



**MINUTES
REGULAR MEETING OF THE
MENTAL HEALTH COMMISSION
OCTOBER 8, 2019 – 3:30 P.M.**

The Mental Health Commission met in a Regular Meeting on Tuesday, October 8, 2019 at 3:41 p.m. in MHSA Administrative Office, 2001 North Garey Avenue, Pomona, California.

CALL TO ORDER Chair Watson called the meeting to order at 3:41 p.m.

ROLL CALL A visual roll call was taken.

PRESENT: Toni L. Watson, Chair
Anne Henderson, Vice-Chair (arrived at 3:45 p.m.)
Cheryl Berezny
Ethel Gardner
Rubio R. Gonzalez
Joan M. Reyes
Twila L. Stephens
Alfonso "Al" Villanueva
David J. Weldon

ABSENT: Jeanette Heitmann
Daniel Rodriguez
Wray Ryback
Davetta Williams

STAFF: Toni Navarro, Executive Director
Angela Igrisan, Chief Clinical Officer
Nancy Gill, Chief Operations Officer/HIPAA Privacy Officer
Hannah Sprague, Communications Coordinator
Brian Cesario, IT Specialist III
Dana Barford, MHSA Projects Manager
Mica Olmos, JPA Administrator/Clerk

I. APPROVAL OF MINUTES FROM THE SEPTEMBER 10, 2019 MENTAL HEALTH COMMISSION REGULAR MEETING

JPA Administrator/Clerk Olmos stated that, at the request of Commissioner Stephens, she will be adding to the Minutes, Executive Director's comment that "three Commissioners were in attendance during the Stakeholder meeting held in September."

There being no further comment, Governing Board Liaison Gonzalez moved, and Commissioner Reyes seconded, to approve the Mental Health Commission Minutes of its Regular Meeting of September 10, 2019 as amended. The motion was carried by the following vote: AYES: Commissioners Berezny, Gonzalez, Reyes, Stephens, Weldon; and Chair Watson. NOES: None. ABSTAIN: Commissioner Gardner and Villanueva. ABSENT: Commissioners Heitmann, Rodriguez, Ryback, and Williams; and Vice-Chair Henderson.

II. PRESENTATION

A. "RECOVERY MOMENTS" STORY

Jennifer Phang, MHSW Wellbeing Supervisor, distributed a Peer Mentor Program brochure and discussed the program noting that it was created for Tri-City consumers and there are approximately 26 peer mentors, with ages ranging 18 to 76, that provide services one-on-one or group based in seven different languages.

At 3:45 p.m., Vice-Chair Anne Henderson arrived at the meeting.

Jazmin Benavidez, currently a student at CalPoly Pomona, stated that she is in her second year in the Peer Mentor Program as a mentor. She discussed how the Peer Mentor Program has given her the opportunity to be involved in the community by helping others, as well as given her the experience to further her career, and that we all need a helping hand.

Executive Director Navarro shared that the Peer Mentor Program was envisioned for those individuals who did not yet meet criteria for full diagnosis but still need assistance because of their struggles; and that while the program is used for this purpose, it also benefits those clients that need extra support while on therapy, noting that peer mentors have been very effective.

B. DRAFT OF THE PROPOSED UPDATED TRI-CITY WEBSITE AND CONDUCT A FOCUS GROUP WITH MENTAL HEALTH COMMISSION MEMBERS TO RECEIVE THEIR INPUT

Executive Director Navarro stated that Hannah Sprague, Communications Coordinator, and Brian Cesario, IT Specialist III, had been working together for several months in updating Tri-City's website which was created approximately eight years ago, and now it is very outdated.

Communications Coordinator Sprague explained that the website and social media should have the capacity to share Tri-City's narrative, increase access, and provide information to those inquiring about our services. Unfortunately, the current website is not user friendly and people cannot readily locate information nor can navigate it easily. Therefore, the goal is to make the website user friendly, to increase access, present information about the range of services and support Tri-City offers, and to be responsive so that it reformats automatically to the device being used. She also stated that it is anticipated that the launch date will be in January 2020, and afterwards, a survey will be conducted to find out if the website is meeting the goals. She then displayed what the current website looks like and compared with the proposed updated website, and provided an overview and design of the new website.

Executive Director Navarro added that when the website is finalized, staff will ask the three cities to post in its websites a link to Tri-City's website.

Governing Board Liaison Gonzalez indicated that the pictures of the Tri-City buildings were different sizes and suggested that they be all the same.

Commissioner Reyes inquired if Tri-City's name was googled, if its website would appear. Communications Coordinator Sprague replied in the affirmative, pointing out that it would be the current one, not the updated one since it has not been launched.

Chair Watson inquired where in the new website the Welligent access for consumers was located. Executive Director Navarro indicated that this feature is currently placed on hold until all changes and upgrades in software are completed.

Communications Coordinator Sprague inquired of the Commissioners what their first impression of the new website was. There was unanimous positive response the updated website looked great. Communications Coordinator Sprague further inquired if the navigation bar on top made sense and if it was appropriate. There was unanimous consensus that it was more informative and was placed on the right area.

Discussion ensued about placing an orientation video, locations of access to care information, and where TAY information is located.

Communications Coordinator Sprague inquired what frequent questions should be answered on the website. Responses included: definitions to abbreviations, hours of operations, contact information, programming calendars, staging pictures with staff on the various pictures depicting services, displaying on the language preferred by the website visitor, service fees, listing insurances that Tri-City accepts, emergency contact information, using a different word for "crisis" after hours so not to imply that it is just for crisis situations but rather also for preventive measures and, and to also list other resources links.

Communications Coordinator Sprague then inquired if there was additional information that the Mental Health Commission page should have. A response indicated making the information presented in the blue boxes to be kept together. Then discussion ensued regarding how the website text would appear in mobile devices; to indicate under Q & A that Tri-City does not provide substance abuse treatment; and that it provides mental health services only to those living in the Cities of Pomona, Claremont and La Verne.

The Commission thanked staff for their presentation.

III. EXECUTIVE DIRECTOR REPORT

Executive Director Navarro reported that the NAMI walks took place in downtown LA on Saturday and that again Tri-City staff provided crossing walk support; that also on Saturday she attended the Kennedy Austin Foundation event called 'Mental Health-The Law and You', noting that information presented was in line with what the Commission is seeking to do which is reduce stigma, and that the presenters discussion focused on the fact that the family and community involvement in those who are struggling with mental health issues is what bring people along faster and that all of us are working towards building that in the community. She also announced that she will be attending the Indigenous People's Day event in the City of Claremont; that on the 26th, former Tri-City Governing Board Member-Assembly Member Freddie Rodriguez will be hosting a Woman's Health Fair and Tri-City will be attending; that tomorrow staff will be attending Pomona's Promise community event.

She also announced that tomorrow morning, the second Stakeholder meeting will be held and the discussion will focus on what Tri-City has been doing in the last three years and what our finances will be for the next three years; that the same Stakeholder meeting will take place next Thursday evening; and lastly, she encouraged the Commissioners to report under the Commission items/reports their attendance to the Stakeholder meetings since she cannot report accurately about any commissioner's attendance as she does not attend all of the stakeholder meetings.

COMMISSION ITEMS AND REPORTS

Commissioner Reyes shared a Los Angeles Times article about how Italy deals with its homeless population. She also discussed list of mental health events that can be shared amongst the Ad Hoc Committee that oversee strategies/events to impact mental health access disparities in culturally diverse groups.

Governing Board Member Liaison Gonzalez reported that the Pomona Pride Center for the LGBTQ community opened over the weekend and is housed at the St. Paul's Episcopal Church in Pomona.

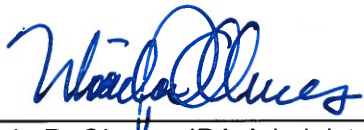
Chair Watson inquired about business cards for Commission Members to distribute when asked for Tri-City information. Executive Director Navarro indicated that business cards with contact information for the Community Navigators will be distributed to the Commission at its next meeting.

PUBLIC COMMENT

There was no public comment.

ADJOURNMENT

At 4:55 p.m., on consensus of the Mental Health Commission its Regular Meeting of October 8, 2019 was adjourned. The next Regular Meeting of the Mental Health Commission will be held on Tuesday, November 12, 2019, in the MHSA Administrative Office, 2001 North Garey Avenue, Pomona, California.



Micaela P. Olmos, JPA Administrator/Clerk