


Mental Health Services Act Program Reviews

Changes, Trends and Findings

8/5/2020 1

1




Program Monitoring

- Purpose
- Background & Implementation
- Program Reviews
- PCR Report & Plan of Corrections
- Findings & Suggested Improvements
- Challenges & Successes


8/4/2020 2

2




Purpose

- Welfare and Institutions Code Section 5897(d)
- Performance Contract
- WIC & CA Code of Regulations, Title 9
- Drive Policy Change




8/4/2020 3

3

 **What to Expect Before the Review**

- Announcement Email & Phone Call
- MOVEit - Suggested Documentation
- Documentation Submittal
- DHCS Desk Review
- Scheduling



8/4/2020 4

4


 **Onsite Reviews**

- Review of MHSA programs and services
- Contracts
- Individual Services and Supports Plan (ISSP)/chart review
- Site Visits
- Exit Review



8/4/2020 5


5

 **Virtual Reviews**

- Accommodates behavioral health emergency response efforts of COVID-19.
- Follows the same "what to expect before the review" process.
- Approximately two (2) hour virtual meeting.
- DHCS anticipates resuming onsite MHSA program reviews.


8/4/2020 6

6




What to Expect After the Review

- Written Performance Contract Review (PCR) report
- Plan of Correction (POC)
 - Due within sixty (60) days from receipt of the PCR report
- The PCR report and POC will be posted on the DHCS website



8/4/2020 7

7




Findings/Suggested Improvements

- Capacity Assessment CCR § 3650(a)(5)
 - Mental Health Cultural Competence Plans
 - Network Adequacy reports/ External Quality Review Organization (EQRO)
 - Workforce Assessments
 - The MHSA Community Program Planning Process/ Feedback from community members
 - Penetration rate data reports from the Electronic Health Record
 - Service utilization data
 - DHCS Compliance Reviews

8/4/2020 8

8




Findings/Suggested Improvements

- Include an estimate of the number of clients, in each age group, to be served in the FSP Category in the Three-Year Program and Expenditure Plans
- CCR § 3650(a)(3)


	FY 2020-21	FY 2021-22	FY 2022-23
Children (0-15)			
TAY (16-25)			
Adult (26-59)			
Older Adult (60+)			

8/4/2020 9

9

 **Findings/Suggested Improvements**

- Inconsistencies with the Three-Year Program and Expenditure Plan, Annual Update and Annual Revenue and Expenditure Report
 - W&I Code section 5892(g)



8/4/2020 10

10

 **Findings/Suggested Improvement**

Formal Policies and Procedures

- Community Program Planning Process
 - Designated positions responsible
 - County's unique process
 - Staff and stakeholder training
 - CCR § 3300



8/4/2020 11

11


 **Findings/Suggested Improvement**

Formal Policies and Procedures

- Full Service Partnership (FSP) CCR § 3620
 - Eligibility criteria
 - Position(s) that serve as the Personal Service Coordinator (PSC)/single point of contact for clients
 - 24/7 availability to respond to the client and client families 24 hours a day, 7 days a week to provide after-hours interventions
 - Cultural competency requirements for PSCs
 - Requirements for Individual Services and Support Plans (ISSP)/Client Plans/Treatment Plans

8/4/2020 12

12


 Findings/Suggested Improvements

Formal Policies and Procedures

- Issue Resolution Process (Performance Contract)
 - Access to mental health services
 - Violation of statute or regulations relating to use of MHSA funds
 - Non-compliance with the General Standards
 - Inconsistency between the approved MHSA Plan and its implementation
 - The local MHSA Community Program Planning Process
 - Supplantation


8/4/2020 13

13

 Findings/Suggested Improvements


Formal Policies and Procedure

- Issue Resolution Log
 - Date issue received
 - A brief synopsis of the issue
 - Final issue resolution outcome
 - Date final issue resolution was reached




8/4/2020 14

14


 Plan of Corrections (POC)

- Corrective action steps
- Timeline
- Proposed or actual evidence
- Mechanism for monitoring effectiveness




8/4/2020 15

15


 **POC Example**

- DHCS recommends the County provide training on the MHSA Issue Resolution Process to County Behavioral Health Service employees and those individuals and/or service providers who are the point of contact for MHSA programs/services.



8/4/2020 16


16

 **POC Example**

- The County will provide DHCS a draft copy of a training on the Issue Resolution Process by April 30th 2020.
- The County will make a presentation regarding the MHSA Issues Resolution Process at a Mental Health Division Staff Meeting, a Stakeholder Advisory Committee meeting and a meeting of MHSA Contractors during the Spring of 2020, which will take place before June 2020.
- The county will send sign-in sheets upon completion of the trainings.
- The County updated the IRP Policy and Procedure to ensure training during onboarding and annually.

8/4/2020 17


17

 **County Challenges**

- Lack of Affordable Housing
- Lack of Psychiatric Facilities
- High Turnover – BHD, Clinicians, Staff
- Lack of Resources – Providers/Funds
- Antiquated technology
- Transportation
- Collecting analyzing and presenting performance outcomes

8/4/2020 18


18

 **Challenges:
Related to COVID-19**

- Transitioning to telehealth and telework
- Lack of technology
- Modifying community based services
- High level anxiety and isolation in the community
- Fear of BH staff contracting COVID
- Potential impact of funding

8/4/2020 19

19

 **Successes:
Related to COVID-19**

- Ensuring the most vulnerable populations are still receiving service
- Telehealth appointments
- Collaboration throughout the county
- Access and crisis services still open
- Group counseling as conference calls
- Implementation of a PEER warm line

8/4/2020 20

20

 **Positive Comments**


- Clients extremely thankful for services
- Fantastic success stories – passionate employees providing effective programs
- Satisfaction seeing lives transformed

Please rate your experience


- Outstanding
- Excellent
- Very good
- Good
- Average
- Poor

8/4/2020 21

21


 **Client Success Stories**

“I wouldn’t change anything about this program. The only thing that could be better is if there were more. More here and more everywhere!”



8/4/2020 22


22



Questions?
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8/4/2020 23

23



Thank you!

8/4/2020 24

24
