



# 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





# What to Expect During the First Half of the Review

- 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

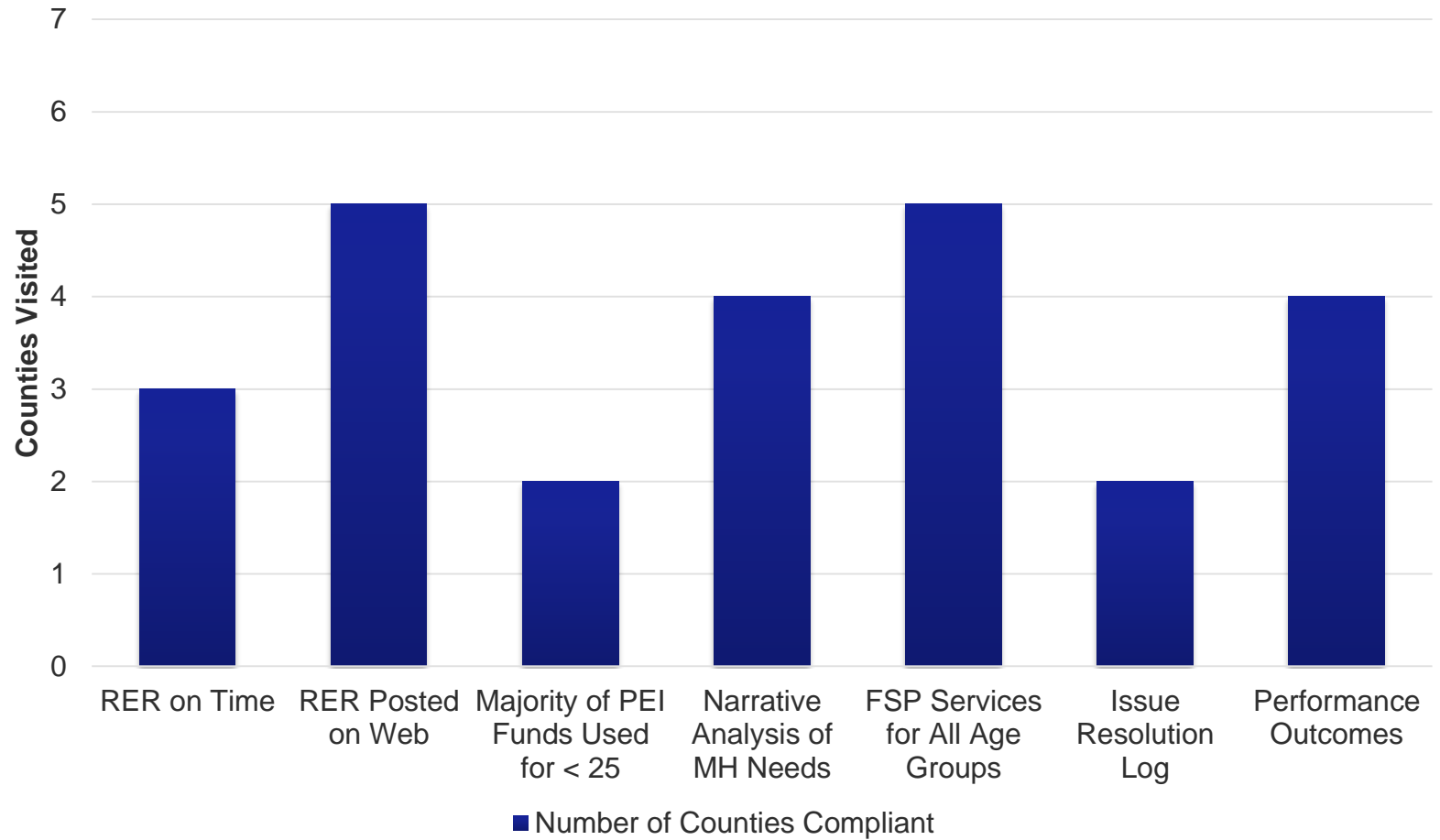
- Written Findings Report
  - Opportunity for County Appeal
  - Corrective Action Plan
- The findings report and corrective action plan will be posted on the DHCS website.







# Findings





# 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



# Client Success Stories

“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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