

BEHAVIORAL HEALTH ADVISORY BOARD
ADULT SERVICES COMMITTEE
MINUTES ■ Thursday, July 9, 2020

<p><u>Members Present</u> Nancy Borchard, Committee Co-Chair Gane Brooking, Committee Co-Chair Ratan Bhavnani, BHAB Mary Haffner, BHAB Jerry Harris, BHAB Michael Rodriguez, BHAB Cynthia Bautista, Pacific Clinics (for Ascencion “Cici” Romero) Stuart Fiedler, Client Network Elizabeth R. Stone, Independent Peer Advocate (Mental Health Services Oversight & Accountability Commission-Client & Family Leadership Committee (MHSOAC-CFLC)) Scott Walker, Crisis Intervention Team Gray Wilking, Ventura County Area Agency on Aging</p> <p><u>Others Present</u> Jaime Alvarado, Probation Cynthia Bautista, Pacific Clinics Lindsay Cunningham, Telecare Administrator – Horizon View Mental Health Rehabilitation Center Roberta Griego, NAMI Ventura County Jennifer Hinkel, Telecare Corporation Stephen Kass, Housing Authority Community Services Agency Adele Montijo Pamela Roach Sharon Stone, Camarillo Health Care District Care Coordinator Liz Warren, Client Network</p>	<p><u>Ventura County Behavioral Health (VCBH) Managers/Staff Present</u> Dr. John Schipper, Adult Services Division Chief Jessica Davis, Substance Use Services Behavioral Health Manager Julie Glantz, Adult Services Senior Behavioral Health Manager Joanna Peterson, Management Assistant, MHSA Vickie Poliquin, Temporary BHAB Assistant</p> <p>NEXT MEETING: Thursday, September 3, 2020, 10:00 AM – 11:30 AM Virtually – Via Zoom</p>
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Note: The committee has not yet approved these minutes. There may be additions/deletions or corrections before the minutes are accepted in final form.

	DISCUSSION/CONCLUSIONS	RECOMMENDATIONS/ ACTIONS	RESPONSIBLE
I.	Call to Order Co-Chair Nancy Borchard called the meeting to order at 10:01 AM.		
II.	Approval of the Agenda Ms. Borchard asked the committee to review and approve today’s agenda. Elizabeth R. Stone moved to approve; Gray Wilking seconded. The motion carried by majority vote through roll call. Stuart Fiedler abstained stating he had not reviewed a copy of the agenda.	The agenda was approved as written. M/S/C	
III.	Approval of the Minutes Ms. Borchard asked the committee to review and approve the minutes of the March meeting. Prior to the motion, Liz Warren, Client Network, stated her interest in returning as a member following a lengthy absence. Ms. Borchard welcomed Liz Warren back as a member and due to her previous long-term membership, waived the membership requirement to attend three consecutive meetings. Jerry Harris moved to approve the minutes; Mr. Bhavnani seconded. Elizabeth R. Stone noted that due to the streamlined minutes, the supportive housing report summary lacked clarity and some terms appeared unfamiliar. She suggested amending the minutes. Following a brief discussion, Ms. Borchard recommended that Susan White Wood attend the next meeting to provide clarification and answer questions regarding the supportive housing report. Based upon this plan, it was agreed that the minutes did not need to be amended. The motion carried by majority vote through roll call. Elizabeth R. Stone abstained as she did not attend that meeting.	The minutes were approved as written. M/S/C	
IV.	Welcome and Introductions Ms. Borchard welcomed everyone and asked for introductions from each attendee.		
V.	Public Comments There were no public comments. Stuart Fiedler suggested opening Zoom’s chat feature to allow attendees to type public comments for the record. Ms. Borchard noted that this would be taken under consideration in the future.		

VI.	<p>Chair Announcements</p> <p>Ms. Borchard thanked VCBH leadership for helping to facilitate BHAB Committee meetings via Zoom and thanked the attendees for their interest in staying involved by joining the meeting to continue the Committee’s work.</p>		
VII.	<p>Members and Participants Comments</p> <p>Gray Wilking, Ventura County Area Agency on Aging (VCAAA) provided an update on the Pearls Program (Program to Encourage Active, Rewarding Lives), a new partnership between VCBH and VCAAA managed by Denise Noguera, a previous Adult Committee member. The program, which rolled out when COVID-19 hit, consists of 128 clients and four social workers. Services are currently provided over the phone and through socially-distanced porch visits to help build client rapport. Ms. Wilking provided statistical information about this evidence-based program, which includes eight counseling sessions and case management over approximately three months.</p> <p>Roberta Griego, NAMI Ventura County, announced that NAMI’s General Meeting will be held via Zoom on July 21 at 7 PM. The topic is “NAMI Ventura County Looking Forward” and people can register for the meeting at https://namiventura.org/.</p>		
VIII.	<p>Update and Discussion</p> <p>A. External Quality Review Organization (EQRO) Report – Any Corrections</p> <p>Dr. John Schipper provided an overview of the fiscal year 2019-20 EQRO Report that presented findings of VCBH’s Mental Health Plan for fiscal year 2018-19. He noted that the 111-page public Report was available online, and the link would be provided to all Committee members. Dr. Schipper stated the report was relatively positive, and discussed an area related to post-hospitalization follow-up appointments and re-hospitalization rates. He noted that re-hospitalization rates were higher in comparison to other counties, which prompted the Performance Improvement Project in development for the next year. Dr. Schipper answered questions from Jerry Harris, Liz Warren, Elizabeth R. Stone and Mary Haffner related to the EQRO’s data, hospitalization statistics, out-of-county hospitalizations and noted deficiencies in mental health crisis services.</p> <p>Dr. Schipper introduced Julie Glantz, the new Senior Behavioral Health Manager for Adult Services who provided a summary of her background since 2011 where she was the Clinic Administrator with Empowering Partners in Integrated Community Services (EPICS). She expressed that she looked forward to working more closely with Dr. Schipper on a variety of special projects while continuing to manage the Crisis Team, Screening, Triage, Assessment and Referral (STAR) and Rapid Integrated Support & Engagement (RISE).</p> <p>B. STAR Assessment</p> <p>Julie Glantz provided a brief overview of the extensive evaluation of VCBH’s STAR program that will be completed by Behavioral Assessment, Incorporated, a contracted external agency. The evaluation will include review of access to services, cultural competency, extensive data analysis covering time and steps to receive services and obtaining referrals and stakeholder calls. She noted that the calls will include a 30-minute survey regarding experience with VCBH and the STAR process. Ms. Brooking inquired about client wait times for seeing a psychiatrist and Julie Glantz responded with detailed information. Ms. Borchard asked when the assessment would be completed, and Julie Glantz stated completion would be within two months. Stakeholder calls would be completed in July and the analysis and a formal report would be completed in September. Liz Warren inquired about the selection process to contract with Behavioral Assessment, Incorporated. Julie Glantz noted that she was not involved with the selection process and was unable to provide the information, however, was aware that the agency provided assessments statewide. Julie Glantz answered other questions specific to client assessments.</p> <p>C. Pre-Trial Diversion and Mental Health Court</p> <p>This item was tabled until the September 3 BHAB Adult Services Committee meeting.</p> <p>Ms. Haffner raised a question regarding the Continuum of Care for people discussed during this meeting and outlined the various services that are currently available. She noted that with the large number of moving parts and various departments and agencies involved with</p>		

	<p>caring for this population, that the care felt disjointed and urged VCBH to identify gaps in services in order for the County to make changes to fill the identified gaps.</p> <p>Liz Warren asked to consider holding Committee meetings for 90 minutes versus 60 minutes due to the extended time to conduct meetings via Zoom versus in-person. Ms. Borchard agreed with the suggestion and stated she will check with Dr. Sevet Johnson, VCBH Director, for approval.</p> <p>Stuart Fiedler noted that he attends Zoom meetings with St. John’s hospital and suggested that Committee members sit in on some of their meetings to learn more about Zoom meeting structure. He asked if there might be a checklist of steps available to follow that a paramedic or emergency room doctor could use when a client presents to the hospital.</p>		
IX.	<p>Items for Next Meeting Agenda</p> <p>Elizabeth R. Stone suggested Committee members send in suggested items for the next meeting. Ms. Borchard agreed that this was a good idea and it was decided that members can email suggestions for agenda items to Vickie Poliquin at Victoria.poliquin@ventura.org.</p>		
X.	<p>Adjourn</p> <p>The meeting adjourned at 11:32 AM.</p>		