



Merced County Mental Health Board Meeting

March 3, 2015

3:30 pm – 5:00 pm

1137 B Street, Merced, CA

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| Present: | Richard Hawthorne, Chair; Iris Mojica de Tatum, Vice-Chair; Vince Ramos, Secretary; Sally Ragonut; Keng Cha; Kim Carter; Mary Hofmann |
| Absent: | David Baker; Supervisor Walsh; James Fuller; Mary Ellis |
| Others Present: | Yvonna Brown; Curt Willems; Chris Kraushar, PRA; Sharon Mendonca; Kurt Craig; Jeanette Merchant; Sharon Jones; Vong Chang, Turning Point; Dwayne Bumgardner, Next Step Recovery Home; Carol Hulsizer, Recorder |

MINUTES

I. Call to Order / Flag Salute / Roll Call

Chair Richard Hawthorne called the meeting to order at 3:40 p.m. The flag salute was done. Roll call was taken.

II. Mission Statement

Richard read the Mission Statement.

III. Approval of Minutes from February 3, 2015 (BOARD ACTION)

Action/Recommendation: Mary H. asked for a correction to the February minutes. She was not present in February and the minutes reflect her being present. Mary also stated that she wanted to address some of the topics in the minutes because she was not present. Iris stated that in order to do so there must be a first and second and then discussion. M/S/C (Hawthorne / Mojica de Tatum) to discuss the February minutes. Mary continued that on page 1, paragraph 2, there was discussion on how membership on the Board is constituted; it did not look like there was a resolution at the meeting. Kim said that on paperwork she has handed out on the member representation she put the parts of the By-Laws that are actually out of the By-Laws – shall consist of between 16 to 19 members. Mary is also concerned that there is so much information that it almost reaches the point of obfuscation. People come and unless they are familiar with large scale structures of organizations – private or public – or family or consumers – they listen to all of this and say it is more than they can handle and we then have a hard time holding onto people. By law this is a lay-group – members cannot work for Mental Health. By definition the discussions have to be clearer. Things are far more complicated than they need to be – even though this is complicated. There was ongoing discussion about Laura's Law and it looks like it was kicked back to the staff. At the end there was a notation she didn't understand – M/A/C – the "A" was a typo and should have been "S". There was discussion on the Wellness Center and Mary did go talk to the Director about it. She understands why the Director has to look at the bigger picture. As a family member and someone who has talked to those attending the Wellness Center, that most of the people attending the Wellness Center have to be screened before coming in – there is a process – people cannot just walk in. If there is a process for screening, why can't that process be extended and something be put in place where people who have an open case have preference in the event it is full. Lastly, there is a note that on March 30th & 31st there is going to be a MHSA Pre-Outcomes Event. Mary questioned if there would be discussion at today's meeting regarding the format. Sharon J. stated that it will be PowerPoint presentations; there is now more evidence to back up the programs along with meaningful data.

Vince stated that the minutes did not reflect what he said at the meeting in February. This was in regards to discussion on Laura's Law – 2nd page, 2nd paragraph. He would like the minutes to reflect that what he said was that with all the other programs that the Mental Health Department has, the Department should be able to leverage those funding sources so that Laura's Law should not be so expensive to implement.

Sally brought up Chris Kraushar comments in the February minutes regarding the minutes from January 2015. At the February meeting, during the financial report, Chris stated there had been discussion at the January meeting regarding projected revenue and projected savings for the year and she did not see this mentioned in the February minutes. Sally's question today was, in the sentence "they were looking at enhanced revenue for Medi-Cal next year. . . ." who is "they". Chris stated "they" meant the Mental Health Dept. Chris continued that in the February minutes regarding the budget discussion (in January) there was more discussion than it was "just

III. Approval of Minutes from February 3, 2015 (BOARD ACTION) – con't.

presented". There was talk (at January meeting) that the Department was expecting \$6 million in extra Medi-Cal revenue and they were underspending in some areas of the budget. Yvonnia continued that she will provide some clarification on this in her report. There is not a surplus of \$6 million in Medi-Cal dollars. M/S/C (Mojica de Tatum / Ragonut) to approve the minutes from February 3, 2015 with the correction of Mary H. not being present in February.

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

Discussion/Conclusion: Mary H. passed out copies of the NAMI flyer regarding an upcoming event called "Snapshots" coming up on April 22, 2015.

Vince attends the MHSO Ongoing Planning Council meetings and they have some focus groups coming up. They are giving free pancakes at IHOP today until 10:00 pm.

Iris mentioned that LA County is merging Public Health and Mental Health. She wondered if anyone has additional information on how they are doing it and why. Yvonnia stated she has limited information on this; she will probably get more information when she goes to Sacramento. It is fairly new; they just received BOS approval in January. Yvonnia feels that if a county as large as LA can pull this off, it sends a message to the entire State, that there is an expectation that counties may need to fall into this full integration. This will set a precedent.

Sharon J. discussed the first round of MHSO focus groups on community concerns. On March 10th and 11th there will be focus groups at Public Health; on March 19th there will be a focus group in El Nido. Yvonnia asked that a copy of the agenda be forwarded to Carol so she can send out to the Mental Health Board. Iris stressed to Mary H. that it is important that clients and family members attend these along with NAMI individuals. Mary H. stated that most of these are held during the day and many people cannot attend. Sharon J. stated that she can accommodate these individuals and hold meetings after 5:00 pm. Iris continued that it is important that the voices of the people getting services in these programs are heard because it validates the services or says there are gaps. Vince stated that it is important to attend the MHSO Focus Groups on the 30th and 31st because the members will learn what the programs are doing; how many clients the program has; what the purpose, outcomes and goals are.

Recommendation/Action: As noted above

V. "All Things QI" Update – Jeanette Merchant

Discussion/Conclusion: Jeanette stated that the EQRO review was last week and some Board members were able to attend the very brief exit interview. It went pretty well. There are some things that light was shown on that will probably be in the report. One was involvement with more consumers or family members in the smaller committees and how we can integrate more consumers throughout the work plan and committees. Also, the continued use of analysis and reporting of our data and continuing towards providing dashboards and providing regular data. The Dept. is doing that in QIC but still working out the bugs; they are doing better than they were six months ago. Today was the last day to submit any additional supportive documentation. She asked if there were any other comments from those who attended the exit interview. Yvonnia noted that even though the Hispanic penetration rate is low, they did point out that we served more during the year, but had more eligible. According to the auditors this will be a trending based on the open enrollment. We will see a decline, not only in our County, but throughout the State, because of new enrollees in the healthcare system. Jeanette continued that we will also follow their suggestion to breakout the Hispanic penetration by age range as well. We will see if there are any gaps in services in who we are serving as far as Hispanic population. Iris questioned if there is a way to see if certain communities, that are receiving more services than others, to see if there is a surge of clients from that area, to see if there are pockets and how successful we are in the penetration rate of the areas being served. Jeanette stated that she can bring some data on this to the April meeting. Other things reported on: our workplan and DHCS Plan of Correction – Jeanette started presenting to the Leadership Team and Managers on where we are with the Plan of Correction from the December 2014 triennial review. They have updated the Provider Resource booklet; updated the grievance and problem resolution information form that did not have needed information regarding State contacts; there is now a Compliance Committee led by the Compliance Officer; changed the med-consent form; Staff Connections is up and running – Yvonnia held the 2nd meeting last Friday and presented them with data on getting baseline from first meeting and they will be doing surveys for this last group. Yvonnia stated they will be doing surveys with this group every six months. Jeanette continued that for the Marie Green PIP recidivism rate, they are adding the out-of-county hospitals, not only for clients going into Marie Green but if they go to an out-of-county hospital. They did documentation training last week – they did the first new-hire Anasazi/Cerner training. The documentation training was changed from a 3-hour training to an full-day training and could go

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| V. “All Things QI” Update – Jeanette Merchant – con’t. |
| <p>to a day-and-half training. They have heard a lot of good feedback so far and hope it will reflect in the Utilization Reviews.</p> <p>Vince questioned the triage training and if this was the staff working in the hospitals. Curt stated that the triage grant was originally going to have Licensed MH Workers. There are seven positions with an eighth position for a manager. They wanted LVNs or LPTs but were having a hard time finding LPTs to be supervised by a clinician. They went back to the State asking to change the title and did receive permission. Now it has to go to the BOS to adjust the grant for the new positions to be clinicians; this allows the Department to bill at a much different rate and do more services out in the community. Two staff have been hired – one an LVN and one a LPT (Licensed Psychiatric Technician). A third person, an LPT, is in the process of having their background checked. The four remaining positions will be clinicians.</p> <p>Jeanette continued that with the EORO visit, the draft report goes directly to the State for review and they have the opportunity of having things further checked out and getting additional information before the County sees the report. This is a big change. This tells how the State wants to be more in the preliminary part. The State now also wants to be invited to QIC area meetings which in the past were only county staff. This gives the counties more opportunity to talk about the struggles, challenges and problem solving. Counties that went through the first cycle back in November have not yet received any reports back. It will take a while to get our report back from Behavioral Health Concepts (they took this reviewing over from APS).</p> |
| <i>Recommendation/Action:</i> As noted above |
| VI. Chair’s Reports a. By-Laws Update |
| <p><i>Discussion/Conclusion:</i> a. Richard reported that County Counsel has finished their review of the by-laws and would like to meet with himself and the Director to narrow down a few items. Once they meet, they will bring this back to the Board to finalize the by-laws.</p> <p>Richard has met one-on-one with the BOS and handed them last year’s Annual Report. The only one he was not able to meet with was Supervisor McDaniel; but he will. Those he met with really liked the modifications that were made, in particular, the beginning where all the new items were mentioned.</p> |
| <i>Recommendation/Action:</i> Information only |
| VII. Supervisor’s Report |
| <i>Discussion/Conclusion:</i> Hub could not make today’s meeting. |
| <i>Recommendation/Action:</i> None |
| VIII. Director’s Report a. Stigma Reduction Campaign b. Performance & Outcomes Contract Monitoring Process (MHSA) c. Building Project Update d. Budget |
| <p><i>Discussion/Conclusion:</i> a. Yvonnia wants to meet with staff regarding stigma reduction in FY 15/16. Around January 2016 she plans on kicking off a stigma reduction campaign with the Department. She wants to not only have the main kick-off in Merced but also have it in different locations throughout the community. She wants to tap into the core partnership communities and have them help the Department facilitate this kind of kick-off. She will be working on this with staff and community partners over the next few months. This will not be just a one-time event; it will be an ongoing campaign throughout the year. b. Sharon alluded to more accountability from the MHSA program and the Outcome event. Not only from the MHSA program, but from the State in general, there is a heightened awareness and expectation for county offices to be more responsive with the money they receive. With the Hoover Commission there are definitely some areas of concern that have been raised. They have their opinion, but Yvonnia feels we are doing some great work through our MHSA programs. However, she has to ensure that what we are doing here is truly being tracked and monitored and that we are ensuring positive outcomes. We have positive outcomes but we need to take this to the next level. We serve a certain amount of people, but how has the lifestyle of these individuals changed because of our intervention? Yvonnia met with MHSA staff going over each contract and looking at what our core mission has been since the onset of the contract. Sometimes the focus can be lost throughout the year. Are we doing what we said we would be doing based on the MHSA plan? As we move forward with the MHSA Outcome event, hopefully we will have a better sense of where we want to go with the contract outcome plans. After the MHSA</p> |

VIII. Director's Report – con't.

Outcomes event and Planning Council meeting, Yvonnia wants to meet with each one of the contract providers, internal and external, anyone who has MHSA program funding; to sit down with Yvonnia and the MHSA team going over their contract. There was more discussion on what the MHSA program should be doing and Yvonnia stressed that the whole purpose of the MHSA program is not to be a "forever sustaining program". It is supposed to help build that program within that community and move on to the next community. Trainings are brought to a community - the kids, parents and grandparents learn certain skills. Then they begin to help each other and that community is sustainable – they now have the tools to work with. The information/trainings then go to the next community to help them. This is the key the Department needs to get – how successful we have been in the different communities. This is where the Outcome event and tweaking the Outcome measures are important - in order to give the Department the information they need to see how successful we are. The Department needs data and evidence that supports that the programs are providing adequate services.

c. Yvonnia met with the CEO last month and is scheduled to meet with him again on Monday. She presented him with some numbers but more conversation is needed. She hopes to talk with the BOS to get their input as well. The target, if all things go well, is to have it go to the BOS in April, but no later than May for approval. d. Yvonnia wanted to provide some clarification on the budget. A comment was made at a previous meeting that the Department was going to be getting more Medi-Cal dollars than originally anticipated. Yvonnia stated that the Department is anticipating, if it continues to bill at the current rate we are billing, \$12 million, which is \$2 million more than anticipated and that would offset some of our realignment funds. The question was – where will this money go - and Yvonnia stated it would balance out the budget instead of using realignment. The question was asked what would happen to the realignment money that the Department wouldn't need and Sharon M. replied that it is earmarked for the Department of Mental Health and it goes to help pay for staff, programs or other expenses that the Department has. The question was asked if any of this money will be used for the new building and Sharon M. responded that all avenues are being looked at to fund the building and they are looking at using some realignment funds. The budget is balanced based on the services and the Department's needs; there is not an excess of \$2 million.

Another question was asked in regards to staffing and if a new nurse had been hired for Marie Green. Yvonnia stated that a new nurse was just hired about a week ago; Curt stated that another new nurse is expected to start in a week or so.

Recommendation/Action: Information only

IX. Reports / Updates
a. Executive Committee
b. QIC Report

Discussion/Conclusion: a. Richard reported that when he was handing out the Annual Report to the BOS, he mentioned to those Supervisors who were lacking MH Board memberships in their districts that it would be helpful if they looked for representatives who may be interested in joining this Board. All said they would do this. b. There was not a QIC meeting to report on.

Richard commented that part of the direction of the Board is that they wanted staff to continue researching Laura's Law. Yolo County was contacted, asking if they would come speak to this Board. Unfortunately, they could not do that. But they were okay with members of this Board going up to meet with them. On March 31st Richard and Kurt Craig are going up to Yolo County. Richard asked if any other Boards members are interested in going. Chris mentioned it would be helpful if someone with a clinical background attended. Yvonnia agreed and she asked Curt Willems to go with Kurt and Richard.

Iris stated that she received an email on a training in San Pedro on April 17th that she forwarded to Yvonnia and Richard. They would like one Board member from each County to attend. It is a train-the-trainer on understanding Mental Health 101. Richard asked that Iris send the email again.

There were two guests present today. One was Vong Chang from Turning Point who recently received the 2015 CAMHPRA Provider of the Year award. Chris had nominated him and she explained why she had done so. She said that he has consistently demonstrated attentive responses to client care, utilized innovative interventions and showed exceptional clinical skills in managing the CARE program. He always demonstrates his support for patients' rights and has educated his staff to make this their priority. Vong supports and utilizes the key elements of the MHSA and is genuinely recovery oriented. Through his efforts the CARE program has been very successful in assisting clients to establish and maintain their independence. He actively supports client choice and heeds their wishes. Vong has a clear understanding that treatment and assistance are best utilized with the consent and desire of the individual. For these reasons, Chris is very happy that Vong was selected.

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| IX. Reports / Updates – con't. |
| The other guest was Dwayne Bumgardner who is the Director of Next Step Recovery Home for women. He stated he is always interested in ways to do his job better. Over the last few months he has found himself closely woven in with Merced County Mental Health Court. Most of his residents are dual diagnosis. He was just looking for a way to make his organization better. Some of the residents are mandated to be there and some are there because they know they need to be there. There is no one there who does not wish to be there. They are a 12-step recovery program. This is privately funded. They have about ten residents normally. They have been in operation for seven years. They work closely with DDP in Mental Health. Dwayne attended this meeting because he saw the notice in the paper. The Board welcomed him and invited him to return. Curt mentioned that there are Board openings and that he may be interested in joining. |
| <i>Recommendation/Action:</i> Information only |
| X. Announcements |
| <i>Discussion / Conclusion:</i> None |
| XI. Adjournment |
| <i>Discussion / Conclusion:</i> The meeting was adjourned at 5:20 p.m. The next meeting is April 7, 2015. |

Submitted by: _____
Carol Hulsizer
Recording Secretary

Approved by: _____
Vince Ramos, Secretary
Merced County Mental Health Board

Date: _____

Date: _____