



**MINUTES  
REGULAR MEETING OF THE  
GOVERNING BOARD  
SEPTEMBER 20, 2017 – 4:45 P.M.**

The Governing Board met in a Regular Meeting on Wednesday, September 20, 2017 at 4:57 p.m. in the Administrative Office, 1717 N. Indian Hill, Suite B, Claremont, California.

**CALL TO ORDER** Chair Carder called the meeting to order at 4:57 p.m.

**ROLL CALL** A visual roll call was taken.

**PRESENT:** Robin Carder, City of La Verne, Chair  
Edina Martinez, PsyD, City of Pomona, Vice-Chair  
Carolyn Cockrell, City of La Verne, Board Member (arrived at 5:03 p.m.)  
Rubio R. Gonzalez, City of Pomona, Board Member (arrived at 5:09 p.m.)  
Joseph M. Lyons, MA, PhD, City of Claremont, Board Member  
Elizabeth Ontiveros-Cole, City of Pomona, Board Member  
Ronald T. Vera, City of Claremont, Board Member

**ABSENT:** None.

**STAFF:** Toni Navarro, Executive Director  
Darold Pieper, General Counsel  
Diana Acosta, Chief Financial Officer  
Elizabeth Owens, Director of Clinical Program Services  
Seeyam Teimoori, Medical Director  
Rimmi Hundal, Director of MHSA and Ethnic Services  
Natalie Majors-Stewart, Manager of Best Practices  
Trevor Bogle, Controller  
Jesse Duff, Special Projects Consultant  
Mica Olmos, JPA Administrator/Clerk

**CONSENT CALENDAR**

There being no comment, Board Member Lyons moved, and Vice-Chair Martinez seconded, to approve the Consent Calendar. The motion was carried by the following vote: AYES: Board Members Lyons, Ontiveros-Cole, and Vera; and Vice-Chair Martinez. NOES: None. ABSTAIN: Chair Carder. ABSENT: Board Members Cockrell and Gonzalez.

**1. APPROVAL OF MINUTES FROM THE JULY 19, 2017 GOVERNING BOARD MEETING**

**Recommendation:** "A motion to approve the Minutes of the Governing Board of July 19, 2017."

**NEW BUSINESS**

**2. APPROVAL OF RESOLUTION NO. 441 APROOVING THE PARKING LOT EXPANSION DEVELOPMENT PROJECT AT 2008 AND 2018 N. GAREY AVENUE IN POMONA, CA AND AUTHORIZING THE ALLOCATION OF AN ADDITIONAL \$150,010 FOR THIS PROJECT TO THE FY 2017-18 BUDGET**

Executive Director Navarro reported that the Governing Board had authorized the Executive director to purchase of a 15-foot wide strip of land located behind the Clinic at 2008 and 2018 Garey Avenue in Pomona with the plan to develop this property into an expanded parking lot for the clinic; that the easement matter was recently resolved when Tri-City acquired the property on August 31, 2017; and therefore, Tri City staff was asking for the Board to approve the Parking Lot Expansion Development Project design.

There being no further comment, Board Member Lyons moved, and Board Member Vera seconded, to adopt Resolution No. 441 approving the Parking Lot Expansion Development Project design, plans and specifications, and authorizing the Executive Director to allocate an additional \$150,010 from Realignment funds to the FY 2017-18 Budget for this project and to solicit bids for the Project. The motion was carried by the following vote: AYES: Board Members Lyons, Ontiveros-Cole, and Vera; Vice-Chair Martinez; and Chair Carder. NOES: None. ABSTAIN: None. ABSENT: Board Members Cockrell and Gonzalez.

**3. APPROVAL OF RESOLUTION NO. 442 AUTHORIZING THE EXECUTIVE DIRECTOR TO EXECUTE AN AGREEMENT WITH AMENSON CONSULTING FOR MANAGEMENT TRAINING SERVICES IN THE AMOUNT OF \$29,880**

Executive Director Navarro stated that in May 2016 the Governing Board approved to allocate additional unspent funds to the Workforce, Education & Training (WET) Plan for the purpose to maintain staffing for two and one half years and also for staff training in the areas of management, noting that the \$29,880 will be funded through the WET Plan. She explained that employee satisfaction surveys showed that there is a need for a more cohesive agency vision and mission and to improve management communication which will help to increase staff morale and, more importantly, that staff is focusing on client care agency-wide.

At 5:03 p.m. Governing Board Member Carolyn Cockrell arrived at the meeting.

Board Member Lyons commented that vision and mission are usually two pieces of an organization which are defined by Board action in an agency and stated that the Governing Board had not had the opportunity to sit with the management team and make any modifications to Tri-City's mission and vision to be cohesive and in compliance in anticipation of what is taking place with the community at large and recommended that staff put together information to help the Board to have meeting to review the vision and mission of Tri-City. Executive Director Navarro stated that Tri-City's mission and mission were visited in August 2008.

Chair Carder asked for further clarification for the need for such a meeting.

Board Member Lyons stated that he wished that the Board revisit Tri-City's mission and vision since it has not been changed since 2008 to ensure that everyone is in the same page when it staff is implementing it in the community and for their own understanding.

Board Member Vera expressed concern having the Governing Board interfering with staff management and also did not want to give the impression to staff that the Board was circumventing the Executive Director.

Board Member Lyons clarified that it was not his intent to interfere with the Executive Director's management; however, he believed that the mission and vision, as it is implemented by staff, the Board should be engaged in determining it since there is a concern by staff that there is a need for a more cohesive agency vision; that it seemed that the Board should determine the vision and mission for the agency as a whole; and that it was also a way for the Board for directing policy. He then commented that Tri-City's Governing Board is the first board wherein he has served that did not have an organized and regular review of its vision and mission statements to ensure that staff know where they fit in; and that he does not wish take the responsibility of managing the team.

Board Member Vera stated that it was his understanding that Tri-City's vision and mission was defined by the Joint Powers Agreement between the three cities and which also states the Governing Board's responsibilities; however, he would like to know more. He then inquired if Board Member Lyons was trying to say that the Board had more flexibility to embrace other purposes or projects within the Board's scope of powers.

Board Member Lyons stated that he agrees that any substantial changes to the existing document would obligate cities coming together to update it; however, he was not suggesting that at all. He then stated that the current changes in the medical field landscape and the coverage for various integrated services was not in existence when the Joint Powers Agreement was signed and recommended reviewing the Agreement to reassure the Board, as elected officials and community representatives, that the Board is consistent with the Agreement.

At 5:09 p.m. Governing Board Member Rubio Gonzalez arrived at the meeting.

Vice-Chair Martinez stated that based on her experience working on another behavioral health agency, the Board did not necessarily tell staff what the mission and vision are; rather the vision and mission are derived from the leadership activities and then are presented to the Board. She noted that most agencies have such a broad category in terms of their vision and mission that it does not make sense to change a lot of the details. She then stated that when Tri-City modified its vision in 2008, it was not initiated by the Board, rather it was derived through the various levels of the organization to become more inclusive.

Chair Carder stated that staff has their mission and that a Governing Board Member is different from being a City Council Member; that Tri-City was on their right path; that its budget was set for programming; that the Board should not oversee staff since the Board was an advisory board.

Board Member Lyons stated that he needed clarification from Tri-City's legal counsel regarding what the Board's responsibilities as elected officials are in adhering to the existing Joint Powers Agreement, if it can be revisited, and if all mental health agencies supported by the State take the same 'hands off' position.

Chair Carder stated that she had not said that the Board should have 'hands off.'



Board Member Vera stated this discussion should be agerized for another meeting.

Executive Director Navarro clarified that when she talked about Tri-City's vision and mission, she was referring to the vision and mission that are already established and stated on Tri-City's website which was the conceptual manifestation of the welfare and institution code and of the Joint Powers Agreement that created Tri-City. She further explained that when talking about the 'high quality care' and 'culturally competent and inclusive', those are parts of the mission and vision and that she wants to ensure that all staff members understand and adhere to it; and then explained the training process.

Chair Carder directed staff to review the Joint Powers Agreement and outline the Board's responsibilities and powers under this agreement; and when ready, to place the item on the agenda for discussion at a future meeting; she then called for the question.

There being no further comment, Vice-Chair Martinez moved, and Board Member Cockrell seconded, to adopt Resolution No. 442 authorizing the Executive Director to enter into, and execute, a Management Training Services Agreement with Amenson Consulting in the amount of \$29,880. The motion was carried by the following vote: AYES: Board Members Cockrell, Gonzalez, Lyons, Ontiveros-Cole, and Vera; Vice-Chair Martinez; and Chair Carder. NOES: None. ABSTAIN: None. ABSENT: None.

## **MONTHLY STAFF REPORTS**

### **4. EXECUTIVE DIRECTOR REPORT**

Executive Director Navarro stated that Tri-City was expecting a Medi-Cal payment the following week; that members of the Executive Team will have a conference call with administrators from LACDMH to discuss the details, including anticipated funding allocations, hiring needs and documentation requirements under the Homeless Services Initiative (Measure H); that she sent LACDMH an email communication clarifying her conversation with LACDMH Mental Health Director, Jon Sherin, wherein he confirmed that Tri-City will be the primary provider of the Measure H mental health services for its three cities.

Board Member Lyons commented that under Measure H there will be more people entering the system that might not be the traditional type of clients that Tri-City currently serves and inquired if Tri-City will be required to provide services to this population.

Executive Director Navarro replied in the negative, stating that the funds that Tri-City receives from Measure H will be to provide mental health services for anyone receiving services under Measure H, noting that at this time there is no detailed information from LACDMH regarding how clients will be identified to qualify for services under Measure H. She then discussed the anticipated role of Tri-City which will focus on the core population who are suffering from mental health issues and are experiencing homelessness or are at risk of homelessness. She also reported with excitement that Dr. Jon Sherin, Director of the LACDMH, had shared that he really enjoyed his visit and that he was very impressed with what Tri-City had created, specifically the Community Art Gallery as he was looking to create the same in LA County; that staff had done a great job in introducing Tri-City to him and showing what Tri-City is doing; that the LACDMH Quality Review team is visiting next Tuesday to find out how Tri-City funds the Wellness Center since it is a model that LACDMH is also looking to duplicate.

She then stated that substance abuse services are a big need for Tri-City clients and, while Tri-City partners with Prototypes and drug Medi-Cal has now enable for Prototypes staff to provide services at Tri-City's site which will reduce some of the barriers from having two different treatment sites for the clients with co-occurring disorders, Tri-City staff needs support from staff who are experts in substance abuse treatment; noting that 46% of Tri-City clients have co-occurring disorders and staff is looking to do more. She explained that if Tri-City decides to hire substance abuse counselors, they would not be billable under Medi-Cal and that these positions will be funded under MHSA because the drug Medi-Cal is a separate contract and is implemented through LAC Public Health, not the Department of Mental Health. She also reported that during one of the monthly CBHDA meetings she attended, a public health AOD administrator reached out to her to encourage Tri-City to consider entering into an outpatient DMC contract, noting that drug Medi-Cal is 100% match which can be additional funding for Tri-City; and asked the Board for direction regarding whether or not to follow up with DPH for further information to pursue the matter and bring back the information to the Board.

There was discussion about how the substance abuse counselor positions will be a benefit to Tri-City clients who suffer from co-occurring disorders; how they will help with clinical staff turnover; and that they will provide extra specialized care for the client resulting in better outcome for the client.

Vice-Chair Martinez cautioned that, with the drug Medi-Cal, there is a lot of confusion with directions from substance abuse and prevention control, and suggested that staff talk to other agencies that are currently going through this change process.

Board Member Gonzalez commented that there are many substance abuse providers located in the City of Pomona; however, they do not have the reputation that Tri-City has and the City would feel more comfortable if Tri-City takes the responsibility of providing substance abuse services.

Discussion ensued regarding the careers expectancy in mental health and the various training in place, benefits, and resources available to support staff cope with the stressors of the clinical profession. There was Board consensus for staff to obtain further information to consider entering into an outpatient DMC contract and bring back the information to the Board.

Executive Director Navarro continued with her monthly report and announced that Donald Pruyn, MHSA Housing Consultant, had fully retired; that Special Projects Consultant Ed Cox had also fully retired; and that former executive director Jesse Duff will be performing the duties that they used to perform for Tri-City. Lastly, she announced that October 18th will be Vice-Chair Edina Martinez's last day with Tri-City and that Tri-City will be honoring her service at that meeting.

Vice-Chair Martinez shared that her husband's employer reorganized and was transferred to San Diego a year ago; since then, they have been commuting back and forth between San Diego and Pomona; therefore, she accepted the position of managing Director of the North County Serenity House Programs for Healthright 360 which will relocate her to San Diego; and that certainly it had been a pleasure to serve as a Board Member.

Chair Carder stated that Vice-Chair Martinez will be missed, as well as her knowledge and expertise.



Executive Director Navarro thanked Board Member Vera for a letter that he directed to the City Council and City Manager of the City of Claremont highlighting his first six months as a Community Member representative serving on the Board for Tri-City, noting that it was very complimentary and expressed thankfulness for Mr. Vera's engagement and participation and that she looks forward to his continued participation as Tri-City's Board Member.

Chair Carder commented that it was a nice gesture to report to the City what the Board has been doing and thanked Mr. Vera for his comments.

## **5. CHIEF FINANCIAL OFFICER REPORT**

Chief Financial Officer Acosta stated that the financials presented are preliminary and unaudited for the twelve months ended June 30, 2017, noting that Tri-City is currently in the final phase of an independent audit of Fiscal Year 2016-17 financial statements. She then stated that the system glitch at the State level, that created a delay in processing Medi-Cal claims, had been resolved and reimbursements to Tri-City would resume by the end of September 2017. She then pointed out that the delay in reimbursements resulted in Tri-City delaying bankruptcy payments and those will resume when the reimbursements are received. She also referred to the table that represents the total MHSA funds on hand as of June 30, 2017, and stated that it represents a picture in time that depicts the projected amount of unspent funds available of approximately \$2.5 million across all plans.

Discussion ensued about estimates on depreciation and that revenues are recognized based on what was approved in the adoption of the annual plan as required by GASB 33.

Board Member Vera inquired if there is a Board Committee to meet with the auditors. Chief Financial Officer Acosta replied in the negative; however, the auditor will be in attendance at the Board's October meeting to present the financial statements to the Board. Tri-City Counsel Pieper stated that typically in public agencies auditors meet with the Board as a whole.

Executive Director Navarro explained how unspent funds can be allocated to other plans such as Workforce, Education and Training (WET) plan and Capital Facilities and Technology Needs (CFTN) plan because they are a one-time allocation and have the ability to be replenish as need arises.

Discussion ensued regarding how the bank maintains and ensures Tri-City's prudent reserves.

## **6. CHIEF OPERATIONS OFFICER REPORT**

Executive Director Navarro stated that Chief Operations Officer Gill was out sick and wanted to share with the Board that the Wellness Center parking lot had been completed.

## **7. DIRECTOR OF CLINICAL PROGRAM SERVICES REPORT**

Director of Clinical Program Services Owens reported meeting with staff each year at the beginning of the first quarter to find out how they are doing and how she can help them, pointing out that this year she met with supervisors and discovered that based on the populations the children family supervisors are parallel to parenting and they are more nurturing with their staff; and that the adult outpatient program supervisors are more strictly down to business.

She then discussed the importance to connect with staff because they can provide good ideas, such as the clinical wellness advocates and the revamp of officer of the day, and also give feedback on employee satisfaction survey.

Board Member Lyons inquired if Tri-City conducts quality of services surveys of the various providers that also treat Tri-City clients. Executive Director Navarro replied in the negative pointing out that she would not want to evaluate health services providers or programming of the Los Angeles County and overstep on their authority regarding how they run their programming; and that staff under Dr. Teimoori is rather making sure that Tri-City's clients' needs are being met, including being responsible for linking clients to other providers when needed.

Medical Director Teimoori reported that case managers obtain medical records from primary doctors to find out what clients are being treated for and also to communicate what services Tri-City is providing to the client to better serve them.

Board Member Lyons stated that his point was that the case management at the County Department of Mental Health have a way to manage the total health of an individual through integrated services and pointed out that Tri-City does not link its clients to other services.

Executive Director Navarro stated that there are linkage services for Tri-City clients indicating that there is one PT specifically assigned to connecting clients to services.

Vice-Chair Martinez commented that services at the County are not that integrated even though services are under one umbrella due to not sharing records because of HIPAA, noting that it is in progress; and that there is a public health site in the City of Covina which is the first building where they are starting to integrate services.

## **8. MEDICAL DIRECTOR STAFF REPORT**

Medical Director Teimoori reported that the psychiatric staff and the quality assurance department are working together to ensure Tri-City's Electronic Health Record (EHR) and documentation system compliance to improve the quality, safety, and to provide higher level of care to Tri-City clients.

## **9. DIRECTOR OF MHSA AND ETHNIC SERVICES REPORT**

Director of MHSA and Ethnic Services Hundal invited the Governing Board to participate in the upcoming Stakeholder meeting that will take place on October 3rd and on October 5th, noting that it is the same meeting offered in the morning and evening, respectively, for the convenience of the participants.

Discussion ensued regarding the difference between the stakeholder meetings and the Annual MHSA Public Hearing which takes place in May every year.

Director of MHSA and Ethnic Services Hundal then announced that on October 11th, MHSA will be hosting its annual Housing Summit which will focus on disability with emphasis on modification and accommodation and fair housing laws for the consumer and the landlord.



She noted that landlords are invited to hear about current trends; that two families will be moving into the Baseline property at the end of September; that the construction continues at the Holt Family Apartments and anticipated moving date will be during the second week in December; that Tri-City staff had collected interest sheets from consumers that wished to move into Tri-City's housing; explained the selection process of the lottery system conducted by the John Stewart Property Management Company that does the vetting for the apartments; and that on October 27th Tri-City will host its Annual Job Fair which will take place at the Wellness Center.

Board Member Cockrell inquired how Tri-City units were advertised. Gilbert Saldate, Public Outreach Coordinator & Housing Manager, stated that Tri-City's units are advertised internally through multiple informational meetings at each site, also through flyers that were disseminated to all staff, as well as having staff sitting outside the clinics engaging those visiting Tri-City's facilities; and that advertising for the rest of the units, John Stewart does their regular advertising in the community. Executive Director Navarro added that Tri-City units are advertised only internally because clients must be enrolled in Tri-City's services and have a designated case manager, noting however, that they do not have to continue to be in services to continue to be housed at Tri-City units.

Board Member Cockrell further inquired if the residents of the three cities are given priority for the other units available. Public Outreach Coordinator & Housing Manager Saldate replied in the negative due to fair housing laws.

#### **10. MANAGER OF BEST PRACTICES REPORT**

Manager of Best Practices Majors-Stewart shared the results of the Annual Employee Satisfaction survey which is administered and compiled by the QI team and was developed from the workflow team. She reported that the survey was voluntary and implemented in 2015 to obtain feedback from staff and measure their satisfaction with their experiences at Tri-City. She indicated that for this year's survey, the response rate was 73% of employees completing the survey, noting that this is very good considering that it is voluntary. She then shared five results of the twenty-six items on the scale of the survey, including some that can be celebrated and those that can be improved upon which revolves around communication and discussed what staff is currently doing to improve on this area.

There being no further discussion, Board Member Lyons moved, and Board Member Ontiveros-Cole seconded, to receive and file the month of September 2017 staff reports. The motion was carried by the following vote: AYES: Board Members Cockrell, Gonzalez, Lyons, Ontiveros-Cole, and Vera; Vice-Chair Martinez; and Chair Carder. NOES: None. ABSTAIN: None. ABSENT: None.

#### **GOVERNING BOARD COMMENTS**

Board Member Cockrell expressed appreciation for all the work that staff performs.

#### **PUBLIC COMMENT**

There was no comment.



**ADJOURNMENT**

At 6:18 p.m., on consensus of the Governing Board its Regular Meeting of September 20, 2017 was adjourned. The next Regular Meeting of the Governing Board will be held on Wednesday, October 18, 2017 at 4:45 p.m., in the Administration Building, 1717 North Indian Hill Boulevard #B, Claremont, California.



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Micaela P. Olmos, JPA Administrator/Clerk