



April 9, 2024

THIS LETTER SENT BY EMAIL

Ms. Robin Roberts
Behavioral Health Director
Mono County Department of Behavioral Health
P.O. Box 2619
Mammoth Lakes, CA 93546

PERFORMANCE REVIEW REPORT

Dear Ms. Roberts:

The Department of Health Care Services (DHCS) has conducted its Mental Health Services Act (MHSA) FY 2022-23 program desk review of Mono County. In accordance with Welfare and Institution Code (W&I Code) Section 5897(d), DHCS is required to conduct performance reviews to verify MHSA programs/services were provided in compliance with state laws, regulations, and terms of the performance contract.

Enclosed is the Performance Review (PR) report which details the findings, recommendations, and suggested improvement(s) from the desk review. If the county would like to discuss the PR report, contact DHCS at email below. If the County disagrees with a finding listed on the PR report, they have fifteen (15) business days of receipt of the PR report to respond by communicating directly to DHCS via the email address MHSA@dhcs.ca.gov.

A Plan of Correction (POC) is required for all findings and must be submitted to DHCS within sixty (60) calendar days of receipt of the PR report. DHCS will review the POC. If DHCS determines the POC is insufficient, the county shall propose an alternative corrective action plan to DHCS. Attached is a POC template with instructions to be completed by the county and supporting evidence of correction must be submitted electronically to DHCS at MHSA@dhcs.ca.gov. In the subject line place the county name and POC (i.e., Mono County POC).

DHCS is required to post on its Internet website the PR report and any POC (Welfare and Institutions Code Section 5897(e)).

Ms. Roberts
April 9, 2024
Page 2

If you have any questions regarding this matter, please contact Diane Christensen at Diane.Christensen@dhcs.ca.gov.

Sincerely,

Theresa Christensen

Theresa Christensen, Chief
MHSA Oversight Section
Mental Health Services Branch
California Department of Health Care Services

Attach. PR Report
POC Template

Mental Health Services Act (MHSA) Performance Review Report
Mono County Program Review
March 14, 2024

FINDINGS

Finding #1: Mono County did not include documentation of achievement in performance outcomes for Community Services and Support (CSS) and Innovation (INN) programs in the adopted Fiscal Year (FY) 2020-23 Three-Year Program and Expenditure Plan (Plan) and FY 2022-23 Annual Update (Update). The County did include documentation of achievement in performance outcomes for Prevention, and Early Intervention (PEI) programs. (County Performance Contract (6.)(A.)(5)(d.); Welfare and Institution Code (W&I Code) section 5848).

Recommendation #1: The County must include documentation of achievement in performance outcomes for CSS, PEI, and INN programs in each subsequent adopted Plan and Update thereafter.

Finding #2: Mono County did not include a narrative analysis in the adopted FY 2020-23 Plan of the mental health needs of unserved, underserved/ inappropriately served, and fully served County residents who qualify for MHSA services. (California Code of Regulations, title 9, section (Cal. Code Regs., tit. 9, § 3650(a)(1)(A)).

Recommendation #2: The County must include a narrative analysis of the mental health needs of unserved, underserved/inappropriately served, and fully served County residents who qualify for MHSA services in each subsequent adopted Plan thereafter.

Finding #2a: Mono County did not identify the number of children, transition-aged youth, adult, and older adults by gender, race/ethnicity, and primary language in the narrative analysis (see Finding #2 above). (Cal. Code Regs., tit. 9, § 3650(a)(1)(A)).

Recommendation #2a: The County must include identification on the number of children, transition-aged youth, adult, and older adults by gender, race/ethnicity, and primary language in the narrative analysis in each subsequent adopted Plan thereafter.

Finding #3: Mono County did not address all off the components in their assessment of the county's capacity to implement proposed mental health programs and services in the adopted FY 2020-23 Plan. While the Plan did include the strengths and limitations of the County and service providers that impact their ability to meet the needs of racially and ethnically diverse populations, and identification of possible barriers to implementing the proposed programs/services, it did not include the bilingual proficiency in threshold languages, or the percentages of diverse cultural, racial/ethnic and linguistic groups represented among direct service providers, as compared to percentage of the total population needing services and the total population being served. (Cal. Code Regs., tit. 9, § 3650(a)(5)).

The county provided a narrative analysis for their capacity assessment in the adopted FY 2020-23 Plan which does not fully address the specific requirements of the Plan.

Mental Health Services Act (MHSA) Performance Review Report
Mono County Program Review
March 14, 2024

Specifically, the county's capacity assessment must include all of the following for each Plan and subsequent adopted Plan, thereafter:

- a. The strengths and limitations of the county and service providers that impact their ability to meet the needs of racially and ethnically diverse populations,
- b. Bilingual proficiency in threshold languages,
- c. Percentages of diverse cultural, racial/ethnic and linguistic groups represented among direct service providers, as compared to percentage of the total population needing services and the total population being served, and
- d. Identification of possible barriers to implementing the proposed programs/services and methods of addressing these barriers.

Recommendation #3: The County must include an assessment of its capacity to implement mental health programs and services which addresses and includes all required components in the Plan and each subsequent adopted Plan, thereafter.

Finding #4: Mono County did not indicate the number of children, transition-aged youth, adults, and older adults to be served, and did not provide the cost per person for CSS, PEI, and INN, in the FY 2020-23 Plan. The County did include the number of children, transition-aged youth, adults, older adults to be served and cost per person in the adopted FY 2022-23 Update (W&I Code section 5847(e)).

Recommendation #4: The County must indicate the number of children, transition-aged youth, adults, and older adults to be served, and indicate the cost per person for CSS, PEI, and INN, in each subsequent adopted Plan and Update thereafter.

Finding #5: Mono County did not explain how each Access and Linkage to Treatment program for individuals, and, as applicable, their parents, caregivers, or other family members, will be linked to county mental health services, a primary care provider, or other mental health treatment in the Plan/Update; and how the program will follow up with the referral to support engagement in treatment in the adopted FY 2022-25 Plan. (Cal. Code Regs., tit. 9, §§ 3755(h)(4), 3755(h)(5)).

Recommendation #5: The County must explain how individuals, and, as applicable, their parents, caregivers, or other family members, will be linked to county mental health services, a primary care provider, or other mental health treatment for each Access and Linkage to Treatment Program; and how the program will follow up with the referral to support engagement in treatment each subsequent adopted Plan and Update thereafter.

Mental Health Services Act (MHSA) Performance Review Report
Mono County Program Review
March 14, 2024

SUGGESTED IMPROVEMENTS

Suggested Improvement #1: DHCS recommends the County have in place an Issue Resolution Process on the County's website to handle client disputes related to provision of their MHSA funded mental health services. The County's current MHSA Issue Resolution Process and instructions can only be found as a part of the adopted FY 2022-23 Update as a downloadable PDF document (County Performance Contract 6.(A)(2)).

Suggested Improvement #2: DHCS suggests the county write Specific, Measurable, Achievable, Relevant, and Time-bound (SMART) goals that can be tracked, analyzed, and reported. A suggested goal might be "County will place 60 percent of qualified applicants, or at least 300, into program on an annual basis." In this example, the goal states what will be measured, provides a measurable quantitative item, is achievable, is relevant to the statement of purpose, and is time-bound because it gives a specific unit of time for data to be collected, measured, and reported.