

**Mental Health Services Act (MHSA) Performance Contract Review Report
Glenn County Program Review
April 9-11, 2019**

FINDING #1: Glenn County lacked a narrative analysis that assesses the mental health needs of the unserved, underserved/inappropriately served, and fully served county residents who qualify for MHSA services and an assessment of its capacity to implement proposed programs and services in their adopted FY 2017-20 Three-Year Program and Expenditure Plan (Plan). (Cal.Code Regs., tit. 9, § 3650(a)).

Recommendation #1: The County shall include a narrative analysis of its assessment of the County's mental health needs, its capacity to implement proposed programs/services and address all components of Cal. Code Regs., tit 9, § 3650(a) in the adopted FY 2020-23 Plan and each subsequent Plan, thereafter.

Recommendation #1a: The County should use the results of the assessment to develop the approved Plan.

FINDING #2: Glenn County's adopted FY 2017-20 Plan and FY 2018-19 Update does not demonstrate that the County has at least one of each of the required Prevention and Early Intervention (PEI) programs, specifically; Outreach for Increasing Recognition of Early Signs of Mental Illness and Stigma and Discrimination Reduction. (Cal. Code Regs., tit. 9, § 3705(a)).

FINDING #2a: The County did not obtain a declaration for opting out of having an Outreach for Increasing Recognition of Early Signs of Mental Illness PEI program from the Board of Supervisors, and that they could not meet the requirements of the Cal. Code Regs., tit. 9, §3705(a)(A)(1).

FINDING #2b: The County did not include in its Plan and/or Update, documentation describing the rationale for the County's decision to opt out of having an Outreach for Increasing Recognition of Early Signs of Mental Illness PEI program and how the County ensured meaningful involvement in the decision to opt out. (Cal. Code Regs., tit. 9, § 3705(a)(B).

Recommendation #2: The County must incorporate a Stigma and Discrimination Reduction PEI program, and include a description of the program per the requirements of the Cal. Code Regs., tit. 9, § 3755 in the adopted FY 2020-23 Plan and FY 2019-20 Update and each subsequent Plan and Update, thereafter.

Recommendation #2a: The County must obtain a declaration from the County Board of Supervisors that they are opting out of having an Outreach for Increasing Recognition of Early Signs of Mental Illness PEI program and that they could not meet the requirements.

Recommendation #2b: The County must include in its Plan and/or Update, documentation describing the rationale for the County's decision to opt out of having an Outreach for Increasing Recognition of Early Signs of Mental Illness PEI program and how the County ensured meaningful involvement in the decision to opt out in the

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adopted FY 2020-23 Plan and/or FY 2019-20 Update and each subsequent Plan and Update, thereafter.

Recommendation #2c: The County shall clearly identify which PEI programs fall under each PEI program category funded with PEI funds as a Prevention Program, an Early Intervention Program, Outreach for Increasing Recognition of Early Signs of Mental Illness Program, Stigma and Discrimination Reduction Program, Suicide Prevention Program (if applicable), or Access and Linkage to Treatment Program, in the FY 2020-23 Plan and FY 2019-20 Update and each subsequent Plan and Update, thereafter.

FINDING #3: Glenn County lacked evidence of a validated method used to measure changes in attitudes, knowledge, and/or behavior related to mental illness or seeking mental health services for each Prevention and Early Intervention (PEI) Stigma and Discrimination Reduction Program in the approved FY 2017-20 Plan and FY 2018-19 Update. (Cal. Code of Regs., tit. 9, §§ 3750(d), 3755(f)(3)).

Recommendation #3: The County shall select and include documentation of the validated measure(s) used for each PEI Stigma and Discrimination Reduction Program and address all components of Cal. Code of Regs., tit. 9 §§ 3750(d), 3755(f) in their approved FY 2020-23 Plan and FY 2019-20 Update and each subsequent Plan and Update, thereafter.

FINDING #4: Glenn County lacked documentation of evidence to ensure stakeholder involvement in the Community Program Planning Process (CPPP) for the Innovation (INN) SMART project (2014-19). The County submitted the CPPP for the 2011-2014 INN project: Weekend Wellness. (Welfare and Institutions Code (W&I) Section 5848(a), 5898; Cal. Code Regs., tit. 9, § 3930(b)(1)).

Recommendation #4: The approved FY 2020-23 Plan and FY 2019-20 Update, and each subsequent Plan and Update thereafter, will include a description for each new INN project and how the County ensures that staff and stakeholders were informed about and understood the purpose and requirements of the MHSA Innovation component.

SUGGESTED IMPROVEMENTS

Item #1: MHSA Transparency and Consistency

Suggested Improvement #1: The Department of Health Care Services (DHCS) recommends programs identified in the adopted Plan and Update (e.g. has distinct program descriptions) match program names and services consistently within the approved Plan, Update, budget and Annual Revenue and Expenditure Report (ARER).

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Suggested Improvement #1a: The ARER should be consistent with the budget in the adopted Plan and Update. If the program or service did not occur, report the program or service on the ARER and indicate zero expenditures.

CONCLUSION

The Department of Health Care Services (DHCS) MHSA Oversight Unit conducted an onsite review of the Glenn County Behavioral Health Services MHSA Program on April 9-11, 2019. Glenn County identified the significant impact of the MHSA programs and services that have enhanced their system of delivery. They have benefited from the MHSA Boot Camp training and support they have received and voiced their requests for service provider participation especially for the small counties since they are an integral part of the team. They advocate for continued training (including fiscal), networking and collaboration with DHCS and the Mental Health Services Oversight and Accountability Commission (MHSOAC).

Challenges are specific to small counties with the limited resources and multiple job responsibilities of the staff. Data collection, performance outcome tracking and documentation can be administratively complex for small counties. The Innovation plan process can be burdensome, timelines difficult to accomplish and the approval process can slow things down.

A request was expressed for consolidation of audits and reviews. The frequency of network adequacy, substance use disorder, Medi-Cal, fiscal, MHSA and external quality review organization audits/reviews impact their provision of services. Same questions are asked over and over again in different ways; and could there be a more efficient and less burdensome process to accomplish the collective goals.