



My Health My Resources Concho Valley

A Local Mental Health Authority Contracted with the Texas Health and Human Services Commission

Results in Brief

Why OIG Conducted This Audit

The Texas Health and Human Services (HHS) Office of Inspector General (OIG) Audit and Inspections Division (OIG Audit) conducted an audit of My Health My Resources Concho Valley (MHMR Concho Valley). At least once every five years, OIG must conduct a performance audit of each local mental health authority (LMHA) in Texas.

The Texas Health and Human Services Commission (HHSC) paid MHMR Concho Valley \$6.8 million for mental health programs and services delivered during state fiscal year 2022, which covered the period from September 1, 2021, through August 31, 2022. Of the \$6.8 million, \$5.6 million was associated with the LMHA performance contract between HHSC and MHMR Concho Valley. During state fiscal year 2022, MHMR Concho Valley reported 17,191 mental health encounters for 2,237 individuals to HHSC.

Summary of Review

The audit objective was to determine whether MHMR Concho Valley complied with selected state and contractual requirements.

The audit scope included mental health services at MHMR Concho Valley during the period from September 1, 2021, through August 31, 2022.

Conclusion

My Health My Resources Concho Valley (MHMR Concho Valley), a local mental health authority (LMHA), conducted mental health assessments with associated screenings timely, delivered services through qualified staff members, and documented each individual's progress.

However, MHMR Concho Valley did not comply with some requirements for financial assessments, recovery plans, and level of care deviations.

Key Results

MHMR Concho Valley complied with certain requirements reviewed as part of this audit. Specifically, MHMR Concho Valley:

- Conducted mental health assessments for all 59 individuals tested within required time frames for crisis situations.
- Conducted mental health assessments for routine care services for all seven individuals tested within required time frames when associated with a screening.
- Developed recovery plans for all 68 mental health assessments tested.
- Included the assessment date and signature and credentials of the qualified LMHA staff member who performed the assessment on all 80 mental health assessments for routine care services tested.

Additionally, for all 88 service notes reviewed, which were associated with one or more core services listed in the recovery plans, MHMR Concho Valley documented (a) the individual's progress or lack of progress in achieving recovery plan goals and (b) the signature and credentials of the qualified LMHA staff member that provided the service.

However, MHMR Concho Valley did not:

- Conduct or update financial assessments (a) during the audit scope for 9 of 44 individuals and (b) within required time frames for 12 of 44 individuals.

Background

To deliver mental health services in Texas, HHSC contracts with 37 LMHAs. Each LMHA:

- Supports mental health services through planning, policy development, coordination, and resource allocation and development.
- Provides adults and children with assessment, crisis, intensive, and comprehensive services in a clinically appropriate manner.
- Incorporates jail diversion strategies to reduce involvement of the criminal justice system.

MHMR Concho Valley is the LMHA for seven Texas counties: Coke, Concho, Crockett, Irion, Reagan, Sterling, and Tom Green.

Management Response

MHMR Concho Valley agreed with the audit recommendations and indicated corrective actions would be implemented by September 2024.

- Have a recovery plan in effect before providing routine care services for 3 of 68 mental health assessments.
- Include all required elements on 5 of 68 recovery plans.
- Obtain a signature from the individual receiving services on 19 of 68 recovery plans.
- Cite an allowable reason as justification for deviating 2 of 16 individuals to a lower level of care.
- Document the information it provided to 10 of 12 individuals it deviated to a lower level of care.

Additionally, MHMR Concho Valley did not document its waitlist determination dates for 2 of 19 individuals it added to the Inpatient Care Waitlist.

Recommendations

MHMR Concho Valley should:

- Strengthen its processes for conducting and updating financial assessments as required.
- Develop recovery plans before providing routine care services.
- Document all required elements on recovery plans.
- Obtain individual's signatures.
- Follow TRRUMG requirements to review and authorize level of care deviations.
- Discuss necessary information for each individual to make an informed decision and document the discussion.
- Revise its processes to include documenting its waitlist determination dates.

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