



Merced County Mental Health Board Meeting

July 1, 2014

3:30 – 5:00 pm

1137 B Street, Merced, CA

Present:

Richard Hawthorne, Chair; Iris Mojica de Tatum, Vice-Chair; Vince Ramos, Secretary; Sally Ragonut; Supervisor Walsh, Mary Ellis; James Fuller; Mary Hofmann; Chuck McClure; Kim Carter; Cora Gonzales

Absent:

Keng Cha; David Baker

Others Present:

Scott De Moss; Curt Willems; Sharon Robinson; Chris Kraushar, PRA; Sharon Jones; Kurt Craig; Jeanette Merchant; Jan Morita; Carol Hulsizer, Recorder

MINUTES

I. Call to Order / Flag Salute / Roll Call

Richard Hawthorne, Chair, called the meeting to order at 3:32 p.m. The flag salute was done. Roll call was taken.

II. Mission Statement

Richard read the Mission Statement.

III. Approval of Minutes from June 3, 2014 (BOARD ACTION)

Action/Recommendation: M/S/C (Ragonut / Ellis) to approve the minutes from June 3, 2014.

Recommendation/Action: None

IV. Opportunity for public input. At this time any person may comment on any item which is not on the agenda.

Discussion/Conclusion: Vince would like to have the FY 13/14 budget placed on next month's agenda.

Sally commented on Supervisor Walsh's suggestion last month of someone from this Board meeting with the Sun Star editorial board to discuss mental health. Sally wanted to follow-up on this matter because the new editor has a genuine interest in mental health and it would be good to talk to her as a Board and share the Board's passion.

Recommendation/Action: As noted above

V. QI Coordinator Briefing – Jeanette Merchant

Discussion/Conclusion: Jeanette introduced herself as the new QI Coordinator and has been here for two months. She came from Stanislaus County where she was Compliance, Risk Manager and QI Coordinator. Since her arrival she has been working on the DHCS audit in December and has put together the Plan of Correction which has been submitted. DHCS will be checking in with Jeanette quarterly to follow our progress and how we are doing. Jeanette wants to get the Quality Improvement Committee meetings back to monthly meetings at the beginning of the year. She has reviewed the EQRO report; this is very similar to DHCS in recommendations. One recommendation being the hiring of a Compliance Officer and we now have Kurt Craig; another recommendation was to hire a QI Coordinator and Jeanette is that person now. Jeanette has now started looking at data collection and what we do with it. There is a lot of data available now because of electronic health records. Jeanette wants to find where our baseline is in certain areas such as timeliness to services, where our services are being provided, types of services we are providing and accessibility from the public/our beneficiaries to services. They are working on creating some dashboards to analyze the data and look at trends. From the audits we need to do two Process Improvement Projects (PIP). The PIPs are based on data and they will have to look at data and find out where the problems are and what the problems are; we will then have to improve at least two processes. One identified problem is Access and timeliness to services. They are looking at some other items for possible PIPs. Jeanette continued that other items from the audit that they are working on or have done is: 1. Developed a new provider booklet that provides the name of the clinic, what type of linguistic services offered, their hours, location, contact information. 2. Begin a service verification method – something DHCS has had in our contract the last few years but have not held any counties accountable to it – that the beneficiary is to acknowledge that they received the service that is being billed to Medi-Cal. This process has been put into a

V. QI Coordinator Briefing – Jeanette Merchant – con't.

template as a policy and needs to get approval. They are going to have clients sign in on a label and the label is then put on a service verification form and that will be filed. The label will state their name, time there, who they saw as well as chart number. We can then provide proof that they actually received service. They also need to check the Office of Inspector General list as well as the Calif. Suspended and Ineligible List (SIL) which has providers who have committed fraud or forgery and cannot provide Medi-Cal services. We had about five items in our chart audit where we needed to have trainings and incorporate the electronic health record (EHR) processes into what we do in our policies. They have already provided five trainings and incorporated the EHR in what they do as far as treatment planning assessments and progress notes.

Cora commented that she liked the dashboard idea; many community health centers are using the dashboard. Jeanette hopes to compare trends for this size county versus other counties our size as well as State averages. These are also comparisons that the EQRO looks at.

Vince asked how she was getting the public input into her projects. Jeanette commented that one way is the Quality Improvement Committee where they are open to consumers to attend as well as MH Advisory Board members. Vince questioned her about getting community input and Jeanette responded that would be from the beneficiaries. The PIPs not only need to be an administrative change or improvement, but they also need to affect the beneficiary experience. In order to find out if they are being affected and how, we need to look at satisfaction surveys from the public/beneficiaries. They will be gathering information from those we serve. Sharon J. commented that this can come through MHSA because she attends the QIC meeting and she is a voice for the community through the MHSA stakeholders.

Recommendation/Action: Information only

VI. Chair's Report

- a. **By-Laws Rough Draft**
- b. **Laura's Law**
- c. **Review of Committees Handout**
- d. **Mental Health Board Evaluation Results**

Discussion/Conclusion: a. Attached to today's packet was a rough draft of the By-Laws. Richard asked that everyone review this for any other changes that might be needed or if they agree with the changes; email or call Richard with any changes or comments. b. At the last Board meeting, Sally talked about Laura's Law and referred to the article in the newspaper. The Board had a presentation about six months ago and that presentation was also attached to today's packet. Richard asked everyone to look this over and he will put this on the agenda for August. c. Also included in this month's packet was a list of committees that Board members belong to. Richard asked everyone to review this and let him know if they wish to remain on the committee or do not want to be part of the committee any longer. Please email or call Richard. d. Also attached in this month's packet were the results of the Mental Health Board evaluation. Cora continued that she tallied up all the answers and forwarded them to Carol. There seemed to be a consistent theme for Board training throughout the questionnaire, Board members do want training and to participate more. It was also noted that not everyone participates in the meetings. Kim commented that the questionnaire does not give the most thorough responses and Cora stated this is something the Exec Committee could look at.

Richard commented that Carol had provided updated member information (along with the meeting packet information) and this should be put in the Board binders – taking out the old and putting in the new information. Cora announced that all Board members should bring their binders with them in August. The Board binders will be updated and returned.

Recommendation/Action: As noted above

VII. Supervisor's Report

Discussion/Conclusion: Supervisor Walsh commented that the Sun Star reporter for the county is Ramona Giwargis and he was thinking of scheduling a time with the leadership/editorial board of the paper rather than the reporter. Supervisor Walsh recently attended the Continuum of Care Meeting for the homeless and this Department is active in this process. They are still waiting for the details out of the State budget and the Feds.

Recommendation/Action: Information only

VIII. Director's Report
a. Recruitment Update
b. MHPA Program Update

Discussion/Conclusion: a. Scott reported that he was notified by the CEO to give a heads up to the Mental Health Advisory Board that he is making a recommendation to the BOS on Tuesday for a new Director. The person he is making the recommendation to hire is Ms. Yvonna Brown who comes from Georgia. Her appointment will become effective August 4th. Scott was able to meet with Yvonna when she came to interview. She is an extremely dynamic individual and has about 20 years of experience in the Health and Human Services arena. Most recently she was with the Tennessee Dept. of Human Services as the Assistant Commissioner for the State for adult and family services. She has not worked in California before and will be learning as she goes. b. Scott asked Sharon J. to speak on trainings. Sharon continued that the next CBMCS training is August 6, 7, 8 and 11 – this is cultural competence training. SafeTALK training is suicide prevention – 3 hours talk on how to teach individuals to not miss suicidal invitations – and this is on August 19 from 9:00-12:00. This is open to the community. These trainings are held continuously in the Department. Scott had Sharon give a MHPA update because she has been working hard in preparing the MHPA 3-Year Update. The internal draft will be available next week and they intend to get a draft out to the Ongoing Planning Council members around July 21st. A meeting will be scheduled around the last week of July for an Ongoing Planning Council meeting to look at the draft and provide feedback. The 30-day review will begin August 1st and the goal is to have this go to the BOS the first Board meeting in September. The Mental Health Board will have a Public Hearing for this at the meeting in September.

Recommendation/Action: Information only

IX. Reports / Updates
a. Executive Committee
b. QIC Report
c. New Compliance Officer

Discussion/Conclusion: a. Richard thanked Cora for leading this organization the last year. She has opened his eyes in regards to how to chair a county board. He hopes he lives up to her standards. Richard also thanked Cora, Sally, Iris and Jan in preparing the Annual Report. Richard asked Cora for an update on the Annual Report. Cora reported that the committee work has been completed except for one item. Carol already has it. What they are waiting for are some staff reports. They would like to present this at the August meeting. She appreciates all the effort everyone has made. They are hoping to have a user-friendly report for the BOS. Richard continued that the Exec Committee has been talking about a retreat for the Board in order to talk about what they want to do this year and maybe the following year. They would like to do this in September and it may take place on a weekday versus a Saturday. The Exec Committee will come up with some dates and send them out by email for everyone to pick a date that works; Richard will then get a consensus and pick a final date. Email any suggestions for areas that need to be discussed at the retreat. b. Attached to this month's packet was Sally's QIC report from last month. Sally went over her report. c. Scott introduced the Department's new Compliance Officer – Kurt Craig. He has been with the County for a number of years in several different roles. He started yesterday. Scott was asked to give a job description. Scott responded that the Department has a responsibility to establish a compliance program which includes meeting certain criteria related to Medi-Cal and Medicare. We have to have a compliance program that establishes an ethics program that researches and tries to prevent fraud, waste and abuse. The Compliance Officer is also responsible for the Department's privacy and security programs - any of the HIPAA, State privacy laws and 42 CFR for AOD. He will have all these responsibilities.

Recommendation/Action: Information only

X. Announcements

Discussion / Conclusion: Cora reported that she, Iris, Mary E. and Vince recently went to Hanford. The other counties present for this regional meeting were Kern, Madera, King and Merced. Tulare, Mariposa and Stanislaus usually attend but did not this time. Some of the items covered were: talked about strategies for recruitment with a diverse board, how appointments are made to the Board, how do we orient and train the board; how to attract board members; how do committees participate and delegation of structure. The big discussion was having a line-item budget for board development – whether it is for paying for trips, for attending a training, etc. This is something that needs to go to the Exec Committee. Other items that came out in the meeting are that some agencies have a speaker's bureau that goes out in the community informing them of mental health; they had a law enforcement representative on the King's Board and there was a lot of discussion on mandatory training for law enforcement on mental health; how to measure outcome reports; training and first responders; school-based training; crisis intervention and outreach to elected officials. Iris continued that another issue discussed was meeting times. Some had meetings from 11:30-1:00 and include lunch in order to get more attendance.

They also get other entities to come in and participate. One had their Exec Committee meeting at 5:00 and then the regular board meeting at 5:30 to get more attendance from the community. Other boards do not have the BOS or Director participation that Merced has; our relationship is so much better than all the other counties. They want to push their agenda a little further because they want to get involved in the legislative procedure. They feel that the CALMHB is not representing our area. There will be further discussion on these areas as they meet on a regular basis. Cora also noted that not everybody has a great relationship with their staff like our Board has.

Recommendation/Action: Information only

XI. Adjournment

Discussion / Conclusion: The meeting was adjourned at 5:09 p.m. The next meeting is August 5, 2014.

Submitted by: _____

Carol Hulsizer
Recording Secretary

Approved by: _____

Vince Ramos, Secretary
Merced County Mental Health Board

Date: _____

Date: _____