

**EL DORADO COUNTY
MENTAL HEALTH JOINT COMMISSION
Minutes: August 28, 2013**

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, R.S. Lynn, Jim Abram, Jan Melnicoe, Bonnie McLane, Linn Williamson

Guests: Suzanne Laub, Chris Stedeford, Steve Clavere, Maureen Focht

Staff: Jan Walker-Conroy, Don Ashton, Patricia Charles-Heathers, Laura Walny, Steve McNitt, Ren Scammon, Janet Stevens

II. Approval of Agenda

- Approved

III. Approval of Minutes (June/July 2013)

- Approved

IV. Public Comment (15 minutes)

- Bonnie McLane received a letter of concern from a member of the public. To respect confidentiality she will address the issue with Mental Health Division program staff.
- Maureen Focht reported that Mental Health staff members are referring clients to NAMI in Placerville for support services. NAMI in Placerville is focused on providing information, education, and support to family members; the group does not provide direct assistance to mentally ill individuals.
- Suzanne Laub spoke to the Commission regarding events leading up to her son's attack on a family member, which resulted in the death of the family member and her son's subsequent incarceration. Ms. Laub relayed the multiple barriers she encountered while trying to arrange treatment for her son through Mental Health Crisis services and upon his release from jail. She reported that her son was turned away from Mental Health services in South Lake Tahoe after his release from jail - in part because he was verbally aggressive with staff, and staff members were afraid of him. This information was not conveyed to her prior to her son becoming physically assaultive. Ms. Laub stated that if Mental Health staff members were aware that her son could be aggressive and/or dangerous, they should have informed the family. She asked that the problems she experienced while trying to access care for her son

through the South Lake Tahoe Mental Health Clinic and the importance of collaboration with family members and advocates be placed on the agenda for the next meeting of the Mental Health Commission.

V. Mental Health Division Presentation on Children's Services

- Steve McNitt presented an overview of Children's Services. He described children's case management as complicated by the fact that the child is at the hub of a client system that frequently includes parents, siblings, extended family, the school, and/or probation. In order for the child to get better, Mental Health has to effect change in the whole client system, including both the child's internal problems and issues in the external system of family, school, probation, etc. that directly impact the child.
- The County coordinates services for children in different environments in order to provide an effective system of care for the child. Services include:
 - Mental Health clinic-based groups;
 - Individual services provided by subcontractors including New Morning, Summitview, and Sierra Child and Family Services;
 - Group homes;
 - Therapeutic Behavioral Services (TBS) provided by subcontractors;
 - Full Service Partnership (FSP) services offered to children who need an extremely high level of care
- County Mental Health services are responding to a number of recent changes and challenges, including:
 - Katie A. class action lawsuit and settlement agreement: This was a lawsuit intended to improve mental health and support services for foster care children and those at imminent risk of placement in the California foster care system. The Katie A. settlement recognizes that children placed outside their home due to abuse or neglect are at highest risk for mental health disorders, and requires Mental Health and Child Protective Service (CPS) collaboration to provide individualized assessment and intensive, family-focused treatment services for foster and CPS at-risk youth with specialty mental health needs.
 - Extended Foster Care Program (AB 12): Provisions under this law allow youth in the foster care system to voluntarily remain in foster care and extends support services until age 21, including mental health treatment and up to two years of transitional housing services.
 - EPSDT funding changes: Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) is a Medi-Cal entitlement for individuals under the age of 21 who have full-scope Medi-Cal eligibility. This benefit significantly enhances Medi-Cal funding for children's services. Until 2012 County Mental Health Programs were reimbursed an additional percentage of their actual expenditures for Medi-Cal eligible Children's Services; with implementation of the 2011 Protective Services and Behavioral Health Realignment Act, support for EPSDT services was shifted to a new realignment fund and no longer directly tied to actual expenditures for services provided to children. The County receives State money in a flat realignment fund to provide EPSDT entitled services rather than fee-for-service reimbursement.
 - School-related services formerly funded under 26.5 or AB 3632: AB 114, the 2011-12 education budget trailer bill, eliminated all AB 3632 regulations and transferred both the responsibility and the funding for educationally-related mental health services, including residential services, from county mental health and child

welfare departments to education. In El Dorado County, the Office of Education is subcontracting with Sierra Child and Family Services to provide school-based mental health services; the County Mental Health Division is no longer providing services in the schools.

- Plan Development for 2013-14 MHSA Community Services and Support (CSS) programs for children will include enhancements to the Children's Full Service Partnership (FSP) program and the Family Strengthening program. A new program to provide MHSA funding for the implementation of services for children in foster care and those at-risk for out-of-home placement as required under the Katie A. settlement agreement is also proposed.

VI. Questions/comments regarding the Mental Health Division Monthly Report

- Linn Williamson asked about the designation of Steve McNitt as the Program Coordinator over a newly identified area, "Justice Systems Services (JSS)." He wondered if this newly identified area had been presented to the Mental Health Commission prior to implementation. Response from the Mental Health Division indicated that this was an internal rather than structural change, and is not expected to have significant impact on client services.
- Jan Melnicoe reported that she has recently been hearing things in the community about clients being treated with disrespect by Mental Health staff. She also commented on difficulty accessing psychiatric care, and noted that if clients cannot get in to see a psychiatrist within a reasonable amount of time, and if they do not feel that the psychiatrist will listen to their symptoms and treat them with respect, then Mental Health is in deep trouble. Jan said that her impression is that staff turnover is not simply a salary issue, and has to do with working conditions, lack of mutual respect and conditions within the Agency.
- Don Ashton addressed the concern about turnover, noting that like psychiatry, CPS also has had a huge rate of staff turnover. Exit interviews with staff members indicate that the relationship between staff and supervisors, the work culture and environment, and salary deficits all contribute to turnover. Across the Health and Human Services Agency, the rate of staff turnover has ranged between 40 and 65% annually. The Agency cannot be efficient with this rate of turnover, and management is taking steps to improve staff retention, including the hiring of a Licensed Clinical Social Worker to provide clinical supervision to CPS workers and considering the reinstatement of comp time. Dr. Lynn noted that the Mental Health Division had previously employed a licensed psychologist to provide clinical oversight and supervision, and he advocated for reinstatement of this position.
- Denise Burke wondered how the Mental Health Division is monitoring access to services and quality of care, so that events like Suzanne Laub described don't occur. Ren Scammon reported that in the 2013-14 MHSA Plan, each component will have will have measures to track the number of clients served and evaluate program outcomes.

VII. Lake Tahoe Wellness Center Status, Update, and Questions

- Don Ashton reported that the County Facilities Manager is actively looking for a new space for South Lake Tahoe Mental Health Services, including the Wellness Center. The space previously occupied by Mental Health (1900 Lake Tahoe Boulevard) is

being seriously considered. The landlord of this facility has received a floor plan and lease proposal from the County, and the County is waiting for the landlord response.

- Members of the South Lake Tahoe Mental Health Council expressed support for this plan. Comments included the observation that this location would not be disruptive to a residential community, and that return to 1900 Lake Tahoe Blvd. would ease transportation difficulties that clients have experienced since the Wellness program was moved to the Tahoe Senior Center location.
- In response to a question posed by a Commission Member, Don Ashton indicated that the County is seeking a long-term (10 year) lease.

VIII. Old Business

- Update/discussion on Mental Health Division move to 768 Pleasant Valley Road:
 - The subcommittee overseeing the West Slope Clinic move is meeting every Monday; significant progress has been made on most of the remaining issues.
 - There is still not a set of plans for the Client's patio; Mental Health Commission members are concerned about the slow progress on this necessary enhancement to the facility.
 - Transportation issues continue to be discussed, but progress has been made. Jim Abram reports that development of a Transit stop is in progress, and discussions continue about funding to allow a County van to circulate and pick up clients from the T-houses and other set locations.
 - Commission members discussed the idea of designating September as "Transportation Month" in the Wellness Center. Activities would include having bus routes to the Victory Mine (Diamond Springs) location mapped out and matched to specific treatment group schedules. It was also suggested that the Consumer Leadership graduates might assist clients as "Bus Buddies" to help alleviate stress and provide individualized peer support.
 - Don Ashton reported that County Facility staff members have internal concerns that the move into the Victory Mine facility will not be complete by the target date of October 1, but he is optimistic that the move will occur within the month of October.
- Update on Laura's Law Committee meeting held on August 21:
 - Jim Abram reported that the Laura's Law Committee continues to move forward with research on how to fund Assisted Outpatient Treatment (AOT). Conflicting opinions have been presented in other California Counties about the use of MHSA funds to implement AOT via Laura's Law: Nevada County has used MHSA funding, while a San Diego County staff report says that AOT services do not qualify under MHSA. The Committee has also discussed requesting the use of general funds as a "down payment" to implement Laura's Law, with the argument that implementation will have a positive return in money saved in the cost of hospitalization and incarceration. Jim Abram noted that funding will be a major consideration when the Board of Supervisors considers the case for and against implementation of Laura's Law.
 - The question of whether AB 109 funding could be used to implement a pilot AOT program. AB 109 provides funding for county-level detention, probation and rehabilitation services to reduce recidivism for offenders convicted of non-violent, non-serious, and non-sex crimes. Because AOT programs do not specifically target this identified population, AB 109 funding would not be appropriate.

- The next meeting of the Laura's Law Committee is scheduled for September 23.
- IX. Determination of next Mental Health Commission meeting for September (25th)
 - Next meeting of the Mental Health Commission is scheduled for 5:00 PM on September 25, 2013.
- X. Commissioners Comments
 - Linn Williamson commented on the efficiency of this meeting of the Mental Health Commission, noting that Commission members demonstrated a good working relationship and they were able to cover all agenda items by 6:30 PM.
- XI. Adjournment

**El Dorado County Health and Human Services Agency
Mental Health Department Update
Mental Health Commission
August 28, 2013 Meeting**

Program Manager II Update (Laura K. Walny)

- **Contract Compliance and Monitoring:** An internal team has been established and has begun meeting weekly to develop a comprehensive Contract Compliance and Monitoring Program. The team is currently reviewing the work done by Human Services in 2012 to see what can be incorporated for Mental Health. As work progresses, we will be engaging our Contract Providers for their input, as well as consulting with R.S. Lynn, Ph.D. throughout the process to benefit from his prior experience.
- **Psychiatry:** Recognizing the significant impact of recent psychiatry coverage challenges we have experienced, one of MH's goals is to stabilize psychiatry staffing. While we recognize the historical challenges in this area and recognize the fiscal limitations we have in this County, we are working to stabilize the part-time structure of our current staffing.
 - **Current Psychiatry Staffing:**
 - Dr. Robert Price, Medical Director and PHF (Dr. Blair Romer and Dr. Sarjbit Bhullar assist with after hours coverage)
 - Dr. Tien Tran, Extra Help, PHF Coverage, WS Adult OP support 1 day per week
 - Dr. Rajinder Randhawa via LocumTenens.com, WS Adult OP, 7/22/13–10/31/13 M-TH
 - Dr. Michael Lin, Child Psychiatrist, WS Children OP, 1 day per week
 - Dr. Bair, Child Psychiatrist, WS Children OP, 2 days per week beginning 8/20/13
 - Dr. Stone, SLT Adult and Children OP via Telepsychiatry, weekly coverage on Wednesdays
 - Nicole Vogel, PA, WS Adult OP Clinic, Full-Time
- **SLT Space Considerations:** Beginning discussions/planning for potential negotiations to move MH and ADP staff back into 1900 Lake Tahoe Blvd.. Focus has been to maximize use of space to the greatest benefit of clients in the SLT community, including outreach to community partners (Public Guardian, Probation, etc.) who may have shared needs. Discussion planned for August 28th Commission Meeting to share information and solicit feedback.
- **Training:** Supervisors and Managers participated in a new internal County training entitled "Successful Supervisor." The training was conducted by Don Ashton, Interim Director of HHSA and Laura Roth, Director of Child Support Services. The training provided an overview of what it means to be a Supervisor in El Dorado County including role, communication, boundaries, policies/procedures, performance evaluations, discipline process, etc. The training was very well received by all participants and provided a positive step in the direction of bridging gaps within the Agency.
- **Victory Mine Relocation Update:** Building plans were returned with further feedback, discussions continue and we anticipate finalization shortly; the Wellness Center patio plans are pending completion/submission and Transit stop/parking lot expansion plans have been submitted to DOT. All aspects of move planning are stepping up as the October 1 target date approaches. Internal projects of phones/fax/scanner coordination,

Appendix A

seating chart/furniture locations, move committee plans continue as the additional details of the move coordination are being incorporated.

Outpatient Services (Dennis Plunkett)

- Steve McNitt has been reassigned from Program Coordinator over Children's Services to a newly identified area, "Justice Systems Services (JSS)." This area will encompass most services directed toward clients with a connection to the Criminal Justice System, e.g., Behavioral Health Court, Juvenile Hall, and the newly developing Community Corrections Center (AB109, California's prison realignment law).
- Jamie Samboceti has been assigned as the temporary Program Coordinator over WS Children's Services until the position is filled permanently through normal recruiting (the Program Coordinators' list was just received so we will be scheduling first interviews shortly).

WS Children Outpatient Services:

- 106 clients open to WS Children's services as of 8/19/13
- Children programs are being evaluated to address current community needs/trends leveraging MHSA funding. A number of Evidence Based Programs were selected for review and will be distilled by the Program Coordinator and Children's Staff.

WS Adult Outpatient Services:

- 447 clients open to services as of 8/19/13; continue with urgency to fill vacant positions reported previously.
- Offer rescinded to MH Clinician previously reported to start the beginning of August after several delays. Will now include this position in the upcoming Clinician recruitment.
- James 'Gunner' Pellman submitted his resignation effective 8/23/13; he accepted an offer of employment by a large hospital system
- Yasmine Bingham submitted her resignation effective 8/22/13; she decided not to return from maternity leave.
- Holly Johnson accepted the newly open LVN/LPT position to provide medical support to the ICM Team; she is currently working as Ex-Help at the PHF and will transition as soon as possible.
- Debra Benavidez accepted a vacant LVN/LPT position at the Outpatient Clinic and will provide direct support to the Psychiatry Team.
- We continue to utilize Ex-Help staff, to supplement Outpatient Services staff where available.
- Kris Vanderbrink, Children's Clinician is being temporarily assigned to Adult Services.
- WS Outpatient Clinic has transitioned to a single point Worker of the Day (previous shared/rotating responsibility)
- Bipolar Group continues; Co-Facilitated by Jerri Shrader, MFT and Felicity Gazowsky, MHW II. The groups has an average attendance 13-15 clients and continues to be well received by current participants.
- The Transition Group continues with strong attendance (15-20) average attendance. This group would welcome community participation (NAMI and/or Mental Health

Appendix A

Commission) for Life-Skills Training or Guest Speakers/Topics where appropriate. Please contact Ken Jones at 530-621-6178 if you are interested in providing support for clients in Transitional Housing.

- We are currently utilizing a collaborative team approach as we review all areas of Outpatient Services to increase efficiency, improve quality, access to service and integrate Evidence Based Groups targeted to our clients' needs.

South Lake Tahoe:

- 160 clients (Adults and Children) open to MH Services as of 8/19/13.
- Interviews completed for EX-Help MH Aide; offers in process.
- Interviews beginning soon for EX-Help Drivers to fill current vacancies.
- Continuing to address space issues within the Clinic and Wellness Center as a temporary measure pending future relocation.
- Reviewing space requirements needed to co-locate Outpatient Services, the Wellness Center, ADP, etc.
- Viewed vacant property (previous MH location) for feasibility. Analysis and negotiation in process to determine adaptability of location if other EDC services are included.

Psychiatric Health Facility (Cheree Haffner)

- 16 bed expansion update: We are at the tail end of the construction phase, just a few finishing touches and we will be done. The arrival date for the new furniture is 9/27/13. We will be having a walk through with the installation company the 2nd week of September to make plans that will allow installation to occur the first week in October. We will then be ready for the State Review Team.
- The PHF continues to stay full. As a result, we have not been able to admit any patients from our neighboring counties.
- All staff are now Pro-ACT trained. We will be implementing supplementary trainings on a regular basis to reinforce the principles and keep the material fresh and relevant to staff as they engage with our patients.
- Hiring updates: We are currently in the process of hiring a Psychiatric Technician for the PM Shift and a Cook, and are recruiting to fill the vacant Mental Health Program Coordinator and Mental Health Clinician positions. We continue to work with Human Resources to address our challenges in recruiting for RNs, specifically a Supervising Mental Health Clinical Nurse.
- PES has relocated back to the PHF and we are in the process of recruiting for a Mental Health Clinician for that program.

MHSA (Ren Scammon)

- The Request for Proposal (RFP) for Latino Outreach posted on July 29 and is due August 22.
- The RFP for PEI Children and Youth Programs posted on August 12 and is due September 4.
- Trailside Terrace Apartments: The apartments received the Certificate of Occupancy on August 2, and move in started this month. We are awaiting final approval from Mercy

Appendix A

Housing for our MHPA-eligible applicants. Within the five MHPA units, if all current applicants are approved, there will be seven clients receiving MHPA services.

- DSM-5: The DSM-5 training in Sacramento will be held in September and the Program Coordinators are scheduled to attend.
- FY 13/14 MHPA Plan: The public provided input on the \$2.5M in proposed PEI programs, many of which were proposed by the public through the community planning process. The programs must be narrowed down to approximately \$1M (with some one-time-only funding available from the PEI fund balance). We are in the process of consolidating programs and meeting with those agencies that were identified as sole source vendors to discuss their programs and budgets. The CSS and CFTN programs will fall within budget. WET programs are being drafted and may need to be consolidated. We may also in the future need to consider utilizing a small portion of the CSS funds, as is allowed under MHPA, to maintain a strong training program.

Behavioral Health Court (Shirley White)

- South Lake Tahoe Behavioral Health Court is currently serving a total of 12 client; 2 of the 12 clients are incarcerated due to violations of probation, but will be released and re-integrated into Behavioral Health Court and all appropriate services and 1 client will be transferring to Placerville Behavioral Health Court within the next month. There are currently 2 new referrals that are in the assessment process. The next court date is August 22, 2013 beginning at 1:30 pm; the Honorable Judge Steven Bailey will preside.
- Placerville Behavioral Health Court is currently serving a total of 10 clients; 9 clients received recognition from Judge Proud for their outstanding efforts throughout the month; 1 client is scheduled to graduate from Behavioral Health Court in September. We have 1 new referral that is in the assessment process to determine eligibility. The next court date is September 9, 2013 beginning at 1:30 pm; the Honorable Judge Proud will preside.

Patient's Rights Advocate (Doris Jones)

- PHF: Continue to meet with clients and staff on weekdays to provide consistent, in-person access, participate in staff shift change report meetings, attend Community Meetings in the mornings, to introduce myself, to build and strengthen relationships and trust, to provide patients rights and resources education, to increase awareness of patients' rights, to promote advocacy, to facilitate timely resolution of issues and concerns, to assist in filing grievances and to represent inpatients at Certification Review Hearings.
- EDC Jail: Met with Sgt. Jackie Noren and Tony Jemmot, Inmate Services Officer; briefly toured jail; discussed patients' rights and collaborative efforts in regard to inmate mental health issues, concerns and needs.
- Safety: Facilitate regular Safety Meetings that include Safety Staff from each Mental Health Program. Planning and preparing for the Victory Mine building site safety and reviewing Mental Health Injury and Illness Prevention Plan in preparation for the the County-Wide Safety Coordinator's Quarterly Meeting on September 5, 2013.
- Grievances/Complaints: Two (2) grievances have been received, logged, assigned and distributed for investigation this fiscal year: one has been investigated and resolved, one is still pending. Attended the Mental Health Quality Improvement Committee meeting, submitted 2012-13 Fiscal Year End Grievance and Appeals Report & Patients' Rights

Appendix A

Advocate Report and Evaluation of FY 2012-13 Quality Improvement Work Plan Activity regarding Mental Health Beneficiary Protection process.

- Community Outreach: Periodically contact members of community-based organizations/partners to inquire if there are any areas of concern or recognition with regard to EDC Mental Health. Any items or suggestions are brought to the Mental Health Division Assistant Director, Patricia Charles-Heathers and to the Mental Health Division Leadership Team as appropriate.