

MHSA Minutes



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

Date: Wednesday, February 12, 2020 | Time: 5:00 – 7:00 pm

**Locations: Manzanita Services, 410 Jones St., Suite C-1, Ukiah, CA 95482
Teleconferenced via WebEx**

In Attendance:

Colleen Gorman	Jose Alvarez	Brennen Robey	Elliot Ward	William Riley	Tina McGowan
Caitlin Colby	Karen Lovato	Stephanie O'Flaherty	Terry Gustafson	Rich Towle	Rena Ford
Robin Meloche	Sarah Walsh	Janete Ovnelage	Elisabeth Vance	Erika Coyle	Justin Tullos
Maria Nieto	Edgar Damian	Ramon Alcazar	Ashley Mendoza	Skyler Bailey	D.D. Garner
Mo Mulheren	Zack Crossman	Natalie Shepard	Joanna Olsen	Andrea Williams	Martha Barra

	Discussion Item	Action Item/Next Steps	Complete Date
1.	<p>Introductions & News</p> <ul style="list-style-type: none"> Education about stakeholder role in Community Program Planning Process: Colleen explained the Agenda and the purpose of the meeting, and reviewed powerpoint slides giving an overview of the Mental Health Services Act, emphasizing the importance of collecting information from and relaying information to consumers, providers, and community members. Handouts: Agenda, MHSA & QIC Minutes for 8/27/2019 and 10/02/19 meetings; QIC YTD 11/2019 documents: Report - Appeals, Grievances, Change of Provider (Nov/Dec 2019), QIC PowerPoint presentation with Data Dashboard and timeliness reports, Greivance/Appeal/Epedited Appeal Request form, MHSA PowerPoint presentation, MHSA Service Data Quarter 1, Stakeholder Meeting Feedback – 12-3-19 Meetings, MHSA Snapshot, MHSA Issue Resolution forms (English and Spanish), Cultural Diversity Committee Meeting Schedule 19-20, Crisis Intervention Training flier – February 2020, Joint MHSA and QIC Meeting Survey, and MHSA Stakeholder Forum/QIC Meeting Schedule for 2019-20 Provider news and changes: Tapestry Family Services new location is at 169 Mason, Suite 300, Ukiah. 		

2. What's working / What's not working

- **Public input, feedback**
- **Questions & Comments:**

A member of the public gave praise to Redwood Community Services, Whole Person Care and Stepping Stones for help with recovery, housing, Medi-Cal and housing.

A member of the public gave praise to wrap-around services, such as RCS and Manzanita House, and appreciation for help received from those two agencies in managing medication, helping to stabilize the individual.

There is a concern regarding difficulty finding local residential treatment centers for addiction for beneficiaries that have addictions along with a mental diagnosis and that take medications for their disorder. More than one person spoke to this issue; all agreed on the need.

Another spoke of frequent denial of services because of drug addiction, but had been able to obtain helpful service through the Crisis Center.

There was a question/concern about beneficiaries' inability to receive housing if they have past/present legal issues.

Another difficulty expressed was acquiring housing for people with service animals. One person knew of a woman dying of cancer living in her car because her dog could not be accepted.

An individual described issues with primary care providers passing off clients to RQMC for mental treatment. A client advocate (from Adventist) became involved and accompanied the beneficiary back to primary provider and physical problems were later identified. More advocacy is needed. In connection with this, there was also the sense of being "looked down on" by the primary care provider.

A meeting facilitator noted the availability of patient advocacy within MHSA/specialty mental health systems, including the patient rights advocate and others.

Another person mentioned struggling to maintain stable housing or residential treatment because of some symptoms of mental illness (talking to self); finally received help through RQMC, at Madrone House.

Transportation is a large concern. It was stated by a few people that it can be quite difficult to achieve their goals with their mental/physical/recovery health if they cannot make it to

	<p>meetings, or to buy food or basic necessities. One Willow Terrace resident agreed, stating going to the food bank is difficult for many, or going out to an AA meeting, as some rely on walkers; it would be good if a van were available for transport.</p> <p>Meeting facilitators shared that proposed Innovation project would involve use of a van for various purposes and might accommodate such needs.</p>		
<p>3. MHSA Report</p>	<ul style="list-style-type: none"> <p>• Upcoming events</p> <p>The MHSA team will be working on the new Three-Year Plan, making use of input from participants in meetings and survey from November/December 2019 (summary handout available); they expect an RFP/RFQ to be sent out in March; because of timelines for completing this process and following up with contracts, there is a plan to extend many current contracts to avoid a lapse in services; providers are being contacted in the coming weeks.</p> <p>There are upcoming Cultural Diversity Committee meetings, February 26 (Honoring Native American, handout in packet) and another planned focused on Veterans.</p> <p>Places are still available in the Crisis Intervention Training (CIT) session set for February 19, 20 and 21 in Mendocino; another CIT session is planned for inland in May, with dates and location to be determined.</p> <p>• Issue Resolution Education & Trends</p> <p>There have been no Issue Resolution Requests submitted so far this fiscal year (since July 2019). The form was shown and its purpose discussed, with encouragement to use as needed; there was discussion including where the form can be found in the lobby at Manzanita services, and should be available at all service locations; some providers present stated they try to support clients in “getting their voice out” and that sometimes issues get resolved without need to use the form; a provider indicated they keep a log of issues resolved informally in case they recur or later need to go to formal Issue Resolution process; a client mentioned that sometimes it is difficult to bring things up for fear of angering another client; further discussion referenced the Grievance form used for specialty mental health issues, the “no wrong door” practice that transfers a</p> 		

form to the appropriate program, the neutrality of those responsible for resolving complaints, and the non-adversarial, non-blaming approach used for resolution.

Some providers present mentioned that where multiple service providers are involved, some things may be worked out informally in the case-conferencing process, such as changes based on which staff might work well with a client. They asked if this was acceptable. Quality Assurance staff Caitlyn clarified that changing a client's provider from one agency to another would require a form. Her office must monitor those changes and be sure they occur within ten days of the request. The process is designed to make sure no one is falling through the cracks.

There were additional statements by providers indicating the collaboration between agencies is something that is working well, and to the benefit of clients. One commented that data doesn't capture the heart, commitment, hard work, integrity and adherence to standards of practice and attention to individual needs that are involved in providing services.

- **Innovation Updates & Opportunity for Input**

MHSA staff Rena and Colleen described progress on an extension request for the Round Valley Crisis Response project, and the status of proposals nearing completion for Healthy Living Community and Tech for Trauma projects. Also mentioned were potential future projects that would work with schools, focusing on youth and social media, addressing bullying and suicide prevention. Comments were welcomed and included:

- "Where do I sign up" and similar statements of interest – in response to description of use of Virtual Reality technology as part of therapeutic treatment;
- Information that for those wishing to get an idea of what virtual reality is like, there were free sessions at the Ukiah library the third Saturday of each month from 1 – 3 PM;
- Instead of technology, would it be possible to engage people in the community to establish a project(s) for therapy through plant/animal care or music? Something is desired that has more tangible interaction. A ranch-like setting, where a person could connect with nature, learn useful skills perhaps employment-related, and have a feeling of sanctuary.

	<ul style="list-style-type: none"> ○ In response, another person mentioned a local resource could be Arrowhead Ranch which provides hiking, plant/animal care and art therapy. This service has been gauged toward youth, but it is trying to introduce it to other age groups as well. ○ An attendee was happy to hear of the potential newer Innovation projects as she had two girls who had experienced bullying. <ul style="list-style-type: none"> ● Quarterly Service Report Rena gave a brief presentation of the MHSAs 1st Quarter service data. This information appears in tables and graphs found in the packet handout. 		
4.	QIC Portion of Meeting See QIC Minutes for more information.		
5.	Review & Approval of Minutes from 8/27/19 and 10/02/19 This item was placed at end of meeting to give attendees time to review minutes for corrections, questions or comments.	Stakeholders to communicate corrections to Colleen. To be approved at next Forum.	
6.	Next Meeting Date & Location <ul style="list-style-type: none"> ● April 1, 2020, 12 – 2 p.m.* Yuki Trails 23000 Henderson Road Covelo, CA 95428 	*Meeting time may change, based on stakeholder request. The MHSAs team will notify stakeholders of any changes to the forum schedule by email and press release.	