



MINUTES

REGULAR MEETING OF THE MENTAL HEALTH COMMISSION NOVEMBER 12, 2024 – 3:30 P.M.

The Mental Health Commission Regular Meeting was held on Tuesday, November 12, 2024, at 3:35 p.m. in the MHSA Administration Building located at 2001 North Garey Avenue, Pomona, California 91767.

CALL TO ORDER Chair Henderson called the meeting to order at 3:35 p.m.

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

MENTAL HEALTH COMMISSION

PRESENT: Anne Henderson, Chair
Wray Ryback, Vice-Chair
Carolyn Cockrell, GB Member Liaison
Sandra Christensen
Ethel Gardner
Frank Guzman
Laura Mundy (arrived at the meeting at 3:45 p.m.)
Twila L. Stephens
Danette E. Wilkerson

ABSENT: Clarence D. Cernal
Mildred Garcia
Janet R. Roy
Toni L. Watson

STAFF

PRESENT: Diana Acosta, Interim Executive Director
Elizabeth Renteria, Chief Clinical Officer (Virtual)
Dana Barford, Director of MHSA & Ethnic Services
Nicole Lobato, Clinical Program Manager
Katie Cesario, Program Support Supervisor Trainee
Mica Olmos, JPA Administrator/Clerk

REGULAR BUSINESS

I. APPROVAL OF MINUTES FROM THE OCTOBER 8, 2024, MENTAL HEALTH COMMISSION SPECIAL MEETING

There being no discussion, Commissioner Guzman moved, and GB Member Liaison Cockrell seconded, to approve the Minutes from the October 8, 2024 Mental Health Commission Special Meeting. The motion was carried by the following vote: AYES: GB Liaison Cockrell; Commissioners Christensen, Gardner, Guzman, Stephens, Wilkerson; Vice-Chair Ryback; and Chair Henderson. NOES: None. ABSTAIN: None. ABSENT: Commissioners Cernal, Garcia, Mundy, Roy, and Watson.

II. PRESENTATION – OVERVIEW OF TCMHA CENTRALIZED SCHEDULING SYSTEM FOR PROVIDERS AND CLIENTS

Chief Clinical Officer Renteria joined the meeting virtually and stated that the Centralized Scheduling team helps TCMHA's most vulnerable clients and that she was proud of the work the team does. She then introduced Clinical Program Manager Nicole Lobato and Program Support Supervisor Trainee Katie Cesario as presenters.

Clinical Program Manager Lobato stated that the Central Scheduling department originated as a pilot program to relieve providers of administrative work and to help them focus on care; and that the team currently assist with Adult Outpatient and Psychiatrists with the hope of future expansion.

Program Support Supervisor Trainee Cesario talked about each of the Central Scheduling team members and how long they have been part of the team.

At 3:45 p.m., Commissioner Laura Mundy arrived at the meeting.

Program Support Supervisor Trainee Cesario then explained that the Central Scheduling team thought of care from a client's perspective and brainstormed important qualities a client would need, noting that the standard for customer service has lowered so the Central Scheduling team focuses on upholding the best care possible to clients focusing on relating to clients and offering accessibility. She also discussed statistics collected from February 2024 through September 2024, pointing out that in those eight months, the department had made or received over 35,910 calls, averaging to approximately 148 calls per day. She explained that the average call length is three minutes eleven seconds, and emphasized the goal of the department is time management and efficiency.

Clinical Program Manager Lobato and Program Support Supervisor Trainee Cesario shared staff success stories and statements of appreciation from clients and reported that staff had voiced improvements in time management and client contact, and that have felt a relief in workload; that clients have voiced feeling more familiar with staff due to interacting with the same staff members repeatedly and have been able to build relationships, resulting in feeling more comfortable; and that some clients had voiced this being the most interaction they receive in their week.

Clinical Program Manager Lobato concluded the presentation by talking about the goal for 2025 which is to onboard the Children and Family department to the Central Scheduling department.

Commissioner Mundy asked what the time frame expectation is for those taking the calls and how does the team collect client feedback. Clinical Program Manager Lobato stated that staff receives an online survey to provide feedback and asks clients on their experience with the department. Program Support Supervisor Trainee Cesario stated the average call time should be three to five minutes, emphasizing the need for client care and meeting their needs; and that this data was collected over a year.

Commissioner Mundy inquired if there is an influx in calls during the holiday season. Clinical Program Manager Lobato replied in the affirmative and stated clients may need additional support which the team provides. Commissioner Mundy suggested an online or post-call survey the clients can take, stating it may be helpful in collecting data.

GB Member Liaison Cockrell inquired how calls are triaged, and if it is a separate team that onboards new clients or if the Central Scheduling team assists with that. Clinical Program Manager Lobato explained that Psychiatrists will make notes on when to schedule appointments and staff will work with the clients to find the best availability, and that Central Scheduling only follows up.

Vice-Chair Ryback stated she was in favor of an online survey for clients and inquired if staff spoke Spanish and how they communicated with other languages. Clinical Program Manager Lobato stated some staff members speak Spanish and they utilize Language Line for any other languages. Vice-Chair Ryback further inquired if the team has explored online platforms for self-scheduling, especially as the team progresses to scheduling younger generations, and if the team follow up with clients for appointment reminders or missed appointments. Clinical Program Manager Lobato explained that the team does call clients with appointment reminders, noting that the client's name appears in a virtual queue and the team will contact as many times as necessary to reschedule; and that the team has researched online platforms for self-scheduling and hopes to introduce it in the future. Chief Clinical Officer Renteria added that there is work being done to incorporate an online platform that would handle self-scheduling and appointment reminders.

Commissioner Mundy inquired if there is an introduction greeting the clients hear when they call the Central Scheduling number, and if the greeting is only in English and if there is an option for the hearing impaired. Program Support Supervisor Trainee Cesario stated they received a generic greeting stating they have reached the Central Scheduling department and then the caller is transferred to the next available staff member. Clinical Program Manager Lobato added that the greeting is in English and that there is support onsite for the hearing impaired, but was unaware if there was via the phone. Vice-Chair Ryback stated there are resources available for the hearing impaired.

III. INTERIM EXECUTIVE DIRECTOR MONTHLY REPORT

Interim Executive Director Acosta began reported that an update to the TCMHA FY 2024-25 MHSA Annual Update, was prepared to include the Claremont Gardens Senior Housing Project, pointing out that TCMHA posted a draft plan on the website on Friday, November 8, 2024 for a 30-day public comment period, which will end on Saturday, December 7, 2024; and that Governing Board Chair Jed Leano, a Claremont City Council Member, was present at the meeting to answer any questions regarding the plan. She then stated that November is National Native American Heritage Month, and that her report had a list of all TCMHA's events for the month of November. She then talk about the Data Notebook, noting that it is due at the end of November; however, there was an option to extend its submission; and that staff is currently looking to put together an Ad-Hoc committee to work on the Data Notebook, and if anyone was interested to contact JPA Administrator/Clerk Mica Olmos.

Chair Henderson asked what the focus of the Data Notebook was this year. Director of MHSA & Ethnic Services Barford responded the focus is on homelessness.

Vice-Chair Ryback inquired about the dates for the extension deadline. MHSA Projects Manager Sarah Rodriguez stated the new deadline will be January 31, 2025.

JPA Administrator/Clerk Olmos stated she would send an email to the Commission Members with invitations to join the Ad-Hoc committee.

Commissioner Guzman inquired how long is the time commitment to participate in the Ad-Hoc Committee. Director of MHSA & Ethnic Services Barford stated the committee would have approximately three meetings and one presentation.

Vice-Chair Ryback inquired what the plan was for the Claremont Gardens Senior Housing project, and if it will be strictly senior housing. Governing Board Chair Leano replied in the affirmative and explained that the plan is to build fifteen units for extremely low income and low income, TCMHA clients only.

Commissioner Gardner asked if TCMHA plans to work with Hope4Home, and if clients released from Home4Home will be able to connect with TCMHA and possibly be placed in this dwelling. Governing Board Chair Leano replied in the affirmative, stating the target audience are individuals leaving interim housing transitioning to stable, long-term housing. Interim Executive Director Acosta stated TCMHA has contract for a predetermined number of beds from Hope4Home.

Commissioner Christensen inquired if it will be for Claremont residents only and the timeline of the housing project. Governing Board Chair Leano stated it will be for residents in the Tri-City area: Claremont, Pomona, and La Verne, and it will take eighteen to twenty-one months to finalize and open the housing project. Interim Executive Director Acosta added that selection to the housing will be on a lottery system basis.

COMMISSION ITEMS AND REPORTS

Commissioner Wilkerson reported she attended the Adverse Childhood Experiences Webinar and offered her praise for it.

Vice-Chair Ryback stated she looked forward to the Date Notebook, stating the information is needed.

Commissioner Wilkerson asked for clarification on what the Data Notebook is. Chair Henderson stated counties are required to offer a data notebook on the services provided, noting that before it was a report for all services and now the California Behavioral Health Planning Council decide on a topic to gather data from the surrounding cities and counties.

Vice-Chair Ryback inquired what last year's topic was. Director of MHSA & Ethnic Services Barford stated It was Transition Age Youth and older adults. She then clarified the data is collected from L.A. County, specifically Pomona, Claremont, and La Verne.

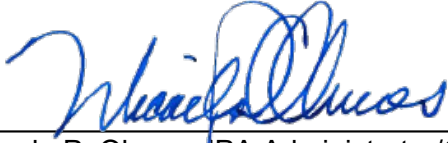
Commissioner Wilkerson asked if it is an electronic document or a physical notebook. Director of MHSA & Ethnic Services Barford stated it is an electronic survey.

PUBLIC COMMENT

There was no public comment.

ADJOURNMENT

At 4:19 p.m., on consensus of the Mental Health Commission its meeting of November 12, 2024, was adjourned. The Mental Health Commission will meet next in a Regular Joint Meeting with the Governing Board to be held on Wednesday, December 18, 2024 at 5:00 p.m. in the MHSA Administrative Office, 2001 North Garey Avenue, Pomona, California.



Micaela P. Olmos, JPA Administrator/Clerk