



COUNTY OF LAKE  
Mental Health Department  
991 Parallel Drive  
LAKEPORT, CALIFORNIA 95453  
Telephone 707/263-4338  
Fax 707/263-1507

Kristy Kelly, MA, MFT  
Mental Health Director

Date: August 9, 2011

To: Kelly Cox, CAO

From: Kristy Kelly, Mental Health Director

RE: Mental Health Department Response to Recommendations Contained in the Grand Jury Report for f/y 10/11.

The following are recommendations for the Mental Health Department contained in the Grand Jury Final Report for fiscal year 10/11. Our response to each recommendation follows in bold.

**Grand Jury Recommendations:**

R 1. MHD Management disallow the opening of any claim without all required data being obtained from each client. (F1)

- **The Mental Health Department disagrees with this recommendation. Fiscal data and the medical record are all managed in one integrated IT system. ("Anasazi Software.") It is crucial that the medical record be current and accurate, even if staff has not been able to complete financial data. Most records that contain incomplete or unverified information have been opened when a client has presented to the Emergency Room for crisis services. People in crisis may not have all of their financial information with them. It is still critical that the medical record reflect that they were seen on a certain date and the outcome of the visit. We are working on streamlining processes so that information gathered by the ER or in other hospital settings is used to provide full and complete data for billing purposes. During a crisis, the priority is on providing urgently needed care and having a medical record that clearly communicates the course of treatment for an individual.**

R 2. MHD Management affect full utilization of the new system to its maximum potential so that reports are generated in-house and are a result of the data that has been input into the system. (F1, F3)

- **The Mental Health Department agrees in part with this recommendation. For the past few years, Mental Health has provided data from the Anasazi IT system to an outside consultant for preparation of the annual Medi-Cal Cost Report. The department is in the process of phasing out the use of this consultant as the reliability of our data and expertise of LCMH accounting staff has grown. Errors on cost reports created enormous problems for the department in the past, and the relatively modest investment in this consultant has been justified to ensure that these errors**

were not repeated. LCMH is increasingly confident that departmental accounting staff and our IT system is able to prepare the cost report without assistance. We had already anticipated phasing out the use of this consultant in the current fiscal year.

R 3. MHD Management reconcile MESA funds allocation and establish a dedicated, interest-bearing account for the MESA funds. (F4)

- **LCMH management met with the County Administrator to discuss this concern. County Administration believes that the current method of handling these funds is proper. They will follow up with an external auditor to address this question, and will follow the recommendations of the external auditor.**

R 4. MHD Management no longer allow the co-mingling of funds. (F4)

- **As with R-3, above, LCMH Management discussed this question with the County Administrative Office. The CAO believes that the existing practice is proper; however, they will direct the question to an external auditor for an outside expert opinion.**