

**Mental Health Services Act (MHSA) Performance Contract Review Report**  
**San Bernardino County Program Review**  
**July 9 – July 11, 2019**

**FINDING #1:** San Bernardino County did not submit the approved FY 2017-20 Three-Year Program and Expenditure Plan (Plan) and FY 2018-19 Annual Update (Update) to Department of Health Care Services (DHCS) within 30 days after adoption. (Welfare and Institution (W&I) Code, Section 5847(a)).

**Recommendation #1:** The County shall submit the approved FY 2020-23 Plan and FY 2019-20 Update to DHCS at [MHSA@dhcs.ca.gov](mailto:MHSA@dhcs.ca.gov) and the Mental Health Oversight and Accountability Commission (MHSOAC) within 30 days of adoption by the County Board of Supervisor and each subsequent Plan and Update thereafter.

**FINDING #2:** San Bernardino County lacked evidence of a validated method used to measure changes in attitudes, knowledge, and or behavior related to mental illness or seeking mental health services for each Prevention and Early Intervention (PEI) Stigma and Discrimination Reduction Program in the approved FY 2017-20 Plan and FY 2018-19 Update. (California Code of Regulations, Title 9, §§ 3750(d), 3755(f)(3)).

**Recommendation #2:** The County shall select and use a validated method to measure changes in attitudes, knowledge, and or behavior related to mental illness or seeking mental health services. The County should include documentation of the validated measure(s) used for each PEI Stigma and Discrimination Reduction Program within the approved FY 2020-23 Plan, FY 2019-20 Update and each subsequent Plan and Update thereafter.

**FINDING #3:** San Bernardino County lacked a narrative analysis of assessment of mental health needs of unserved, underserved/inappropriately served and fully served county residents who qualify for MHSA services; and its capacity to implement the proposed programs/services in their approved FY 2017-20 Plan. (Cal.Code Regs., tit. 9, § 3650(a)).

**Recommendation #3:** The County must incorporate a narrative analysis of its assessment of the County's mental health needs and its capacity to implement proposed programs/services and address all components of Cal. Code Regs., tit 9, § 3650(a) in the approved FY 2020-23 Plan and thereafter.

**Suggested Improvements**

**Item #1:** MHSA Training

**Suggested Improvement #1:** DHCS recommends the County train staff annually on all MHSA Components with focus on the Community Program Planning Process (CPPP), with training included in County policies and procedures.

**Item #2:** MHSA Transparency and Consistency

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Suggested Improvement #2: 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 #2a: 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 #2b: 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 San Bernardino County Behavioral Health MHSA Program on July 9 - July 11, 2019. San Bernardino County MHSA program strengths include the successful recruitment, retention, and growth of clinical staff; collaboration internally among MHSA programs and externally with community partners; and a well-developed cultural competency committee, which helps to drive training and program development. County challenges include limited affordable housing, diverse geographic areas with differing service needs, and impact of the recent earthquake.