FY 2020-21 Update and each subsequent Plan and Update thereafter.

Finding #4: Ventura County lacked public comments received during the 30-day draft circulation and public review period in the approved FY 2018-19 Update. (W&I Code section 5848(b)).

Recommendation #4: The County shall include a summary and analysis of any substantive recommendations received during the 30-day public comment period and the County's resulting actions, including any substantive changes made to the Update in response to public comments in the approved FY 2020-23 Plan and FY 2020-21 Update and each subsequent Plan and Update thereafter.

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Finding #5: Ventura County did not submit the approved FY 2018-19 Update to the Department of Health Care Services (DHCS) within 30 days of adoption by the County Board of Supervisors. (W&I Code 5847(a)).

Recommendation #5: The County must ensure the approved FY 2020-23 Plan, FY 2019-20 Update and all Plans and Updates thereafter are submitted to the DHCS within 30 days of adoption by the County Board of Supervisors.

Finding #6: Ventura County did not provide evidence the County provides Full Service Partnerships (FSP) services to all age groups: children (0-15), transitional age youth (TAY) (16-25), adult (26-59), and older adult (60 and older). (Cal. Code Regs., tit. 9, § 3620(j)).

Recommendation #6: The County shall provide FSP services to all age groups: children (0-15), transitional age youth (TAY) (16-25), adult (26-59), and older adult (60 and older) and indicate in each subsequent Plan and Update hereafter.

Finding #7: Ventura County did not report the estimated number of clients the County plans to serve in each FSP targeted age group in the approved FY 2017-20 Plan. (Cal. Code of Regs., tit. 9, § 3650(a)(3)).

Recommendation #7: The County must report the number of FSP clients the County plans to serve in each age group: children (0-15), transitional age youth (TAY) (16-25), adult (26-59), and older adult (60 and older) for each fiscal year of the approved FY 2020-23 Plan and each subsequent Plan thereafter.

Finding #8: Ventura County's Community Services and Supports (CSS) programs/services were not consistent with the approved FY 2017-20 Plan, FY 2018-19 Update, and FY 2018-19 ARER. Specifically, Child/Youth Treatment (Non-FSP), Older Adult Treatment (Non-FSP), Children's Outpatient Services, and TAY Treatment (Non-FSP) are listed in the approved FY 18-19 Update. These programs/services are not included in the Plan or ARER. (W&I Code Section 5892(g)); Cal. Code Regs., tit. 9, § 3320(a)).

Recommendation #8: The County must ensure that the program names listed in the CSS component section of the approved FY 2020-23 Plan and FY 2019-20 Update, and each subsequent year thereafter, are consistent with the budget pages and names in the ARER. If the program or service did not occur, report the program or service on the ARER and indicate zero expenditures. Any discrepancies or name changes must be explained in the approved Update.

Finding #9: Ventura County lacked evidence of a validated method used to measure changes in attitudes, knowledge, and/or behavior related to mental illness or seeking

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mental health services for each PEI Stigma and Discrimination Reduction Program in the approved FY 2017-20 Plan and FY 2018-19 Update. (Cal. Code Regs., tit. 9, §§ 3750(d); 3755(f)(3)).

Recommendation #9: The County must select and use a validated method to measure changes in attitudes, knowledge, and/or behavior related to mental illness or seeking mental health services. The County must include documentation of the validated measure(s) used for each PEI Stigma and Discrimination Reduction Program within the approved FY 2020-23 Plan, FY 2019-20 Update and each subsequent Plan and Update thereafter.

Finding #10: Ventura County did not dedicate at least 51% of their PEI funds to serve individuals who are 25 years old or younger. (Cal. Code of Regs., tit. 9, § 3706(b)).

Recommendation #10: The County must develop and implement accounting and cost allocation policies and procedures that will allow the County to allocate a majority of PEI funds to serve individuals who are 25 years old or younger.

Finding #11: Ventura County PEI programs/services were inconsistent with the approved FY 2018-19 Update and the FY 2018-19 ARER. For example, the approved FY 2018-19 Update shows 16 programs under the PEI Stigma and Discrimination Reduction component. The FY 2018-19 ARER has zero programs listed as Stigma and Discrimination Reduction programs. The FY 2018-19 Update shows COMPASS as a CSS program. The FY 2018-19 ARER lists COMPASS as a PEI program. (W&I Code) section 5892(g)).

Recommendation #11: The County must ensure that the programs listed in the PEI component section of the approved FY 2020-23 Plan and FY 2019-20 Update, and each subsequent year thereafter, are consistent with the ARER. The budget in the approved Plan and Update should be consistent with the ARER. If the program or service did not occur, report the program or service on the ARER and indicate zero expenditures. Any discrepancies or name changes must be explained in the approved Plan and Update.

Finding #12: Ventura County Innovation (INN) programs/services were inconsistent with the approved FY 2017-20 Plan, FY 2018-19 Update and FY 2018-19 ARER. Specifically, Conocimiento is listed in the Update, not in the Plan or ARER. Quality of Life Improvement, Adult Health Care Access/Health Navigation, and Mixteco Research are listed in the Plan, not in the Update or ARER. (W&I Code Section 5892(g)); Cal. Code Regs., tit. 9, § 3320(a)).

Recommendation #12: The County must ensure that the programs listed in the INN component section of the approved FY 2020-23 Plan and FY 2019-20 Update, and each subsequent year thereafter, are consistent with the ARER. The budget in the

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approved Plan and Update should be consistent with the ARER. If the program or service did not occur, report the program or service on the ARER and indicate zero expenditures. Any discrepancies or name changes must be explained in the approved Plan and Update.

SUGGESTED IMPROVEMENTS

Item #1: Transparency and Consistency

Suggested Improvement #1: DHCS recommends program names and service categories detailed in the approved Plan and Update match the program names and service categories in the ARER. The ARER should be consistent with the budget in the approved Plan and Update. If the program or service did not occur, report the program or service on the ARER and indicate zero expenditures.

Item #2: Policies and Procedures

Suggested Improvement #2: DHCS recommends the County develop FSP specific policies and procedures that include, but are not limited to identification of FSP eligibility criteria, position(s) that serve as the Personal Service Coordinator (PSC)/single point of contact for FSP clients, process for ensuring that a PSC 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, cultural competency requirements for PSCs and requirements for Individual Services and Support Plans (ISSP)/Client Plans/Treatment Plans.

Item #3: Recent Data

Suggested Improvement #3: DHCS recommends the County submit data in their Plan and Update that reflects the previous year or the most recent data available (i.e., a FY 18-19 Plan or Update should include data from the previous year of FY 2017-2018).

CONCLUSION

The Department of Health Care Services' MHSA Program Monitoring Unit conducted a review of Ventura County Behavioral Health MHSA Program on November 11-18, 2020. As with other counties, Ventura has its challenges due to the coronavirus pandemic. Transportation continues to be a challenge in Ventura County. The County has large Hispanic community in rural areas that are hard to reach. Without public or private transportation, clients and/or families have difficulty coming in for services. Also, immigrant families are reluctant to accept or come in for services because of their distrust with the government. Many fear family members being taken away because of their immigration status.

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Ventura County partners with many local community agencies. They continuously follow up with law enforcement with the crisis intervention training which is aimed at reducing the risk of serious injury or death during an emergency interaction between person with mental illness and police officers; reporting approximately 94% of the officers still use skills learned in training on a daily basis. The County also have partnerships with local bar owners and bartenders for the Bartenders as Gatekeepers Program, a unique suicide prevention program that targets at-risk people in a place where they feel comfortable, and reach out to them through people they feel comfortable confiding in. Also, the Teen Centers coming up with creative ways of providing support by connecting remotely, through activities such as distance walking, putting together grab and go bags, and hosting cookie competitions via Instagram.