



## **MINUTES**

### **REGULAR MEETING OF THE GOVERNING BOARD March 20, 2024 – 5:00 P.M.**

The Governing Board Regular Meeting was held on Wednesday, March 20, 2024, at 5:01 p.m. in the MHSA Office located at 2001 North Garey Avenue, Pomona, California.

**CALL TO ORDER** Chair Leano called the meeting to order at 5:01 p.m.

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

#### **GOVERNING BOARD**

**PRESENT:** Jed Leano, City of Claremont, Chair  
John Nolte, City of Pomona, Vice-Chair  
Carolyn Cockrell, City of La Verne, Board Member  
Elizabeth Ontiveros-Cole, City of Pomona, Board Member  
Paula Lantz, City of Pomona, Board Member  
Wendy Lau, City of La Verne, Board Member  
Ronald T. Vera, City of Claremont, Board Member

**ABSENT:** None.

#### **STAFF**

**PRESENT:** Rimmi Hundal, Executive Director  
Steven L. Flower, General Counsel  
Diana Acosta, Chief Financial Officer  
Natalie Majors-Stewart, Chief Compliance Officer  
Elizabeth Renteria, Chief Clinical Officer  
Dana Barford, Director of MHSA & Ethnic Services  
Mica Olmos, JPA Administrator/Clerk  
Sara Rodriguez, MHSA Projects Manager

#### **PRESENTATION**

**2023 DATA NOTEBOOK ON: (1) STANDARD YEARLY DATA AND QUESTIONS FOR 2023 DATA NOTEBOOK ON: (1) STANDARD YEARLY DATA AND QUESTIONS FOR COUNTIES AND LOCAL ADVISORY BOARDS; AND (2) STAKEHOLDER ENGAGEMENT IN THE PUBLIC MENTAL HEALTH SYSTEM**

Sarah Rodriguez, MHSA Projects Manager for TCMHA, announced that Mental Health Commissioners Jan Reyes, Wray Ryback, Toni Lynn Watson, and Dana Barford, and she prepared the 2023 Data Notebook, which was presented to the Mental Health Commission at its meeting of March 12th. She explained that the Data Notebook provides performance outcome

data that is reported to the California Behavioral Health Planning Council; supports the mandates that are set forth by the Welfare & Institutions Code; serves as an educational resource; provides a platform to obtain opinions and thoughts of local board members on specific topics; and identifies unmet needs and opportunities to make recommendations based on those needs. She then described the process to complete the Data Notebook, which included forming an ad-hoc Committee made up of three Commissioners; discussed the questions with staff; the survey was completed online. She also explained the Commissioners' role in stakeholder engagement by hosting the public hearing, provide recommendations of organizations and community partners for collaboration, present concerns in meetings regarding Claremont, La Verne, and Pomona, and they function as eyes and ears to the community. She compared the Commissioners to a bridge between front line staff, leadership, and the community members and they provide updates on events and issues that might impact the community and agency and provide an opportunity for TCMHA to learn about additional ways to connect to the community and provide support.

Commissioner Reyes reported that the 2023 area of focus was stakeholder engagement in: the Community Planning Process, public comments during Mental Health Commission, Governing Board, and stakeholder meetings, MHSA work groups, community planning survey, cultural wellness advisory committees, quality improvement surveys completed following trainings, webinars and presentations, and evaluation of stakeholder and orientation meetings. She detailed how TCMHA is supporting the community planning process by dedicating staff assistance to facilitate stakeholder meetings and events, providing information and training for stakeholders on MHSA programs, regulations and procedures, utilizing language interpretive services, holding meetings at times convenient to community stakeholders' schedules, and providing technical assistance for stakeholders participating in webinars and teleconferences and meetings. She also discussed the barriers to stakeholder engagement and mentioned difficulties in reaching stakeholders, conducting outreach to specific communities, reaching stakeholders with disabilities, and adapting to virtual meetings.

Commissioner Watson spoke about the benefits of stakeholder engagement such as empowering the community, ensuring accountability of TCMHA, enhanced service delivery, and providing a voice to diverse perspectives in collective decision making. She concluded her presentation by providing MHSA Projects Manager Sarah Rodriguez's contact information.

MHSA Projects Manager Rodriguez added that she and the Commissioners realized they needed to engage community stakeholders at smaller as opposed to larger events; therefore, staff held ten stakeholder events through the community planning process and out of 245 total attendees, over 120 were community members, noting that MHSA Program Supervisor Isela Moreno helped getting connected to the regional center where they discussed linkages between the community and available programs.

Board Member Vera inquired if this presentation will be presented to the stakeholders at the Public Hearing and if the presentation has been posted on the TCMHA website. MHSA Projects Manager Rodriguez replied in the affirmative, including proposals for reallocation of funds and looking at specific program updates during the fiscal year, also taking questions and public comment during the MHSA Public Hearing to find out if the community has suggestions regarding programs. Executive Director Hundal added that this presentation was also provided during the Mental Health Commission meeting. Director of MHSA and Ethnic Services Barford stated that it has not been posted yet but will be posted after it has been presented to the Governing Board.

## MENTAL HEALTH SERVICES ACT ANNUAL UPDATE

Director of MHSA and Ethnic Services Barford provided an overview of the annual update and what it contains, and explained the different sections of the Annual Update: History of Tri-City Mental Health Authority; Community demographics; Community Planning Process; Stakeholder involvement; Mental Health Services Act; Program descriptions and outcomes; and MHSA financial expenditure plan. She then indicated that funding comes from Mental Health Services Act and FSP, noting that there are five components of MHSA in the Annual Update, along with financial and expenditure plans. She reported that TCMHA uses results-based accountability, breaking it down into three parts: 1) *How much did we do?* 2) *How well do we do it?* and 3) *Is anyone better off?* She then discussed “How much did we do?” and provided a list of community planning activities impacting development starting on October 17, 2023 with descriptions of the meetings and orientations; stated the importance of TCMHA disclosing every opportunity for stakeholders to be involved; talked about “How well do we do it?” and provided a list of orientations, meetings, surveys, and programs available in person and online, in English and Spanish, which are available to the community; talked about “Is anyone better off?” and provided results of community planning service, noting that TCMHA can collect information on demographics, needs of the community, talking points, suggestions, recommendations, and feedback. She also indicated which programs are available and pointed out that programs are listed under its respective plans, which the Annual Update will provide detailed program description, who the target population is, and how many have been served. She indicated that the data provided is from Fiscal Year 2022-23; that the Community Planning Process is from Fiscal Year 2023-24; and that the document going forward is for Fiscal Year 2024-25. She added that the Full-Service Partnership also requires TCMHA to project how many community members will be serviced in the future. She continued to provide information about the Program Update, and explained the successes and challenges there are and how TCMHA is dealing with and supporting the community, and provided a Program Summary detailing the information via data and charts; discussed the MHSA Budget and provided an overview of the different plans offered, expenditures, anticipated unspent balance funds, and reserves; provided a breakdown of plans by programs and the different funding sources; and provided highlights of FSP and non-FSP programs. She then talked about “What Changes Are Coming” and stated that the Annual Update discusses proposals approved by stakeholders for the Fiscal Year 2023-24 planning process; provided a summary of three changes proposed for Fiscal Year 2024-25: 1) a Mobile Crisis Care Pilot Program, sunsetting the Supplemental Crisis Support Services (SCSS) program and utilize SCSS dollars in the amount of \$1,760,000.00 to fund the Mobile Crisis Care (MCC) Pilot Program for two years; 2) the transfer of up to \$500,000.00 in funds from the Community Services and Support (CSS) plan to the Workforce Education and Training (WET); and 3) to transfer up to \$2,500,000.00 in funds from the Community Services and Support (CSS) plan to the Capital Facilities and Technological Needs (CFTN) plan. She explained that utilizing funds from SCSS would enable TCMHA to create a dedicated crisis team that will be available to the community 24/7 and absorb the responsibilities of both the current supplemental crisis and internal crisis and will expand the community response; and provided the proposed budget of \$1,760,000 with the breakdown of salaries and benefits, training costs, and total estimated costs for the two-year program.

Board Member Vera inquired how the program will benefit the patients served. Chief Clinical Director Renteria indicated that the primary benefit will be that TCMHA will have a faster response for a crisis, noting that staff currently have other responsibilities in addition to responding to a crisis; that this program will have designated staff responding to crisis; that as a result, there will

be better care coordination with hospitals. Board Member Vera further inquired if this would enable staff to go to an individual's home to respond to crisis, and if this will be a 24/7 care unit. Chief Clinical Officer Renteria replied in the affirmative, noting that many clients, particularly FSP, have crisis over the weekend and this will enable a dedicated team to respond.

Board Member Ontiveros-Cole inquired how many team members there are in the crisis program. Chief Clinical Officer Renteria replied 12 and that they are budgeted with the possibility of 15 team members depending on grant approval.

Discussion ensued regarding the number of members in each team; about the number of shifts and how the shifts might be managed to keep the team appropriately staffed; and who will be the members of the team which it is anticipated to be nurses, site techs, peer support specialist, clinical supervisor, and program manager, in accordance to Department of Health Care Services (DHCS) guidelines; about how the community contacts the crisis team, which promotion will be done explaining how to contact the crisis program; about TCMHA being in contact with LA County and other crisis services discussing the best procedure to respond to emergency calls and about the different workflows being created depending on who initiates the call; and that all clients will have immediate access to the emergency number.

Executive Director Hundal stated that upon calling the emergency number, the operator will use a triage system and determine if it is safe for staff to respond or if law enforcement is needed.

Vice-Chair Nolte inquired if law enforcement will have a similar triage system to know if the situation needs their presence or if it is safe for TCMHA staff to respond. Chief Clinical Officer Renteria responded in the affirmative stating workflows are being discussed.

Board Member Lantz inquired if funds and staff will be transferred from other programs and how staff will be appropriately trained. Board Member Vera added that Prop 1 is going to pass, and that it was necessary to evaluate what services are going to be cut or lost based on this transfer of over \$3 million from CSS to CFTN; and expressed his concern about the proposed transfer of funds. Executive Director Hundal responded that the transfer and funding does not cut any program or lessen the number of community members served through programs; that these are extra funds due to a good budget year, noting that if these funds are not used, they will be subject to reversion; that the Supplemental Crisis Services program does not receive enough calls after hours so the funding will be transferred from that program to the Mobile Crisis Program; and that staff will be kept in these programs if they meet guidelines set for by DHCS and sent to appropriate training or WET program.

Director of MHSA and Ethnic Services Barford continued with her presentation and discussed the break down the MHSA funding allocation, and explained that 76% of funding is from CSS, 19% of funding from PEI, 5% of funding from INN, and one-time funds from WET and CFTN; and pointed out that TCMHA has recently identified up to \$3 million dollars in excess CSS funds available for transfer to support WET and CFTN; stated that the transfer of CSS funds are important because it will sustain both plans for future endeavors, reduce the risk of reversion of CSS funds, and will strengthen organization infrastructure; and explained the estimated dollar amount is \$3 million dollars, but it is subject to available funds at the time of the transfer. She then talked about the next steps, noting that document and information were presented at the Public Hearing on April 9th, and that no comments on the document have been received.

Board Member Vera inquired if the Governing Board will be presented with the final proposal for approval in April and if TCMHA is prepared if secondary plans for the \$3 million dollars are proposed. Executive Director Hundal replied in the affirmative, stating that the proposal must be approved by the stakeholders before being placed in the MHSA plan, taken to Public Hearing, and sent to DHCS; and that any comments received will be shared with the Governing Board.

### **CONSENT CALENDAR**

Chair Leano recognized members of the Mental Health Commission, Chair Ann Henderson, Chair; Commissioners Joan Reyes and Tony Lynn Watson, and thanked them for their attendance.

#### **1. APPROVAL OF MINUTES FROM THE FEBRUARY 21, 2024 GOVERNING BOARD REGULAR MEETING**

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

There being no comment, Vice-Chair Nolte moved, and Board Member Lau seconded, to approve the minutes from the February 21, 2024, Governing Board Regular Meeting. The motion was carried by the following vote: Board Members Cockrell, Lantz, Lau, Ontiveros-Cole, and Vera; Vice-Chair Nolte; and Chair Leano. NOES: None. ABSTAIN: None. ABSENT: None.

### **NEW BUSINESS**

#### **2. REVIEW OF THE ISSUANCE OF THE AUDITED FINANCIAL STATEMENTS FOR FISCAL YEAR ENDED JUNE 30, 2023**

Chief Financial Officer Acosta announced that the results of audited financial statements for the Fiscal Year ending June 30, 2023, were going to be presented by Kinnaly Soukhaseum, audit partner from Eide Bailly.

Kinnaly Soukhaseum reported that their scope of work is to provide an opinion on TCMHA's financial statements for the fiscal year ending June 30, 2023; that they considered TCMHA's internal controls and designed the audit procedure to gain reasonable but not absolute assurance; that they performed tests of compliance with laws, regulations, contracts, and anything that could have a direct end material effect on the determination of TCMHA's financial statements; and that they reviewed the required supplementary information to ensure that the amounts contained in those sections were consistent with the information presented in the basic financial statements. She then announced that Eide Bailly had issued an unmodified, or clean, opinion on TCMHA's financial statements, noting that the significant accounting policies that were used by TCMHA are disclosed in Note 2 to the financial statements; that there was one new accounting standard that was implemented and that is Governmental Accounting Standard Board Statement 96: Subscription-Based Information Technology Arrangements, which has been applied retroactively to the financial statements. She then stated that two of management's estimates that were significant to TCMHA's financial statements were related to the net pension liability inflows and outflows and amounts relating to the third-party payer settlements; that there were no uncorrected material misstatements that were found during the audit; that they did identify one adjustment as part of the audit which was brought to the attention of management, and it was corrected on the

financial statements; that there were no difficulties or disagreements with management or staff during the audit; and that there were no consultations used with outside firms.

Board Member Vera referred to page 51 of the Financial Statements and inquired why the supplemental statement indicates a 100% increase in pension liability, but payroll has stayed the same; and about the reason the audit took so long to complete. Kinnaly Soukhaseum stated that the delay was due to the implementation of GASB 96, which required TCMHA to consolidate and catalog IT related software agreements so the amounts could be audited. Chief Financial Officer Acosta stated a memorandum had been sent to all Governing Board members explaining the delay in the audit and the primary reason being the implementation of GASB 96. Controller Bogle stated that the reason for the change in pension liability is due to it being actuarially driven, and explained that the secondary reason is CalPERS reduced its discount rate from approximately 7% to 6.9%, noting that CalPERS lowers the rate due to what they expect to return on their assets and thus makes it more expensive to fund plans that TCMHA has committed to; and that as the market changes, the rate would change again; and pointed out that on page 38 of the Financial Statements there is a table tracking the deferred flows and outflows that constitute the net pension liability.

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

There being no further discussion, Board Member Vera moved, and Board Member Lau seconded, to approve the issue of the audited financial statements for Fiscal Year ended June 30, 2023. The motion was carried by the following vote: Board Members Cockrell, Lantz, Lau, Ontiveros-Cole, and Vera; Vice-Chair Nolte; and Chair Leano. NOES: None. ABSTAIN: None. ABSENT: None.

**3. CONSIDERATION TO APPROVE THE MEMBERSHIP OF SANDRA CHRISTENSEN, MILDRED GARCIA, ETHEL GARDNER, FRANK GUZMAN, LAURA MUNDY, JANET ROY, AND DANETTE WILKERSON TO THE TCMHA MENTAL HEALTH COMMISSION FOR THREE YEARS BEGINNING APRIL 1, 2024.**

Executive Director Hundal explained there were two vacancies to meet the minimum requirement of ten commission members; that eight applications were received; that the Governing Board Ad-Hoc committee, consisting of Board Members Carolyn Cockrell, Wendy Lau, and Ron Vera, interviewed the candidates and recommended seven applicants for approval, bringing the total number of Commissioners to fifteen.

Board Member Cockrell commented that it was a wonderful selection of candidates and that the Ad-Hoc Committee was pleased and appreciated the applicant's willingness and interest to serve.

Board Member Vera reported that the Ad-Hoc Committee was guided by a template for their questions when meeting with everyone separately, and expressed his enthusiasm for the new members.

Board Member Lau clarified that eight applications were received but only seven were interviewed and selected.

Chair Leano opened the meeting for public comment.

Mildred Garcia introduced herself and expressed her excitement for meeting with the Ad-Hoc Committee, noting that she is grateful for this opportunity.

There being no further comment, Board Member Lantz moved, and Board Member Ontiveros-Cole seconded, to approve the membership of Sandra Christensen, Mildred Garcia, Ethel Gardner, Frank Guzman, Laura Mundy, Janet Roy, and Danette Wilderson to the TCMHA Mental Health Commission for three years beginning April 1, 2024. The motion was carried by the following vote: Board Members Cockrell, Lantz, Lau, Ontiveros-Cole, and Vera; Vice-Chair Nolte; and Chair Leano. NOES: None. ABSTAIN: None. ABSENT: None.

**4. CONSIDERATION OF RESOLUTION NO. 735 AUTHORIZING THE EXECUTIVE DIRECTOR TO EXECUTE A RATE AMENDMENT AND CLIENT AGREEMENT WITH LOCUMTENENS.COM FOR PROFESSIONAL SERVICES EFFECTIVE MARCH 20,2024**

Human Resources Director Torregano provided background on locumtenens.com as a locum agency that TCMHA uses to assist with placing doctors on a temporary basis when TCMHA has immediate recruitment needs. She states that often the doctors enjoy working for TCMHA and will transition from temporary to full-time employment. She states that TCMHA has been working with locumtenens.com for over five years and over that time, the rate has not increased. The previous rate paid was \$215-\$265 an hour for a temporary doctor, this rate included the rate of pay for the doctor along with the fees for recruitment from the agency. The increase is not approximately 30%-40%, making it between \$275-\$325 an hour. This depends on how educated or experienced the doctor is. She added that TCMHA has been very successful in attracting permanent doctors from this temp agency and views this contract as a vital partnership. She stated that another reason to use locumtenens.com besides filling immediate needs is reaching and attracting candidates on a national level which is hard for TCMHA's HR department to reach. She then stated that TCMHA is requesting the renewal of the contract with locumtenens.com and their requested rates of \$265-\$325, in hopes of attracting more doctors. She states that they have recently been successful in placing a temporary doctor. She clarifies that this rate with locumtenens.com was not in connection with TCMHA's permanent doctors' rates. She states that TCMHA's current rate for doctors will not change.

Chair Leano inquires if we had been making incremental increases over the last six years, since the last contract agreement in 2018, would it be equivalent to the current rate being requested. Human Resources Director Torregano replied in the affirmative. She states that other locums have contacted her, and she states their rates are at the high end of \$300. She states that this is a competitive rate offered by locumtenens.com and has to do with TCMHA's relationship with the agency.

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

There being no further comment, Board Member Lau moved, and Board Member Cockrell seconded, to approve the rate amendment and client agreement with locumtenens.com for professional services effective March 20,2024. The motion was carried by the following vote: Board Members Cockrell, Lantz, Lau, Ontiveros-Cole, and Vera; and Vice-Chair Nolte; Chair Leano. NOES: None. ABSTAIN: None. ABSENT: None.

**5. CONSIDERATION OF RESOLUTION NO. 736 AUTHORIZING THE EXECUTIVE DIRECTOR TO EXECUTE THE FOURTH AMENDMENT TO THE DISPOSITION AND DEVELOPMENT (DDA) AGREEMENT WITH RESTORE NEIGHBORHOODS, LA, INC. (RNLA) FOR THE CLAREMONT GARDENS SENIOR HOUSING PROJECT AT 956 W BASELINE ROAD IN CLAREMONT, CALIFORNIA**

Chief Financial Officer Acosta explains the Disposition and Development Agreement for the Baseline Property part of the Claremont Gardens Project is being brought forth for a fourth amendment due to delays. John Perpet from RNLA and a developer on the project, is present to assist in answering questions. Chief Financial Officer Acosta states all delays are complete, and escrow will be moving forward in a few weeks. The DDA has had to be extended past the date of escrow.

Board Member Lantz inquires if there are any foreseeable delays. John Perpet replies that the delays encountered had been related to prevailing wages, sorting out the contractor, and filling budget gaps. He states that those delays have been sorted and they can reach a closing in mid-April. He assures the board of his commitment to this project.

Chair Leano opened public comment; there was no public comment.

There being no further comment, Board Member Lantz moved, and Board Member Cockrell seconded moved to adopt Resolution No. 736 authorizing the Executive Director to execute the Fourth Amendment to the Disposition And Development (DDA) agreement with Restore Neighborhoods, LA, INC. (RNLA) for the Claremont Gardens Senior Housing Project at 956 W Baseline Road in Claremont, California. The motion was carried by the following vote, AYES: Board Members Lantz, Cockrell, Lau, Ontiveros-Cole and Vera; and Vice-Chair Nolte; Chair Leano. NOES: None. ABSTAIN: None. ABSENT: None.

**MONTHLY STAFF REPORTS**

**6. RIMMI HUNDAL, EXECUTIVE DIRECTOR REPORT**

Executive Director Hundal states TCMHA has a contract with the Department of Healthcare Services which was approved by the Board on July 21st, 2021. She states the contract allows TCMHA to provide services for MHS. She states the contract expired this year, but DHCS has asked to extend the contract for one more year with no changes to the contract except for the one-year extension. There was a deadline for the agreement to extension, which was met, the contract was extended and TCMHA will continue to provide services. She informs attendees it is Green Ribbon Week which is in preparation for Mental Health Awareness Month. TCMHA staff is preparing for their Stigma Reduction campaign, in addition to their daily efforts to reduce the mental health stigma in the community. She then recounts the development of the summer camp led by Gamaliel Polanco, Wellness Center Manager. She states she and Wellness Center Manager Polanco could not find a summer camp within Claremont, Pomona, or La Verne for less than \$200 so they created their own program designed for children ages 7 to 12. Wellness Center Manager Polanco states they developed the camp 14 years ago for families that needed a free summer camp. The program can accommodate 20 children from 10am to 2pm, taking the children on outings, teaching them how to interact with each other and handle challenges. He emphasizes that no children have ever been kicked out of the program, instead any behavioral issues are addressed and worked with. He explains the application process entails application, interviews,

orientation, background information is collected on the child detailing preferences and allergies. He states the program has received a positive reaction, often the children will age out of the program and return as volunteers. He states currently flyers are being distributed in school districts and the community for this year's program and applications will be made available in April. He states the program first comes, first serve and will typically meet capacity within a few days. He stated security guards and volunteers from local high schools and colleges are present to ensure the children's safety and assist with activities and outings. Executive Director Hundal shares an experience that a mother shared of her child never being invited to a sleepover and after the summer camp, the child was invited to a sleepover. She highlights the opportunities made available to these children due to not being kicked out of the program. She states the program staff is not clinicians, the staff is appropriately trained by Wellness Center Manager Polanco about how to address mental illness in the children.

Chair Leano inquires if there is any opportunity for volunteers for the summer camp. Executive Director Hundal responds in the affirmative, stating volunteers must apply with WET Supervisor Amanda Colt and she will guide them through the volunteer application process.

#### **7. DIANA ACOSTA, CHIEF FINANCIAL OFFICER REPORT**

Chief Financial Officer Acosta states TCMHA received \$2 million dollars in collections for services rendered in previous fiscal years. She states from July 2023 to present; no collections have been made from LADMH but claims from as early as last week be approved at state level. She states all counties statewide are experiencing the same delays, however TCMHA is still receiving a steady inflow of collections from previous years' services provided. She also reports that TCMHA is not at risk of reversion for any funding. She refers to a table on page 5 of the agenda that displays a table displaying MESA dollars, and states that TCMHA's records agree at state level. She states all dollars received through CSS and PEI are subject to a three-year reversion timeframe. She refers to a waterfall chart on page 5 of the agenda, explaining the three blocks of gray represent this timeframe. She states most spending has been in year 2 and that TCMHA is attempting to move up the spending to year 1 so there is no risk of reversion. She states TCMHA is successfully spending the funds and is not at any risk of reversion. She reports the contract for construction on the MESA building will be presented to the board next month.

#### **8. LIZ RENTERIA, CHIEF CLINICAL OFFICER REPORT**

Chief Clinical Officer Renteria is unavailable, so Executive Director Hundal is available to answer questions. There were no questions regarding Clinical.

#### **9. SEEYAM TEIMOORI, MEDICAL DIRECTOR REPORT**

Crisis/Medication Support Manager Shawn Smith is present in place of Medical Director Teimoori. He states Dr. Carlos Muralles started with TCMHA on March 4<sup>th</sup> and currently has a full capacity caseload. He states another doctor has completed onboarding paperwork and will be starting with TCMHA soon.

Board Member Vera inquires on status with Pharmacy. Crisis/Medication Support Manager Smith states approximately 4,000 prescriptions are filled monthly.

**10. DIRECTOR OF MHSA AND ETHNIC SERVICES BARFORD, DIRECTOR OF MHSA AND ETHNIC SERVICES REPORT**

Director of MHSA and Ethnic Services Barford referred the Board to a handout for Green Ribbon Week which has a calendar for the in-person and virtual community events and encourages everyone to participate.

She reports the University of La Verne requested a community navigator to partner with for their Accessibility and Student Outreach and Support Services. She states a community navigator is on campus once a month in addition to virtual appointments to work with students and provide resources and support. She reports positive results.

Board Member Cockrell inquires if virtual appointments are available for more than just one monthly visit. Director of MHSA and Ethnic Services Barford responds students can schedule virtual appointments outside of the one monthly campus visits and other navigators are available depending on the need and availability.

Board Member Lau inquired about which department handles this program. Director of MHSA and Ethnic Services Barford replied it was Accessibility and Student Outreach and Support Services.

Board Member Vera inquired if the program is supplemental to an existing counseling service provided by the university. Director of MHSA and Ethnic Services Barford responds in the affirmative. Board Member Lau states the university provides resources to the students for testing, accommodations, and food pantry. The community navigator is in addition to services already available.

Board Member Lantz states she has seen medical offices with computer screen savers reminding staff of cybersecurity.

Chair Leano states the city sends tests to staff. Executive Director Hundal confirms part of TCMHA's cybersecurity campaign, IT sends test spam and phishing emails to staff.

**11. NATALIE MAJORS-STEWART, CHIEF COMPLIANCE OFFICER REPORT**

Chief Compliance Officer Majors-Stewart reports a provisional expansion plan is in development for TCMHA's current quality assurance data and compliance program structure. She states this is in preparation for the DHCS Drug Medi-Cal Substance Use Disorder Contract. TCMHA will be submitting an application, along with a plan demonstrating how the organization will monitor and provide internal oversight if awarded the contract. The plan and new policies and procedures will be submitted to the board for review upon completion.

Board Member Vera states he recently viewed a presentation regarding cybersecurity due to hospitals being targets for cyberattacks where information is hijacked and held for ransom. Chief Compliance Officer Majors-Stewart responds that cybersecurity is a top concern, and a risk assessment has been planned so all internal controls and safeguards can be assessed. She states IT does regular training and campaigns to notify staff of potential threats.

**GOVERNING BOARD COMMENTS**

Board Member Ontiveros-Cole stated she was notified that Congresswoman Norma Torres' representative would like to attend the Governing Board meetings. JPA Administrator/Clerk Olmos confirms upon receiving the representative's contact information, she will add her to the distribution list.

**PUBLIC COMMENT**

MHSA Projects Manager Rodriguez reminded all attendees that the Public Hearing is being held on April 9th.

**CLOSED SESSION**

At 6:32 p.m., the Governing Board recessed to a Closed Session pursuant to: Conference With Legal Counsel – Existing Litigation (Gov't Code § 54956.9); Case Name: Patricia Kears v. TCMHA Mental Health Authority, et al.; Case Number: 21PSCV00953; Venue: Los Angeles Superior Court.

**RECONVENE TO OPEN SESSION**

At 6:47 p.m., the Governing Board reconvened to an open session.

**CLOSED SESSION REPORT**

There was no reportable action taken.

**ADJOURNMENT**

At 6:47 p.m., on consensus of the Governing Board, its meeting of March 20, 2024, was adjourned. The next Regular Meeting of the Governing Board will be held on Wednesday, April 17, 2024, at 5:00 p.m., in the MHSA Administrative Office, 2001 North Garey Avenue, Pomona, California.



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Micaela P. Olmos, JPA Administrator/Clerk