

**Mental Health Services Act (MHSA) Performance Contract Review Report**  
**Los Angeles County Program Review**  
**February 25-28, 2019**

**FINDING #1:** Los Angeles County lacked sufficient training for contracted service providers and stakeholders on the Community Program Planning Process (CPPP) and opportunities to participate in and contribute towards the CPPP. Discussions with service providers and clients during program site visits indicated that service providers and clients were often unaware of the opportunities to take part in the CPPP. (Welfare and Institution (W&I) Code, Section 5848; California Code of Regulations, Title 9, §§ 3300, 3310(e)).

**Recommendation #1:** The County shall provide regular training and outreach to service providers and clients on opportunities to take part in the CPPP, in order to increase stakeholder involvement.

**Recommendation #1a:** Training and outreach to service providers, stakeholders and clients shall be described in the approved FY 2020-23 Three-Year Program and Expenditure Plan (Plan), FY 2018-19 Annual Update (Update) and in each subsequent Plan and Update thereafter.

**Suggested Improvements**

**Item #1:** MHSA Training

**Suggested Improvement #1:** Department of Health Care Services (DHCS) discussions with County staff and contracted service providers indicated that staff are not trained regularly on MHSA program policies and procedures. DHCS recommends the County develop and/or update MHSA policy and procedures and regularly train all Mental Health employees and service providers involved in the complete delivery of services to recipients of MHSA programs; on MHSA program policies and procedures.

**Item #2:** Collaboration with Education

**Suggested Improvement #2:** DHCS discussions with service providers during program site visits indicated that service providers often have difficulty building relationships with select schools, when needed for the purpose of outreach and engagement of MHSA programs. DHCS recommends the County work to improve collaboration and lines of communication with applicable County departments as well as school leadership and staff, as needed.

**Item #3:** Collaboration with Courts and Correctional Facilities

**Suggested Improvement #3:** DHCS discussions with service providers during program site visits indicated that service providers often have difficulty building relationships with select courts and correctional facilities, when needed for the purpose of outreach and engagement for MHSA programs. DHCS recommends the County work to improve

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collaboration and lines of communication with applicable County departments and with leadership and staff within the judicial and correctional systems.

**Item #4:** Issue Resolution Log

**Suggested Improvement #4:** DHCS discussions with service providers and clients during program site visits indicated that grievance logs maintained at the service provider level often are not communicated to the County for inclusion in the MHSA Issue Resolution Log. DHCS recommends developing uniform training, policies, and procedures for service providers to ensure that grievance logs at the service provider level are communicated and reflected on the County MHSA Issue Resolution Log.

**Item #5:** MHSA Transparency and Consistency

**Suggested Improvement #5:** 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).

**Suggested Improvement #5a:** The ARER should be consistent with the budget in the approved Plan and Update. If the program or service did not occur, report the program or service on the ARER and indicate zero expenditures.

**Suggested Improvement #5b:** DHCS recommends the County provide a budget for each fiscal year in the approved Plan and Update.

**Conclusion**

The Department of Health Care Services' MHSA Oversight Unit conducted an onsite review of the Los Angeles County Behavioral Health Services MHSA Program on February 25-28, 2019. Los Angeles County MHSA program strengths include strong performance outcomes. The County is working to further align program and contract design with desired performance outcomes. The County faces challenges in consistently training County staff and contracted service providers on MHSA policies and procedures, align projected budgets with actual spending recorded in the ARER, and involving stakeholders in the CPPP. The County continues to face challenges with limited access to affordable housing.