

**San Benito Plan of Correction**  
**Per the County Performance Contract Review Report for Review Dates July 22, 2020**

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	The County submitted the FY 2018-19 Annual Revenue and Expenditure Report (ARER) past the due date. (California Code of Regulations, title 9, section 3510(b)).	<p>Recommendation #1</p> <p>The County must submit the FY 2019-20 ARER no later than January 31, following the end of the fiscal year.</p>	<p>MHP Response 10/30/2020:</p> <p>a) The MHP will provide training to the Fiscal Department on timely completion of data entry during next Fiscal Department Meeting on 11/19/2020 and every quarter thereafter</p> <p>b) The MHP will provide training to staff on timely completion of notes to allow for timely billing of services at monthly All-Staff meetings beginning on 11/04/2020 and every quarter thereafter</p> <p>c) The MHP will request ARER status updates on a monthly basis following the end of the fiscal year through January of the following year to identify any potential delays or complications beginning on 11/19/2020</p>	The submitted plan is accepted.
Finding #2	The County lacked evidence that training in the Community Program Planning Process (CPPPP) is offered, as needed, to stakeholders, clients, and when appropriate the client’s family, who are participating in the CPPPP. (Cal. Code Reds., tit. 9,	<p>Recommendation #2</p> <p>The County must offer training as needed in the CPPPP to stakeholders, clients, and when appropriate the client’s family, who are participating in the CPPPP. CPPPP training for stakeholders may include, but is not</p>	<p>MHP Response 10/30/2020:</p> <p>a) MHP will hold CPPPP meetings to discuss opportunities and events where stakeholder engagement can be obtained beginning 01/15/2020 and quarterly thereafter</p> <p>b) MHP will provide training to stakeholders on processes and planning during already-scheduled activities beginning 01/22/2020 and quarterly thereafter in various locations throughout the county</p>	The submitted plan is accepted.

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	section 3300(c)(3)(B)).	limited to MHSA background information, General Standards pursuant to Cal. Code Regs., tit. 9, Section 3320, the County’s programs and services, program planning and implementation, monitoring and quality improvement, evaluation, fiscal and budget components and processes for stakeholders to provide feedback to the County such as through the local review process and MHSA Issue Resolution Process.	c) MHP will document how CPPP training was provided to stakeholders during any event by creating sign-in sheets and agendas beginning on 01/22/2020	
Finding #3	The County lacked a narrative analysis that assesses mental health needs of unserved, underserved, inappropriately served and fully served County residents who	Recommendation #3  The County must assess the strengths and limitations of the County and its service providers for their ability to meet the needs of racially and	MHP Response 10/30/2020:  a) MHP will provide training to staff on P&P CLN1345 Mental Health Services Act Capacity Assessment at least on a yearly basis beginning on 01/20/2020 and as part of new-hire onboarding for all staff hired after 11/01/2020	The submitted plan is accepted.

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	qualify for MHSA services; and an assessment of its capacity to implement the proposed programs/services in the approved FY 2017-20 Three-Year Program and Expenditure Plan (Plan). (Cal. Code Regs., tit. 9, Section 3650(a)(5)).	ethnically diverse populations and address all components of Cal. Code Regs., tit 9, Section 3650(a)(5) in the approved FY 2020-23 Plan and each subsequent Plan thereafter.	b) MHP will provide clear narrative on the next annual update and subsequent Three-Year plans and updates on an analysis that assesses the needs of residents in our county beginning with the 2020 Annual Update.	
Finding #4	San Benito County did not provide an estimate of the number of clients, in each age group, to be served in the Full Service Partnership Service (FSP) Category for each fiscal year in the approved FY 207-20 Plan. (Cal. Code of Regs., tit. 9, Section 3650(a)(3)).	<p>Recommendation #4</p> <p>The County must provide an estimate of the number of FSP clients to serve 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 and each subsequent Plan thereafter.</p>	<p>MHP Response 10/30/2020:</p> <p>a) MHP will include an estimate of number of FSP clients to serve 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 each Annual Update and Three-Year plan thereafter beginning with the 2020 Annual Update</p>	The submitted plan is accepted.

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Suggested Improvement #1	MHSA Transparency and Consistency	<p>Suggested Improvement #1a</p> <p>The Department of Health Care Services (DHCS) recommends programs identified in the approved Plan and Annual Update (Update) (e.g. has distinct program descriptions) match program names and services consistently within the approved Plan and Update budgets and ARER. Specifically, the County must divide the Community Services and Supports (CSS) section in the approved Plans and Updates into separate FSP, General System Development (GSD) and Outreach and Engagement (O&amp;E) program descriptions to be</p>	<p>MHP Response 10/30/2020:</p> <p>a) The MHP will provide training to fiscal staff on how to properly divide the CSS section in the approved plans and updates into separate FSP program descriptions to be consistent with ARER during the fiscal meeting scheduled for 11/19/2020 and yearly thereafter</p> <p>b) The MHP will have two manager-level staff confirm that the CSS section in the approved plans and updates were separated accurately to be consistent with ARER every January prior to submission beginning with January 2021 and every year thereafter</p>	The submitted plan is accepted.

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		consistent with the budget and ARER.		
Suggested Improvement #1	MHSA Transparency and Consistency	Suggested Improvement #1b  DHCS recommends the County ensure combined and standalone Prevention and Early Intervention (PEI) programs are reported consistently in the approved Plans, Updates, budget and ARER.	MHP Response 10/30/2020:  a) The MHP will provide training to fiscal staff on how to properly report on combined and standalone PEI programs to be consistent with approved Plans, Updates, budget and ARER starting on 11/19/2020 and yearly thereafter  b) The MHP will have two manager-level staff confirm that the PEI section is reported properly to be consistent with approved Plans, Updates, budget and ARER every January prior to submission beginning with January 2021 and every year thereafter	The submitted plan is accepted.
Suggested Improvement #1	MHSA Transparency and Consistency	Suggested Improvement #1c  DHCS recommends the ARER be consistent with the budget in the approved Plans and Updates. If the program or service did not occur, report the program or service on the ARER and indicate zero expenditures. Provide	MHP Response 10/30/2020:  a) The MHP will provide training to fiscal staff on how to properly report on ARER to be consistent with approved Plans and Updates starting on 11//19/2020 and yearly thereafter  b) The MHP will provide training to fiscal staff on how to itemize a program that did not occur to reflect zero expenditure on the ARER every January prior to submission beginning with January 2021 and every year thereafter	The submitted plan is accepted.

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		an update of that program or service in the following approved Plan or Update.	<p>c) The MHP will have two manager-level staff confirm that the PEI section is reported properly to be consistent with approved Plans, Updates, budget and ARER</p> <p>d) The MHP will provide an update on the following approved Plan or Update to reflect programs or services that did not occur starting with the 2020 Annual Update</p>	
Suggested Improvement #2	MHSA Policies & Procedures	<p>Suggested Improvement #2a</p> <p>DHCS recommends the County incorporate details on how staff and stakeholder training on MHSA and CPPP is determined “as needed” in the MHSA Planning Requirements policy and procedure</p>	<p>MHP Response 10/30/2020:</p> <p>a) The MHP will update Policy #CLN1320 to clarify that CPPP process will take place at least quarterly by February 2021</p> <p>b) The MHP will update staff on updated policy on the following all-staff meeting by 03/03/2021</p>	The submitted plan is accepted.
Suggested Improvement #2	MHSA Policies & Procedures	<p>Suggested Improvement #2b</p> <p>DHCS recommends the County include how the CPPP and local review process</p>	<p>MHP Response 10/30/2020:</p> <p>a) The MHP will update Policy #CL1320 to incorporate information on how the CPPP and local review process will be documented in the MHSA planning Requirements policy and procedure by February 2021</p>	The submitted plan is accepted.

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		will be documented in the MHSA Planning Requirements policy and procedure.	b) The MHP will provide training to staff on the updated policy during the following all-staff meeting by 03/03/2021	
Suggested Improvement #3	CPPP in Approved Plans and Updates	<p>Suggested Improvement #3a</p> <p>DHCS recommends the County include in the approved Plans and Updates the number of stakeholders who participated in the CPPP and corresponding stakeholder demographic information, including but not limited to geographic location, age, gender, race/ethnicity, unserved and/or underserved population, client, client family member and constituent group as applicable.</p>	<p>MHP Response 10/30/2020:</p> <p>a) The MHP will include the number of stakeholders who participated in the CPPP and corresponding stakeholder demographic information, including but not limited to geographic location, age, gender, race/ethnicity, unserved and/or underserved population, client, client family member and constituent group as applicable in all future Plans and Updates beginning with the 2020 Annual Update</p>	The submitted plan is accepted.

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Suggested Improvement #3	CPPP in Approved Plans and Updates	<p>Suggested Improvement #3b</p> <p>DHCS recommends the County include a description of feedback received from stakeholders through the CPPP in the approved Plans and Updates (e.g. survey results, stakeholder meetings, targeted focus group discussion topics, etc.).</p>	<p>DHCS recommends the County include a description of feedback received from stakeholders through the CPPP in the approved Plans and Updates (e.g. survey results, stakeholder meetings, targeted focus group discussion topics, etc.).</p> <p>MHP Response 10/30/2020:</p> <p>a) The MHP will document feedback received from stakeholders through the CPPP beginning with the 2020 Annual Update</p> <p>b) The MHP will incorporate feedback received from stakeholders through the CPPP in all future Plans and Updates beginning with the 2020 Annual Update.</p>	The submitted plan is accepted.