

Consolidated Planning and Advisory Workgroup (CPAW)

Thursday, June 7, 2018

3pm – 5pm

Location: 2425 Bisso Lane, First Floor Conference Room, Concord, CA 94520



Members attending: Stephen Boyd, Candace Collier, Doug Dunn, Tom Gilbert, David Kahler, Kimberly Kirsch, James Lancaster, Sara Marsh, Will McGarvey, Roberto Roman, Jennifer Tuipulotu, Matthew Wilson, Sam Yoshioka, Steve Blum

Staff attending: Jennifer Bruggeman, Janet Costa, Golnaz Fortune, Kirsten Heher, Matthew Luu, Manvarid Naghshineh, Windy Taylor, Robert Thigpen, Genoveva Zesati

Public Participants: Keri Banks, Yolanda Bartson, Loretta Bradstreet, Guadalupe Cazares, Gigi Crowder, April Loveland, Andrea Martinez, Leo Martinez, Melinda O’Day, Isabel Scott, Leshicqua Sims, Carwen Spencer, Elizabeth Ward, Amelia Wood, Sarah Wurz

Facilitator: Maria Pappas

Recorder: Audrey Montana

Staff Support: Warren Hayes

Excused from Meeting: Karen Smith, Lisa Bruce, Kathi McLaughlin

Absent from Meeting: David Bergesen, Duane Chapman, Maude DeVictor, Tammy Keagy, Jackie Lerman, Lucy Nelson, Lauren Rettagliata, Connie Steers, Gina Swirsding

TOPIC	ISSUE/CONCLUSION	ACTION/ RECOMMENDATION	PARTY RESPONSIBLE
1. Welcome <ul style="list-style-type: none"> • Call to Order • Roll Call, Introductions • Review Working Agreement • Announcements • Finalize Meeting Notes 	<ul style="list-style-type: none"> • Introductions made • Reviewed Working Agreement • Announcements – None • Meeting Notes – Approved 	Information Notes approved. Will be posted to MHS CPAW website.	Maria Pappas Audrey Montana to post notes.

TOPIC	ISSUE/CONCLUSION	ACTION/ RECOMMENDATION	PARTY RESPONSIBLE
<p>2. Dialogue with Contra Costa Behavioral Health Services (CCBHS) Executive Staff</p> <ul style="list-style-type: none"> • Emerging Initiatives and Issues • Stakeholder Input 	<p>Dialogue With Contra Costa Behavioral Health Services (CCBHS) Executive Staff</p> <p>Matthew Luu:</p> <ul style="list-style-type: none"> • Hiring/Workforce <ul style="list-style-type: none"> ○ Dr. Matthew White is working hard recruiting psychiatrists – have three prospective candidates <ul style="list-style-type: none"> ▪ Dr. Ko (East County Adult Services), Dr. Prasad (Central County Children’s Services) and Dr. Wymes (West County Children’s Services) ▪ Will result in improvement in the wait lists and provide necessary services to consumers • Electronic Medical Health Records and CCLinks <ul style="list-style-type: none"> ○ Have started the implementation since September ○ The IT Department will be extracting information from the electronic health records data and develop a Dashboard ○ The Dashboard summarizes the system of care, is a summary of medical information <ul style="list-style-type: none"> ▪ How many people are being served ▪ How many people are seeing a case manager or psychiatrist ▪ Can determine number of days consumers wait for appointments ▪ Identify the treating psychiatrist ▪ If participating in group therapy ▪ Can develop graphs ▪ Extract information quickly electronically ○ Stakeholders will be asked for input to help continue to improve the system • Value Stream Mapping <ul style="list-style-type: none"> ○ Used to assess and evaluate care in a specific 		<p>Matthew Luu, Deputy Director of Contra Costa Behavioral Health Services</p>

TOPIC	ISSUE/CONCLUSION	ACTION/ RECOMMENDATION	PARTY RESPONSIBLE
	<p>location or region</p> <ul style="list-style-type: none"> ○ We are aware that there is a deficiency in the number of psychiatrists at the East County Adult Clinic that has resulted in a long wait list for services ○ Next week staff will be in East County the entire week focusing on the system of care in the East County Adult Clinic and performing assessments ○ With stream mapping, we can assess and then work on improving the system ○ Can identify specifically areas that need to be improved resulting in getting help quickly to clients <ul style="list-style-type: none"> ● ShareCare Implementation <ul style="list-style-type: none"> ○ The original PSP billing systems is old ○ Use this system to send claims to the State of California for reimbursement ○ We are one of the last counties to use this system ○ Now switching systems and have been planning to do so for many months ○ Will be used by the County and Community Based Organizations (CBO) as well ○ The new ShareCare system will start July 1st ○ Now training County staff, and “super users” and supervisors providing extra training on this new system ● Children’s Mental Health Chief <ul style="list-style-type: none"> ○ Vern Wallace retired on January 31st ○ Interviews scheduled for the third week of June ○ Hope to thereafter within a month identify an appropriate candidate ○ During this process, Dr. White has reached out to stakeholders for input <ul style="list-style-type: none"> ▪ Qualifications, the interview process 		

TOPIC	ISSUE/CONCLUSION	ACTION/ RECOMMENDATION	PARTY RESPONSIBLE
	<p>Questions/Comments:</p> <ul style="list-style-type: none"> • How can CPAW contribute to this process? <ul style="list-style-type: none"> ○ Value Stream mapping will be happening next week. Dr. White has invited stakeholders, family and peers to be involved ○ We value the perspective of the consumer and family ○ Currently doing self-assessments and hiring staff to improve the wait time ○ Dashboard is in development at this time and we welcome stakeholder input ○ Please bring requests to Warren Hayes for input into the development of the Dashboard system ○ The Mental Health Commission yesterday also discussed these developments and may discuss topics regularly in an ad hoc committee. They welcome public input (including CPAW members) - will discuss several topics including access, decreasing wait time, etc. • Has ShareCare been tested to date? Are results credible? <ul style="list-style-type: none"> ○ Yes. Tested in three different rounds ○ First round of testing of input data resulted in 80% accuracy, second round resulted in 92% accuracy and currently conducting third round of testing ○ Goal is 100% accuracy ○ Have done several rounds of testing and have conducted several levels of training to date ○ Will have a ShareCare call center with ten to fifteen staff to assist in the implementation phase • What is the County doing to ensure better retention of social workers? <ul style="list-style-type: none"> ○ In some regions of the County the retention rate is low but not all regions have a deficit in staff 		

TOPIC	ISSUE/CONCLUSION	ACTION/ RECOMMENDATION	PARTY RESPONSIBLE
	<ul style="list-style-type: none"> ○ Especially for Mental Health Clinical Specialists ○ Will reach out (i.e. Kaiser, etc.) ○ Recruit graduate students who do not have a license but will be taking the exams ● Compensation for medical staff <ul style="list-style-type: none"> ○ Is an HR and Union issue as well ○ If not enough staffing and data indicates reports are not timely, may trigger County to do something ● How are psychiatrists being recruited? <ul style="list-style-type: none"> ○ Some candidates work for the county, are students, are independent contractors or are sent by an agency ○ Can recruit from graduate schools and interns ○ MHSA has a loan repayment program when working in certain service areas ○ Also looking at UCSF and UC Davis residency programs 		
<p>3. Dialogue with Stakeholder Committee Representatives</p> <ul style="list-style-type: none"> ● System of Care ● Innovation ● Mental Health Commission ● Alcohol and Other Drug Services ● Health, Housing and Homeless Services ● Social Inclusion ● Children, Teens and Young Adults ● Adults 	<p>Committee Updates (Stakeholder Sharing sheets) were distributed</p> <p>Housing Committee – No additional comments and no questions</p> <p>System of Care – No additional comments and no questions</p> <p>Innovation – No additional comments and no questions</p> <p>Mental Health Commission – No additional comments and no questions</p> <p>Alcohol and Other Drug Services - Representative was not present and there were no questions</p> <p>Social Inclusion</p> <ul style="list-style-type: none"> ● Meeting time changed will be from 1:30 pm to 3:00 pm ● Next meeting will be a week from today <p>Children, Teens and Young Adults – No additional comments and no questions</p> <p>Adults – No additional comments and no questions</p> <p>Older Adults – No additional comments and no questions</p>		<p>Committee Representatives</p>

TOPIC	ISSUE/CONCLUSION	ACTION/ RECOMMENDATION	PARTY RESPONSIBLE
<ul style="list-style-type: none"> Older Adults 	<p>AOD – No additional comments and no questions</p>		
<p>4. Preparing for the June 21 Community Forum</p> <ul style="list-style-type: none"> Planning to Date Report Out on May 3 CPAW Small Group Discussion: <ul style="list-style-type: none"> -Refining Questions for the Forum: <ol style="list-style-type: none"> Housing for Persons Who Experience Serious Mental Illness Outreach and Care to the Underserved Support for Families and Loved Ones of Consumers Developing the Agenda: <ol style="list-style-type: none"> Partner Introductions MHSA Overview Discuss Questions(s) Prioritize Service Needs Public Comment 	<p>Preparing for the June 21st Community Forum</p> <p>Planning to Date:</p> <ul style="list-style-type: none"> Conducted site visit of the facility with NAMI, Dave Kahler– John Muir Medical Center in Concord – Concord Conference Room, First Floor Community Forums <ul style="list-style-type: none"> During this event, we reach out to the community for input and we incorporate that information for the MHSA community planning process Previously had three community forums in three regions of the County in the Fall of each year Now, a community forum will be held every three to four months in different regions of the County Community forums will be held regularly throughout the year Want to reach out and contact various communities, demographics and cultures For each forum, will partner with local Community Based Organizations This next community forum will be the first of five or six forums Will be held on June 21st with the goal to provide input from the community to prepare for the upcoming MHSA Three Year Plan (FY 2020-2023) Stakeholders have requested an evening forum This forum will be held from 7:00 pm to 9:00 pm For this forum, will partner with a Community Based Organization - NAMI NAMI <ul style="list-style-type: none"> Is starting the new MHSA program – Family Volunteer Support Network (FVSN) 	<p>CPAW members and attendees</p>	<p>Warren Hayes</p>

TOPIC	ISSUE/CONCLUSION	ACTION/ RECOMMENDATION	PARTY RESPONSIBLE
	<ul style="list-style-type: none"> ○ Volunteers will assist consumers and families navigate the systems to receive services ○ Forum will be held during the NAMI regular general meeting at John Muir ● Media Advisory will be sent out June 11th (On line, Twitter, Facebook, Newspaper, etc.) ● Have a map developed by OCE and NAMI provided a phone number to provide transportation if requested ● MHSA staff member, Genoveva Zesati, has provided Spanish translation services to prepare for the forum ● Have completed English and Spanish language informational flyers for distribution – attendees requested specific number of flyers for their groups, committees or clinics ● The conference room can accommodate 100 people <p>Report Out on May 3 CPAW Small Group Discussions (Refining Questions for the Forum):</p> <ul style="list-style-type: none"> ● Reviewed three questions (previously identified by CPAW as three priority service needs) and related bullet points <ul style="list-style-type: none"> ○ Welcome volunteers to be group discussion facilitators and scribes ○ Address issue of helping consumers and family who are underserved and maybe new to seeking services – need support and help navigate the system and educate the community to do so ○ Walk a consumer or family through the system and they can see the system does work ○ Should discuss clients with dementia ○ Discuss how families can more effectively connect with resources in their community ○ Must stabilize the homeless before sent back out into the community ○ Suggest suicide and suicide awareness as a bullet 		

TOPIC	ISSUE/CONCLUSION	ACTION/ RECOMMENDATION	PARTY RESPONSIBLE
	<p>point</p> <ul style="list-style-type: none"> ○ Must determine how to get a higher number of recipient of services to the forum ○ Ensure a table with resources/information ○ Need to educate the consumer and offer support in clear and simple language ○ Suggest an app that can be constantly updated and data uploaded on line with flow charts and information to help direct persons to services ○ The NAMI crash course serves this purpose of education and information and helps to explain the system to the consumer ○ Conclusion: <ul style="list-style-type: none"> ▪ Will have three discussion questions ▪ A group will discuss one of the questions ▪ A total of three discussion groups ▪ Half an hour allotted for discussion ▪ Time does not permit rotation to other discussion groups ▪ Will finalize the questions and related bullet points <p>Developing the Agenda:</p> <ul style="list-style-type: none"> ● General Agenda <ul style="list-style-type: none"> ○ Forums usually three hours ○ This next forum will be two hours ○ Held during NAMI regular general meeting ○ President of NAMI, Charles Madison, will welcome participants, make announcements, do NAMI general business then forum will begin ○ Warren Hayes will provide a presentation as an introduction to MHSA ○ Then break up into smaller groups for discussion ○ Each group will discuss a topic ○ Three topics total ○ Public Comment 		

TOPIC	ISSUE/CONCLUSION	ACTION/ RECOMMENDATION	PARTY RESPONSIBLE
	<ul style="list-style-type: none"> ○ Will place posters on wall identifying service needs and participants will indicate on posters those needs they determine are priority needs ● Participant Check In <ul style="list-style-type: none"> ○ Parking at Medical Center in front and in back and also street parking available ○ NAMI staff will direct attendees to check in at entrance area and conference room ○ Staff will direct participants who enter at rear door of the hospital to the front check-in desk and conference room ○ Signs will be posted with directions ○ Attendees will complete demographic forms ○ Attendees will receive folders with forum information, forms and surveys ● Data Regarding Participants <ul style="list-style-type: none"> ○ Compile and review information regarding participants at each community forum ○ Last year the theme was to meet the area community service providers, so many attendees were service providers at that time. 30% were service providers, 20% plus were consumers and 20% plus were family members, 10%-12% were from the community ○ The year prior, there was a lower percentage of service providers and higher percentage of consumers and family ○ For this upcoming forum, we anticipate a lower number of service providers and consumers and a larger percentage of family members ○ This forum will have less service providers as we are partnering with NAMI and NAMI will have a resource table 		

TOPIC	ISSUE/CONCLUSION	ACTION/ RECOMMENDATION	PARTY RESPONSIBLE
5. Public Comment, Announcements	<ul style="list-style-type: none"> • No Public Comment, Announcements • Four people volunteered to be facilitators and scribes • Next CPAW Steering Committee meeting will be July 19th • Due to the Community Forum June 21st, there will be no CPAW Committee meeting in July • The next CPAW Committee meeting will be August 2nd from 3:00 pm to 5:00 pm 		Maria Pappas
6. Review of Meeting	<ul style="list-style-type: none"> • Completed 		Maria Pappas
7. Adjourn			Warren Hayes