

**EL DORADO COUNTY
MENTAL HEALTH JOINT COMMISSION
Minutes November 28, 2012**

DRAFT

TIME: 5:00 PM
**PLACE: Video-Conference at:
Western Slope at 415 Placerville Drive (EMS)
Placerville, CA 95667**

**South Lake Tahoe – Public Health/Mental Health Offices
1360 Johnson Blvd., #103
South Lake Tahoe, CA 96150**

I. Call to Order; Roll Call; Introductions

Members: Denise Burke, Ben Ehrler, Michael Pickens, Claudia Ball, Linn Williamson, Jim Abram, Maria Quintero, Guadalupe Medrano

Guests: Diana Hankins, Bill Ball, Larry Hartrum, Cathy Hartrum, Brady McGuire, Craig Therkildsen, Art Edwards, Maureen Focht

Staff: Patricia Charles-Heathers, Lori Walker, Stephanie Carlson, Janet Stevens, Laura Walny, Doris Jones, Shirley White

II. Approval of Agenda

Approved with the addition of “SLT Updates” as Item VI.

III. Approval of Minutes (Sept. 28th and Oct. 24th in Draft on website)

- Jim Abram noted that not everything that is discussed in the MH Commission meetings is included in the minutes. He cited examples of the informational updates provided by Jan Walker-Conroy and the initial discussion of relocating mental health services.
- Minutes from the meeting of Sept. 28th and Oct. 24th were approved.

IV. Public Comment (15 minutes)

- Cathy Hartrum read an email that Claudia Ball received from Ron Sachs, describing the difficulties that volunteers for Hangtown Haven have experienced while trying to help the homeless, and in particular the concerns illustrated in the situation of one individual with physical, mental, and behavioral health issues. In his email, Ron said that he was pleading on behalf of the mentally-challenged homeless community. He asked if the County of El Dorado feels any responsibility to those who are mentally-challenged and homeless, and if so, what help can we offer.
- Claudia Ball said that she read with dismay that Rob Evans is currently on an authorized leave. She noted the positive changes that Rob has brought to the PHF, and expressed appreciation for his experience, interest, and knowledge of in-patient mental health services. She also expressed her hope that Rob will return to work in the County.
- Jim Abram added that as the parent of a mentally ill person, he has appreciated Rob’s responsiveness to client and family concerns. Jim recalled that Rob has called him at home, and has been available after hours and on weekends. In Jim’s experience, Rob has been the first person in charge at the PHF who has actually cared about client and family concerns.
- Linn Williamson reported that CalTrans just recently agreed to allow greater public scrutiny and involvement in the planning and implementation of their multi-million-

dollar projects. He compared this to the role of the Mental Health Commission which has represented the voice of clients and stakeholders in mental health program planning and oversight for many years.

V. Vote on Prospective commission member Craig Therkildsen

- Craig provided a brief summary of his background: He is a long-time El Dorado County resident, retired from the Sheriff's Department, with experience in managing County jails and working with incarcerated individuals who are mentally ill. He also worked with Todd Hamlin to develop the County's CIT program, and has some BHC experience. Craig stressed that he thinks that mental health is running well, and he is not applying to the Mental Health Commission with a preconceived agenda.
- Claudia added that she is also aware that Craig was an active volunteer and offered significant help to the Lomax family when they were searching for their daughter, Linnea.
- The motion to recommend Craig Therkildsen to the Board of Supervisors for appointment to the Mental Health Commission was introduced and approved.

VI. SLT Updates

- Denise Burke noted that of the many items included on the three-page Mental Health Department Update [Appendix B], only one sentence referenced services in South Lake Tahoe. In addition, Denise reported that:
 - Keith Taylor has been out on Administrative leave, but returned to work today (11/28/2012).
 - Front desk and office assistance in the SLT Mental Health Clinic has been inadequate.
 - Conflict regarding the placement of mental health programs within the Tahoe Senior Center has not been resolved, and many mental health clients feel they are unwelcomed at the facility.
- Diana Hankins reported that NAMI provided temporary housing to two mentally ill individuals who had no place to live. This is an ongoing problem in Tahoe, especially in the winter; Mental Health has not been able to provide housing assistance. Diana added that it has also been difficult 5150 individuals in Tahoe who appear to be in need of mental health services.
- Patricia Charles-Heathers assured Commission members that the South Lake Tahoe Clinic has the full attention of the Mental Health management team. Patricia and Laura Walny plan to be in Tahoe every other week, and will be meeting with community partners. Managers recently met with Sr. Center staff to discuss community concerns, and some changes will be implemented to address their concerns. A meeting at Barton to address the psychiatric emergency and 5150 protocol is also planned for the near future.

VII. Determination of MHC meeting for December

- Claudia Ball proposed that no meeting of the Mental Health Commission be scheduled in December. The Commission has met its statutory requirement to meet at least eight times during the year, and the scheduling of a December meeting is difficult due to the Christmas holiday.
- Commission members confirmed with the Department that no significant changes or decisions – particularly regarding the relocation of mental health services – are anticipated to occur in December.
- The motion to have no December meeting of the Mental Health Commission was introduced and approved.

VIII. Update on Proposed move of Mental Health

- Patricia Charles-Heathers reported looking into the history of facility negotiations and found that the County initiated discussions with the landlord of the Golden Plaza building on May 2, 2011. A total of 59 messages were exchanged between the landlord and the County, without any indication of willingness by the landlord to reduce the cost of rent.
- Patricia reported that the County and landlord have recently agreed to a 6-month lease extension on the Golden Plaza facility, to allow both parties time to re-evaluate needs and priorities. In addition to the leasing costs, the County intends to address identified issues in the Golden Plaza facility, including ventilation, door strength, reducing the extent to which sound travels, and better separating entrances for adults and children.
- The decision about whether to relocate the West Slope Mental Health Clinic has been put on hold while the County re-evaluates the feasibility of remaining at the Golden Plaza facility.
- The Shingle Springs location (4140 Mother Lode Drive) is no longer under consideration as a potential site for relocation of the Mental Health Clinic.
- Linn Williamson suggested that if the County cannot reach an acceptable agreement with the landlord of the Golden Plaza facility, it may be appropriate to seek separate locations for Mental Health administration, adult services, and children's services. Others noted potential problems with this strategy, including the fact that there are some services (for example, psychiatry) that are shared by both adult and child clients, and that one-stop service is easier for clients.
- Michael Pickens was asked to give his perspective on the impact of relocating South Lake Tahoe Mental Health services that occurred in February of 2012. Michael reports that it has been a mistake to have the Wellness program separate from Adult outpatient services; that splitting services between two locations creates too many problems for clients, and isn't working.
- Claudia Ball reminded the Commission that Mental Health initially promised to provide South Lake Tahoe clients with transportation to groups if that was needed, but that transportation is not being provided to all groups or services.
- Jim Abram addressed the importance of considering the needs of clients before a final decision is made concerning any potential relocation site. Jim indicated that transportation issues present a significant barrier for clients, and that the central location of the Golden Plaza facility makes the Wellness Center more accessible, and allows clients receive services at Progress House and attend the Health Pleasures group on the same day. Neither of the other two sites that have been considered is centrally located; for example, to reach the Logan Building in Diamond Springs, clients who ride the bus would have to travel to Missouri Flat Road, wait for a transfer, and take another bus to reach Diamond Springs.
- Patricia Charles-Heathers indicated that Daniel Nielsen will come to the Mental Health Commission before he makes a final decision on relocating the West Slope Mental Health Clinic.

IX. Update on CIT by Lt. Jackie Noren and Lt. Kim Nida

- Lt. Noren and Lt. Nida were unable to attend.
- Cathy Hartrum reported that the Sheriff's Department has continued to send deputies to CIT training opportunities offered by outside agencies. Funding for in-County CIT training was to be included as part of the 2012-13 MHSa plan update; Cathy hopes that the County will in fact be able to fund this activity as we have had in-County CIT training since 2008.
- Cathy also encouraged the Commission to follow up on what has transpired since the implementation of CIT training. She noted that the number of calls is important,

but the Commission should also look at the quality of outcomes, and things that make a difference to the people involved and to the community.

- X. Presentation of El Dorado County aid to homeless persons by Patricia Charles-Heathers. Aid to homeless persons through various programs was discussed with PowerPoint presentation attached; programs include: Cal Works, Housing Authority, Food Stamps, Mental Health Services.

A written copy of the presentation materials is included as an appendix to this document [Appendix A]. Comments, and responses to those comments, included the following:

- The range of aid and services available (vocational services, housing, general assistance, food stamps, etc.) are not under the purview of Mental Health, and staff have not been focused on securing these services for clients.
- It often takes months to get the full range of services in place. This creates a dangerous situation for some clients, especially those in South Lake Tahoe during the winter months.
- The lack of emergency shelter in South Lake Tahoe was discussed. This problem impacts not only mental health clients, but also indigent individuals, and those recently released from jail. Diana Hankins informed the Commission of a meeting of representatives from a range of South Lake Tahoe social service, legal, and health care agencies planned for January. Diana requested the participation of a representative from Mental Health, and stressed that addressing the need for emergency housing in South Lake Tahoe will require the involvement of the whole community. Diana would like to secure use of a large building where multiple individuals could be sheltered this winter, while working for more permanent emergency housing options.
- While the range of available programs for homeless people in El Dorado County appears adequate, trying to secure services for specific individuals has been difficult or impossible. Maureen Focht challenged the Commission to think of the situation described in the Ron Sachs email, and she reflected on the difficulties, costs to the County, and barriers to service that were experienced by those trying to help a mentally-challenged homeless individual.
- Reform of the LPS statute and 5150 criteria was suggested as one avenue for obtaining services for those with mental health issues who may not meet current criteria for specialty mental health services or who decline to participate in treatment. Individuals with a dual diagnosis of substance abuse and a mental health disorder are particularly likely to have unmet treatment and social service needs.

- XI. Department News and Updates

Due to time limitations, Department News and Updates were distributed in written form, but were not discussed. Departmental updates are also included as an appendix to this document [Appendix B].

- XII. Commissioners' Comments

- The Nominating Committee will recommend Linn Williamson for the position of Mental Health Commission Chair and Jim Abram for Vice Chair. Dr. Lynn will be recommended to Chair the South Lake Tahoe Mental Health Council, with Denise as co-Chair. The vote on leadership positions is scheduled for the January meeting of the Mental Health Commission.

- XIII. Adjournment

Appendix A: El Dorado County Aid to Homeless Persons

**COUNTY RESOURCES PROVIDED
TO PEOPLE WHO ARE HOMELESS
FY 2011 - 2012**

El Dorado County
Mental Health Joint Commission
November 28, 2012

Presented by: Patricia Charles-Heathers, Ph.D.
Program Manager II
El Dorado County
Health and Human Services Agency
Mental Health Division

**HOMELESS SERVICES/ASSISTANCE
FY 2011 - 2012**

**A person who is homeless is treated the same
as anyone in the general population.**

General Assistance

- \$7,362 loaned to 48 homeless clients

Mental Health – Outpatient

- \$48,524 in services to 35 homeless clients

Mental Health – Inpatient

- \$169,381 in services to 15 homeless clients

Alcohol and Drug

- \$117,003 in services to 58 homeless clients

**HOMELESS SERVICES/ASSISTANCE
FY 2011 - 2012**

Animal Services

- \$400 in fess waived for animals belonging to the homeless

Community Based Nursing

- \$12,222 in services to 27 homeless clients

Communicable Diseases

- \$3,668 in services and vaccines to 24 homeless clients

Total Cost = \$358,560

**HOMELESS PREVENTION AND
LOW INCOME SERVICES/ASSISTANCE
FY 2011 - 2012**

- Individuals who are homeless are eligible for Cal Fresh (food stamps) and County Medical Services Program (CMSP)
- Our C-IV data system does not sufficiently capture the number of recipients and corresponding benefit level for participants in a “homeless” category
- The following total figures are therefore related to both programs:

**HOMELESS PREVENTION AND
LOW INCOME SERVICES/ASSISTANCE
FY 2011 - 2012**

General Assistance

- \$44,140 including \$34,749 for 40 burials in addition to the \$7,362 listed prior

County Medical Services Program (CMSP)

- No County by County data is available, however 2,831 unduplicated people were served
- FY 2012-2013 budget for medical and pharmacy is about \$1,143 per participant
- The value of this coverage would be \$3,235,408 if our participants secured services at that level

**HOMELESS PREVENTION AND
LOW INCOME SERVICES/ASSISTANCE
FY 2011 - 2012**

**Cal Fresh
(Food Stamps)**

- \$20,358,980 to an average of 5,485 cases and 11,405 individuals per month

CalWORKs

- \$6,491,142 to an average of 1,176 cases and 2,727 individuals per month

HOMELESS PREVENTION AND
LOW INCOME SERVICES/ASSISTANCE
FY 2011 - 2012

Medi-Cal

- 19,110 recipients in July 2011
- We do not have the \$amount for services received by clients from Med-Cal providers in each County
- The per member per month cost of care for Medi-Cal only recipients in 2010-2011 at the statewide level was \$379.12/month
- A conservative estimate of 3 months of benefits for 19,110 recipients at the State average of \$379.12/month in benefits would total \$21,734,949

HOMELESS PREVENTION AND
LOW INCOME SERVICES/ASSISTANCE
FY 2011 - 2012

One Stop

- **\$329,671** on job training, education, work experience and supportive services for 71 individuals

**Public Housing Authority
Section 8 Voucher Payments**

- **\$2,820,910** for housing assistance for 374 Section 8 Vouchers

HOMELESS PREVENTION AND
LOW INCOME SERVICES/ASSISTANCE
FY 2011 - 2012

Indigent Medical Care

- Total of **\$180,118**
 - \$126,215** to Marshall Medical Center Emergency Physician Group (EPMG)
 - \$53,903** to Marshall Hospital
- We are unable to tell how much of this went to people who were homeless versus indigent

HOMELESS PREVENTION AND
LOW INCOME SERVICES/ASSISTANCE
FY 2011 - 2012

**Women Infants and Children
(WIC)**

- 36,704 food instrument packages were issued
- Unknown how many were redeemed or the value of the food obtained upon redemption
- Utilizing the State average food instrument value of \$62, our cost would be **\$2,275,648**

CALWORKS

- The Mission of El Dorado County Department of Social Services is to help people in social or economic crisis increase their ability to become as self-sufficient as possible.
- The major goals and objectives of CalWORKs are:
 - Reducing child poverty
 - Reducing dependence of needy parents on government benefits by promoting job preparation, work and marriage
 - Reducing out-of-wedlock births and encouraging the formation and maintenance of two-parent families

CALWORKS

JOB ONE

- Under the provisions of CalWORKs, the County is required to develop a Welfare-to-Work plan that outlines various programs and activities that will lead applicants and recipients to self-sufficiency.
- JOB ONE works in collaboration with the public and private sector to design and deliver comprehensive, integrated and effective employment and training services to any citizen or employer in the County, not just welfare reform participants.

CALWORKS

JOB ONE

- Promotes employment, job creation and job retention services while providing a consistent message of self-reliance to participants
- Creates new partnerships among government agencies, educational institutions, training providers, economic development organizations, community-based organizations, business and labor to serve the entire County

WHAT CAN A PERSON WHO IS HOMELESS EXPECT?

- A person who is homeless is treated the same as anyone in the general population
- Mental Health can assess medical necessity for Specialty Mental Health Services
- The Mental Health Assessment establishes eligibility based on the following three criteria:
 1. Diagnostic
 2. Impairment (what is it caused by)
 3. Intervention (will services help)

WHAT CAN A PERSON WHO IS HOMELESS EXPECT?

- If determined to be eligible, then Case Management services will be initiated that focuses on the basics; shelter, food, clothing, etc.
- An Eligibility Worker will determine eligibility for other services, such as food stamps, etc.
- Once the basics have been established, the next step would be Rehabilitative Services; working with the client on a goal driven client plan that focuses on reconnecting with family, support systems, etc.

WHAT CAN A PERSON WHO IS HOMELESS EXPECT?

- Not everyone who is homeless would meet medical necessity for Specialty Mental Health Services
- Homelessness is not a symptom of mental illness, although mental illness can lead to homelessness
- Homelessness can be the result of drug/alcohol addiction, poverty, etc.
- If someone does not meet medical necessity, we link them with resources that are available in the county for which they might be eligible

**Appendix B:
Health and Human Services Agency: Mental Health Departmental Update
Mental Health Commission
November 28, 2012 Meeting**

Program Manager II Comments (Patricia Charles-Heathers)

- Functioning as Acting Assistant Director since October 22, 2012 and focusing primarily on the Mental Health Division at this time. The recruitment for the Assistant Director's position has begun and the position posting was closed on November 20, 2012 with the intention of filling this position as soon as possible.
- Claudia Ball hosted the Public Comments for the closing of the CRT on November 8, 2012. The information collected has been prepared for the Board of Supervisors Meeting scheduled for December 11, 2012.
- Sophie Cabrera, Manager of MHSA Coordination, resigned from her position effective November 21, 2012. While it's a big loss for the Mental Health Division, Sophie was offered a wonderful opportunity to return to the State as the Chief of Forensic Services. We wish her the best and appreciate her willingness to continue to work with us while we are transitioning.
- Rob Evans, Manager of Mental Health Programs for the PHF is currently on an authorized leave at this time. I am working directly with Cheree Haffner and Robert Bloom, Program Coordinators, to ensure that the necessary coverage, support and leadership is available while Rob is out of the office.
- Currently working with two Landlords who are interested in leasing their facilities for Transitional Houses. The plan is to procure 3 beds that could be utilized for emergency housing.
- Updated on the building issues and communication flow process that has transpired from 2011 to date. Worked with Laura Walny on updating the Floor Plans at the Placerville Office with the minimum amount of changes necessary to maximize space usage.

Outpatient Services (Laura K. Walny)

- Outpatient Staffing: Our 2 new Clinicians' first day was Monday, November 19, 2012 - Joshua Cottingim joined the Adult Team and Cristina Krueger joined the Children's Team. The recruitment for the Program Coordinator position has been posted with a closing date of December 7, 2012.
- Program Planning & Current Projects:
 - Avatar/CWS is becoming a reality! Process Testing occurred throughout the month of October and this week we began training on the new system. Western Slope Children's, Clinic Support Team and Crisis Team will be trained by January 25, 2013; Adults by February 22, 2013; SLT by March 29, 2013 and the PHF by April 26, 2013.
 - Full review of all Outpatient caseloads is in process, led by Patricia Charles-Heathers and the Quality Improvement Staff. The intended outcome includes an enhanced understanding of our current clients, their needs, service utilization, etc which will help inform decisions made regarding the allocation of resources and service delivery mix as we move forward.
 - Beginning review of all groups offered including type of group (open/closed/court ordered), topic, frequency and participation so we can appropriately assess the need/resources for 2013 (Bipolar Group and PTSD Group are being considered

along with current offerings - results to be determined. The Commission's prior feedback and perspective specific to the Bipolar group is being incorporated into the decision making process).

- We are continuing to work on the contract monitoring tools within the services to enable more efficient means of knowing at a glance the status of any Contracted Provider (service utilization in relation to budget). We have enhanced our collaborative work with Fiscal since Patricia Charles-Heathers has joined the Division which has been a tremendous help to daily operations. We also anticipate the Avatar/CWS implementation will assist with better contract monitoring as the system works in real time and access to data is immediate.
- The plan for January, 2013 is to develop Contract Provider monitoring process and enhanced collaboration with Contracted Service Providers in both Children's and Adult Services.
- Adult Outpatient Caseload: For October 2012, 458 clients were served by 6.5 FTE, 2 Part-time Extra Help Staff and Program Coordinators = Average Caseload of 61 clients.
- Adults Clients in Placement: Effective October, 2012, Adult Outpatient Services is working with 92 clients in a variety of placements:
 - 24 clients placed in an IMD/MHRC/State Hospital (Institute for Mental Disease/Mental Health Rehabilitation Center)
 - 1 placed in a SNF (Skilled Nursing Facility)
 - 18 clients placed in an Adult Residential Facility/Patch Board & Care (5 in Placerville at The Denise Thompson Home)
 - 26 in an Out of County Board and Care (16 Sacramento, 12 Galt)
 - 23 clients in Transitional Housing or Independent Apartments in Placerville
- Adult Registration: We began testing daily appointment availability for registration earlier this month. We needed to make some changes to the flow and process, however we anticipate being able to merge to daily availability in early 2013. Averages for the last 4 weeks: 13 Registrations per week, 3 "No Shows/Cancellations", 4 assigned to Clinicians, 5 referred out to Community Partners.
- Children's Outpatient Caseload: For October, 2012, 199 clients served by 4.5 FTE, 1 Part-time Extra Help Staff and Program Coordinators – Average Caseload of 36 clients.
- Children's Placements: 25 children's placements ranging between a level 10 and level 14 placement.

MHSA (Sophie Cabrera)

- Proceeding with our plan to partner with the Aspens of South Lake Tahoe and secure 6 units of permanent supportive housing in their affordable housing community. This project is similar to the housing project in Shingle Springs. We will be using MHSA housing money. The funds (about 1 million dollars) have been assigned to CalHFA who will administer the loan.

South Lake Tahoe (Barry Wasserman)

- Recruitment for a Mental Health Program Coordinator to replace Sally Williams is currently in progress.

Inpatient (Rob Evans)

- Scheduled to present at the Board of Supervisors Meeting on December 11, 2012 regarding the closing of the CRT and the Public Comments and the expansion of the PHF.
- Completed the interviewing process for hiring a Cook, moving forward with hiring 3 Mental Health Workers and will post the position for a Nurse Supervisor in the new year.
- Developed Floor Schedules and a new Program Schedule with activities throughout the day that would be utilized once all staff is on board. The plan is to work with Faith Based Organizations to incorporate more spiritually focused activities and potentially a non-denominational church service on Sundays for clients who are interested in attending.
- For the month of October there was a total of 65 Referrals, 24 Admissions and 32 Discharges. Of the 24 Admissions, 11 were out-of-county and of the 32 Discharges, 30 were benefited. A total of 48 out-of-county clients were denied. There were 7 Restraints during the month of October, 2012.

Crisis Services (Rob Evans)

- The following numbers reflect 1 week of missing data: For the month of October there was a total of 185 5150 Evaluations for the Western Slope.
- We have begun collecting data for South Lake Tahoe.

Patients' Rights Advocate (Doris Jones)

- PHF Complaints: Working with the Problem Resolution Coordinator to facilitate, expedite and streamline the process. Having a daily presence at the PHF to meet with clients and to attend Shift Change Meeting.
- PHF Informational Documents in Progress: Working with Jan Melnicoe to draft two documents: 1) A brief general information brochure and 2) A comprehensive Frequently Asked Questions (FAQs) Booklet for Family and Friends.
- PHF Staff: Observing very positive attitudes, working well as a team, increased time spent with and responsiveness to clients. The new staff are very positive and bring an increased level of professionalism to the unit.