

Tulare County Plan of Correction
Per the County Performance Contract Review Report for Review Dates May 25, 2021

Finding #, Suggested Improvement # or Technical Assistance #	Finding, Suggested Improvement or Technical Assistance	Recommendation # (State Corrective Action Step/Identify Timeline/and Evidence of Corrections/Mechanisms for Monitoring Effectiveness)		Comments/Notes
Finding #1	Tulare County's FY 2019-20 Annual Revenue and Expenditure Report (ARER) was not posted to the County's website. (California Code of Regulations, title 9, section 3510.010(b)(1); Welfare and Institutions Code (W&I Code) section 5899)).	Recommendation #1: The County must post a copy of the FY 2020-21 ARER to the County's website within 30 days of submitting to the Department of Health Care Services (DHCS) and for each subsequent ARER thereafter.	<p>Tulare County's FY 2019-20 ARER was posted to the County's website as of June 2021. (English - Revenue & Expenditure Reports (tchhsa.org))</p> <p>Tulare County shall post a copy of the FY 2020-21 ARER and subsequent ARER to the County's website within 30 days of submitting to the DHCS.</p> <p>FY 2020-21 ARER was first submitted to DHCS on January 31, 2022. DHCS requested revisions which were completed and resubmitted on February 10, 2022. (Email confirmations included as Attachment 3.) The request to post the revised ARER was completed on February 14, 2022. The ARER will be available on the external website by the end of February at this link: English - Revenue & Expenditure Reports (tchhsa.org).</p>	The submitted plan is accepted.

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			To ensure this is regularly completed, the operational procedure (Policy #00-61) will be updated to include this final step. (Draft to be finalized by July 2022. Draft P&P included as Attachment 1.)	
Finding #2	Tulare County did not include a description of the date(s) of the meeting(s) and other planning activities conducted during the Community Program Planning Process (CPPP_ in the adopted FY 2019-20 Update. (Cal. Code Regs., title 9, sections 3300, 3315)	Recommendation #2: The County must include a description of the local stakeholder process including date(s) of the meeting(s) and any other planning activities conducted during the CPPP for the adopted FY 2020-23 Plan, FY 2021-22 Update and each subsequent Plan and Update thereafter.	<p>Tulare County shall include a description of the dates of the meetings and other planning activities conducted during the CPPP within each adopted Plan and Update, beginning with the adopted FY 2020-23 Plan* and each Plan and Update thereafter. (Draft Policy #00-62 to be finalized by July 2022. Draft P&P included as Attachment 2.)</p> <p>Further, the reporting template for the FY 2022-23 Update will be revised to include an area for providing description of these events, meetings, and other activities.</p> <p><i>*Note that the FY 2020-23 Plan was adopted and submitted in June 2021, prior to receiving the PCR Report</i></p>	The submitted plan is accepted.

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			<p><i>from DHCS in November 2021. Tulare County MHSA Team will implement these changes for the FY 2022-23 Update and subsequent Plans and Updates thereafter.</i></p> <p><i>The FY 2022-23 Annual Update is anticipated to be through the local approval process and submitted to DHCS by June 30, 2022.</i></p>	
Finding #3	Tulare County did not include a description of the training provided to participants in the CPPP in the adopted FY 2019-20 Update. (Cal. Code Regs., Title 9, Section 3300)	Recommendation #3: The County must include a description of training provided to participants in the CPPP in the adopted FY 2020-23 Plan, FY 2021-22 Update and each subsequent Plan and Update thereafter.	<p>Tulare County shall include a description of the trainings provided to participants during the CPPP for the FY 2022-23 Update and each subsequent Plan and Update thereafter.*</p> <p>Additionally, the reporting template for the FY 2022-23 Update will be revised to include an area for providing description of these trainings, to include dates, locations, and stakeholder groups included. (Draft Policy #00-62 to be finalized by July 2022. Draft P&P included as Attachment 2.)</p>	The submitted plan is accepted.

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			<p>Further, if the training has accompanying documentation such as Word documents, pamphlets, or Power Point presentation, Tulare County will include this training documentation as an attachment within the posted Plans and Updates.</p> <p><i>*Note that the FY 2020-23 Plan was adopted and submitted in June 2021, prior to receiving the PCR Report from DHCS in November 2021. Tulare County MHSAs Team will implement these changes for the FY 2022-23 Update and subsequent Plans and Updates thereafter.</i></p> <p><i>The FY 2022-23 Annual Update is anticipated to be through the local approval process and submitted to DHCS by June 30, 2022.</i></p>	
Finding #4	Tulare County lacked public comments received during the 30-day draft circulation and public review period in the adopted FY 2019-20	Recommendation #4: The County must include a description of the public comments received during	Tulare County shall include a description of the public comments received during the 30-day draft circulation and public review period with a summary and analysis of any substantive recommendations	The submitted plan is accepted.

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	<p>Update. (W&I Code Section 5848(b)), 3310(f), 3315)); Mental Health Services Oversight and Accountability Commission (MHSOAC) FY 2014-2015 Through FY 2016-2017 MHSOAC Plan Instructions (pg 3) and MHSOAC FY 2015-2016 MHSOAC Update Instructions (pg 3)).</p>	<p>the 30-day draft circulation and public review period with a summary and analysis of any substantive recommendations received, including the County's resulting actions. Any substantive changes made to the Update in response to public comments must be included in the adopted FY 2020-23 Plan, FY 2021-22 Update and each subsequent Plan and Update thereafter.</p>	<p>received, including the County's resulting actions for the FY 2022-23 Update and each subsequent Plan and Update thereafter.*</p> <p>Additionally, the reporting template for the FY 2022-23 Update will be revised to include an area for providing description of these public comments and any substantive changes made to the Update in response to public comments received. (Draft Policy #00-62 to be finalized by July 2022. Draft P&P included as Attachment 2.)</p> <p>Further, any public comment documentation will be included as an attachment within the posted Plans and Updates.</p> <p><i>*Note that the FY 2020-23 Plan was adopted and submitted in June 2021, prior to receiving the PCR Report from DHCS in November 2021. Tulare County MHSOAC Team will implement these changes for the FY 2022-23 Update and subsequent Plans and Updates thereafter.</i></p>	

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			<p><i>The FY 2022-23 Annual Update is anticipated to be through the local approval process and submitted to DHCS by June 30, 2022.</i></p>	
Finding #5	<p>Tulare County did not provide an estimated number of clients, in each age group, to be served in each Full Service Partnership (FSP) category for each fiscal year in the adopted FY 2019-20 Update. (Cal. Code of Regs., title 9, Section 3650(a)(3)).</p>	<p>Recommendation #5: The County must provide an estimate of the number of FSP clients to be served in each age group: children (0-15 years), transitional age youth (16-25 years), adult (26-59 years), and older adult (60 and older years) for each fiscal year of the adopted FY 2020-23 Plan, FY 2021-22 Update and each subsequent Plan and Update thereafter.</p>	<p>Tulare County shall provide an estimate of the number of FSP clients to be served in each age group: children (0-15 years), transitional age youth (16-25 years), adult (26-59 years), and older adult (60 and older years) for the FY 2022-23 Update and each subsequent Plan and Update thereafter.*</p> <p>The reporting template will be updated to incorporate estimated numbers to be served by age group under the FSP program descriptions.</p> <p>The operational procedure (Policy #00-62) for the CPPP and annual Plans and Updates will be amended to add this data to be collected and reviewed. (Draft Policy #00-62 to be finalized by July 2022. Draft P&P included as Attachment 2.)</p>	<p>The submitted plan is accepted.</p>

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			<p><i>*Note that the FY 2020-23 Plan was adopted and submitted in June 2021, prior to receiving the PCR Report from DHCS in November 2021. Tulare County MHSa Team will implement these changes for the FY 2022-23 Update and subsequent Plans and Updates thereafter.</i></p> <p><i>The FY 2022-23 Annual Update is anticipated to be through the local approval process and submitted to DHCS by June 30, 2022.</i></p>	
Finding #6	Tulare County lacked documentation of achievement of performance outcomes for Community Services and Support (CSS) and Innovation (INN) programs/services in the adopted FY 2019-20 Update. However, there were achievement of performance outcomes for the Prevention and Early Intervention (PEI) Programs. (County	Recommendation #6: The County must ensure data is collected and analyzed to report on its achievement of performance outcomes for services provided. The adopted FY 2020-23 Plan, FY 2021-22 Update must include reports of	<p>Tulare County will ensure program data is collected and analyzed to report on achievement of performance outcomes for services provided for the FY 2022-23 Update and each subsequent Plan and Update thereafter.*</p> <p><i>*Note that the FY 2020-23 Plan was adopted and submitted in June 2021, prior to receiving the PCR Report from DHCS in November 2021. Tulare County MHSa Team will implement these changes for the FY</i></p>	The submitted plan is accepted.

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	Performance Contract (6)(A)(5)(d); W&I Code Section 5848)).	achievement of performance outcomes for MHSA programs/services and for each subsequent Plan and Update thereafter.	<p><i>2022-23 Update and subsequent Plans and Updates thereafter.</i></p> <p><i>The FY 2022-23 Annual Update is anticipated to be through the local approval process and submitted to DHCS by June 30, 2022.</i></p> <ol style="list-style-type: none"> 1. For the FY 2022-23 Update, the annual reports for MHSA programs/services will be reviewed to collect the performance outcome data. These data will be categorized and included for all MHSA components. 2. For future Plans and Updates, MESA Team will review agreements for MESA programs/services to ensure the necessary data is required to be collected and reported. 3. Beginning July 1, 2021, the MESA Team will hold MESA Provider meetings to ensure information on data collection and program evaluation is discussed and reviewed, allowing for clarification and 	

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			<p>questions, problem solving, etc., with community partners. (Agendas from the MHSA Provider meetings held are included as Attachment 4.)</p> <p>4. Beginning July 1, 2021, the MHSA Team will begin holding individual technical assistance meetings with MHSA Providers to review individual-level program data collection and problem solving. (Agendas/minutes/recaps from the MHSA Program Technical Assistance meetings held are included as Attachment 4.)</p> <p>5. The reporting template for Plans and Updates will be updated to include areas (for example, tables or graphs within program or strategy descriptions) to report the performance outcome data within each component.</p> <p>(Draft Policy #00-62 to be finalized by July 2022. Draft P&P included as Attachment 2.)</p>	

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Finding #7	Tulare County did not specify the methods and activities to be used in each of their Stigma and Discrimination Reduction Programs, to change attitudes, knowledge, and/or behavior regarding being diagnosed with mental illness, having mental illness and/or seeking mental health services, including timeframes for measurement and collected data in the adopted FY 2019-20 Update. (Cal. Code of Regs., Title 9, Sections 3750(d), 3755(f)(30; W&I Code Section 5840).	Recommendation #7: The County must include a description specifying the methods and activities to be used in each of their Stigma and Discrimination Reduction Programs to change attitudes, knowledge, and/or behavior regarding being diagnosed with mental illness, having mental illness and/or seeking mental health services; including timeframes for measurement and collected data for each PEI Stigma and	<p>Tulare County shall include a description specifying the methods and activities to be used in each of their Stigma and Discrimination Reduction Programs to change attitudes, knowledge, and/or behavior regarding being diagnosed with mental illness, having mental illness and/or seeking mental health services; including timeframes for measurement and collected data for each PEI Stigma and Discrimination Reduction Program in the FY 2022-23 Update and each subsequent Plan and Update thereafter.*</p> <p><i>*Note that the FY 2020-23 Plan was adopted and submitted in June 2021, prior to receiving the PCR Report from DHCS in November 2021. Tulare County MHSA Team will implement these changes for the FY 2022-23 Update and subsequent Plans and Updates thereafter.</i></p> <p><i>The FY 2022-23 Annual Update is anticipated to be through the local</i></p>	The submitted plan is accepted.

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		<p>Discrimination Reduction Program in the adopted FY 2020-23 Plan, FY 2021-22 Update and each subsequent Plan and Update thereafter.</p>	<p><i>approval process and submitted to DHCS by June 30, 2022.</i></p> <ol style="list-style-type: none"> 1. For the FY 2022-23 Update, MHSA Stigma and Discrimination Programs will be reviewed to determine which methods and activities are currently being used to collect the outcome data. <ol style="list-style-type: none"> a. Once determined, the methods and activities will be described within the Update. 2. For future Plans and Updates, MHSA Team will review Stigma and Discrimination Reduction Program efforts for effectiveness of measuring the change in attitudes, knowledge, and/or behavior. Any updates to methods or activities will be shared and described within the subsequent Plans and Updates. 3. Beginning July 1, 2021, the MHSA Team will begin holding individual technical assistance 	

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			<p>meetings with MHSA Providers (See Attachment 4) to review individual-level program data collection and problem solving, to include Stigma and Discrimination Reduction Programs.</p> <p>The reporting template for Plans and Updates will be updated to include areas (for example, tables or graphs within program or strategy descriptions) to report the methods and activities used to measure the changes in attitudes, knowledge, and/or behavior within each Stigma and Discrimination Reduction Program.</p> <p>(Draft Policy #00-62 to be finalized by July 2022. Draft P&P included as Attachment 2.)</p>	
Technical Assistance #1	The County must include a description of the county demographics in the Update, including, but not limited to: a. Size of the county		Tulare County will include beginning with the FY 2022-23 Update a description of the County demographics, and not just the demographics of the survey and focus group participants.	The submitted plan is accepted.

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	b. Threshold languages c. Unique characteristics d. Age e. Gender f. Race/ethnicity (Cal. Code of Regs., Title 9, Section 3300(b)(4); MHSOAC FY 2015-2016 MHSOAC Annual Update Instructions (pg 5); MHSOAC FY 2014-2015 Through FY 2016-2017 MHSOAC Annual Update Instructions)).		<p>The reporting template will be updated to include this as a section to be reported with every Plan and Update.</p> <p>Additionally, the operational procedure (Policy #00-62) for the CPPP and annual Plans and Updates will be amended to add this County demographic data be included. (Draft Policy #00-62 to be finalized by July 2022. Draft P&P included as Attachment 2.)</p>	
Technical Assistance #2	Program descriptions in the adopted FY 2019-20 Update did not include examples of notable community impact. (MHSOAC FY 2015-2016 MHSOAC Annual Update Instructions).		<p>Tulare County will include beginning with the FY 2022-23 Update a description of the notable community impacts.</p> <p>The reporting template will be updated to include this as a section to be reported with every Plan and Update.</p>	The submitted plan is accepted.
Technical Assistance #3	Program descriptions in the adopted FY 2019-20 Update did not identify		Tulare County will include beginning with the FY 2022-23 Update a description of the challenges and	The submitted plan is accepted.

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	challenges or barriers with each of the programs, strategies to mitigate those challenges or barriers. (MHSAOAC FY 2015-2016 MHSA Annual Update Instructions).		<p>barriers within each of the programs along with strategies developed to mitigate those challenges or barriers.</p> <ol style="list-style-type: none"> 1. Beginning July 1, 2021, the MHSA Team will hold MHSA Provider meetings to ensure information on data collection and program evaluation is discussed and reviewed, allowing for clarification and questions, problem solving, etc., with community partners. (See Attachment 4.) 2. Beginning July 1, 2021, the MHSA Team will begin holding individual technical assistance meetings with MHSA Providers to review individual-level program data collection and problem solving. (See Attachment 4.) 	
Technical Assistance #4	The adopted FY 2017-20 Plan did not include an assessment of the County's capacity to implement the proposed programs/services. The		Tulare County will include an assessment of the County's capacity to implement the proposed programs/services. The Tulare County MHSA Team will work in conjunction with the Quality	The submitted plan is accepted.

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	<p>assessment must include:</p> <ul style="list-style-type: none"> a. The strengths and limitations of the County and service providers that impact their ability to meet the needs of racially and ethnically diverse populations. (Cal. Code of Regs., Title 9, Section 3650(a)(5)(A)), b. Bilingual proficiency in threshold languages. (Cal. Code of Regs., Title 9, Section 3650(a)(5)(A)), and c. Percentages of diverse cultural, racial/ethnic and linguistic groups represented among direct 		<p>Improvement Unit(s) to review provider strengths and limitations, bilingual proficiency in providers and staff, as well as diverse representation among providers, and include this information and data within the subsequent Plans and Updates.</p> <p>This assessment will include:</p> <ul style="list-style-type: none"> a. The strengths and limitations of the County and service providers that impact their ability to meet the needs of racially and ethnically diverse populations. (Cal. Code of Regs., Title 9, Section 3650(a)(5)(A)), b. Bilingual proficiency in threshold languages. (Cal. Code of Regs., Title 9, Section 3650(a)(5)(A)), and c. Percentages of diverse cultural, racial/ethnic and linguistic groups represented among direct service providers, as compared to the percentage of the total population needing services 	

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	<p>service providers, as compared to the percentage of the total population needing services and the total population being served. ((Cal. Code of Regs., Title 9, Section 3650(a)(5)(B)).</p>		<p>and the total population being served. ((Cal. Code of Regs., Title 9, Section 3650(a)(5)(B)).</p> <p>Additionally, the reporting template will be updated to include this as a section to be regularly updated and reviewed.</p>	