

**Mental Health Service Act (MHSA) Performance Review Report  
San Benito County Program Review  
September 26-27, 2023**

**FINDINGS**

**Finding #1:** San Benito County's adopted Fiscal Year (FY) 2020-23 Three-Year Program and Expenditure Plan (Plan) and FY 2022-23 Annual Update (Update) did not include a description of how stakeholder involvement demonstrates a partnership with constituents and stakeholders throughout the process that includes meaningful stakeholder involvement on: mental health policy, program planning and implementation, monitoring, quality improvement, evaluation, and budget allocations. (Welfare and Institution Code (W&I Code) section 5848(a).)

**Recommendation #1:** The County must include a description of how stakeholder involvement demonstrates a partnership with constituents and stakeholders throughout the process that includes meaningful stakeholder involvement on mental health policy, program planning and implementation, monitoring, quality improvement, evaluation, and budget allocations in each subsequent adopted Plan and Update thereafter.

**Finding #2:** San Benito County did not provide a description of training in the Community Program Planning Process (CPPP) to county staff as needed in the development of, and to be included in the adopted FY 2020-23 Plan and FY 2022-23 Update. (California Code of Regulations, title 9, section 3300(c)(A); Cal. Code Regs., tit. 9, § 3300(c)(3)(A).)

**Recommendation #2:** The County must provide a description of training in the CPPP to county staff as needed in the development of each subsequent adopted Plan and Update thereafter.

**Finding #3:** San Benito County did not provide a description of training in the CPPP to stakeholders, clients, and when appropriate the client's family as needed who participated in the development of, and to be included in the adopted FY 2020-23 Plan and FY 2022-23 Update. (Cal. Code Regs., tit. 9, § 3300(c)(3)(B).)

**Recommendation #3:** The County shall provide a description of training in the CPPP to stakeholders, clients, and when appropriate the client's family as needed who participated in the development of each subsequent adopted Plan and Update thereafter.

**Finding #4:** San Benito County did not provide sufficient evidence that stakeholders had the opportunity to participate in the CPPP and to ensure that stakeholders reflect the diversity of the demographics of the county, including but not limited to geographic location, age, gender, and race/ethnicity in the adopted FY 2020-23 Plan and FY 2022-23 Update. (Cal. Code Regs., tit. 9, § 3300(b)(3).)

**Recommendation #4:** San Benito County must ensure that stakeholders have had the opportunity to participate in the CPPP and reflect the diversity of the demographics of

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the county, including but not limited to geographic location, age, gender, and race/ethnicity in each subsequent adopted Plan and Update thereafter.

**Finding #5:** San Benito 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. (Cal. Code Regs., tit. 9, § 3650(a)(1)(A).)

**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.

**Finding #5a:** San Benito County did not identify the number of children (age 0-17 yrs), transition-aged youth (TAY) (16-25 yrs), adult (18-59 yrs), and older adults (60+ yrs) by gender, race/ethnicity, and primary language in the narrative analysis (see above) in the adopted FY 2020-23 Plan. (Cal. Code Regs., tit. 9, § 3650(a)(1)(A).)

**Recommendation #5a:** The County must identify the number of children (age 0-17 yrs), TAY (16-25 yrs), adult (18-59 yrs), and older adults (60+ yrs) by gender, race/ethnicity, and primary language in the narrative analysis (see above) in each subsequent adopted Plan thereafter.

**Finding #6:** San Benito 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 Regs., tit. 9, § 3650(a)(5).)

**Recommendation #6:** San Benito County must include an assessment of its capacity to implement mental health programs and services in each subsequent adopted Plan thereafter and shall include:

- 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 should include an assessment of bilingual proficiency in threshold languages.
- 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.
- c. Identification of possible barriers to implementing the proposed programs/services and methods of addressing these barriers.

**Finding #7:** San Benito County did not enter a Full-Service Partnership (FSP) agreement with each client served under the FSP service category, and when appropriate the client's family. The Department of Health Services (DHCS) defines an

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agreement as a signed agreement between the client, and when appropriate the client's family, with the Personal Service Coordinator/Case Manager. (Cal. Code Regs., tit. 9, § 3620(e).)

Recommendation #7: San Benito County must enter a signed FSP agreement between their client, and when appropriate the client's family, with the Personal Service Coordinator/Case Manager for each client served under the FSP service category for each subsequent client and client's family thereafter.

Finding #8: San Benito County did not provide an estimate of the number of clients, in each age group (children (age 0-17 yrs), TAY (16-25 yrs), adult (18-59 yrs), and older adults (60+ yrs) to be served in the FSP category for each fiscal year of the FY 2020-23 Plan. (Cal. Code of Regs., tit. 9, § 3650(a)(3).)

Recommendation #8: The County must provide an estimate of the number of clients, in each age group (children (age 0-17 yrs), TAY (16-25 yrs), adult (18-59 yrs), and older adults (60+ yrs) to be served in the FSP service category for each fiscal year of the Plan, in each subsequent adopted Plan thereafter.

Finding #9: San Benito County did not indicate the number of children (age 0-17 yrs), TAY (16-25 yrs), adult (18-59 yrs), and older adults (60+ yrs) to be served, and did not provide the cost per person for Community Services and Support (CSS), Prevention, and Early Intervention (PEI), and Innovation (INN), in the adopted FY 2020-23 Plan and FY 2022-23 Update. (W&I Code, § 5847(e).)

Recommendation #9: The County must indicate the number of children (age 0-17 yrs), TAY (16-25 yrs), adult (18-59 yrs), and older adults (60+ yrs) to be served, and indicate the cost per person for CSS, PEI, and INN, in each subsequent adopted Plan and Update thereafter.

Finding #10: San Benito County did not 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 for each Access and Linkage to Treatment Program in the FY 2020-23 Plan and FY 2023-23 Update; and how the Program will follow up with the referral to support engagement in treatment. (Cal. Code Regs., tit. 9, §§ 3755(h)(4), 3755(h)(5).)

Recommendation #10: San Benito 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 for each Access and Linkage to Treatment Program; and how the Program will follow up with the referral to support engagement in treatment each subsequent adopted Plan and Update thereafter.

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**Finding #11:** San Benito County did not specify the methods and activities to be used to change attitudes, knowledge, and/or behavior regarding being diagnosed with mental illness, having mental illness and/or seeking mental health services for each Stigma and Discrimination Reduction Program in the adopted FY 2020-23 Plan and FY 2022-23 Update. (Cal. Code Regs., tit. 9, § 3755(f)(3).)

**Recommendation #11:** The County must specify the methods and activities to be used to change attitudes, knowledge, and/or behavior regarding being diagnosed with mental illness, having mental illness and/or seeking mental health services in each subsequent adopted Plan and Update thereafter.

**SUGGESTED IMPROVEMENTS**

**Suggested Improvement #1:** DHCS recommends the county write Specific, Measurable, Achievable, Relevant, and Time-bound (SMART) goals that can be tracked, analyzed, and reported for their documentation of achievement in performance outcomes in the approved Three-Year Program and Expenditure Plan and/or Annual Update for each CSS, PEI and INN program.

For example, a goal of ‘The TAY program intends to improve parent, family, and community education regarding first episode psychosis by assisting with transportation costs to and from appointments.’ is not specific. To be more consistent with the provided outcome data, ‘85.7% of the TAY-FEP Program eligible young people received transportation support via case management services.’ a suggested goal might be, ‘At least 95% of all of the eligible young people referred to the TAY-FEP Program will receive transportation support via case management services for their first three appointments.’ In this example, the goal states what will be measured, provides a measurable quantitative item, is achievable because the County controls the engagement attempts, is relevant because outreach and engagement is essential to providing quality mental health services, and is time-bound because it gives a specific unit of time of data to be collected, measured, and reported.

**Suggested Improvement #2:** DHCS recommends the County include documentation of the prior FY data in The Annual PEI Report as part of each subsequent Plan and/or Update thereafter.

**Suggested Improvement #3:** DHCS recommends the County include documentation of three prior FY data in the Three-Year PEI Evaluation Report as part of each subsequent Plan and/or Update thereafter.