



A Tradition of Stewardship
A Commitment to Service

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Clerk of the Napa Superior Court

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Diane Dillon
Chair

June 9, 2015

The Honorable Rodney Stone
Presiding Judge
Superior Court of California, County of Napa
825 Brown Street
Napa, CA 94559

Dear Judge Stone:

As required by Penal Code Section 933(c), enclosed is the response to the 2014-2015 Final Report on the Health and Human Services Agency: Vast and Visionary. Grand Jury activity takes place over the course of a number of months. As such, their findings and recommendations often address issues which county departments have already identified as problems and to which solutions are in the process of being developed.

The Board acknowledges the members of the 2014-2015 Grand Jury for the time they have devoted in preparing their report.

Sincerely,

Handwritten signature of Diane Dillon in cursive.

Diane Dillon, Chair
Napa County Board of Supervisors

Enclosure

cc: Foreman, 2014-2015 Grand Jury

Brad Wagenknecht
District 1

Mark Luce
District 2

Diane Dillon
District 3

Alfredo Pedroza
District 4

Keith Caldwell
District 5

NAPA COUNTY
RESPONSE TO THE GRAND JURY FINAL REPORT ON
NAPA COUNTY HEALTH AND HUMAN SERVICES AGENCY
MARCH 23, 2015

The Grand Jury requested responses from the Board of Supervisors are included below.

Finding 1. The Director of Health and Human Services Agency, while relatively new to the position, receives uniformly high praise both from Agency staff and community partners.

Board of Supervisor's Response: The Board agrees with this finding.

Finding 2. The Director's introductory meeting with staff from Up Valley nonprofits was favorably received by the Up Valley Community.

Board of Supervisor's Response: The Board agrees with this finding.

Finding 3. The Napa County HHSA provides broad and extensive services under the ultimate managerial responsibility of its Director.

Board of Supervisor's Response: The Board agrees with this finding.

Finding 4. The requirements and procedures of the Tobacco Master Settlement Agreement (MSA) grant appear burdensome to nonprofits.

Board of Supervisor's Response: The Board partially agrees with this finding.

The grant process is set up to fund physical, mental, drug and alcohol programs and facilities that provide inpatient/outpatient services, including related prevention and education programs in a manner that encourages the use of evidence-based service models. The process includes submittal of a two page (or less) pre-application describing the project which is scored along with other pre-applications using rating criteria previously publicized. The 17 highest rated applications are then invited to submit a full application and present their proposal to a review panel. The review panel rates the proposals and recommends funding to the Board.

Each year, nonprofits are given the opportunity to comment on the process and suggest improvements, which the Board typically approves. Some nonprofits have written to the Board with their support of the current process calling it transparent, fair and progressive. That said, staff has suggested and the Board agreed to have the process evaluated by an external consultant to suggest improvements for the next funding cycle.

Finding 5. HHSA lacks alcohol and drug treatment service located at Up Valley sites for both youth and adults.

Board of Supervisor's Response: The Board partially agrees with this finding.

Currently, prevention and early intervention services are provided to middle school and high school students two days per week by a bilingual counselor through a contract with Aldea Children & Family Services (Aldea). In January 2015, the HHSA Alcohol & Drug Services Prevention Division started a Friday Night Live (FNL) chapter in Calistoga Middle School's afterschool program. The program is also working with store merchants in bringing awareness about not providing alcohol to minors. The FNL program is planning on working with the alternative high school in Calistoga in the upcoming school year.

Although treatment services have not been provided on a consistent schedule Up Valley, Aldea has hired a bilingual counselor to provide treatment services three days per week in Calistoga beginning in July 2015 if the site receives certification by the State. Certification was applied for in 2014.

Finding 6. The site in Calistoga that was selected to accommodate an adult drug counselor is not yet certified by the State.

Board of Supervisor's Response: The Board agrees with this finding.

Finding 7. The contract between the County and Aldea, Inc. (No 8207) is not clear as to whether or not the substance abuse treatment services for youth are to be provided at Up Valley sites.

Board of Supervisor's Response: The Board disagrees with this finding.

The agreement with Aldea specifies services to be offered at the Wolfe Center located in the city of Napa. There are no other geographic requirements for services to be rendered pursuant to the agreement. However, the contractor has latitude to respond to community needs and to provide services where there is the demand, scale and opportunity to do so. As mentioned previously, Aldea plans to provide treatment services in Calistoga three days per week beginning in July 2015.

Finding 8. From the information provided, HHSA apparently lacks specific measures to determine the adequacy of services provided at Up Valley locations.

Board of Supervisor's Response: The Board partially agrees with this finding.

HHSA staff and the Board believe the work being done through Live Healthy Napa County (LHNC) will be the best measure of the appropriateness and adequacy of services provided at Up Valley locations as well as county wide.

Appropriateness and adequacy of services is complicated to measure and different service users will have different ideas of appropriateness and adequacy. HHSA does not stand on its own in providing, improving and sustaining the health of Napa County citizens. In this regard, LHNC was formed to promote and protect the health and well-being of every member of the community. LHNC is a public-private partnership bringing together representatives from healthcare, business, public safety, education, government, non-profits and the general public to

develop a shared understanding and vision of a healthier Napa County with an action plan to realize that vision. In 2013, LHNC conducted four community assessments and developed the final 2013 Napa County Comprehensive Community Health Assessment. Based on the findings and additional input from the community, LHNC developed the 2014-2017 Community Health Improvement Plan. To clearly delineate planned action steps, LHNC developed an Action Plan Matrix. The matrix outlines specific strategies, measurable activities, performance measures, deadlines for completion, resources required and current/planned evaluation. The LHNC process, where community members come together to articulate and understand the specific needs and challenges of their own community, define their own health priorities and goals, and determine solutions to achieve a healthier Napa County is the framework HHSa is using to help determine the adequacy of services.

In addition, HHSa plans to allocate resources to develop, refine and report on data sources to better target programs and services. Some of this work will be accomplished through LHNC and its Data Workgroup which is tasked with 1) setting priorities for needed improvements in data, 2) identifying data currently collected that could be more efficiently distributed or shared, and 3) identifying opportunities for collection of data not currently available.

Recommendation No. 1: HHSa Director to meet personally on an annual basis with contracted nonprofits and other community leaders located Up Valley to determine directly whether the needs of the community are being met.

Board of Supervisor's Response: The recommendation will be implemented.

Since the Agency and the Director have embarked on population health work, meetings will happen more frequently than annually. The aim of this work is to reduce health inequities among different population groups due to social, environmental, cultural and physical differences in which the population is born, grow up and function throughout their lifetimes thus potentially having a measurable impact on health.

Recommendation No. 2: By December 31, 2015, HHSa to review the application process for obtaining the MSA grant, and redesign the process for less burdensome completion and administration.

Board of Supervisor's Response: The recommendation requires further analysis.

The Board agrees to have the process evaluated by an outside consultant to suggest improvements for the next funding cycle by December 31, 2015. This evaluation may or may not result in a redesign of the process.

Recommendation No. 3: By December 31, 2015, HHSa to institute alcohol and drug treatment for adults at a location in Calistoga.

Board of Supervisor's Response: The recommendation will be implemented. Applications for site certification were sent to the Provider Enrollment Division of the Department of Healthcare

Services (DHCS) in 2014. An Aldea bilingual counselor will provide treatment groups in Calistoga beginning in July 2015 if the site certification is approved.

Recommendation No. 4: By July 1, 2015, HHSa to ascertain from Aldea how they are fulfilling their contractual commitment to provide drug and alcohol treatment to Up Valley youth at Up Valley locations. HHSa to institute corrective measures if such is not being provided there.

Board of Supervisor's Response: The recommendation will be implemented. Aldea has been fulfilling their contractual obligations to provide treatment services. The current contract does not expressly require services to be rendered in Up Valley, or any other geographic location, other than the Wolfe Center in the city of Napa. However, Aldea has made a commitment to provide treatment services beginning in July 2015 upon receiving certification for this site.

Recommendation No. 5: By December 31, 2015, HHSa to establish a mechanism for measuring services located Up Valley more often than or more specifically than "as needed."

Board of Supervisor's Response: The recommendation requires further analysis.

Currently, there are several different statewide data systems that collect information on clients based on the type of services received. These data systems do not warehouse the data in a common location. While the project scope is too large to commit to a December 31, 2015 completion, HHSa has recognized the need for, and plans to allocate resources in Fiscal Year 2015-2016 to develop, refine and report on data sources to better target programs and services. As mentioned previously, the work accomplished through LHNC will also be useful in this regard.

Many services that HHSa provides are appropriately offered on an "as needed" basis in homes, schools, hospitals and other sites. "As needed" is a common specification for health and human service providers and allows for flexibility based on individual needs. These services, such as mental health, public health, Public Guardian, Adult Protective Services, In Home Supportive Services, veterans services, child welfare, adoptions, and emergency preparedness trainings are available countywide.

In an attempt to evaluate and improve Up Valley services, the Agency worked with the mayor of Calistoga and the Calistoga Family Center in December 2013. Currently, mental health, Women Infants and Children (WIC), Medi-Cal and CalFresh applications assistance, Adult Protective Services, Public Health Medical Therapy Program, school based alcohol and drug prevention and early intervention programs, indigent medical care and employment, education and training services to youth enrolled in Workforce Investment Act (WIA) services are offered in Calistoga at the Up Valley Family Center, schools, Calistoga Clinic and in homes.

Similarly, services offered at various locations in St. Helena include WIC, mental health, Adult Protective Services, public health, indigent medical care and WIA education and training programs.

Recommendation No. 6: By December 31, 2015, HHSA to review case reporting information within HHSA Divisions to ascertain the frequency and actual locations where Up Valley services are reportedly being provided.

Board of Supervisor's Response: The recommendation requires further analysis.

As mentioned previously, HHSA plans to allocate resources to develop, refine and report on data sources to better target programs and services. Some of this work will be accomplished through LHNC and its Data Workgroup.

Recommendation No. 7: In all future contracts for Up Valley services, where feasible, HHSA to include requirement that the service be provided at an Up Valley location.

Board of Supervisor's Response: The recommendation will be implemented.

Recommendation No. 8: HHSA to institute a reporting requirement regarding demographic locations of service for all HHSA Divisions and include in future nonprofit contracts.

Board of Supervisor's Response: The recommendation requires further analysis.

HHSA believes the Grand Jury is referring to a reporting of “geographic locations of services”. HHSA will implement the recommendation on a case by case basis where it makes sense to do so. Based on the population health work, HHSA has begun data mapping different neighborhoods throughout Napa County. By using a geographic information system (GIS), a wide variety of data sets have been mapped, including demographic information and other pertinent health and social indicators.