



MINUTES

REGULAR MEETING OF THE GOVERNING BOARD NOVEMBER 17, 2021 – 5:00 P.M.

The Governing Board held on Wednesday, November 17, 2021 at 5:00 p.m. its Regular Meeting Via Teleconference pursuant to Government Code § 54953, which allows the continuation to hold meetings without gathering in a room in an effort to minimize the spread and mitigate the effects of COVID-19 (Corona Virus Disease of 2019).

CALL TO ORDER Chair Carder called the meeting to order at 5:00 p.m.

ROLL CALL Roll call was taken by JPA Administrator/Clerk Olmos.

GOVERNING BOARD

PRESENT: Robin Carder, City of La Verne, Chair
Jed Leano, City of Claremont, Vice-Chair
Carolyn Cockrell, City of La Verne, Board Member
Paula Lantz, City of Pomona, Board Member
John Nolte, City of Pomona, Board Member (joined at 5:03 pm)
Elizabeth Ontiveros-Cole, City of Pomona, Board Member (joined at 5:03 pm)
Ronald T. Vera, City of Claremont, Board Member
Benita DeFrank, City of Pomona, Alternate Board Member

ABSENT: None.

STAFF: Toni Navarro, Executive Director
Darold Pieper, General Counsel
Diana Acosta, Chief Financial Officer
Elizabeth Renteria, Chief Clinical Officer
Rimmi Hundal, Director of MHSA & Ethnic Services
Natalie Majors-Stewart, Chief Compliance Officer
Mica Olmos, JPA Administrator/Clerk

Chair Carder opened the meeting for public comment; and there was no public comment.

CONSENT CALENDAR

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

1. CONSIDERATION OF RESOLUTION NO. 619 AUTHORIZING THE IMPLEMENTATION OF TELECONFERENCING REQUIREMENTS DURING A PROCLAIMED STATE OF EMERGENCY UNDER GOVERNMENT CODE SECTION 54953 (AB 361)

Recommendation: “A motion to adopt Resolution No. 619 finding and declaring that it is unsafe to meet in person during the proclaimed state of emergency as a result of the continued threat of COVID-19, and authorizes the Executive Director, or her designee, to continue utilizing teleconferencing accessibility to conduct the Authority’s public meetings pursuant to Government Code § 54953.”

2. APPROVAL OF MINUTES FROM THE OCTOBER 20, 2021 GOVERNING BOARD REGULAR MEETING

Recommendation: “A motion to approve the Minutes of the Governing Board Regular Meeting of October 20, 2021.”

3. APPROVAL OF MINUTES FROM THE NOVEMBER 10, 2021 GOVERNING BOARD SPECIAL MEETING

Recommendation: “A motion to approve the Minutes of the Governing Board Special Meeting of November 10, 2021.”

NEW BUSINESS

4. CONSIDERATION OF RESOLUTION NO. 620 AWARDED AN AGREEMENT TO AIRESRING, INC. FOR NETWORK SERVICES MIGRATION PROJECT IN THE ANNUAL AMOUNT OF \$76,495.68, AND AUTHORIZING THE EXECUTIVE DIRECTOR TO EXECUTE THE AGREEMENT

Executive Director Navarro reported that after the start of Chief Information Officer Ken Riomales, he assessed our network services and discovered that the cost and services could improve for our network. Accordingly, a Request For Proposals (RFP) for Networking Services was issued on June 4th; that four Proposals were received; that staff was presenting to the Board the scoring of the Proposals; and that Airespring was selected based on best price, robust and technically sound solution, a positive follow up presentation explaining technical solution, and positive customer reference feedback. She explained that currently, our cost for internet services is approximately \$132,000 annually and that the Airespring Proposal is for \$76,495 annually, resulting in a potential savings of \$56,300 per year. She noted that a contract is not being presented because Airespring asked that its Proposal be first approved by the Governing Board before they can present their contract. Therefore, staff is asking the Board to adopt this resolution allowing the executive director to finalize the contract and execute the agreement.

Chair Carder opened the meeting for public comment; and there was no public comment.

Vice-Chair Leano spoke in support of the agreement with Airespring, pointing out that this will save the agency money and improve our network capacity; and thanked Mr. Riomales for his work and also praised staff for taking this on and finding ways to improve. He then moved to adopt Resolution No. 620 awarding an Agreement to Airespring, Inc. for Network Services

Migration Project in the annual amount of \$76,495.68, and Authorizing the Executive Director to continue contract negotiations and execute the Agreement after it is finalized. There being no further comment, Board Member Nolte seconded, The motion was carried by the following vote: AYES: Board Members Cockrell, Lantz, Nolte, Ontiveros-Cole, and Vera; Vice-Chair Leano; and Chair Carder. NOES: None. ABSTAIN: None. ABSENT: None.

5. CONSIDERATION OF RESOLUTION NO. 621 AUTHORIZING THE EXECUTIVE DIRECTOR TO EXECUTE AN AGREEMENT WITH KAIROS PARTNERS, LLC FOR THE IMPLEMENTATION OF NETWORK SERVICES IN AN AMOUNT NOT TO EXCEED \$12,870 EFFECTIVE NOVEMBER 17, 2021

Executive Director Navarro reported that the new migration of network services at Tri-City will take approximately six months to implement, and that Tri-City is also in the midst of implementing a brand new Electronic Health Record software, which was approved a couple of months ago by the Governing Board, in order for Tri-City to be timely compliant with the upcoming State Medi-Cal service provision. She added that Tri-City is also experiencing staff shortages; therefore, there is a need for hiring someone to help staff implement the network services, and that staff was recommending Jessica Wong, of Kairos Partners, who has already worked at Tri-City and conducted the structural and operational assessment of the IT division, served as Interim Chief Information Officer, and helped with the recruitment process and hiring of Mr. Riomales.

Chair Carder opened the meeting for public comment; and there was no public comment.

Board Member Vera inquired what exactly Kairos Partners will be doing. Executive Director Navarro replied that they will be the lead on the project management of the network services on day-to-day basis to ensure there is no interruption in the flow of transfer of data and connectivity; that they will manage the 'end user experience' with the product, ensuring that all staff know how to access and utilize the new services properly and that software is working correctly on everyone's laptop.

Board Member Lantz inquired if Kairos Partners will be the project manager for Airespring contract. Executive Director Navarro replied in the affirmative.

There being no further discussion, Board Member Cockrell moved, and Board Member Nolte seconded, to adopt Resolution No. 621 approving an Agreement with Kairos Partners, LLC for the Implementation of Network Services in the amount not to exceed \$12,870, effective November 17, 2021, and authorizing the Executive Director to execute it. The motion was carried by the following vote: AYES: Board Members Cockrell, Lantz, Nolte, Ontiveros-Cole, and Vera; Vice-Chair Leano; and Chair Carder. NOES: None. ABSTAIN: None. ABSENT: None.

6. CONSIDERATION OF RESOLUTION NO. 622 APPROVING AN AMENDMENT TO MHSA ANNUAL UPDATE FY 2021-22, AUTHORIZING THE TRANSFER OF FUNDS FROM COMMUNITY SERVICES AND SUPPORTS (CSS) PLAN IN THE AMOUNT OF \$400,000 TO THE CAPITAL FACILITIES AND TECHNOLOGY NEEDS (CFTN) PLAN, AND THE AMOUNT OF \$900,000 TO THE WORKFORCE EDUCATION & TRAINING (WET) PLAN

Director of MHSA and Ethnic Services Hundal reported that the Plan was posted for a 30-day public comment period beginning Friday, August 13th, and ended on September 14th, pointing out that it was also posted on Tri-City's website and social media, and distributed in community locations; and that the Plan was presented to the Mental Health Commission for approval on Tuesday, October 12th. She then stated that the Community Services and Supports (CSS) Plan receives 76% of MHSA funding, which is the largest percent; that the California Code of Regulations allows for the transfer of excess funds from CSS to prudent reserves, CFTN Plan, or the WET Plan, noting that the ability to reallocate funds creates the sustainability of CFTN and WET plans since each only received a one-time allocation of funds at its inception. She explained that with the anticipation of expansion of agency personnel based on efforts to increase recruitment and retention, and the continuing need to ensure staff and client safety through social distancing, it has been determined that additional office space will be needed at the 2001 MHSA building; therefore, it is being recommended to transfer \$400,000 from CSS into the CFTN and \$900,000 be allocated to WET Plan. She added that this funding will help to create two new staff positions under the WET Plan: 1) a Social Media Specialist to enhance Tri-City's web presence while promoting the benefits of employment; and 2) Diversity Equity and Inclusion (DEI) Coordinator who will focus on ensuring an inclusive and equitable representation within Tri-City's workforce, stakeholders and cultural groups; and also to earmark funding to develop a student loan repayment program which will pay for staff's student loan debt, after one year of employment.

Executive Director Navarro added that the Governing Board had authorized the transfer of funds to CFTN to build out at 2001 Garey Building and complete an electrical upgrade; however, due to the pandemic the project was delayed and now the cost of labor and supplies have considerable increased; and that an additional allocation of \$400,000 to that project will ensure having enough funds to complete the project.

Board Member Vera expressed concern regarding transferring \$900,000 to the WET Plan, noting that he supports workforce, employment and training for current staff; however, by doing this transfer, it seems that we are going to create a permanent transfer of funds to support the two proposed staff positions; and inquired if these two new positions can be funded from another fund. He also stated that he does not see much in the way of actually enhancing our current workforce other than for the repayment of the loans in terms of continued training; and spoke in opposition on what appears that one-third or one-half of this \$900,000 is going to be used to fund the two positions because he does not see the workforce employment and training aspect of these positions at all.

Director of MHSA and Ethnic Services Hundal explained that these positions will work with the staff for training and development; therefore, they should be funded under the WET Plan because they are going to touch every employee with trainings which is important for retention because when we surveyed staff, data received indicated that they do better in their jobs and feel more confident when they receive more trainings, noting that the DEI coordinator position will ensure that our staff is trained in culturally responsive services that they are providing to our community members.

Board Member Vera stated that he did not pick that up from the job description; that he was really looking at a way to enhance our staff, and give them the additional training and services that they need rather than just fund two staff positions; and stated that he is a little skeptical that we need to hire a social media specialist, when we can do that.

Executive Director Navarro spoke about the use of media communications via the internet and our website which are issues that counties across the State of California are also facing, the need of training the workforce; that clients and family members are looking for help in accessing Tri-City on those media platforms; that staff have seen an increased demand, and a need, for use of social media communications; that we have our Communications Coordinator currently doing that job; that there are other roles that the Communications Coordinator should be doing; however, cannot get to them because of the social media piece at this point. She also stated that diversity equity and inclusion is a huge part of, not only maintaining our current workforce, but also is necessary for effective recruitment of quality staff that mirror the folks that we serve; that the DEI coordinator will make sure that our advisory councils are fully active, with both staff and with the community, and making sure that we have events that reduce stigma, bring people also into services; and emphasized that these are vital pieces of the workforce education and training so that those topics remain front and center for the employees and their clients.

Board Member Vera stated that he agreed with Executive Director's comments in terms of the values of the organization that should be endemic, noting that it should be paramount for every department head, and not carve it out of these funds for one person; and stated that it was unnecessary, and that he would rather have the money really spent to really beef up the current training for our staff.

Director of MHSA and Ethnic Services Hundal stated that Tri-City does not have a strong presence in social media yet, and we want to take it to the next level which will required a full-time job of one-person.

Board Member Vera then inquired how much money will be specifically be allocated for the repayment of student debt. Director of MHSA and Ethnic Services Hundal replied that at the state level, the loan repayment is about \$7,000 per employee after they have completed one year of employment and indicated that Tri-City will have something similar; however, the repayment amount will be based on the applications received and what scoring of the applications will be as determined by the work groups. Executive Director Navarro added that it is expected to be approximately \$500,000 for the student loan repayment. Board Member Vera stated that it is really important in terms of student debt; that this would be a great, attractive recruitment tool; and that by stating how much we are setting aside from this, it shows a commitment on our part.

Board Member Cockrell added that this amount needed to be spelled out in writing so that that money is held specifically for that purpose.

Executive Director Navarro replied in the affirmative; and expressed appreciation for Board Member Vera's comment about DEI being endemic to all the leaders, which is the ultimate goal; that unfortunately the reality is, that it is not, and that it will take some time for us to really understand what it means to be an anti-racist agency, to really understand how even county behavioral healthcare is really embedded and grows from a Western Eurocentric way of thinking on how we do the work; and that our communities, clients, our families, and research tells us is that they need a different way of how many of our staff and many of us, including myself, we are trained in the work; therefore, a DEI Coordinator at this point is necessary to take the lead on guiding all of us leaders to make sure we get on the right track is the right way; and that the ultimate goal is to have an agency that does not need an DEI coordinator.

Chair Carder opened the meeting for public comment; and there was no public comment.

There being no further discussion, Vice Chair Leano moved, and Board Member Ontiveros-Cole seconded, to adopt Resolution No. 622 approving an Amendment to the MHSA Annual Update FY 2021-22 authorizing the transfer of funds from the CSS Plan in the amount of \$400,000 to CFTN Plan, and the amount of \$900,000 to WET Plan. The motion was carried by the following vote: AYES: Board Members Cockrell, Lantz, Nolte, Ontiveros-Cole, and Vera; Vice-Chair Leano; and Chair Carder. NOES: None. ABSTAIN: None. ABSENT: None.

7. CONSIDERATION OF RESOLUTION NO. 623 AUTHORIZING AN AGREEMENT FOR TEMPORARY, LIMITED TERM MANAGEMENT SERVICES WITH JESSE H. DUFF

Chair Carder announced that this is Executive Director Toni Navarro's last meeting with the agency.

Executive Director Navarro reported that this will be her 145th Governing Board Meeting with Tri-City, noting that she attended 77 meetings as the executive director and 68 as the clinical director; and that her last day with the agency will be December 7th. She explained that she had accepted the position for Director of Behavioral Wellness for the County of Santa Barbara and cited personal reasons for her decision to move to Santa Barbara County; and that the highlight of her career has been to be here at Tri-City. She then presented for discussion the contract for the interim executive director as Tri-City searches for the next executive director.

Agency Counsel Pieper stated that JPA Administrator/Clerk Olmos had send out the draft contract and resolution that needs to be adopted, noting that the contract is fundamentally the last contract that Jess Duff had, although cut down quite a bit because there were provisions in the old one that are no longer applicable; and that the compensation is slightly above from what he was earning in 2004, and that is capped by the salary range that Tri-City has for this position.

Chair Carder stated that she and Counsel Pieper have been communicating during last week and they created a contract that was fair to everyone; that she is honored and pleased that Jesse Duff had agreed to return, noting that she has been very impressed with his leadership, that he is well respected, and that it is a great transition since Jesse Duff had stayed involved.

Jesse Duff stated that he was thankful for the opportunity and pointed out that when he was here for all those years, he fell in love with Tri-City and enjoyed working with all the three cities and all the board members. He stated he was anxious to come back and help the Board find a new executive director; and pointed out, that while the Board gave him some credit for Tri-City's success during those years, a lot of that success, even during that time, was attributable to Toni Navarro; therefore, it would be a difficult search, but he was looking forward to it.

Agency Counsel Pieper announced that this is a limited term contract; that although the contract runs for a little over nine months, we are already advertising for this position and it is anticipated that we will be aggressively recruiting for it; and that the term of the contract is simply to provide a breathing room if we have difficulty in consummating a new hire because of the current COVID environment. He also stated that the resolution provides that, between now and the 7th, Jesse Duff is basically a consultant and, as of the 8th, he is appointed as the interim executive director.

Discussion ensued regarding how the selection process should be conducted which will include selecting a Board AdHoc Committee, a hiring a recruiting firm, and the participation of stakeholders and staff in the recruitment process.

Chair Carder appointed Board Members Jed Leano, Carolyn Cockrell, and Paula Lantz to form an AdHoc Committee to work with staff and Jesse Duff, evaluate recruiting firms, and make a recommendation to the Board.

Chair Carder opened the meeting for public comment; and there was no public comment.

There being no further discussion, Board Member Lantz moved, and Board Member Ontiveros-Cole seconded, to adopt Resolution No. 623 approving an Agreement with Jesse H. Duff for Temporary, Limited Term Management Services, effective November 17, 2021. The motion was carried by the following vote: AYES: Board Members Cockrell, Lantz, Nolte, Ontiveros-Cole, and Vera; Vice-Chair Leano; and Chair Carder. NOES: None. ABSTAIN: None. ABSENT: None.

Chair Carder expressed appreciation for Executive Director Navarro's services to the Board and to Tri-City; stated that she is very impressed with her talent; and, on behalf of the Board, she thanked her very much and wished her all the best for her and her family; and commented that the County of Santa Barbara is very lucky to have her.

8. CONSIDERATION OF RESOLUTION NO. 624 ADOPTING THE MOTTO 'HOPE. WELLNESS. COMMUNITY. LET'S FIND IT TOGETHER' CREATED FOR TRI-CITY MENTAL HEALTH AUTHORITY BY BRAND PURPOSE, LLC

Executive Director Navarro reported that about a year ago, the Board approved a contract with Brand Purpose, LLC, to engage in an agency-wide community engagement to revisit our purpose and our mission at Tri-City. She then said that over the next five years, there are going to be significant changes both at the state and local level regarding how behavioral health services are funded, and how they are operated; that the focus is going to be in much more integrated care, with really heavy emphasis on community involvement and engagement. She added that Tri-City had not revisit its mission and purpose extensively since 2008-9, noting that it was time to do it; that over the past year, Jeremy Zimmerman conducted multi-day events with community stakeholders, partners, some clients and staff, as well as various focus groups throughout our agency with nearly 80 staff to identify what do they see as a priority for their mental health needs in the community, and what do they see are their priority expectations for the mental health authority; that with all of that, some motto and some purpose statements were derived which the Board had an opportunity to review; and that staff is recommending the motto created "*Hope. Wellness. Community. Let's find it together.*" She pointed out that the motto really captures what we do here at Tri-City; that it is an inspiring message for staff and the community; that it is based on the votes and the feedback received from staff and clients; that after the motto is adopted, then we can begin to add it to our letterhead and virtual backgrounds.

Jeremy Zimmerman, Co-Founder of Brand Purpose, LLC, stated that it has been an honor to run this leg of the race with each of us; that he has had the privilege of being able to interact with a number of us directly; that personally, it has made him a believer in community mental health after hearing the stories both from the team and from the people that Tri-City serves collectively. He then shared his screen and provided an overview of the process in creating the motto, noting that it was important, more than any bit of collective creativity we could find from the process, to distribute ownership and making the people who are responsible to express this idea to the people that Tri-City serves. He then discussed the process for selecting the words themselves because they mean more the way they are presented and expressed internally and externally.

He reported that we are currently working on the script for a brand introduction video, noting that some of the Board Members may be involved in the recording process, which can be used for recruiting and retention; and that also being put together are a series of graphics which will be mounted on walls in the various facilities that will help remind employees what Tri-City is about; that a thread of continuity that brings everything together will be in verbal, computer, and social media communications. He then shared some ideas for graphics which will not be wallpaper, nor requires to repaint walls, and will be portable; that there will be stationary design, editable tech templates that the social media team can use to maintain consistency, no matter what media is being used, whether it be print or digital; and stated that environmental graphics are so important because through that repetition and through behavior that validates the idea, people begin to believe it, and that changes everything.

Discussion ensued regarding the preference of the order which the words in the motto are written and there was consensus to be "*Hope. Wellness. Community. Let's find it together.*"

Mr. Zimmerman stated that the Board can have the confidence that comes with following the path that they took to get to this place; that this motto is not just some ephemeral superficial label but this came from the depths of the organization and those who have been affected by it.

Board Member Nolte commented that it is nice that the Board is agreeing on this as Executive Director Navarro is leaving, and that it is kind of a stamp on her leadership that she leaves behind.

Chair Carder concurred with Board Member Nolte's comment, pointing it out that it is a nice legacy. She then opened the meeting for public comment; and there was no public comment.

There being no further discussion, Board Member Leano moved, and Board Member Cockrell seconded, to adopt Resolution No. 624 approving the implementation of the motto '*Hope. Wellness. Community. Let's Find It Together*' created by Brand Purpose, LLC exclusively for Tri-City Mental Health Authority to be included with its logo in all written communications. The motion was carried by the following vote: AYES: Board Members Cockrell, Lantz, Nolte, Ontiveros-Cole, and Vera; Vice-Chair Leano; and Chair Carder. NOES: None. ABSTAIN: None. ABSENT: None.

MONTHLY STAFF REPORTS

9. TONI NAVARRO, EXECUTIVE DIRECTOR REPORT

Executive Director Navarro stated that she has forwarded to the Board a letter to the public that she wrote at the request of the executive team; and discussed the content of the letter which included discussion of the challenges that Tri-City has been going through as a result of COVID that has manifested in an increased demand for service, and some workforce shortages as people are impacted by COVID and make decisions for their lives; expressed gratitude and thankfulness for the public's patience and partnership with Tri-City during this time; as well as sharing some of the adjustments Tri-City is making and how staff will do the work and provide the services so that Tri-City can provide more services with less staff; about the Board commitment to Tri-City staff with a strategy for recruitment and retention, through the implementation of a sign-on bonus, the longevity bonus, and the loan forgiveness. She then stated that it has been an honor and a privilege to serve; that she is thankful to the Board for her job and for the opportunity to help the three cities be healthier; and that she hopes the letter to the public helps to reinvigorate.

Board Member Ontiveros-Cole expressed happiness for Executive Director Navarro moving to Santa Barbara; that wherever she had to go, it was her destiny and that she will do well; that it had been a pleasure working with her; and thanked her for working at Tri-City.

Vice-Chair Leano reported that two weeks ago, Rex Richardson, Vice-Mayor of the City of Long Beach, invited him to share with some of their stakeholders in a community meeting, what it is that we do in Claremont and in Tri-City to integrate the mental health service delivery with the direct homeless services infrastructure, and how do we incorporate that into our coordinator response with law enforcement, pointing out that this was about the PACT program and incorporating Measure H navigators. He then said that he agreed to attend the meeting in Long Beach and asked Executive Director Navarro to attend the meeting with him; noting that he gave the introduction of what we do, and then Ms. Navarro just took over on the clinical side and it was a home run presentation; that everybody in Long Beach was taking a lot of notes on what we are doing and Ms. Navarro had an answer for everything. He commented that having a large city such as Long Beach trying to model some of their service delivery infrastructure around what Executive Director Navarro has created here in Tri-City, is a real testament to her leadership and it's appropriate that this took place right before she leaves because it was a reminder of how valuable she had been to Claremont and to everybody else. He then announced that next week is the Claremont Council meeting and he will provide his appropriate accolade at that time on behalf of the City of Claremont.

Executive Director Navarro shared that the big news story up in Santa Clara County today is that it is investing in this great new program of navigators in the community that will help all residents seek mental health and any service they need, pointing out that this is taking place eleven and a half years later, from when Tri-City started the navigator program which is a model for the State; and that this news was so serendipitous to happen on one of her last days with Tri-City.

Board Member Lantz thanked Vice-Chair Leano for highlighting that opportunity to share with Long Beach, as well as the opportunity for including Ms. Navarro in that presentation; and stated that it is really great to have had that opportunity to share what we are doing with such a large city; and thanked Vice-Chair Leano for making that happen and Ms. Navarro for making Tri-City look so good.

Executive Director Navarro expressed appreciation and respect for Vice-Chair Leano for honoring the work of all the staff at Tri-City by always including us in the things that he puts forward to the community and to the City of Long Beach.

10. DIANA ACOSTA, CHIEF FINANCIAL OFFICER REPORT

Chief Financial Officer Acosta expressed she is going to miss Executive Director Navarro, noting that she has been a huge part of her growth here at Tri-City and she will miss her leadership and thank her. She then reported that she was hoping to bring Tri-City's audited Financial Statements to the Board to be received and filed this month; however, due to unforeseen delays by the audit firm, has further delayed the issuance of our audited financial statements; and that she expects to present them in the December Board Meeting.

11. LIZ RENTERIA, CHIEF CLINICAL OFFICER REPORT

Chief Clinical Officer Renteria stated that she also will miss Executive Director Navarro's leadership and guidance; and expressed appreciation for the opportunity that she gave her to work at Tri-City and join this wonderful family, program, and staff. She then talked about the things that staff is doing to manage the flow of clients and manage providing quality care even, amidst our staffing shortages, such as working on implementing a program known as illness management, a group treatment opportunity for those clients that are experiencing chronic mental health issues; and that staff is currently being trained and expect to have full implementation by January; and working together with Tri-City's Workforce Education and Training Program to ensure that each of our clinicians that are treating clients, are receiving training and collaborative assessment and management of suicidality and evidence based suicide specific treatment, which will enable clinicians to provide the appropriate level of care for those clients that come in experiencing suicidal thoughts and behaviors; that it is expected to have staff fully trained in January for our official kickoff of our zero suicide initiative; and that she will provide an update in February.

Board Member Vera commented that one of the charts in the staff report shows that the staff shortages are affecting our ability to provide services. Chief Clinical Officer Renteria stated that this trend is happening across the state; that staff is doing their best to address it and continue to provide the highest quality of care possible.

12. SEEYAM TEIMOORI, MEDICAL DIRECTOR REPORT

Executive Director Navarro stated, on behalf of Dr. Teimoori, that he had reported on the number of services that the outreach team, the supplemental crisis and the PACT team are doing in our communities. She then talked about staff shortages and the county restrictions when competing with what private managed care companies are doing; and that Tri-City can utilize the new motto for hiring purposes.

13. RIMMI HUNDAL, DIRECTOR OF MHSA AND ETHNIC SERVICES REPORT

Director of MHSA & Ethnic Services Hundal announced that Tri-City is starting a new advisory council for transitional age youth, and provided meeting information; that the various advisory councils did a presentation to the Mental Health Commission last month and talked about what mental health means in each community; that during the month of October, Tri-City hosted stakeholder meetings, noting that staff is revamping our engagement in the community; that the Workforce Education Training Supervisor has been meeting with the local colleges, trying to recruit and encourage students to apply to Tri-City when they complete their bachelor or master's program; that staff met with the courageous minds bureau, a Tri-City speakers bureau that really does help with stigma reduction, noting that it is important to a person's recovery to tell their story because there is healing in that process; that for Tri-City's innovation project, staff is again reaching out to the community asking for ideas. She also stated that Executive Director Navarro will be missed; that she and Ms. Navarro started working at Tri-City two days apart from each other, noting that she was staff #55 and Ms. Navarro was #56; thanked her for leaving us with such a good successful agency; that the great work that she has done will stay here and we will make sure that we take it to the next level; and also thanked her for everything she has done for Tri-City, for her leadership, and for 13-1/2 years of service.

14. NATALIE MAJORS-STEWART, CHIEF COMPLIANCE OFFICER REPORT

Chief Compliance Officer Majors-Stewart stated she will miss Executive Director Navarro; and reported that another ‘feather’ in Executive Director Navarro’s cap is that she is going out on a really good MHSA program audit reviews; that the MHSA program audit results were very favorable; that the auditors were pleased overall with our agency’s MHSA program, compliance with regulation statues, and MHSA performance contract; that specifically the auditors were pleased with the presentation and the level of detail in Tri-City’s reports and outcomes, and of particular note, the auditors really enjoyed learning about our Wellness Center, and are interested in coming down from Sacramento to make a special visit because they want to learn more.

15. KEN RIOMALES, CHIEF INFORMATION OFFICER REPORT

Executive Director Navarro provided, on behalf of Chief Information Officer Riomales, an update on the projects happening in addition to the Electronic Health Record software implementation; stating that staff is working on Tri-City’s system security update, which should be completed in January. She then thanked Brian Cesario, pointing out that the IT team is doing an amazing job for Tri-City and they are the unsung heroes of our agency.

Chair Carder opened the meeting for public comment; and there was no public comment.

There being no further comment, Vice-Chair Leano moved, and Board Member Lantz seconded, to receive and file the month of November staff reports. The motion was carried by the following vote: AYES: Board Members Cockrell, Lantz, Nolte, Ontiveros-Cole, and Vera; Vice-Chair Leano; and Chair Carder. NOES: None. ABSTAIN: None. ABSENT: None.

GOVERNING BOARD COMMENTS

Board Member Vera reiterated what a great job Executive Director Navarro has done, noting that it is difficult juggling so many things and she had been able to do it without losing her composure. He stated that he is on the Pomona Valley Hospital Board and several months ago, they discussed setting up a ‘be well’ campaign, which sounded very similar to what Tri-City is doing; that he asked Richard Yochum, PVH President, to meet with Executive Director Navarro to find out what Tri-City was doing; and that Ms. Navarro came and presented to PVH what Tri-City was doing. He indicated that he will miss Ms. Navarro because she would have been fantastic to lay the groundwork for the campaign that PVH wants to do with others; that he hopes her successor will be a key part in this campaign; and noted that it is currently underway in Orange County and there is people that want to replicate that here with Tri-City’s involvement. Lastly he said that Ms. Navarro will be missed.

Executive Director Navarro expressed appreciation for Board Member Vera’s kind words, and excitement to hear PVH wanting to do something community wide; and pointed out that if Orange County can get a ‘be well’ campaign done, then Pomona, Claremont, and La Verne can also do it because this is the most engaged medium county in California. She then thanked former NAMI leadership in the meeting for making her a better leader, for pushing her and challenging her to really think about why and how we were doing the work to fulfill our mission; and that she will take them all with her into her next job.

PUBLIC COMMENT

There was no public comment.

ADJOURNMENT

At 6:14 p.m., on consensus of the Governing Board its meeting of November 17, 2021 was adjourned. The Governing Board will meet next in a Regular Joint Meeting with the Mental Health Commission to be held on Wednesday, December 15, 2021 at 5:00 p.m., via teleconference pursuant to Government Code § 54953, due to the COVID-19 pandemic.



Micaela P. Olmos, JPA Administrator/Clerk