

**Kern County Behavioral Health Board System Quality Improvement Committee**

Monday, January 22, 2024

4:00-5:00 PM

Virtual Meeting VIA Teams

Meeting Minutes

The mission of the SQIC, as a QIC Subcommittee, is to review and evaluate Mental Health Plan (MHP) activities and where appropriate, make recommendations regarding policy decisions, institute needed Quality Improvement (QI) actions, or/and ensure follow-up of QI processes.

Attendees:

Alan Roney	Camden Trapp	Erlinda Matthews	Juan Carlos Gonzalez	Selma Gonzalez
Alexander Lopez	Cathleen Camacho	Felicia Alcaraz	Lesleigh Davis	Tammy Cates
Andrew Bolich	Cristian Rojas	Francisca Quiroz	Leslie Luna	Tonya Mann
Art Morato	Cynthia Jackson	Hanna Garber	Maria Najera	Velina Martinez
Barbara Paradise	David Kessler	Health Plaza	Richard Hofferd	
Breanna Barajas-Rodriguez	Elizabeth Padilla	Jon Casida	Rosi Granados	

1. Welcome and Introductions – David Kessler introduced himself and welcomed the attendees.
2. Review & approval of the previous meeting minutes – Tammy Cates motioned to accept; Juan-Carlos Gonzalez seconded.
3. Public Comment – No public comments were made at this time.
4. Unfinished and New Business – There was no unfinished or new business at this time.
5. Guest Presenters
 - A. 24/7 Hotline Test Calls – Tonya Mann
 - i. Tonya reviewed the attached handout titled 24/7 Hotline Test Calls which covered; an overview of what Access to Care/Hotline does, the purpose, test call elements, the process. There were no questions.
 - B. Access to After Hours – Lesleigh Davis
 - i. Lesleigh reviewed the attached handout titled After Hours Services which covered; requirement, client perspective, methodology and 1st & 2nd quarter data. There were no questions.
 - C. Fair Hearing – Selma Gonzalez
 - i. Selma reviewed the attached handout titled State Fair Hearings which covered; regulation, state hearing, data for FY23-24, and requests over the years. There were no questions.
6. Kern Behavioral Health and Recovery Services (KernBHRS) – Current Project and Issues
 - A. Quality Improvement Division – Lesleigh Davis
 - i. There are a set of regulations from the state going into effect in March requiring us to have technology available allowing clients to request medical records through third-party apps.
 - B. Ethnic Services – Juan Carlos Gonzalez
 - i. There were no updates at this time.
 - C. Substance Use Division – Alexander Lopez
 - i. Clients are now being accepted for Medically Assisted Treatment (MAT) program, all that is needed to be referred is a diagnosis of an opioid use disorder along with a completed referral emailed to us.
 - ii. The Department of Health Care Services (DHCS) audit results are back with minimal corrective action items.
 - D. Adult System of Care – Felicia Alcaraz
 - i. There were no updates at this time.
 - E. Children’s System of Care – Rosi Granados
 - i. KernBHRS is partnering with Kern Public Health to provide rapid reporting and response services to youth at risk of suicide or self-harming behaviors.
 - ii. Kern County Foster Care Treatment Oregon (KCFCTO) program is aiming to stabilize youth ages 12-17 ½ by placing them in specialized foster homes to help transition them back to family or independent living. In the last month they helped transition 4 youth clients and in 2023 they were able to help transition 12 youth clients.

- F. Kern Linkage Division - Arthur Morato
 - i. Long Term Care (LTC) – Please remember to send special IDT forms (brown/white forms) to PRA, Conservator, RS Crystal Magana and LTC Supervisor Margarita Sanchez. These are legal documents and need to be submitted.
 - ii. Correctional Behavioral Health – Referrals can be via phone at (661) 391-3190 or email: cbhod@kernbhhs.org.
 - a. Central Receiving Facility is now closed, all jail pick-ups will be at the Justice Facility:
 - Case Managers will need to check in at the guard shack, and provide ID badge and name of client they are picking up, they should then be directed to the “Receiving/Booking” area which is a gated area and will hopefully assist with having custody staff nearby in case support is needed.
 - Please reach out to CBH Supervisor, Sarah at (661) 428-6257 for assistance.
 - b. Bridge Med Line: (661) 868-6790
 - Please be detailed with the client’s name, DOB, SSN, where they will be living (if homeless, say homeless), who will be picking up medications, and a good contact for the client.
 - All psych bridge meds will need to be picked up at N. Chester Pharmacy
 - iii. Haven Cottages has openings; please send all referrals to the Supportive Housing Treatment/Housing Team via email: ltorres@kernbhhs.org.
 - G. Crisis Services Division – Alan Roney
 - i. Text & Chat has been live for a couple months and everything has been going well. For more information about 988 and Text & Chat view the public website.
 - ii. Mobile Crisis is a program sending clinicians to scenes where there may be a psychological crisis or disturbance prior to dispatching police. It was launched in January.
 - iii. The new psychiatric hospital that will house both adult and youth clients will be opening in April or May.
 - iv. The Request for Proposal (RFP) is being prepared for the youth CSU and the youth family resource center.
 - v. Mary K Shell is undergoing some renovations, and it will still be fully operational during them.
 - H. Medical Services Division – Francisca Quiroz
 - i. The UCLA Kern Program has matched with the Psychiatrist Fellows in Child and Adolescent Training for next year. We are also excited for the new incoming class of physicians in training.
 - I. Consumer Family Learning Center – Tammy Cates
 - i. All of our classes are now in-person and Hybrid with in-person components.
7. Mental Health Contract Providers – Current Project and Issues
- A. College Community Services (CCS)
 - i. Barbara Paradise – There were no updates at this time.
 - B. Child Guidance Clinic (CGC)
 - i. There was no one available to provide updates.
 - C. Clinica Sierra Vista (CSV)
 - i. Heather Plaza – There were no updates at this time.
 - D. TurnBHRS/Mental Health Systems – There was no one available to provide updates.
8. Substance Use Division Contract Providers – Current Project and Issues
- A. College Community Services
 - i. Barbara Paradise – We are currently in the middle of our annual review with the county.
 - B. Clinica Sierra Vista
 - i. Christian Rojas – There is a shortage in staff. We are down to 1 counselor at this time with 2 counselors starting in February. We are also in search of therapists.
 - C. Kern County Hispanic Commission
 - i. Hannah Garber – We have a new SUD counselor supervisor
9. Recommendations for Quality Improvement Committee (QIC) – There were no recommendations at this time.
10. Adjourn – Next scheduled meeting: **March 25, 2024, at 4:00-5:00 PM**, will be virtual via Teams.

This meeting is MH UR Code 3

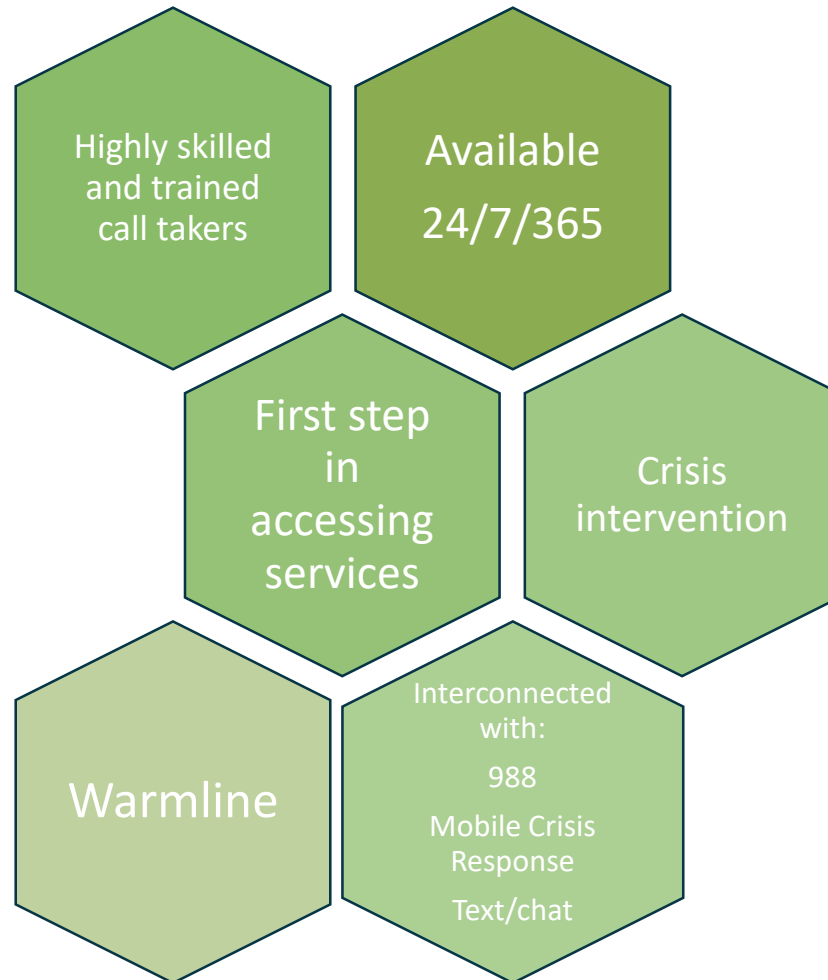
24/7 Hotline Test Calls

Tonya Mann, LMFT
Crisis Services Administrator
tmann@kernbhhs.org
661.868.8155



But first:

What does the Access to Care/Hotline do?



Purpose:

- State requirement
- Quality Assurance
- Service improvement opportunities

Test Call Elements:

Proper
greeting/introduction

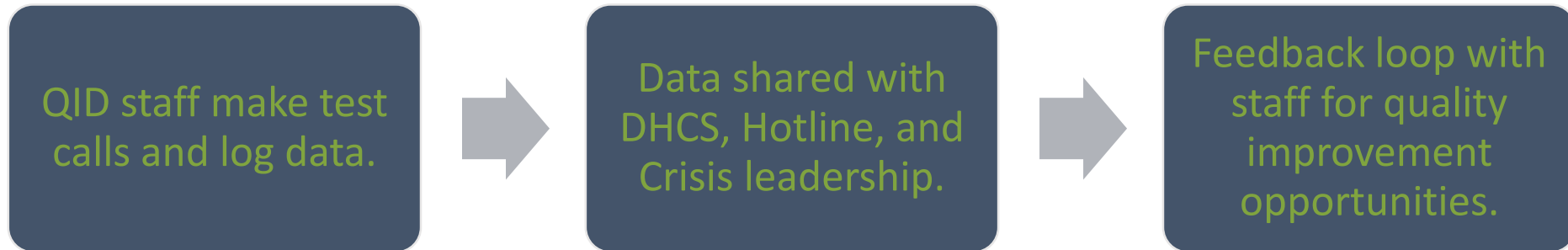
Collection of pertinent
information

Given access and/or
referrals to resources

Demeanor and tone

Satisfaction of
interaction

Process:



Questions?

After Hours Services



Requirement:

- Deliver services outside of usual business times
- 24/7 CSUs

Client Perspective:

- When would you need services?
- After work, on Saturdays



The Data says:

- Methodology

- Clinics
- NACT

1st quarter – 89.1%

2nd quarter- 86%



Thank you

Lesleigh





State Fair Hearings

Selma Gonzalez, Quality Improvement Division

January 22, 2024



Regulation

Any Medi-Cal or Drug Med-Cal Organized Delivery System client who does not agree with the plans decision has a right to a "State Hearing"

State Hearing

If you filed an appeal and received a "Notice of Appeal Resolution" letter telling you that your Plan will still not provide the services, or you never received a letter telling you of the decision and it has been past 30 days, you can ask for a "State Hearing" and a judge will review your case.

State Fair Hearings FY 23-24

Fiscal Year: 23-23	Quarter 1 Jul-Sep	Quarter 2 Oct-Dec	FY Total
# State Fair Hearing Appeals Submissions	0	0	0

Requests Over The Years

Request for State Hearing

