

Minutes



Mendocino County Behavioral Health & Recovery Services MHSA Forum/QIC Meeting Minutes

Date: Thursday, July 27, 2017 | Time: 3 to 5 pm
Manzanita Services, 410 Jones Street, Ukiah, Ca 95482

<input checked="" type="checkbox"/> Robin Meloche	<input checked="" type="checkbox"/> Kate Gaston	<input checked="" type="checkbox"/> Venus Hoaglen
<input checked="" type="checkbox"/> Donna Hancoer	<input checked="" type="checkbox"/> Lisa Brookman	<input checked="" type="checkbox"/> Sarah Walsh
<input checked="" type="checkbox"/> Dustin Thompson	<input checked="" type="checkbox"/> Paddy Michalski	<input checked="" type="checkbox"/> Celeste Sighn
<input checked="" type="checkbox"/> Lois LaDelle-Daly	<input checked="" type="checkbox"/> Beverley Bennet	<input checked="" type="checkbox"/> Navin Bhandari
<input checked="" type="checkbox"/> Connie Patterson	<input checked="" type="checkbox"/> Stephanie Brown	<input checked="" type="checkbox"/> Karli Kafer
<input checked="" type="checkbox"/> Serafin Mora	<input checked="" type="checkbox"/> Spencer Dugan	<input checked="" type="checkbox"/> Chris Borgna

	Discussion Item	Action/Next Steps/Who	Complete Date
1.	Introductions: <ul style="list-style-type: none"> The minutes from June 22, 2017 were reviewed and approved. Introductions were made around the room. The handouts that were provided were: Issue Resolution Forms, Forum Schedules, MHSA Surveys, QIC Work Plan, Agendas, and Minutes from previous meeting. 		
2.	MHSA Service Provider Report: <ul style="list-style-type: none"> Everyone was given an explanation of the updated joint meeting format, what the new process would be, and a brief review of the agenda. There was an explanation of QA/QI and what they do. Discussed the possibility of having the meetings teleconferenced to other sites, so that more people would have the opportunity to participate. Discussed the QIC Work Plan and protocol changes. There was a question asking if any type of funding comes from the QIC, they were told that no funding sources come from the QIC. Robin gave a short presentation about what MHSA is and what it does along with the community program planning process and purpose of the Forum. 		
3.	MHSA Consumers/Public Feedback: <ul style="list-style-type: none"> Transportation would be a big improvement on people being able to get to their appointments or to the providers. 		

	<ul style="list-style-type: none"> ○ Manzanita has recently received a \$5000 grant to put down on a car to use to help transport clients. ● Pinoleville Tribal Services would go to patient's homes for the follow ups, since a lot of the follow ups were getting missed on a regular basis. <ul style="list-style-type: none"> ○ There was a discussion on Mobile Outreach and Prevention Services (MOPS) and other services provided by the County that go to client in outlying areas. ● There was a question about how to get an area on the list for the services like MOPS. <ul style="list-style-type: none"> ○ We discussed referrals and ways people can get connected with MOPS ● There was a request that we have MOPS come out to talk about their program at one of the provider locations. ● There was a group discussion on Telepsych, many people at the meeting did not like it. Several people shared their stories about negative experiences, the impersonal interaction, difficulties using the service, and lack of emotion. It is also reported to be extremely difficult for people who have trouble hearing or seeing. <ul style="list-style-type: none"> ○ There was information given about the doctors that will see people in person. The number to call to get an appointment with medical providers was scheduled. ○ A consumer shared a Telepsych experience and feels that the questions that are asked were completely unrelated and unacceptable. ○ Several people expressed their dislike for Telepsych. ● There was a discussion regarding the lack of psychiatrists in the area. <ul style="list-style-type: none"> ○ It was suggested the County is able to bring in a psychiatrist from somewhere else to the county once a week in order to make it more accessible to people that are not able to travel to get to an appointment. ○ It was also suggest that we get a bus or similar vehicle to transport people to a psychiatrist that is out of the area. ● A consumer stated that we have a huge need for low income housing in the county. <ul style="list-style-type: none"> ○ Robin briefly reviewed the MHSA Housing Project target dates for ground breaking, March 2018. 		
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	<ul style="list-style-type: none"> • It was reported that access to public restrooms in the Alex Thomas area has been shut down and now people are not able to get in there to use the bathroom or shower. 		
<p>4.</p>	<p>Prior Meeting Recommendations:</p> <ul style="list-style-type: none"> • There was a discussion regarding the agenda having more reports to go through than normal due not being able to get through all of them during the previous meeting. • There are two Performance Improvement Projects (PIPs), one is clinical and one is non-clinical. The non-clinical is to improve on the no-show rates. This is a follow up to the prior fiscal year's PIP. <ul style="list-style-type: none"> ○ One issue is the lack of phones; there was a comment that some people are not able to afford them or have no place to charge them. ○ There are vendors that give out phones for free, we are reaching out to these people to see if this would be a possibility and if doing this near the clinics would be beneficial. 		
<p>5.</p>	<p>Next Meeting Date and Location:</p> <ul style="list-style-type: none"> • The next Forum will be held at Round Valley Indian Health Center (Yuki Trails), Conference Room, at 23000 Henderson Road, Covelo, CA. 		