

**Mental Health Services Act (MHSA) Performance Review Report**  
**Shasta County Program Review**  
**October 24-25, 2023**

**Finding #1:** Shasta County did not include documentation of achievement in performance outcomes for Community Services and Support (CSS) programs in the adopted Fiscal Year (FY) 2020-23 Three-Year Program and Expenditure Plan (Plan) and FY 2022-23 Annual Update (Update). The County did include documentation of achievement in performance outcomes for Prevention, and Early Intervention (PEI), and Innovation (INN) programs. (County Performance Contract (6.)(A.)(5)(d.); Welfare and Institution Code (W&I Code) section 5848).

**Recommendation #1:** The County must include documentation of achievement in performance outcomes for CSS, PEI, and INN programs in each subsequent adopted Plan and Update thereafter.

**Finding #2:** Shasta 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)).

**Recommendation #2:** 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 each subsequent adopted Plan thereafter.

**Finding #2a:** Shasta County did not identify the number of children, transition-aged youth, adults, and older adults by gender, race/ethnicity, and primary language in the narrative analysis of the adopted FY 2020-23 Plan. (Cal. Code Regs., tit. 9, § 3650(a)(1)(A)).

**Recommendation #2a:** The County must identify the number of children, transition-aged youth, adults, and older adults by gender, race/ethnicity, and primary language in each subsequent adopted Plan thereafter.

**Finding #3:** Shasta 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 #3:** The 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.
- b. Bilingual proficiency in threshold languages.

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.

d. Identification of possible barriers to implementing the proposed programs/services and methods of addressing these barriers.

**Finding #4** Shasta 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. The county submitted FY 2019-20 data. (Cal. Code Regs., tit. 9, § 3650(a)(3)).

**Recommendation #4:** 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.

**Finding #5:** Shasta County did not indicate the number of children, transition-aged youth, adults, and older adults to be served for each FSP service category (CSS, PEI, and INN), and did not provide the cost per person in the adopted FY 2020-23 Plan and FY 2022-23 Update. (W&I Code section 5847(e)).

**Recommendation #5:** The County must indicate the number of children, transition-aged youth, adults, and older adults to be served, and indicate the cost per person for CSS, PEI, and INN, in each subsequent adopted Plan and Update thereafter.

**Finding #6:** Shasta County did not include in its PEI component at least one of the following programs in the adopted FY 2020-23 Plan and FY 2022-23 Update:

- 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

However, the county did include a Stigma and Discrimination Reduction program and Suicide Prevention program. (W&I Code section 5840; Cal. Code Regs., tit. 9, §§ 3705(a), 3755; 3705(b)(1)).

**Recommendation #6:** The County must have at least one of each of these programs in PEI: Early Intervention Program, Outreach for Increasing, Recognition of Early Signs of Mental Illness Program, Prevention Program, Stigma and Discrimination Reduction Program and Access to Linkage to Treatment Program in each subsequent adopted Plan and Update thereafter.

**Finding #7:** Shasta County's adopted FY 2020-23 Plan and FY 2022-23 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: monitoring, quality improvement, evaluation, and budget allocations. The County did include a description of mental health policy and program planning and implementation in the adopted FY 2020-23 Plan and FY 2022-23 Update. (W&I Code section 5848(a)).

**Recommendation #7:** 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 #8:** Shasta County did not submit the FY 2020-23 Plan within 30 days after adoption by the Board of Supervisors (BOS) to the Department of Health Care Services (DHCS). (W&I Code section 5847(a)).

**Recommendation #8:** The County must submit the MHSA Three-Year Program and Expenditure Plan within 30 days after adoption by the BOS to DHCS and the Mental Health Services Oversight and Accountability Commission.

**Finding #9:** Shasta County did not submit the FY 2022-23 Update within 30 days after adoption by the BOS to DHCS. (W&I Code section 5847(a)).

**Recommendation #9:** The County must submit the MHSA Annual Update within 30 days after adoption by the BOS to DHCS and the Mental Health Services Oversight and Accountability Commission.

**Finding #10:** Shasta 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. DHCS defines an agreement as a signed agreement between the client, and when appropriate the client's family, and the Personal Service Coordinator/Case Manager. (Cal. Code of Regs., tit. 9, § 3620(e)).

**Recommendation #10:** The County must enter a FSP agreement between their client, and when appropriate the client's family, and the Personal Service Coordinator/Case Manager for each client served under the FSP service category with each subsequent client and client's family thereafter.

## **SUGGESTED IMPROVEMENTS**

**Suggested Improvement #1:** DHCS recommends the county include the Annual PEI report as a distinct part of each subsequent adopted Plan and 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 attachment to the Plan or Update and include a cover page for the Annual PEI report with the title:

Annual PEI Report  
FY 2022 to 2023

**Suggested Improvement #2:** DHCS recommends the county include the Three-Year PEI Evaluation report as a distinct part of each subsequent adopted Plan and/or Update hereafter to ensure that future Three-Year PEI Evaluation 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 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 Plan or Update and include a cover page for the Three-Year PEI report with the title:

Three-Year Prevention and Early Intervention Evaluation Report  
FY 2020 to FY 2023

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.

**Suggested Improvement #3:** DHCS recommends the county indicate any substantive written recommendations for revisions received during the 30-day comment period be included with summaries, analysis and any substantive changes made to the adopted Plan and Update. If no recommendations for revisions received during the 30-day comment period, identify no recommendations received in the Plan or Update.