

MHSA Minutes



Mental Health Services Act Stakeholder Forum/ Quality Improvement Committee Joint Meeting

Date: Thursday, March 28, 2019 | Time: 12:00 – 2:00 pm

Locations: Yuki Trails, 23000 Henderson Rd., Covelo, CA 95428

Teleconferenced to: Mendocino Coast Hospitality Center, 101 N. Franklin St., Fort Bragg, CA 95437

In Attendance:

Otis Brotherton	Kayla Miles	Lois Lockart	Sean Flinton	TJ Smith	Adrienne
Gerrilyn Reeves	Jan McGourty	Ryan McAllister	Richard E. Mack	Kristin O'Brian	Sierra Wooten
Colleen Gorman	Julia Russ	Vicki Mejiz	Emily Strachan	Doug Ly	Mike Dodge
Josephine Silva	Angelica Pete	Katie Kieffer	Robert Fielden	Scott Chapman	Robin Meloche

	Discussion Item	Action Item/Next Steps	Complete Date
1.	Introductions & Handouts <ul style="list-style-type: none"> Handouts: Agenda, sign-in sheets, MHSA & QIC Minutes for 9/27/2018, 11/29/18 and 1/31/19 meetings, QIC January 2019 documents: Appeals Grievances, Change of Provider's Reports, Test Call Report with Results, MHP Timeliness Report, Inpatient Timeliness to Authorization Report, and QIC Data Dash Power Point, MHSA Snapshot, MHSA Issue Resolution forms (English and Spanish), CIT Flyer, MHSA/QIC forum surveys, and MHSA Forum/QIC Meeting Schedule for 2018/19 		
2.	Review & Approval of Minutes from 9/27/18, 11/29/18 and 1/31/19 <ul style="list-style-type: none"> Approval tabled until next meeting to allow stakeholders time to review 		May 30, 2019
3.	Follow Up Items <ul style="list-style-type: none"> Mike Dodge responded to a question asked about the QIC PowerPoint presentation at the January forum about whether data for Timeliness in serving the Latino community referred to only Spanish speaking or to all Latino clients. Mike reported that it refers to all Latino clients. 		
4.	MHSA Updates <ol style="list-style-type: none"> Community Program Planning (CPP) <ul style="list-style-type: none"> Upcoming Meetings, Forums, and Planning <ul style="list-style-type: none"> Colleen Gorman gave Power Point presentation, providing education on the origins of MHSA, purpose of stakeholder 		

	<p>meetings, the importance of stakeholder participation in the community planning process, including annual plan updates and program implementation;</p> <ul style="list-style-type: none"> ○ Colleen Gorman shared that the 2018-19 MHSAs Annual Plan Update would be on the BOS agenda for final approval on April 9; that the 2019-20 update is expected to go to BHAB within the next month or two for approval, public comment period and hearing; and that the MHSAs team is finalizing the Summary Report for the 2017-18 program year. <ul style="list-style-type: none"> ● Issue Resolutions and Trends <ul style="list-style-type: none"> ○ A new Issue Resolution Request was received in the last few days and will be followed up on. ○ Total for fiscal year 2018/19: 2. ○ No trends at this time. <p>b) Community Services and Supports (CSS)</p> <ul style="list-style-type: none"> ● Data Reports (& a detour) <ul style="list-style-type: none"> ○ Colleen began to present FY 18/19 2nd Quarter data compiled from provider reporting. ○ A question about data opened additional questions, and the meeting shifted to the Consumer/Public feedback section of the meeting. ○ Request for change in data formatting and presentation. ○ The departure from the order of the Agenda was complicated by an accidental muting of the Covelo site's electronic speaker, which prevented the Fort Bragg attendees from hearing the facilitator and others at the Covelo location; ○ Additional public comment was collected by Patient Rights Advocate Robin Meloche following the meeting; ○ See Item #7 below for a synopsis of the public comments. ● Housing Projects <ul style="list-style-type: none"> ○ Work on the Willow Terrace housing project continues, and the current estimate is that it may be ready to open as early as April. 		
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	<p>c) <i>Prevention and Early Intervention (PEI)</i></p> <ul style="list-style-type: none"> • Data Reports <ul style="list-style-type: none"> ○ Further presentation of data was tabled to allow time to re-work graphic presentation in response to comments, and time deferred to stakeholder comments and questions. • Mendocino County Suicide Prevention Committee (MCSPC) <ul style="list-style-type: none"> ○ Robin Meloche plans to offer another SafeTALK training in May or June. <p>d) <i>Innovation (INN)</i></p> <ul style="list-style-type: none"> • Round Valley Crisis Response <ul style="list-style-type: none"> ○ Gerrilyn Reeves shared that the Center of Healing Hearts is open, and they are focused on learning how best to respond to the needs of those who come to the Center. ○ Some staff/potential volunteers will attend upcoming CIT training. • Weekend Wellness/Friends for Health Update & Feedback <ul style="list-style-type: none"> ○ Colleen stated that the MHSA team continues gather stakeholder input and is developing the proposal for the Weekend Wellness and Virtual Reality Innovation projects. • Computer Program & Virtual Reality Applications for Services to Youth Update & Feedback <ul style="list-style-type: none"> ○ See above. <p>e) <i>Workforce Education and Training (WET)</i></p> <ul style="list-style-type: none"> • A 3-day CIT (Crisis Intervention Team) training will be offered on April 3, 4 and 5 at Consolidated Tribal Health Project in Redwood Valley; flyer has been distributed by email and is available on handouts table. • A diversity training on military culture and resources for providing behavioral health care to service members and veterans will be offered in Ukiah on April 29, 1 – 4 PM; a flyer is being prepared and will be distributed by email. 	<p>Flyer to be emailed to stakeholders</p> <p>The next Round Valley Innovation meeting will be at Yuki Trails on 4/9/19 from 1 – 3 pm with a potluck at 12:30 pm.</p> <p>Flyer to be emailed to stakeholders</p>	
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	<p>f) Other Updates</p> <ul style="list-style-type: none"> • None 		
5.	<p>QIC Introductions & Updates</p> <ul style="list-style-type: none"> • See QIC minutes for more information. 		
6.	<p>Service Provider Reports & News</p> <ul style="list-style-type: none"> • News & Changes No announcements • Service Provider Reports None 		
7.	<p>Comments & Questions for Providers/Consumer & Public Feedback</p> <ul style="list-style-type: none"> ○ Summary of comments and feedback given earlier in meeting: <ul style="list-style-type: none"> ○ Concerns were expressed about the bureaucratic process in general getting in the way of helping people; ○ In response to info on Plan Updates: “just wasting time”, “doing nothing”; ○ Consumer concern that doctors only give meds, “don’t really help clients”; ○ Consumer questions why people in crisis are sent to the ER; ○ A concern about QIC numbers – some think they are too high or too low on some items; ○ One individual stated, “Mental Health <i>causes</i> depression”; ○ One client reported his services were altered last March, that services deteriorated and he could no longer get what he needed; he also stated that services were no longer personable; ○ Two people in Fort Bragg said they had positive experiences with RCS; ○ A consumer expressed concern with RCS Fort Bragg funding problem; ○ Covelo attendee had list of suggestions and comments, including: <ul style="list-style-type: none"> ▪ Crisis call-backs not getting answered by consumers - Caller ID needs to be unblocked so consumers know who is calling them; ▪ Clients need info for when they are hospitalized – which meds and why they are taking them; ▪ Surveys need to go out to more people – e.g., give out with meds, make available at high schools, other facilities; ▪ Doctor training needed on helping mental health through nutrition (provided sample article); ▪ Outreach outings needed that will allow consumers to be part of the community, “stepping out of the box”, not just focused on mental health issues; ▪ Hard to find crisis line – need magnets or cards, could 		

	<ul style="list-style-type: none"> <ul style="list-style-type: none"> pass out with the survey (see above); ▪ Request to record the meetings. ○ Summary of additional comments and feedback taken in Fort Bragg following the meeting: <ul style="list-style-type: none"> ○ One individual mentioned not receiving sufficient health or support for recovery through the Behavioral Health Court program; ○ A consumer suggested making the MHSA Plan more readable and relevant to clients; ○ Another stated a flow chart would be helpful to clarify how services are obtained; ○ Some consumers mentioned MHSA reporting is “too rote” and not meaningful to consumers; ○ A consumer requested going back to providing useful groups, life skill classes as was previously done; ○ Some consumers were unhappy about the meeting’s technical difficulties, including late start, facilitation, and inability to see PowerPoint slides from other site (need copies); ○ Consumers mentioned need for support in filling out overwhelming paperwork, and with housing and other supports; ○ Some clients said they would like more socialization opportunities, community groups, events; ○ One individual suggested providing a survey for clients to fill out on the MHSA website ○ There was a suggestion to use WET funds to train doctors on the use of nutrition in treating mental health; ○ One person commented that RCS workers check on homeless people when they know they may need extra support or safety; ○ Another commented that RCS needs after hours support; ○ A concern was raised about whether there are enough care managers to meet client needs and handle paperwork; ○ An individual stated, “Hospitality Center is a good preventative.” ○ A person mentioned the need for more integration 	<p>Crisis line number can be found on MHSA web page and on Behavioral Health Brochures; MHSA & QIC will send out crisis contact cards upon request.</p> <p>Life skills classes do occur at some Wellness Centers</p>	
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	<p>with Social Security and other supports;</p> <ul style="list-style-type: none"> ○ A concern was raised that FSP services may not be providing “whatever it takes”. 		
8.	<p>Next Meeting Date & Location</p> <ul style="list-style-type: none"> ● May 30, 2019, 5:00 – 7:00 PM <ul style="list-style-type: none"> ○ Manzanita Services, 410 Jones St., Suite C-1, Ukiah, CA 95482 ○ Teleconferencing location to be determined 	<p>Meeting time changed based on stakeholder feedback; see notification to be sent through email and press releases.</p>	