

Mental Health Services Act (MHSA) Performance Contract Review Report
Santa Barbara County Virtual Program Review
May 7, 2020

FINDING #1: Santa Barbara County lacked demographics of the stakeholders who participated in the Community Program Planning Process (CPPP) in the approved FY 2017-20 Three-Year Program and Expenditure Plan (Plan) and FY 2018-19 Annual Update (Update), to determine if they reflect the diversity of the demographics of the County, including but not limited to, geographic location, age, gender, and race/ethnicity. (California Code of Regulations, title 9, section 3300(b)(4)).

Recommendation #1: The County must provide demographics of stakeholders participating in the CPPP and they must reflect the diversity of the demographics of the County, including but not limited to, geographic location, age, gender, and race/ethnicity in the approved FY 2020-23 Plan, FY 2020-21 Update and each subsequent Plan and Update thereafter.

FINDING #2: Santa Barbara County did not identify the unserved and underserved populations in the approved FY 2017-20 Plan and FY 2018-19 Update and their participation in the CPP process. (Welfare and Institutions Code section 5848(a)(b), 5898; Cal. Code Regs., tit. 9, § 3300(b)(3)(A)).

Recommendation #2: The County must include a description of the unserved and underserved populations in the County in the approved FY 2020-23 Plan, FY 2020-21 Update and each subsequent Plan and Update thereafter.

Recommendation #2a: The County must ensure that stakeholder participation shall include representatives of unserved and underserved populations and family members of unserved/underserved populations in the CPPP in the approved FY 2020-23 Plan, FY 2020-21 Update and each subsequent Plan and Update thereafter.

FINDING #3: Santa Barbara County did not conduct a public hearing at the close of the 30-day public comment period (June 5, 2018 to July 4, 2018). For the approved FY 2018-19 Update, the public hearing was held on June 20, 2018, which occurred prior to the close of the 30-day public comment period.(W&I Code sections 5847(a), 5858; Cal. Code Regs., tit. 9, § 3315(a)(2)).

Recommendation #3: The County must hold the public hearing at the close of the 30-day public comment period; and no sooner, for the approved FY 2020-23 Plan, FY 2020-21 Update and each subsequent Plan and Update thereafter.

FINDING #4: Santa Barbara 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 in the approved FY 2017-20 Plan and FY 2018-19 Update. (W&I Code section 5847(e); Cal. Code Regs., tit. 9, § 3650(a)(3)).

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Recommendation #4: The County must provide an estimate of the number of FSP clients to be served in each age group: children (0-15), transitional age youth (16-25), adult (26-59), and older adult (60 and older) for each fiscal year in the approved FY 2020-23 Plan, FY 2020-21 Update and each subsequent Plan and Update thereafter.

FINDING #5: Santa Barbara County's MHSA components of Community Services and Supports (CSS), Prevention and Early Intervention (PEI), Workforce Education and Training (WET) programs/services implementation is inconsistent with the approved FY 2018-19 Update and the FY 2018-19 Annual Revenue and Expenditure Report (ARER). (W&I Code section 5892(g)).

Specifically, the following programs and components were inconsistent:

- The CSS budget summary in the approved FY 2018-19 Update was organized into two categories – FSP and non-FSP programs. This was inconsistent with the ARER, which was organized by individual CSS program names.
- The PEI budget summary in the approved FY 2018-19 Update was organized into two categories – prevention and early intervention. This was inconsistent with the ARER, which was organized by individual PEI programs. Additionally, for each PEI program on the ARER, the County categorized the program type by prevention and early intervention instead of identifying the specific PEI category each program coincides with – Early Intervention Program, Outreach for Increasing Recognition of Early Signs of Mental Illness, Prevention Program, Stigma and Discrimination Reduction Program, Access and Linkage to Treatment Program, and if applicable, Suicide Prevention Program.
- The WET programs identified in the approved FY 2018-19 Update were Peer Training and Southern Counties Regional Partnership. In the FY 2018-19 ARER, the only program identified was Workforce Staffing.

Recommendation #5: The County must ensure that the program names listed in the approved FY 2020-23 Plan, FY 2020-21 Update and each subsequent Plan and Update thereafter, are consistent with the names in the approved ARER. The budget in the approved Plan and Update should be consistent with the approved ARER. If the program or service did not occur, report the program or service on the approved ARER and indicate zero expenditures. Any discrepancies or name changes must be explained in the approved Plan and Update.

SUGGESTED IMPROVEMENT

Item #1: CPPP Development

Suggested Improvement #1: The Department of Health Care Services (DHCS) recommends the County compare stakeholder and County demographics to ensure desired participation of target populations in the CPPP and to determine whether

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stakeholders reflect the diversity of the demographics of the County, including but not limited to geographic location, age, gender, race, and unserved and/or underserved populations. DHCS recommends the County include this comparison of both stakeholder demographics and overall County demographics within the approved Plans and Updates.

CONCLUSION

The Department of Health Care Services' (DHCS) MHSA Program Monitoring Unit conducted a virtual review of the Santa Barbara County Department of Behavioral Wellness' MHSA Programs on May 7, 2020. Santa Barbara County has been challenged with devastating fires, floods and maritime disasters in the last few years which has impacted the economy, community and environment. The arrival of COVID-19 has added additional challenges. During the COVID-19 pandemic, the County recognized their service providers and staff had adjusted well to the changing environment, as 40-44% of the workforce had transitioned to temporary telecommuting. County functions have diminished but they have been able to continue to provide services.

The County noted significant improvements in the CPP process after revamping their mission and vision over the past five years. This revamp led the County to create action teams and hold community-based meetings to engage stakeholders, which has allowed them to gain substantial feedback from their community and improve their service delivery. There has been immense support with regional partnership meetings and collaboration with stakeholders providing opportunities to collectively identify how to best provide services. Providers have really stepped up and the strengthened community relationships have been advantageous in adapting to the multiple challenges the county has endured.