

**Mental Health Services Act (MHSA) Performance Contract Review (PCR) Report  
Napa County Program Review  
January 8 – 10, 2019**

**FINDING #1:** Napa County did not include a breakdown of the number of Full Service Partnerships (FSP) clients to be served according to age group in the FY 2017-20 Three-Year Program and Expenditure Plan (Plan). (California Code of Regulations, Title 9, § 3650(a)(3)).

**Recommendation #1:** The County must provide a breakdown of the number of FSP clients to be served according to each age group: children (0-15), transitional age youth (16-25), adult (26-59) and older adult (60 and older) for each fiscal year of the approved FY 2020-23 Three-Year Program and Expenditure Plan (Plan) and thereafter.

**FINDING #2:** Napa County does not have in place an Issue Resolution process to handle client disputes related to provision of their MHSA funded mental health services. (County Performance Contract (6.)(A.)(2)).

**Recommendation #2.1:** The County must develop a Policy and Procedure addressing the MHSA Issue Resolution process and issues related to: the Community Program Planning Process (CPPP), provision of MHSA funded mental health services, inconsistency between approved MHSA plan and program implementation and appropriate use of funds.

**Recommendation #2.2:** The County must develop and maintain an MHSA Issue Resolution Log that contains the date the issue was received, brief synopsis of issue, final resolution outcome and date of final resolution outcome.

**Recommendation #2.3:** The County will provide training on the MHSA Issue Resolution Process to all Napa County Behavioral Health Service employees and those individuals and/or service providers who are the point of contact for MHSA programs/services.

**Recommendation #2.4:** The County MHSA Issue Resolution Policy and Procedure will identify the process for service providers to notify the Napa County Behavioral Health Services of MHSA issues.

**SUGGESTED IMPROVEMENTS**

Although the MHSA Program has been successfully implemented, Department of Health Care Services (DHCS) identifies the following areas for improvement:

1. DHCS recommends the County clarify who is in charge of the overall CPPP and clearly identifying the Stakeholder Advisory Committee Roles and Responsibilities.
2. DHCS recommends the County develop a Policy and Procedure regarding training of County staff on MHSA and the CPPP.
3. DHCS recommends the County ensure it consistently documents the agenda and minutes of the Stakeholder Advisory Committee meetings; including

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notices/advertisements of meeting dates, sign-in sheets, who was present/not present and actions taken on agenda items.

4. DHCS recommends the County provide training to their Stakeholder Advisory Committee, County staff and MHSA funded service providers on their finalized MHSA Issue Resolution process.
5. DHCS recommends the County improve tracking of contract deliverables (i.e., a) stated deliverables are received by due date, b) specified deliverables are met, c) process developed to assure all service providers contracts are reviewed yearly, d) review of performance outcomes are documented' and e) continuation of contract determined and documented.)

**CONCLUSION**

The Department of Health Care Services MHSA Oversight Unit conducted an onsite review of the Napa County Behavioral Health Services MHSA Program on January 8-10, 2019. Napa County has an integrated behavioral health system that offers an array of supportive services such as a crisis stabilization unit, system navigators, and an Innovations Community Center.

Overall, the County has good ongoing collaboration with community stakeholders and providers, efficient Full Service Partnership (FSP) intake and assessment process, strong innovation programs and passionate County staff and service providers that are dedicated to the wellness and recovery of individuals they serve.

However, there are some challenging issues regarding lack of affordable housing in the County, high cost of living, difficulty filling vacancies on the Stakeholder Advisory Committee, limited contracting options and severe emotional impact on the community from the recent earthquake and fires.