

MHSA Minutes



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

Date: Thursday, May 30, 2019 | Time: 5:00 – 7:00 pm
Location: Manzanita Services, 410 Jones St., Suite C-1, Ukiah, CA 95482
Teleconferenced via WebEx

In Attendance:

Colleen Gorman	Mike Dodge	Mo Mulheren	Wynd Novotny	William Riley	
Kayla Miles	Karen Lovato	Dina Ortiz	Cami Shepard	Megan Cavalli	
Amanda Stoner	Richard Towle	Sarah Walsh	F. Alethea Marti		

	Discussion Item	Action Item/Next Steps	Complete Date
1.	Introductions & Handouts <ul style="list-style-type: none"> • Education regarding purpose of stakeholder meetings and the Community Planning Process <ul style="list-style-type: none"> ○ Meeting was called to order at 5:06 pm. ○ Handouts: Agenda, sign-in sheet, MHSA & QIC Minutes for 9/27/18, 11/29/18, 1/31/19 and 3/28/19, MHSA Snapshot, MHSA Issue Resolution forms (English and Spanish), MHSA/QIC forum surveys, MHSA CSS and PEI 3rd Quarter Data Graphs, MHSA Public Forum PowerPoint Presentation, Cultural Responsiveness Training June 20 Save-the-Date flier, Rivers Red Exhibit (CTHP) flier, last day May 31; 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 PowerPoint Presentation. ○ Community members introduced themselves around the room. ○ Colleen explained the Agenda and the purpose of the meeting, the importance of collecting information from and relaying information to consumers, providers, and community members. 		
2.	Review & Approval of Minutes from September 28, 2018,	Approved	May 30,

	<p>November 29, 2018, January 31, 2019 and March 28, 2019</p> <ul style="list-style-type: none"> Moved to end of meeting to give attendees time to review them for corrections, questions or comments. At end of meeting there was consensus that all of the Minutes were acceptable without amendment. 		2019
3.	<p>Follow Up Items</p> <ul style="list-style-type: none"> No follow-up items pertaining to MHSA. 		
4.	<p>MHSA Updates</p> <p>a) Community Program Planning (CPP)</p> <ul style="list-style-type: none"> Upcoming Meetings, Forums, and Planning <ul style="list-style-type: none"> MHSA Annual Update for 19/20 in review by Behavioral Health Advisory Board. Will go to Public Comment following approval. Richard Towle asked community members planning to attend the June 19th Behavioral Health Advisory Board meeting to call ahead of time to ensure meeting is still happening. Possibility of it not happening if they fall short of a quorum. A tentative schedule for 2019-20 Forum meetings was circulated, with agencies invited to indicate interest in hosting. Issue Resolutions and Trends <p>Colleen reported a total of three Issue Resolutions (IR's) received YTD for 2018-19. Two were resolved and a recent one is in process. There were no identifiable trends. On one of the earlier IR's, lack of contact information made communication with consumer difficult, but the provider was identified through the issue description, and cooperated in the resolution process.</p> <p>A question was asked about the difference between the IR and the grievance form. Karen Lovato (BHRS) clarified that they are very similar (purposefully so); the grievance form is more for Specialty Mental Health and the IR is targeted towards MHSA. Both are to identify and resolve challenges consumers experience. Consumer does not need to know which is the correct form. BHRS problem resolution will determine if unsure.</p> 		

	<p>b) Community Services and Supports (CSS)</p> <ul style="list-style-type: none"> • Data Reports Colleen presented CSS and PEI data on projected slides (also available on handouts); participants commented and asked questions. Some points for further consideration were made on aspects of the quarterly survey questions, including those relating to language of service delivery (to provide further clarification); discussion of ambiguities around “decline to answer” option. • Housing Projects Refer to discussion about Willow Terrace in Item 7. Below. <p>c) Prevention and Early Intervention (PEI)</p> <ul style="list-style-type: none"> • Data Reports See 3.b. above. • Mendocino County Suicide Prevention Committee (MCSPC) Suicide Prevention Week coming in September. • <p>d) Innovation (INN)</p> <ul style="list-style-type: none"> • Round Valley Crisis Response • Weekend Wellness/Friends for Health Update & Feedback • Computer Program & Virtual Reality Applications for Services to Youth Update & Feedback <p>e) Workforce Education and Training (WET) Tabled for lack of time.</p>	Refer to MHSA Plan for additional information	
5.	<p>QIC Introductions & Updates See QIC minutes for more information.</p>		
6.	<p>Service Provider Reports & News</p> <ul style="list-style-type: none"> • News & Changes; Service Provider Reports A provider asked if the providers where the data is collected for “languages served” have bilingual staff. Karen Lovato (BHRS) explained that the providers do have bilingual staff, use translators, and that MHSA providers may also access to the Language Line by telephone. 		
7.	<p>Comments & Questions for Providers, Consumer & Public Feedback</p> <ul style="list-style-type: none"> • What is working? What is not working? There was a question about the process for filling the apartments at Willow Terrace. They report being told by care managers that all the places were filled “from the 		

	<p>beginning” and there was no point in applying. Sarah Walsh (RQMC) explained that information was incorrect, and applications were accepted until 1 - 2 weeks ago; Karen Lovato (BHRS) explained the use of the “coordinated entry” system which places applicants in order of vulnerability, as determined from use of the “VISPDT”, an evidence based practice tool. In addition, the coordinated entry list applicants needed to meet the MHSA criteria for Full Service Partnership.</p> <ul style="list-style-type: none"> • Other Comments & Questions None. 	<p>Those with questions can follow up with Karen Lovato (BHRS) or Sarah Walsh (RQMC)</p>	
<p>8.</p>	<p>Next Meeting Date & Location</p> <ul style="list-style-type: none"> • July 25, 2019, time and location to be determined 	<p>Schedule will be sent out to stakeholders when finalized.</p>	