

San Luis Obispo County Plan of Correction
Per the Performance Contract Review Report for Review Dates January 29-31, 2019

Finding # or Suggested Improvement #	Finding or Suggested Improvement	Recommendation # (State Corrective Action Step / Identify Timeline / and Evidence of Corrections / Mechanisms for Monitoring Effectiveness)		Score – Comments/Notes
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.	As of this Plan of Correction, the 2017-20 Three-Year Program and Expenditure Plan (Plan) and FY2018-19 Annual Update (Update) has been submitted to the Department of Health Care Services (DHCS). All Plans and Reports are made available on the County’s public website at the time of adoption by stakeholders and the County’s Board of Supervisors. The County of San Luis Obispo will submit the adopted FY 2020-23 Plan and FY 2019-20 Update by January 31, 2021; and thereafter to DHCS and the Mental Health Services Oversight and Accountability Commission (MHSOAC) within 30 days after the County’s Board of Supervisors’ adoption.	The submitted plan is accepted.
Finding #2	San Luis Obispo County did not include an assessment of the County’s Capacity to implement the	Recommendation #2: The County must assess their capacity to implement and evaluate the	The County of San Luis Obispo will include an assessment of its 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	The submitted plan is accepted.

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	<p>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,</p>	<p>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 FY2020-23 Plan and each subsequent approved Plan thereafter.</p>	<p>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.</p> <p>The Three-Year Plan and Annual Update, including this assessment, will be posted for public review by October 15, 2020, and a public hearing to adopt the Plan will be held before November 30, 2020. The Plan will be approved by the Board of Supervisors before December 31, 2020.</p> <p>All Plans and Reports will be submitted to DHCS and the MHSOAC, and made available on the County’s public website at the time of adoption by stakeholders and the County’s Board of Supervisors.</p>	

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	Title 9, § 3650(a)(5)(A)(B)(C)			
Suggested Improvement #1: MHSA Policies, Procedures, Evaluation and Training	DHCS recommends the County develop and implement a MHSA training program and identify processes and supports including: <ol style="list-style-type: none"> 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 	<u>Suggested Improvement #1a:</u> The training should also address how the County will evaluate the effectiveness of programs/services they deliver and their on-going quality improvement strategies. <u>Suggested Improvement #1b:</u> DHCS recommends MHSA training for all mental health employees and service providers involved in complete delivery of services to recipients of MHSA programs;	The County of San Luis Obispo has developed, and will continue to implement and expand its MHSA Training program which identifies processes and supports including: <ol style="list-style-type: none"> 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. Examples: <ul style="list-style-type: none"> • The County has held both a CSS and a PEI ‘Summit’ in the past year for all program providers, contractors, and stakeholders. All of the above topics were covered in detail. • Each Stakeholder/CPP meeting begins with an overview of the listed topics. 	The submitted plan is accepted.

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	objectives and outcomes.	and documentation of annual training. <u>Suggested Improvement #1c:</u> DHCS recommends MHSA training to all new employees; and documentation of annual training.	<ul style="list-style-type: none"> • The County held several “Town Hall” meetings for the general public in the past two years, also covering each topic. • Each of the listed activities include discussions of how the County evaluates the effectiveness of programs/services and on-going quality improvement strategies. <p>All of the above has been reported in the most recent Annual Updates.</p> <p>All new County Behavioral Health Department employees participate in a New Employee Orientation Session (NEWS) and are provided an overview of MHSA programs and policies. In 2018-2019, the County established a Full Service Partnership Coordinator to provide orientation and ongoing training to all FSP Service Providers.</p> <p>The County will develop means and strategies to document all training.</p>	
Suggested Improvement #2: MHSA	DHCS recommends program names and service categories	<u>Suggested Improvement #2a:</u> DHCS recommends	The County of San Luis Obispo made the suggested improvement in the most recently published Annual Update	The submitted plan is accepted.

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Transparency and Consistency	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.	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.	and Annual Revenue and Expenditure Report (ARER). Program names and service categories detailed in the approved Plan and Update match the program names and service categories in the ARER. The ARER should be consistent with the budget in the approved Plan and Update. This practice has been implemented by the MHSAs Fiscal Lead and the MHSAs Coordinator and will continue as required.	