

## MHSA FY 2016-17 Plan Update - Milestones and Timeline - as of December 29, 2015

<u>Event</u>	<u>Product</u>	<u>Lead</u>	<u>Complete By</u>
1. Plan stakeholder process	Participation Plan	CPAW	Completed
2. Plan stakeholder events	Event Calendar	Michelle Z.	Completed
3. Announce events, disseminate surveys	Complete forum planning	Michelle Z.	Completed
4. Conduct community events	Stakeholder participation	PEI programs	Completed
5. Update program profiles, submit FY 14-15 outcomes	Updated Program Profiles	MHSA Programs	DEC 31
6. Develop Plan Update budget	Draft budget	Finance	JAN 7
7. Develop draft 1 <sup>st</sup> Plan Update	1 <sup>st</sup> draft Plan Update	Warren	JAN 22
8. CPAW/MHC review, comment on draft plan	2d draft Plan Update	MHC/CPAW	FEB 4
9. Approve 2d draft Plan Update; post for public comment	Approval; posting	Cynthia	FEB 20
10. 30 day public comment period	Public Hearing Comments incorporated	MHC MHSA staff	APR 6 APR 9
11. Board of Supervisor (BOS) review	Approve final Plan Update	BOS	APR 19

## MHSA FY 2017-20 Three Year Plan - Milestones and Timeline - as of December 29, 2015

<u>Event</u>	<u>Product</u>	<u>Lead</u>	<u>Complete By</u>
1. Plan stakeholder process	Participation Plan	CPAW	MAR 3
2. Plan stakeholder events	Draft Event Calendar	Warren	MAR 31
3. Announce events	Finalized Event Calendar	Warren	APR 8
4. Conduct events	Stakeholder participation	MHSA staff	DEC 16
5. Update program profiles, submit FY 15-16 outcomes	Updated Program Profiles	MHSA Programs	DEC 31
6. Develop Three Year Plan budget	Draft budget	Finance	JAN 9
7. Develop 1st draft Three Year Plan	1 <sup>st</sup> draft Three Year Plan	Warren	JAN 23
8. CPAW/MHC review, comment on draft plan	2d draft Plan Update	MHC/CPAW	FEB 2
9. Approve 2d draft Plan; post for public comment	Approval; posting	Cynthia	FEB 10
10. 30 day public comment period	Public Hearing Comments incorporated	MHC MHSA staff	MAR 9 MAR 30
11. Board of Supervisor (BOS) review	Approve final Plan Update	BOS	APR 18

## MHSA Program/Plan Review Schedule

	Program/Plan Element	Lead Staff	Month	Site Visit Date	MHC/CPAW Volunteers
1.	**Child Abuse Prevention	Michelle Z.	Oct 2014	Oct 22	
2.	Youth in Juvenile Justice	Michelle Z.	Nov 2014	Nov 13 Ranch Nov 14 L's	Louis Buckingham
3.	Children's Clinic Staff	Stephanie Chenard	Nov 2014	Nov 4 East Nov 13 West Jan 28 Central	
4.	**Rainbow	Michelle Z./Nobori	Dec 2014	Dec 11	
5.	Rubicon	Michelle Nobori	Jan 2014	Jan 22	Teresa Pasquini
6.	**Anka	Michelle Nobori	Feb 2015	Feb 18th	Evelyn Centeno
7.	**Building Blocks for Kids	Michelle Z.	Feb 2015	Feb 25th	
8.	**Familias Unidas	Michelle Nobori	Mar 2015	Mar 16th	Lauren Rattagliata
9.	**James Morehouse	Michelle Z.	Mar 2015	Mar 23rd	
10	**Native American Health	Michelle Z.	Apr 2015	Apr 9th	
11	Crestwood	Sandy Rose	Apr 2015	Apr 29th	
12	Shelter Inc	Jenny Robbins	Jul 2015	Jul 31st	
13	NAMI	Stephanie Chenard	Aug 2015	Aug 6th	
14	Older Adults/ Senior Peer Counseling	Stephanie Chenard	Sep 2015	Sep 23rd	
15	Center for Human Development	Michelle Z.	Feb 2016	Feb 16th	Lauren Rattagliata
16	STAND!	Michelle Z.	Feb 2016		Gina Swirsding
17	Youth Homes	Michelle Nobori	Feb 2016	Feb 26th	Gina Swirsding
18	Modesto Residential	Sandy Rose	Mar 2016	March 15th	Lauren Rattagliata
19	Divines	Sandy Rose	Mar 2016	March 29th	Lauren Rattagliata
20	Recovery Innovations	Stephanie Chenard	Mar 2016		
21	The Latina Center	Michelle Z.	Mar 2016		
22	New Leaf	Michelle Z.	Mar 2016		Gina Swirsding
23	Jewish Family & Children's Services	Michelle Z.	Apr 2016		
24	Asian Community M.H.	Michelle Z.	Apr 2016		
25	People Who Care	Michelle Z.	Apr 2016		
26	Oak Hill	Sandy Rose	Apr 2016	April 12th	Lauren Rattagliata
27	United Family Care	Sandy Rose	Apr 2016	April 26th	Lauren Rattagliata

As of: December 31, 2015

\*\* These programs have completed a program review and are to negotiate a new three year contract agreement during the APR-DEC 2016 time period. To be arranged by the lead staff.

28	Community Violence – INN	Michelle Nobori	May 2016		Gina Swirsding
29	Putnam Clubhouse	Michelle Z.	May 2016		
30	Lifelong Medical Care	Michelle Z.	May 2016		
31	Pleasant Hill Manor	Sandy Rose	May 2016	May 10th	Lauren Rattagliata
32	Woodhaven	Sandy Rose	May 2016	May 24th	Lauren Rattagliata
33	Lao Family Community	Michelle Z.	Jun 2016		
34	Williams	Sandy Rose	Jun 2016	June 14th	Lauren Rattagliata
35	Supporting Health Clinic	Michelle Z.	Jun 2016		
36	Hume Center	Michelle Nobori	Jul 2016		
37	CC Interfaith	Michelle Z.	Jul 2016		
38	Lincoln Child Center	Michelle Nobori	Jul 2016		
39	Telecare	Stephanie Chenard	Aug 2016		
40	Seneca	Michelle Nobori	Aug 2016		
41	CC Crisis Center	Michelle Z.	Sep 2016		
42	COFY	Michelle Nobori	Sep 2016		
43	Mental Health Systems	Michelle Nobori	Sep 2016		
44	Miller Wellness Center /Hospital Liaisons	Stephanie Chenard	Oct 2016		Louis Buckingham
45	COPE and First Five	Michelle Z.	Oct 2016		
46	La Clinica de la Raza	Michelle Z.	Nov 2016		
47	WELL – INN	Michelle Nobori	Nov 2016		
48	OCE	Michelle Z.	Dec 2016		
49	Suicide Prevention	Michelle Z.	Dec 2016		
50	Trauma Recovery - INN	Michelle Nobori	Jan 2017		
51	Transportation – INN	Michelle Nobori	Jan 2017		
52	Partners in Aging – INN	Michelle Nobori	Feb 2017		
53	**Fred Finch	Michelle Nobori	Mar 2017		
54	First Hope	Michelle Z.	Mar 2017		
55	Admin Support/QA	Stephanie Chenard	Apr 2017		
56	Graduate Internships	Stephanie Chenard	Apr 2017		
57	Adult FSP Support	Michelle Nobori	May 2017		Gina Swirsding
58	**RYSE	Michelle Z.	May 2017		Gina Swirsding
59	Forensic Team	Stephanie Chenard	Jun 2017		Gina Swirsding
60	Vocational Services – INN	Michelle Nobori	Jun 2017		
61	Shelter Beds	Warren Hayes	Jun 2017		
62	Wellness Coached - INN	Michelle Nobori	Jun 2017		
63					
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As of: December 31, 2015

\*\* These programs have completed a program review and are to negotiate a new three year contract agreement during the APR-DEC 2016 time period. To be arranged by the lead staff.

## Mental Health Services Act (MHSA)

### Program and Fiscal Review

- I. **Date of On-site Review:**  
**Date of Exit Meeting:**
  
- II. **Review Team:**
  
- III. **Name of Program/Plan Element:**
  
- IV. **Program Description.**
  
- V. **Purpose of Review.** Contra Costa Mental Health is committed to evaluating the effective use of funds provided by the Mental Health Services Act. Toward this end a comprehensive program and fiscal review was conducted of the above program/plan element. The results of this review are contained herein, and will assist in a) improving the services and supports that are provided, b) more efficiently support the County’s MHSA Three Year Program and Expenditure Plan, and c) ensure compliance with statute, regulations and policy. In the spirit of continually working toward better services we most appreciate this opportunity to collaborate together with the staff and clients participating in this program/plan element in order to review past and current efforts, and plan for the future.
  
- VI. **Summary of Findings.**
  
- VII. **Review Results.** The review covered the following areas:
  1. **Deliver services according to the values of the Mental Health Services Act** (California Code of Regulations Section 3320 – MHSA General Standards). Does the program/plan element collaborate with the community, provide an integrated service experience, promote wellness, recovery and resilience, be culturally competent, and be client and family driven.  
**Method.** Consumer, family member and service provider interviews and consumer surveys.  
**Results.**  
**Discussion.**

## Attachment 1 – Program and Fiscal Review Report Template

- 2. Serve the agreed upon target population.** For Community Services and Supports, does the program serve adults with a serious mental illness or children or youth with a serious emotional disturbance. For Prevention and Early Intervention, does the program prevent the development of a serious mental illness or serious emotional disturbance, and help reduce disparities in service. Does the program serve the agreed upon target population (such as age group, underserved community).

**Method.** Compare the program description and/or service work plan with a random sampling of client charts or case files.

**Results.**

**Discussion.**

- 3. Provide the services for which funding was allocated.** Does the program provide the number and type of services that have been agreed upon.

**Method.** Compare the service work plan or program service goals with regular reports and match with case file reviews and client/family member and service provider interviews.

**Results.**

**Discussion.**

- 4. Meet the needs of the community and/or population.** Is the program or plan element meeting the needs of the population/community for which it was designed. Has the program or plan element been authorized by the Board of Supervisors as a result of a community program planning process. Is the program or plan element consistent with the MHSA Three Year Program and Expenditure Plan.

**Method.** Research the authorization and inception of the program for adherence to the Community Program Planning Process. Match the service work plan or program description with the Three Year Plan. Compare with consumer/family member and service provider interviews. Review client surveys.

**Results.**

**Discussion.**

- 5. Serve the number of individuals that have been agreed upon.** Has the program been serving the number of individuals specified in the program description/service work plan, and how has the number served been trending the last three years.

**Method.** Match program description/service work plan with history of monthly reports and verify with supporting documentation, such as logs, sign-in sheets and case files.

## Attachment 1 – Program and Fiscal Review Report Template

**Results.**

**Discussion.**

6. **Achieve the outcomes that have been agreed upon.** Is the program meeting the agreed upon outcome goals, and how has the outcomes been trending.

**Method.** Match outcomes reported for the last three years with outcomes projected in the program description/service work plan, and verify validity of outcome with supporting documentation, such as case files or charts. Outcome domains include, as appropriate, incidence of restriction, incidence of psychiatric crisis, meaningful activity, psychiatric symptoms, consumer satisfaction/quality of life, and cost effectiveness. Analyze the level of success by the context, as appropriate, of pre- and post-intervention, control versus experimental group, year-to-year difference, comparison with similar programs, or measurement to a generally accepted standard.

**Results.**

**Discussion.**

7. **Quality Assurance.** How does the program/plan element assure quality of service provision.

**Method.** Review and report on results of participation in County's utilization review, quality management incidence reporting, and other appropriate means of quality of service review.

**Results.**

**Discussion.**

8. **Ensure protection of confidentiality of protected health information.** What protocols are in place to comply with the Health Insurance Portability and Accountability Assurance (HIPAA) Act, and how well does staff comply with the protocol.

**Method.** Match the HIPAA Business Associate service contract attachment with the observed implementation of the program/plan element's implementation of a protocol for safeguarding protected patient health information.

**Results.**

**Discussion.**

9. **Staffing sufficient for the program.** Is there sufficient dedicated staff to deliver the services, evaluate the program for sufficiency of outcomes and continuous quality improvement, and provide sufficient administrative support.

**Method.** Match history of program response with organization chart, staff interviews and duty statements.

## Attachment 1 – Program and Fiscal Review Report Template

**Results.**

**Discussion.**

10. **Annual independent fiscal audit.** Did the organization have an annual independent fiscal audit performed and did the independent auditors issue any findings.

**Method.** Obtain and review audited financial statements. If applicable, discuss any findings or concerns identified by auditors with fiscal manager.

**Results.**

**Discussion.**

11. **Fiscal resources sufficient to deliver and sustain the services.** Does organization have diversified revenue sources, adequate cash flow, sufficient coverage of liabilities, and qualified fiscal management to sustain program or plan element.

**Method.** Review audited financial statements (contractor) or financial reports (county). Review Board of Directors meeting minutes (contractor). Interview fiscal manager of program or plan element.

**Results.**

**Discussion.**

12. **Oversight sufficient to comply with generally accepted accounting principles.** Does organization have appropriate qualified staff and internal controls to assure compliance with generally accepted accounting principles.

**Method.** Interview with fiscal manager of program or plan element.

**Results.**

**Discussion.**

13. **Documentation sufficient to support invoices.** Do the organization's financial reports support monthly invoices charged to the program or plan element and ensure no duplicate billing.

**Method.** Reconcile financial system with monthly invoices. Interview fiscal manager of program or plan element.

**Results.**

**Discussion.**

14. **Documentation sufficient to support allowable expenditures.** Does organization have sufficient supporting documentation (payroll records and timecards, receipts, allocation bases/statistics) to support program personnel and operating expenditures charged to the program or plan element.



## Attachment 1 – Program and Fiscal Review Report Template

**Method.** Match random sample of one month of supporting documentation for each fiscal year (up to three years) for identification of personnel costs and operating expenditures charged to the cost center (county) or invoiced to the county (contractor).

**Results.**

**Discussion.**

15. **Documentation sufficient to support expenditures invoiced in appropriate fiscal year.** Do organization's financial system year end closing entries support expenditures invoiced in appropriate fiscal year (i.e., fiscal year in which expenditures were incurred regardless of when cash flows).

**Method.** Reconcile year end closing entries in financial system with invoices. Interview fiscal manager of program or plan element.

**Results.**

**Discussion.**

16. **Administrative costs sufficiently justified and appropriate to the total cost of the program.** Is the organization's allocation of administrative/indirect costs to the program or plan element commensurate with the benefit received by the program or plan element.

**Method.** Review methodology and statistics used to allocate administrative/indirect costs. Interview fiscal manager of program or plan element.

**Results.**

**Discussion.**

17. **Insurance policies sufficient to comply with contract.** Does the organization have insurance policies in effect that are consistent with the requirements of the contract.

**Method.** Review insurance policies.

**Results.**

**Discussion.**

18. **Effective communication between contract manager and contractor.** Do both the contract manager and contractor staff communicate routinely and clearly regarding program activities, and any program or fiscal issues as they arise.

**Method.** Interview contract manager and contractor staff.

**Results.**

**Discussion.**

## **Attachment 1 – Program and Fiscal Review Report Template**

### **VIII. Summary of Results.**

### **IX. Findings for Further Attention.**

### **X. Next Review Date.**

### **XI. Appendices.**

Appendix A – Program Description/Service Work Plan

Appendix B – Service Provider Budget (Contractor)

Appendix C – Yearly External Fiscal Audit (Contractor)

Appendix D – Organization Chart

### **XII. Working Documents that Support Findings.**

Consumer Listing

Consumer, Family Member Surveys

Consumer, Family Member, Provider Interviews

County MHSA Monthly Financial Report

Progress Reports, Outcomes

Monthly Invoices with Supporting Documentation (Contractor)

Indirect Cost Allocation Methodology/Plan (Contractor)

Board of Directors' Meeting Minutes (Contractor)

Insurance Policies (Contractor)

MHSA Three Year Plan and Update(s)

# Stakeholder Meeting Calendar

## January 2016



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1 <i>Happy New Year!</i>	2
3 	4	5	6  MHSa Finance Comm: 1-3 pm 1340 Arnold Dr., Ste 112, Martinez	7 <b>Children's:</b> 11 am - 1 pm 1340 Arnold Dr., Ste 200, Martinez  <b>CPAW:</b> 3-6 pm 2425 Bisso Ln., 1 <sup>st</sup> Floor Conf. Room, Concord	8	9
10	11 <b>Membership</b> (moved for January): 3-5 pm 1340 Arnold Dr., Ste 200, Martinez	12 <b>Social Inclusion:</b> 10 am - 12 pm 2425 Bisso Ln., Concord	13 <b>Systems of Care:</b> 10 am - 12 pm 1340 Arnold Dr., Ste 200, Martinez	14 <b>Steering:</b> 3-5 pm 2425 Bisso Ln., Concord	15	16
17	18 <b><i>MLK HOLIDAY</i></b>	19	20 <b>Housing:</b> (no meeting in January. Next mtg 2/17.)	21	22	23
24	25 <b>Innovation:</b> 2:30-4:30 pm 1340 Arnold Dr., Ste 112, Martinez	26	27 <b>Aging &amp; Older Adults:</b> 10 am - 12 pm 2425 Bisso Ln., Concord	28	29	30
31						