



## MENTAL HEALTH SERVICES ACT

### AUDIT HIGHLIGHTS, FEEDBACK & NEXT STEPS

WELLNESS • RECOVERY • RESILIENCE

#### SANTA BARBARA MHSA AUDIT

- Originally review was scheduled as 3-day audit from 5/5 – 5/7 encompassing documentation review, chart review, site visits, and client interviews (if applicable).
- Due to Covid-19 it was reduced drastically to just a desk audit with follow up phone call on 5/7/20.
- For the desk audit, BWELL submitted over 600 documents in 16 requested areas. There were no questions from Auditors on the documents, and the Department staff hosted the follow up call on questions review team had.

#### HIGHLIGHTS

- The MHSA State Audit team expressed that they really enjoyed the challenges and solutions section of each program in our MHSA Plan Annual Update; they were impressed at how passionate our team was and it was evident in the plan and on the call.
- The team was extremely impressed with our SB ACT FSP and Pathpoint Supportive Services FSP. They enjoyed the emphasis on outcomes and the transition from levels of care data.
- Overall, they were quite complementary of our MHSA Programming and happy to hear how resilient and nimble our Agency has been during the pandemic as we transitioned to telehealth and utilized community wellness activities as we have during past disasters.

#### AREAS OF IMPROVEMENT [NOTES FROM CALL]:

- Most of the areas of improvement were minor changes, mainly clarifying what we already do, and the BWell team was able make changes within 48 hours and resubmitted their requested documents.
- *Policies:* Audit team provided feedback on a variety of new MHSA draft policies. All draft policies will also go to Compliance Committee in June and July 2020 to be finalized with Auditor input included.
- *Training:* Audit team wanted BWELL to clarify in the new Policy & Procedure what specific MHSA trainings are offered to stakeholders, staff, and clients and when they are offered. As a result, MHSA training will be required of all BWELL and Provider staff at hiring and current staff will be trained by December 2020. This training module is complete and will be issued via Relias Online portal and available for community presentation at meetings at requested.
- *Outreach:* Clarify how we are outreaching to underserved and unserved populations. Explanation will be added to future MHSA plans in the process portion. It was clear it occurred, but need to highlight which populations attended.
- *Stakeholder Diversity:* Clarify how we are ensuring that stakeholders represent the diversity of the county. Explanation will be added to future MHSA plans to the process section. It was clear it occurred, but need to highlight which populations attended.
- *Target Populations:* Add Targeted Numbers by Age Group for each Program to future plans instead of just actual individuals served; this will be added to each program's data table.
- Make sure that the names in the Annual Update are the same names used in the Revenue Expense Report (RER).
- Hosting the Behavioral Health Commission hearing "at close", which they request is after the thirty-day period.
- A few items were requested to prove that deadlines were met, and those were submitted.

#### WHATS NEXT:

- The MHSA audit team will complete a Performance Contract Report (PCR)
- The PCR will be given to the BWELL with instructions on how to complete the Corrective Action Plan, if necessary.