

Mental Health Services Act (MHSA) Performance Contract Review Report
San Luis Obispo County Program Review
January 29-31, 2019

FINDING #1: San Luis Obispo County did not submit the MHSA FY 2017-20 Three-Year Program and Expenditure Plan (Plan) and FY 2018-19 Annual Update (Update) to the Department of Health Care Services (DHCS) within 30 days after adoption. (Welfare and Institutions (WIC) Code, Section 5847(a)).

Recommendation #1: The County must submit the adopted FY 2020-23 Plan and FY 2019-20 AU; and thereafter to DHCS at MHSA@dhcs.ca.gov and the Mental Health Services Oversight and Accountability Commission (MHSOAC) within 30 days after adoption by the county board of supervisors.

FINDING #2: San Luis Obispo County did not include an assessment of the County's Capacity to Implement the proposed MHSA programs. The Capacity to Implement Assessment should include an analysis of the strengths and limitations of the County and service providers and their impact on the County's ability to meet the needs of racially and ethnically diverse populations; evaluation of bilingual proficiency in threshold languages, including identification of possible barriers to program implementation and methods to overcome these barriers. (California Code of Regulations, Title 9, § 3650(a)(5)(A)(B)(C)).

Recommendation #2: The County must assess their capacity to implement and evaluate the capacity of service providers to meet the needs of diverse, cultural, racial/ethnic, and linguistic groups and address all components of Cal. Code Regs., tit 9, § 3650(a)(5)(A)(B)(C) in the approved FY 2020-23 Plan and each subsequent approved Plan thereafter.

SUGGESTED IMPROVEMENTS

Item #1: MHSA Policies, Procedures, Evaluation and Training

Suggested Improvement #1: DHCS recommends the County develop and implement a MHSA training program and identify processes and supports including:

- a) Policies and procedures that incorporate MHSA general principles.
- b) Requirements and components (CPPP, CSS (FSP/GSD/O&E), PEI, INN, WET, CFTN).
- c) Funding and reporting requirements.
- d) Plans and Updates.
- e) Other needs such as staffing, performance objectives and outcomes.

Suggested Improvement #1a: The training should also address how the county will evaluate the effectiveness of programs/services they deliver and their on-going quality improvement strategies.

Suggested Improvement #1b: DHCS recommends MHSA training for all mental health employees and service providers involved in complete delivery of services to recipients of MHSA programs; and documentation of annual training.

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Suggested Improvement #1c: DHCS recommends MHSA training to all new employees; and documentation of annual training.

Item #2: MHSA Transparency and Consistency

Suggested Improvement #2: DHCS recommends program names and service categories detailed in the approved Plan and Update match the program names and service categories in the Annual Revenue and Expenditure Report (ARER). The ARER should be consistent with the budget in the approved Plan and Update. If the program or service did not occur, still report the program or service on the ARER and indicate zero expenditures.

Suggested Improvement #2a: DHCS recommends the County provide an updated budget for each fiscal year in the approved Plan and Update and in each subsequent Plan/Update with an explanation of any significant changes.

CONCLUSION

The Department of Health Care Services' MHSA Oversight Unit conducted an onsite review of the San Luis Obispo County Behavioral Health MHSA Program on January 29-31, 2019. San Luis Obispo County strengths include a knowledgeable and dedicated MHSA team and strong collaboration with community stakeholders and providers. County challenges include a difficulty retaining healthcare professionals, engaging with homeless populations, and a lack of affordable housing.