



COUNTY OF SAN MATEO MENTAL HEALTH & SUBSTANCE ABUSE RECOVERY COMMISSION

Unadopted Minutes
Wednesday, December 6, 2017
225 37th Avenue, Room 100
San Mateo

BOARD MEMBERS PRESENT: Betty Savin, Scott Gruendl, Pat Way, Cherry Leung, Kate Pfaff, Dorothy Christian, Eduardo Tilado, Bill Nash, Don Mattei, Katherine Koss, Isabelle Ulibei, Yoko Ng

STAFF: Jei Africa, Suzanne Aubry, Jairo Wilches, Karen Krahn, Pernille Gutschick

BOARD MEMBERS ABSENT: Wanda Thompson, Carol Marble, Patrisha Ragins, Eric Wollan

OTHERS PRESENT (signed in):

CALL TO ORDER

The meeting was called to order at 3:05 p.m.

INTRODUCTIONS

APPROVAL OF TODAY'S AGENDA

► **M/S/C** Christian/Nash

APPROVAL OF MINUTES

Approval of minutes from the November 1, 2017 Mental Health & Substance Abuse Recovery Commission Meeting:

► **M/S/C** Christian/Nash

Approval of minutes from the November 21, 2017 Executive Committee Meeting

► **M/S/C** Christian/Nash

Correspondence, Announcements, and Public Comment

Pat Way – The commission meetings are recorded.

Erica Horn – California Clubhouse

Helene Zimmerman – Peer Program

Old Business

Action Item: The commission voted to approve submission of the MHSARC Annual with correction made on page 7 under Cordilleras Update.

► **M/S/C** Leung, passed unanimously.

New Business

Hall of Fame Nomination forms are being accepted. The deadline to submit is Friday, January 12, 2018.

STANDING COMMITTEES

A. Committee for Older Adults

Pat Way reported

1. Next meeting will be held on December 6, 2017 at 11:00 a.m.

B. Committee for Adults

Reported by Dorothy Christian

C. Committee for Children & Youth

Reported by Betty Savin

MHSA UPDATE

DIRECTOR'S REPORT

Serenity House Delays

Federal Solutions Group, the contractor for the construction of Serenity House has defaulted on the construction agreement due to financial reasons on October 31st. The bonding company required by the County, Fidelity, stepped in and has replaced the contractor with another at no additional cost to the County. The Board of Supervisors approved the contract yesterday. A new construction schedule is not finalized and the new construction company, but not delivered due to lack of payment. This latest turn of events will delay opening until late summer or fall.

Health Plan of San Mateo and BHRS Annual Plan

The Health Plan of San Mateo (HPSM) and BHRS have agreed to develop an annual plan that will set priorities and focus on efforts to strengthen the relationship between the two parties. Central to the effort will be a process by which BHRS identifies specific areas to improve, develops a proposal and presents to HPSM, which will then support the initiative and assist with implementations. There will be 3 to 4 initiatives targeted for development in Calendar Year 2018 with proposal originating with BHRS and refined with HPSM. This will be a pathway to a strategic plan in the second and third years providing alignment and linkages with respective enterprise planning and pilot programs.

Developing a Culture of Quality

The Commission was most likely informed previously that BHRS had hired Health Management Associates (HMA) last year to provide an analysis of the Quality Management Unit due to a change in the leadership of the unit and the introduction of new managed care rules by the Federal government and State. HMA was to look for opportunities to increase the focus of quality improvement and make staffing recommendations. The report issued by HMA actually recommended that a "Culture of Quality" needed to be developed agency-wide. Over the last few months, the report was

reviewed across the management ranks and agreement has aligned to move forward with the effort. HMA has been retained for the current year and the scope of work includes: Culture of Quality Strategy; Develop a single Model of Care across all clinics; Develop a standardization Strategy; Assist with strengthening Clinical Leadership within BHRS; and assist with continues integration with primary care.

External Quality Review Organization Visit

The annual EQRO program review is slated for December 14th and 15th. This review is a Federal requirement for agencies using Federal funding. EQRO looks at quality, timeliness, and access to health care services by on-site review. EQRO validates performance measures, performance improvement projects, health information system capabilities, state and county consumers satisfaction surveys, key activities and significant changes, strengths, improvement opportunities, and makes recommendations. Consumers and parents of child consumers are needed for participation in focus groups as part of the review and should contact Claudia at (650) 573-2189. The parent group is 1:00-2:30PM on 12/13 and the adult is 10:15-11:45AM on 12/14.

The two performance improvement projects for this review that are under way are 1) Reduction of the use of "Not Otherwise Specified (NOS)" diagnoses; 2) Follow up to hospital discharges. An example of performance measures and access data that the EQRO will review includes:

- a. Time to first appointment: Adult 3 days, Youth 6 days, Both 4 days.
- b. Time to first find Doctor appointment: Adult 21 days, Youth 52 days, Both 25 days
- c. Follow up to hospitalization within 7 days: Adult 45%, Youth 50%, Both 46%
- d. Hospital readmissions w/in 30 days: Adult 16%, Youth 2%, Both 15%
- e. No show rate for Psychiatrists: Adult 3%, Youth 2%, Both 3%
- f. No show rate for Therapists: Adult 3%, Youth 3%, Both 3%

One Last Quality Item

After over 250 days in recruitment, there is a successful candidate to fill our vacant Quality Manager position. The announcement is forthcoming to allow for communication of this result on the candidate's end of things.

San Mateo Legislation Becomes Law for Data Sharing

The County of San Mateo has participated with the Counties of Santa Cruz and Santa Clara in the Silicone Valley Reginal Data Trust, which is one of a kind data project that pulls information from Behavioral Health, Child Welfare, Probation, and Education information systems real time, based on unique user permissions for the purpose of improving child outcomes. AB 597 was approved by the Legislature and signed by the Governor this last October and creates the first of its kind of data sharing authority that pulls data from multiples systems, displays as a query, without actually removing data from the agency information systems and storing it for the query. The legislation is one-step of many to navigate the legal aspects of sharing this type of data and the platform being built is so unique that Google CEO, Mark Zuckerberg, has contributed \$3 million and a team of engineers to develop it. The system's goal is to "stimulate change in the culture and practice of how data is responsibly and ethically used to develop actionable solutions to critical educational, health and social problems.

I am happy to entertain any questions at any time. Your service on the Commission is greatly appreciated and BHRS is a better organization because of you!

Liaison, Task Force and Ad Hoc Committees:

There was nothing to report at the time of this meeting.

PROGRAM PRESENTATION

Adult System of Care – Crisis Services

Presented by: Karen Krahn, Deputy Director Adult Services

Pernille Gutschick, Clinical Services Manager II

Development over the last Decade

- 5150s to Psychiatric Emergency Services
- Community Response Team 1989
- Crisis Intervention Training 2005
- Field Crisis Collaborative Committee 2006
- Psychiatric Emergency Response Team 2015
- Serenity House 2018

5150s

- Criteria: Danger to Self, Danger to Others or Gravely Disabled **due** to a mental illness. **Up to** 72 hour hold written only by authorized personnel
- Destination: Peninsula Hospital or San Mateo Medical Center. Usually transported by police or ambulance/SMART
- Changes in the law – AB 1424
San Mateo County form: Information from Family Member or Other Concerned Party

Community Response Team

- Provide services to mitigate the psychological reactions to a major community crisis or disaster and to enhance recovery.
- Multidisciplinary Staff from BHRS and Partner Agencies Family partners, peer support workers, clinicians, nurses, psychiatrists and other staff as needed.
- Members have many different skills in working with various populations (youth, adults and older adults)
- Different language and cultural response abilities
- Collaborates with Red Cross and other agencies when needed
- Recent Examples of Response: San Bruno Fire, Asiana Airlines Disaster, Outreach to School around Youth Suicide, North Bay Fires

Crisis Intervention Training

Joint Effort Between: National Alliance of Mental Illness (NAMI), Sheriff's Office and BHRS

- 2005-2015 2 classes/year offered – 50 first responders trained
- 2015 increased to 4 larger classes/year – 170 first responders trained
- Course is 40 hours, now mandated and consists of:
 - Variety of training in understanding about Mental Illness, Substance Abuse, Dementia, Intellectual disabilities, Conservatorships, Specialty Populations such as Veterans.
 - Family and Consumer Panels present their experience with mental illness and other challenging circumstances.
 - Site visits and roleplays to practice skills.

Field Crisis Collaboration Committee

County wide multidisciplinary meeting meets monthly and collaborate in between meetings.

Purpose: Agencies working together to assist individuals in our community to recover and engage in the appropriate services.

Participants: District Attorney's Office, Private Defender's, Specialty Court Programs, Law Enforcement Jurisdictions, Probation, NAMI, Psychiatric Emergency, Aging and Adult Services, Conservators Offices, Sobering Station, Detox Services Various community Based Organizations serving people with mental illness, Various teams from BHRS.

Psychiatric Emergency Response Team PERT

- Pilot program between the Sheriff's Office and BHRS, 1 detective and 1 program specialist
- Resources for all deputies on patrol for consultation in the field.
- Review all 5150s in the Sheriff's jurisdiction
- Follow up on 5150s requiring support and connection to services
- Participate in countywide efforts to serve the community.

Serenity House

- Short term Crisis Residential Facility
- In construction phase now
- 10 bed capacity – Average stay 10 days

Purpose: To assist community members with public insurance who are experiencing a mental health crisis that does not require hospitalization.

A safe place to stabilize and get connected to appropriate services needed.

Meeting Adjourned:

The meeting was adjourned at 4:35 p.m.

Next MHSARC Meeting:

January 3, 2018 from 3:00-5:00 p.m.
225 37th Avenue, Room 100
San Mateo, CA 94403

Next Executive Committee Meeting:

Tuesday, December 19, 2017, at 3:30 p.m.
2000 Alameda de las Pulgas, Suite 235
San Mateo

PLEASE BE SURE TO CONTACT CHANTAE ROCHESTER AT 650.573.2544 IF YOU ARE UNABLE TO ATTEND EITHER THE MHSARC OR EXECUTIVE COMMITTEE MEETING.

In compliance with the American with Disabilities Act (ADA), auxiliary aids and services for this meeting will be provided upon request when given three-day notice. Please call 650.573.2544.