Mental Health Services Act (MHSA)

Program Oversight
Program Oversight

• Purpose
• Background & Implementation
• What to Expect: Before, During, and After the Review
• Findings
• Challenges & Successes
Purpose

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

• Pilot: August - October 2018
• Full implementation began January 2019
• All 59 counties will be reviewed over a triennial period
What to Expect Before the Review

• Announcement Email & Phone Call
• MOVEit - Suggested Documentation
• Documentation Submittal
• DHCS Desk Review
• Scheduling
DHCS staff onsite to meet with the County

This portion of the review will include:

- MHSA programs and services by component
- Individual Service and Support Plans (ISSP)
- MHSA contractual agreements between the County and service providers
- Challenges and Successes
What to Expect During the Second Half of the Review

• Site Visits
  – Community Services & Supports (CSS), Prevention & Early Intervention (PEI) or Innovation (INN) programs and services.
  – Meet with service providers and clients/family members.

• Exit Review
What to Expect After the Review

• Written Findings Report
  – Opportunity for County Appeal
  – Corrective Action Plan

• The findings report and corrective action plan will be posted on the DHCS website.
Findings

- RER on Time
- RER on Web
- Majority of PEI Funds Used for < 25
- Narrative Analysis of MH Needs
- FSP Services for All Age Groups
- Issue Resolution Log
- Performance Outcomes

Counts Visited

Number of Counties Compliant
Challenges:
Leadership Responses

- Lack of Affordable Housing
- Lack of Psychiatric Facilities
- Lack of Clinicians, Staff at All Levels
- Lack of Resources – Providers/Funds
- Innovation Approval & Timeline
Leadership Requests

• Defined Roles of County/ State/ OAC
• Payment Reform – treat “whole person”
• Change FSP criteria to include mild to moderate mental illness
• Combine Audits – EQRO, MHSA, Medi-Cal, Fiscal
Challenges:
County Staff Responses

- High Turnover – BHD, Clinicians, Staff
- Transportation
- DCR Frustrations
- Lack of Guidelines for Performance Outcomes
- Data Collection
- Lack of Technical Assistance
- Slow to Get Information from the State
- Lack of Service Providers
Challenges: DHCS Responses

- Inconsistencies with the Plan, AU, & RER
- Lack of policies and procedures
- Inaccurate graphs/tables
- Assessment of programs/service providers to drive continuous quality improvement
Positive Comments

• Counties receptive to review team & feedback
• Fantastic success stories – passionate employees providing effective programs
• Satisfaction seeing lives transformed
• PEER programs effective with lived experiences
“I wouldn’t be here today if it wasn’t for this program and these people that put trust in me. They never gave up on me. No one has done that for me.”
Thank you!
Questions?

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