



MINUTES

JOINT MEETING OF THE GOVERNING BOARD AND MENTAL HEALTH COMMISSION DECEMBER 18, 2013 – 4:45 P.M.

The Governing Board and the Mental Health Commission met in a Joint Meeting on Wednesday, December 18, 2013 at 4:45 p.m. in the Clinical Offices located at 2008 North Garey Avenue, Suite 1B, Pomona, California.

CALL TO ORDER Board Vice Chair Leeb called the meeting to order at 4:45 p.m.

ROLL CALL A visual roll call was taken.

GOVERNING BOARD

PRESENT: Chuck Leeb, Ph.D., City of Claremont, Vice Chair
Robin Carder, City of La Verne, Board Member
Carolyn Cockrell, City of La Verne, Board Member
Joseph M. Lyons, Ph.D., City of Claremont, Board Member
Edina Martinez, Psy.D., City of Pomona, Board Member - *Arrived at 5:15 p.m.*
John Nolte, City of Pomona, Board Member - *Arrived at 5:00 p.m.*
Mark Lazzaretto, City of Pomona, Alternate Board Member

ABSENT: Paula Lantz, City of Pomona, Chair

MENTAL HEALTH COMMISSION

PRESENT: Arny Bloom, Chair
Paul Capraro – *Arrived at 5:21 p.m.*
Betsy MacLaren, Secretary
Ashley Nielsen
Donald R. Perez
Twila L. Stephens
Davetta Williams – *Arrived at 4:53 p.m.*

ABSENT: Cheryl Berezny
Toni L. Watson
Sylvia Whitlock, Ph.D., Vice Chair

STAFF: Jesse H. Duff, Executive Director
Darold Pieper, General Counsel
Margaret Harris, Chief Financial Officer
Toni Navarro, LMFT, Director of Clinical Program Services
Nancy Gill, Chief Operations Officer
Elizabeth Owens, Manager of Best Practices
Mica Olmos, Executive Assistant

GUESTS: Luis Garcia, MSW, Program Analyst
Lisa Tran, MSG, Program Analyst
Ali Martinez, City of Claremont

CONSENT CALENDAR

1. APPROVAL OF MINUTES – MENTAL HEALTH COMMISSION MEETING OF NOVEMBER 12, 2013

The Mental Health Commission Minutes of its Regular Meeting of November 12, 2013 were not considered for approval due to Lack of a Quorum of the Mental Health Commission.

2. APPROVAL OF MINUTES – GOVERNING BOARD MEETING OF NOVEMBER 20, 2013

There being no comment, Board Member Carder moved, and Board Member Lyons seconded, to approve the Governing Board Minutes of its Regular Meeting of November 20, 2013. The motion was carried by the following vote: AYES: Alternate Board Member Lazzaretto; Board Members Carder, Cockrell, and Lyons; and Vice-Chair Leeb. NOES: None. ABSTAIN: None. ABSENT: Board Members Nolte and Martinez; and Chair Lantz.

NEW BUSINESS

3. DISCUSSION OF A GRANT PROPOSAL TO EXPAND CRISIS SERVICES AND IMPROVE MENTAL HEALTH SERVICES ACCESS FOR TRI-CITY RESIDENTS

Director of Clinical Program Services Navarro talked about Senate Bill 82 (SB 82), the Investment in Mental Health Wellness Act of 2013. She explained that SB 82 offers two grant opportunities statewide to increase the availability of crisis services, including response and improving access into the system of care; and infrastructure to build additional stabilization units, residential crisis units, and to increase the number of beds and space available for people in crisis. She noted that Tri-City will submit a grant proposal to increase the availability of crisis triage personnel, which is overseen by the Mental Health Services Oversight and Accountability Commission (MHSOAC). She indicated that the Pomona Valley Hospital (PVH) had last year about 800-900 visits from people having psychiatric emergencies. However, PVH is neither a psychiatric hospital, nor have any beds or personnel designated that can perform 5150 or 5580 evaluations; as a result, PVH relies solely on LA DMH ACCESS to provide these services. She noted that ACCESS response time is anywhere between 4 - 48 hours. The grant that Tri-City is proposing will be exclusively to respond only to the PVH emergency room, which will include a five full-time employee team, 3½ will be utilized Monday through Friday, a licensed therapist, a licensed psych/tech, a mental health rehab specialist, and a ½ time mental health worker.

At 4:53 p.m., Commissioner Davetta Williams arrived at the meeting.

Director of Clinical Program Services Navarro continued to say that after hours and on the weekends, Tri-City would like to hire 3 licensed therapists and 3 licensed psych/tech to work in teams which will be on-call one week per month, will receive a basis stipend, and that will be paid hourly to respond to the hospital only. She noted that Tri-City staff has heard many times from people in the community, as well as from some Pomona City Council Members, that Tri-City services and psych patients are overburdening the police department; however, in the year

2012 less than 20 people of the 836 were brought in by the police department. Therefore, this new service will not be established to alleviate the burden on the local police department; rather to alleviate the burden on our local Emergency Room which serves many of our residents for other emergency medical services. She also reported that Tri-City's Executive Director, Chief Financial Officer, and she had met with the PVH C.E.O., the Director of Nursing, and the Director of Case Management to provide them with Tri-City's proposal, noting that they were very excited about the assistance and the help.

Board Member Lyons inquired about the number of grant applications that were available. Director of Clinical Program Services Navarro replied that it was a pot of money and the grants were based on allocations.

Chief Financial Officer Harris added that they are MHSA allocations and counties will submit requests for a grant based on the amount of money it believes it needs to fulfill its needs, which may be higher or lower than its MHSA percentage allocation. Therefore, based on the five FTE and some other costs, Tri-City will request more money than its MHSA allocation, which is based on straight population instead of the need, and the need in the Pomona area is higher than the number of its population. The total grant per year for the State of California is \$32 million and Tri-City will be asking for \$250,000 annually.

Director of Clinical Program Services Navarro stated that Tri-City's need is based on the PVH needs which is a required partner for hospital services, is located and serves in our catchment area.

Discussion ensued regarding how the partnership of Tri-City and PVH will work together to enhance mental health services.

At 5:00 p.m., Board Member John Nolte arrived at the meeting.

Director of Clinical Program Services Navarro said that the grant is for February 1st through June 30, 2014, and for the following three fiscal years ending in 2017. Therefore, in the grant proposal staff has to indicate how Tri-City is planning to sustain these services after 2017, noting that staff had discussed this issue and determined that other MHSA programming can be used to supplement and/or assist with this funding. She also reported that Tri-City received today a questionnaire from CMHDA, asking to weigh in for the purposes of having the OAC give definitive answers about having enough funding because Tri-City does not want to meet the needs of the community only for 3-½ years and then have to terminate the services.

Board Member Lyons stated that the Board has seen program expansion and patient increase, and posed the question if it is time for a strategic planning session for long term impact of these types of programs and also to find out if they are consistent with the existing policies or if there is a need to create new policy. He then inquired what the staff position on this was.

Director of Clinical Program Services Navarro replied that the PVH brought to Tri-City's attention that after January 1, 2014, many of the individuals going to the PVH emergency room which are unfunded or are recipients of Healthy Way LA, will become managed care Medi-Cal, noting that Tri-City is not a recipient of that contract because Tri-City is not a mental health plan. Therefore, there will be some need in the near future, to negotiate and meet with the Los Angeles County regarding having Tri-City the ability to bill the managed care Medi-Cal so that

Tri-City can leverage funds for the continuity of the triage program after the 3-1/2 years of implementation. She added that in answering Board Member Lyons' question, in the next three or four years staff should discuss if Tri-City wants to place itself in a dual type relationship with LA County giving the changing phase of health care, noting that at this time Tri-City is ready for the triage personnel, but not for the larger agency because that will require a lot more space, offices, and money.

Board Member Lyons stated that today's discussion appeared to have been limited to existing Tri-City's abilities, noting that he does not want Tri-City to get into another situation such as the one that resulted in bankruptcy because there was no connection to long term sustainability in those programs. He added, however, that the policy question is whether or not Tri-City can become that full service provider.

Director of Clinical Program Services Navarro replied that it was not recommended that Tri-City become a full service provider because it requires a lot and Tri-City would have additional costs such as having to pay for the hospital beds.

Board Member Lyons stated that that he realizes that it would take a lot; however, projecting into the future and encompassing the concepts of the reform act that are being imposed in all providers, regardless of the service type that they provide, makes him believe that this is a policy issue even though staff might disagree.

Director of Clinical Program Services Navarro replied that the State or the Federal Government may not allow it.

Board Member Lyons stated that they might not; however, the question would have to be asked in order to make that assessment and impose that decision on the operations of the Governing Board. He noted that he understands the constraints and/or circumstances that would drive staff to say that Tri-City does not want to move in that area. Nevertheless, being informed about the restrictions that might exist would be helpful to him as a board member.

Executive Director Duff stated that staff can have that discussion and the matter will be agendaized for the beginning of next year.

Board Member Lyons stated that he wanted to ensure that Tri-City is meeting the needs of its clients in the changing environment in which all of these things are taking place. He noted that he would not have any concerns if we are certain that we are meeting those needs. Also, he stated that this is a matter of whether it is better to have the ability to do it independently and, if not, that he would be more comfortable being informed about which are the obstacles.

Vice Chair Leeb asked Board Member Lyons if it would be helpful to discuss this matter in about three or four months and talk about organizing something similar to the Mental Health Services Act program summaries so that everything is clearly spelled out, including the pros and cons.

Board Member Lyons concurred and indicated that it was time to make an assessment even if it serves for the Board's information only.

Director of Clinical Program Services Navarro recommended having the matter for discussion in four months because in three months staff will start to really understand how many people in the

Tri-City catchment area are now falling into expanding Medi-Cal versus full scope Medi-Cal, and staff will have more accurate numbers at that time to have a discussion.

Board Member Lyons stated that any decision associated with the information to be provided is well into the future, indicating that it is just a matter of gathering up the required information in order to make an educated decision.

There being no further discussion, Board Member Lyons moved, and Board Member Cockrell seconded, to receive and file the agenda report. The motion was carried by the following vote: AYES: Alternate Board Member Lazzaretto; Board Members Carder, Cockrell, Lyons, and Nolte; and Vice-Chair Leeb. NOES: None. ABSTAIN: None. ABSENT: Board Member Martinez and Chair Lantz.

MONTHLY STAFF REPORTS

4. EXECUTIVE DIRECTOR REPORT

Executive Director Duff stated that Mental Health Services Act Program Summaries were distributed during a recent Delegates' Meeting and were also being distributed to the Board and the Commission Members. He indicated program analysts were in attendance to present an overview of the MHSA Program Data and to explain the various components of the summaries, including data from the RBA process. He noted that the program summaries were for information purposes only and to provide insight about each of the MHSA programs.

At 5:15 pm, Governing Board Member Edina Martinez arrived at the meeting.

Program Analysts Luis Garcia, MSW, and Lisa Tran, MSG, provided an overview of Tri-City's Integrated Plan data for four of the 16 MHSA programs. The overview included information of the Mental Health Services Act Plan; Tri-City's Mental Health System; the Program Analyst role, including how Tri-City uses Results-Based Accountability (RBA) methods; and highlights of the Full Service Partnership Program, Community Navigator Program, Housing Stability Program, and the Mental Health First Aid Program, noting that each program is at different stages with the RBA and how RBA data ultimately will assist in improving our effectiveness and to maintain the programs' success.

Board Member Lyons inquired about how many clients are homeless, or in an unstable home shelter situation, and what is a good number for the need as opposed to simply a need that we meet. Director of Clinical Program Services Navarro replied that everyone that contacts housing is because they are homeless or at-risk of homelessness. Board Member Lyons further inquired about the percentage number of clients that have their condition improved. Director of Clinical Program Services Navarro stated that this information is in the new data base and currently evolving and it is a patient identifying need. She reported that the IT department had developed an internal database to track more specific information and moving forward this information will become available.

At 5:21 p.m., Mental Health Commission Member Paul Capraro arrived at the meeting.

Program Analyst Lisa Tran, MSG, then explained the MHSA Program Summaries.

Board Vice Chair Leeb thanked the program analysts for their presentation, stating that it was well done and very helpful.

Commission Chair Bloom stated that the program summaries are a great document and a tool for the Commission, noting that it allowed the delegates' workgroups to function effectively.

Executive Director Duff reported that he met with the three City Managers and provided them with an update of the Tri-City's programs and projects, as well as a financial status report, noting that they were impressed with Tri-City's progress and programs and had suggested that Tri-City make a presentation to the City Council at its next Study Session. He then talked about the Pomona Christmas Parade and stated that approximately 50 staff members participated on it, indicating that it was a great opportunity to talk to councilmembers and legislators and a lot of green ribbons for Tri-City's "Room For Everyone" campaign were also distributed.

5. CHIEF FINANCIAL OFFICER REPORT

There was no comment.

6. DIRECTOR OF CLINICAL PROGRAM SERVICES REPORT

Director of Clinical Program Services Navarro announced that tomorrow Tri-City would be hosting a holiday party for 95 client families at the Children's department and stated that they will be presented with gifts donated by Tri-City staff; that on Friday, the adult services department will have its FSP holiday party and clients will also be provided with a gift; and that \$250 were raised agency-wide to provide gift cards to the TAY group.

7. DIRECTOR OF OPERATIONS REPORT

Board Member Lyons expressed concern about the high turnover employment rate and inquired if there were any specific categories that are more heavily impacted by the turnover. Director of Clinical Program Services Navarro replied that it is the clinical category that is impacted, stating that those employees have moved on to better opportunities, such as nursing schools and graduate school. Board Member Lyons inquired if the relationships established with clients are through multiple staff members so that there is a sense of continuity. Director of Clinical Program Services Navarro stated that staff works in a team approach, including the outpatient department, which helps the continuity of care not only for turnover but for vacations as well.

Board Vice Chair Leeb stated that having staff leave because Tri-City is part of their resume is a real plus and it shows what a positive experience and the depth of quality training that Tri-City is providing.

Board Member Martinez added that the turnover number is low in comparison to the rest of mental health community.

Commission Member Stephens talked from a client perspective and indicated that change can be very difficult when a staff member leaves, switches department or gets a promotion; however, it is also a great opportunity for a clinician to work on a different aspect of recovery as they have different techniques for providing care.

8. MANAGER OF BEST PRACTICES REPORT

There was no comment.

9. MHSA MANAGER REPORT

There being no further discussion, Board Member Lyons moved, and Board Member Carder seconded, to receive and file the month of December staff reports. The motion was carried by the following vote: AYES: Alternate Board Member Lazzaretto; Board Members Carder, Cockrell, Lyons, Nolte and Martinez; and Vice-Chair Leeb. NOES: None. ABSTAIN: None. ABSENT: Chair Lantz.

GOVERNING BOARD / MENTAL HEALTH COMMISSION COMMENTS

Board Member Carder apologized for not being able to attend Tri-City's holiday party and wished everyone, and their families, a wonderful season.

Board Vice Chair Leeb stated it was an honor to have attended Tri-City's holiday party. He indicated that having been involved with numerous organizations, rarely has he had the opportunity to be with a group of people that have such mutual respect and support for each other. He stated that the sense of enthusiasm and the sense of being part of a family was just very palpable and delightful, noting that management had done a terrific job.

Commission Member Stephens stated that it was amazing to see everyone having such a good time and realizing how many people in that room can touch one family. She then thanked staff for all the work they perform.

Board Member Nolte stated that it was his first time attending a Tri-City's holiday party and that there is something special about the organization. He then said that he would like to learn how the leadership has created this sense of camaraderie which is very difficult to achieve. He also shared that having Executive Director Duff start the celebration with the organization values was really key and it was important to him as well as rewarding the right things such as longevity which promotes loyalty.

Executive Director Duff stated that Tri-City had a great year and staff had accomplished so much that is too long to enumerate. He shared that Tri-City is financially stable, noting that significant payments were made to the bankruptcy debt which five years ago was not conceivable; that Tri-City's system care is a model program and it is exactly what the writers of Prop 63 envisioned; that Tri-City is viewed as a leader in the mental health industry by other counties, noting that the LA DMH Executive Director recently had asked Tri-City to partner with them on a very significant program; and that during Tri-City's recent LA County DMH chart audit, staff received comments from the auditors that were really positive about the clinical bills and charts. He indicated that none of these accomplishments would have been possible without a very engaged and supportive Commission and Governing Board. He noted that some of the Commission or Board Members serve on special study groups through the Delegates process which requires many hours of work. Lastly, he stated that community partners, delegates, volunteers, a very dedicated team of employees, managers, and the executive team are also a big part of Tri-City's success.

Board Member Carder stated that without the leadership of Executive Director Duff, none of this would have been possible.

PUBLIC COMMENT

Ali Martinez, of the City of Claremont, stated that this was the first year she had attended a Tri-City holiday party and that she was amazed to see the passion and joy that staff has for each other. She also indicated that it was just really remarkable the camaraderie and mutual respect that staff shares.

ADJOURNMENT

At 5:50 p.m., on consensus of the Governing Board and the Mental Health Commission, its joint meeting was adjourned. The next regular meeting of the **Mental Health Commission** will be held on **Tuesday, January 14, 2014 at 3:30 p.m.**, in the Administration Building, 1717 North Indian Hill Boulevard #B, Claremont, California. The next regular meeting of the **Governing Board** will be held on **Wednesday, January 15, 2014 at 4:45 p.m.**, in the Administration Building, 1717 North Indian Hill Boulevard #B, Claremont, California.



Micaela P. Olmos, Executive Assistant