



Kern County Behavioral Health Board System Quality Improvement Committee

Monday, May 22, 2023

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:

Ana Olvera	Dian	Heather A Williams	Martha Gonzales	Shanda Henry
Angela Gonzalez	Diana Garcia	Heather Hornibrook	Martha Loza-Buenrostro	Tammy Cates
Barbara Paradise	Emily Lyles	Joel Monroy	Nastasia Santoyo	Tony Perez
Cynthia Jackson	Francisca E. Quiroz	Jon Casida	Rashawna Schumacher	Tracy Lynch
David Kessler	Gregory J Gonzalez	Kimberlyn Sandoval	Sandra Sierra	

1. Welcome and Introductions – David Kessler introduced himself and welcomed the attendees.
2. Review and approval of the previous meeting minutes – Shanda Henry motioned to accept; Tracy Lynch seconded with corrections to the attendance from the last meeting, the corrections were made to the previous minutes.
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. Outreach Efforts to the Homeless & Hard to Reach – Emily Lyle & Heather Hornibrook
 - i. Emily and Heather reviewed the handout which covered; referral program locations, referral program expansions locations, components, services, and staff activities. There were no questions.
 - B. SUD Audit Review Training – Tony Perez
 - i. Tony reviewed the handout which covered; opportunities for improvement, steps taken to address the problem, and data demonstrating progress. There were no questions.
 - C. SUD Points in Time Surveys – Ana Olvera
 - i. Ana reviewed the handout which covered; information about the goal, various points in time that are addressed, data for July 2022 – June 2023 along with averages, and feedback and results. There were no questions.
6. Kern Behavioral Health and Recovery Services (KernBHRS) – Current Project and Issues
 - A. Quality Improvement Division – Heather Williams
 - i. The new EHR starts 7.1.23 meaning that everything needs to be finalized in Cerner by 6.30.23, there will be no more access to Cerner after 6.30.23.
 - B. Department Supports Administration – Martha Loza-Buenrostro
 - i. EHR LMS training was assigned with a due date of 5.19.23, training services has been working on entering completions on a weekly basis. Contact the EHR Support team at EHRsupport@KernBHRS.org with questions.
 - ii. There are 2 Cultural Competence trainings due at the end of the fiscal year: Be Sensitive Be Brave for Suicide Prevention (BSBB-SP) for all staff, and Cultural Formulation Interview (CFI) for all direct service staff.
 - iii. Cultural Competence has held community trainings and Listening sessions in April and May to share behavioral health information and get feedback from the community including for African American, Punjabi, and Latino populations. There are 2 upcoming sessions: Rathbun Library Session on Tuesday, 5.23.23 from 4-5 pm, and Arvin Library Session on Wednesday, 5.24.23 from 4-5 pm.
 - C. Substance Use Division – Gregory Gonzalez
 - i. The DHCS Audit was 5.11.23 and it went really well. The Contingency Management Program started 5.1.23, it is intended to give incentives to clients using methamphetamines when they pass drug tests and as they progress through their programs.



- D. Adult System of Care – Joel Monroy
 - i. There were no updates at this time.
 - E. Children’s System of Care – Martha Gonzalez
 - i. There were no updates at this time.
 - F. Kern Linkage Division
 - i. Arthur Morato was unable to be at the meeting but provided an update that he is now the supervisor over the BAT team. If clients need to be applied for SSI/SSDI, need an SSI appeal, or anything else SSI/SSDI related, have case managers fill out the referral form that is attached and email (encrypted) to BAT@kernbhrs.org
 - G. Crisis Services Division – Nastasia Santoyo
 - i. There was no update at this time.
 - H. Medical Services Division – Francisca Quiroz
 - i. There was no update at this time.
 - I. Consumer Family Learning Center – Jon Casida
 - i. There has been an influx of individuals seeking membership along with an increase of in-person attendance. We are now open on Saturdays for an art class titled Art for the Soul starting at 10:30 am.
7. Mental Health Contract Providers – Current Project and Issues
- A. College Community Services (CCS)
 - i. Barbara Paradise – Open Houses for May is Mental Health Month have been happening; Mojave’s is on 5.24 at 11 am – 4 pm, Lake Isabella’s is on 5.24 at 1 – 3 pm, Taft’s is 5.26 at 1 – 3 pm.
 - B. Child Guidance Clinic (CGC)
 - i. Rashawna Schumacher – May is MH month events hosted have been the Cooking Skills Craft fair at the clinic, Art in the Park at Calm, and there are lots of events within the school system as well. Now we are focusing on training for the new EHR system.
 - C. Clinica Sierra Vista (CSV)
 - i. Angela Gonzalez – There were no updates at this time.
 - D. TurnBHRS/Mental Health System
 - i. There was no one available to provide an update at this time.
8. Substance Use Division Contract Providers – Current Project and Issues
- A. College Community Services
 - i. Barbara Paradise – Tehachapi SUD Program is up and running and is at full capacity. All of the sites throughout the Kern Region are now Narcan distribution sites.
 - B. Clinica Sierra Vista
 - i. There was no one available to provide an update at this time.
9. Recommendations for Quality Improvement Committee (QIC) – There were no recommendations at this time.
10. Adjourn – Next scheduled meeting: **June 26, 2023, at 4:00-5:00 PM**, will be virtual via Teams.

This meeting is MH UR Code 3

Bakersfield Referral
Team, Community
Referral Network,
& Community
Referral Network
Expansion



Referral Program Locations

Bakersfield Referral Team

- Bakersfield

Community Referral Network

- Delano
- Lake Isabella
- Lamont
- Taft

Each location has a designated referral telephone number.

Marketing materials have been designed specifically for each community.



Referral Expansion Program Locations

Kern Health Systems Housing & Homelessness Incentive Program Grant: December 2022-December 2023

- Delano
- Mojave
- Taft

American Rescue Plan Act Grant: February 2022-June 2025

- Ridgecrest
- Tehachapi

Referral Program Components

Referrals

Accepted from family members, support persons, contracted service providers, law enforcement, school officials, community partners

Engagement

Connect individuals to needed resources, including community, mental health, and/or substance use disorder services

Education

Work with local partners to provide educational resources about available services and referral process

Referral Program Services

- 24-hour Referral Line
 - Community outreach efforts
 - Connection to community, behavioral health, and substance use disorder services and treatments
 - Case management
- Engagement with family members and support network
 - Connection to local resources and services
 - Follow-up services with referred individuals

Expansion:

- Outreach supplies (i.e., hygiene kits, snacks, water, basic clothing items)
- Short-term emergency shelter

Referral Program Staff Activities

Regular presence in the community; interacting with transient individuals, developing rapport, gaining an understanding about specific needs of individuals with whom contact is made.

Responding to referrals received from family members, community partners, etc.

Seeking out and developing relationships with community partners, law enforcement agencies, business owners, etc.

Educating the community about the program; learning about the needs of the specific communities.

Questions



QID SUD

Audit Review Training

OPPORTUNITY FOR IMPROVEMENT

DMC-ODS Agencies were not meeting the staff training requirement goal.

In FY20-21 and FY21-22 this was the most frequently finding.

Steps Taken To Address the Problem

- Changed the goal from 90% to 85%
- Training Requirements Presentation
- Relias Training Reports at the individual staff level are provided to providers during the review
- QID SUD worked with Training and SUD Provider Liaison Teams to ensure that the appropriate provider staff/supervisor were receiving the Relias Training Course Alerts
- The training report findings are discussed with providers during their annual review
- The Liaison Team has been assigning trainings to providers' staff

DATA DEMONSTRATING PROGRESS

Agencies Reviewed	Completion Percentage		
	FY20-21	FY21-22	FY22-23
10	40%		
10		50%	
7 thru the 3rd QTR			100%

QUESTIONS



KERN



BEHAVIORAL
HEALTH & RECOVERY

COUNTY



S E R V I C E S

SUD Points in Time Surveys

**System Quality Improvement Committee
May 22, 2023**

Points in Time Surveys

- Based on Treatment Perception Survey
- Provided by DHCS, administered annually, analyzed by UCLA
- No readily available information to address throughout the year
- Goal: Client Satisfaction at various points in time during SUD treatment will obtain positive ratings at a rate of 85% or above

Points in Time Surveys

- The various points in time addressed are:
 - Admission
 - During Treatment
 - At Discharge
 - Follow up
- A protocol and script were developed to assist non-clinical staff to complete these

Points in Time Surveys

Point in Time	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Average
Admission	48	28	24	21	23	31	23	25	35				28.66
During Treatment	11	17	11	14	9	12	7	2	15				10.8
Discharge	19	18	9	11	12	19	14	5	8				12.7
Follow up	23	18	11	20	21	21	23	4	8				16.55
Point in Time	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Average
Admission	93.8%	96.4%	96.9%	89.3%	96.7%	91.1%	91.3%	93%	91.4%				93.3%
During Treatment	100%	90.2%	100%	76.2%	100%	88.9%	100%	100%	86.7%				93.55%
Discharge	94.7%	83.3%	77.8%	77.3%	79.2%	63.2%	82.1%	100%	75%				81.4%
Follow up	89.1%	94.4%	77.3%	90%	95.2%	76.2%	100%	87.5%	87.5%				88.57%

Points in Time Surveys

- Comments are helpful in identifying dissatisfaction
- Positive comments are always great feedback for agencies in general and individual staff
- These results are addressed during Bi-Monthly individual meetings with SUD providers, which have allowed for resolution of client grievances

Questions?

Ana Olvera, LMFT

SUD Administrator

aolvera@kernbhrs.org

Kern BHRs Social Security Application Referral

Please complete in full and encrypt email to: BAT@kernbhrs.org

Client Name: Client Cerner #:

SAI: SAI Contact #:

Team: Date of Referral:

Client Identifying Information

Date of Birth: Gender: Male Femal Other

Client's Contact Num.:

(Must be within 30 days of 18 years of age, or within 180 days if exiting foster care)

Address: City State Zip Code

Current Mental Health Diagnosis:

Employment Status: Date of last day Employed Veteran? Yes No

ROI for Social Security? Yes N

Has client recently applied for SSI/SSDI? Yes No Date of application

Has there been a decision? Ye No If yes Date of Decision

Has client had SSI and or SSDI as an adult? Ye No Did they have a payee? Ye No

Does Client have one of the following diagnoses for at least 12 months? Ye No

Client meets the following qualifying diagnosis Schizophrenia Major Depressive Disorder Bipolar Disorder Schizoaffective Dis PTSD Severe

Does client have any physical illnesses that are disabling Yes No If so, please list.

cannot work and the severity of client's illness, (Mild, Moderate, or Severe). If doctor notes indicate the client is doing well on most doctor notes client will most likely be denied.

Has client had any psychiatric hospitalizations? If so, please list. For KMC, Crestwood BBHH, and Good Samaritan you can find the dates in Cerner under Client Assignment tabs, **please click on all assignments**. Also please include any hospitalizations outside of Kern County and or State Hospitals.

Hospitalizations

Please make additional copies of this page as necessary

Name of Hospital: Address:

Phone #

Date In: Date Out:

Reason:

UA Completed upon Admission or at PEC Yes No Results: POSITIVE NEGATIVE

Name of Hospital: Address:

Phone #

Date In: Date Out:

Reason:

UA Completed upon Admission or at PEC Yes No Results: POSITIVE NEGATIVE

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Phone #

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Name of Hospital: Address:

Phone #

Date In: Date Out:

Reason:

UA Completed upon Admission or at PEC Yes No Results: POSITIVE NEGATIVE

Has client had any treatment while incarcerated in Kern County or other jail? If so, please list **first date** of treatment and **last date** of treatment. If in and out, do not list each one separate just first time opened, and last time closed. Again, this can be found in Cerner in the Client Assignments Tab under Correctional Mental Health.

Please remember to click all Assignments.

Correctional Mental Health: From: To

Please indicate which doctor he last saw while at CMH

Has client received treatment while in Prison? If so, please include dates and if client remembers their Prison Innate number. Client may not remember exact dates so please guesstimate or **if we have a Release of Information**, you may contact a family member or significant other that may be able to help.

From To: CDC #

Please include any additional information that you may deem necessary to help this case.

Note: Remember that if client does not seem to meet the criteria for a referral, he/she may still apply by contacting the Social Security that serves his/her Zip Code. You can find that office by searching Social Security Office Locator on the Internet and entering client's Zip Code.

1. Summary

Meeting title	FY 2022-2023 System-Wide Quality Improvement Committee (SQIC) Meeting
Attended	24
Start time	5/22/23, 3:45:34 PM
End time	5/22/23, 4:37:47 PM
Meeting duration	52m 13s
Average attendance time	37m 29s

2. Participants

Name	First join	Last leave	In-meeting duration	Email	Participant ID (UPN)	Role
Jon Casida	5/22/23, 3:54:44 PM	5/22/23, 4:37:39 PM	42m 55s	jasida@kernbhrs.org	JCASIDA@kernbhrs.org	Presenter
Nastasia Santoyo	5/22/23, 3:55:08 PM	5/22/23, 4:37:31 PM	42m 22s	NSantoyo@kernbhrs.org	NSantoyo@kernbhrs.org	Presenter
Cynthia Jackson	5/22/23, 3:55:55 PM	5/22/23, 4:37:40 PM	41m 44s	CyJackson@kernbhrs.org	CyJackson@kernbhrs.org	Organizer
Emily Lyles	5/22/23, 3:56:33 PM	5/22/23, 4:37:40 PM	41m 6s	ELyles@KernBHRS.org	EGrogan@KernBHRS.org	Presenter
DAVID KESSLER	5/22/23, 3:56:57 PM	5/22/23, 4:37:47 PM	40m 49s	KESSLERD@kernsheriff.org	KESSLERD@kernsheriff.org	Attendee
Tracy Lynch	5/22/23, 3:57:01 PM	5/22/23, 4:37:36 PM	40m 34s	TLindsey@kernbhrs.org	TLindsey@KernBHRS.org	Presenter
Sandra Sierra	5/22/23, 3:57:25 PM	5/22/23, 4:37:43 PM	40m 18s	SSierra@kernbhrs.org	SSierra@kernbhrs.org	Presenter
Tony Perez	5/22/23, 3:58:00 PM	5/22/23, 4:37:41 PM	39m 40s	MPerez@kernbhrs.org	MPerez@KernBHRS.org	Presenter
Heather A Williams	5/22/23, 3:58:26 PM	5/22/23, 4:37:35 PM	39m 8s	HWilliams@kernbhrs.org	HWilliams@KernBHRS.org	Presenter
Martha Gonzales	5/22/23, 3:58:33 PM	5/22/23, 4:37:40 PM	39m 6s	Martha.Gonzales@clincasierravista.org	gonzalesm@clincasierravista.org	Attendee
Shanda Henry	5/22/23, 3:58:45 PM	5/22/23, 4:37:36 PM	38m 51s	SHENRY@kernbhrs.org	SHENRY@kernbhrs.org	Presenter
Gregory J Gonzalez	5/22/23, 3:58:51 PM	5/22/23, 4:37:43 PM	38m 52s	GGonzalez@kernbhrs.org	GGonzalez@KernBHRS.org	Presenter
Heather Hornibrook	5/22/23, 3:59:00 PM	5/22/23, 4:37:39 PM	38m 38s	HHornibrook@kernbhrs.org	HHornibrook@KernBHRS.org	Presenter
Ana Olvera	5/22/23, 3:59:21 PM	5/22/23, 4:37:39 PM	38m 17s	AOlvera@kernbhrs.org	AOlvera@KernBHRS.org	Presenter
Francisca E. Quiroz	5/22/23, 3:59:53 PM	5/22/23, 4:37:35 PM	37m 41s	FQuiroz@kernbhrs.org	FQuiroz@KernBHRS.org	Presenter
Diana Garcia	5/22/23, 4:00:35 PM	5/22/23, 4:37:39 PM	37m 3s	Diana.Garcia@clincasierravista.org	garciadia@clincasierravista.org	Attendee
Angela Gonzalez	5/22/23, 4:00:36 PM	5/22/23, 4:37:41 PM	37m 4s	Angela.Gonzalez@clincasierravista.org	gonzalezang@clincasierravista.org	Attendee
Joel Monroy	5/22/23, 4:00:41 PM	5/22/23, 4:37:40 PM	36m 58s	JMonroy@kernbhrs.org	JMonroy@KernBHRS.org	Presenter
kimberlyn Sandoval	5/22/23, 4:02:29 PM	5/22/23, 4:37:45 PM	35m 16s			Attendee
Martha Loza-Buenrostro	5/22/23, 4:02:29 PM	5/22/23, 4:37:39 PM	35m 10s	MLoza-Buenrostro@kernbhrs.org	MLoza-Buenrostro@kernbhrs.org	Presenter
Rashawna Schumacher	5/22/23, 4:02:40 PM	5/22/23, 4:37:24 PM	34m 44s	RashawnaB@hwmcgc.org	RashawnaB@hwmcgc.org	Attendee
Barbara Paradise	5/22/23, 4:04:29 PM	5/22/23, 4:37:36 PM	33m 6s	barbara.paradise@pathways.com		Presenter
dian	5/22/23, 4:08:08 PM	5/22/23, 4:37:45 PM	29m 36s			Attendee
Tammy Cates	5/22/23, 4:16:56 PM	5/22/23, 4:37:42 PM	20m 46s	TCates@kernbhrs.org	TCates@KernBHRS.org	Presenter

3. In-Meeting Activities

Name	Join time	Leave time	Duration	Email	Role
Jon Casida	5/22/23, 3:54:44 PM	5/22/23, 4:37:39 PM	42m 55s	jasida@kernbhrs.org	Presenter
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Cynthia Jackson	5/22/23, 3:55:55 PM	5/22/23, 4:37:40 PM	41m 44s	CyJackson@kernbhrs.org	Organizer
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Tracy Lynch	5/22/23, 3:57:01 PM	5/22/23, 4:37:36 PM	40m 34s	TLindsey@kernbhrs.org	Presenter
Sandra Sierra	5/22/23, 3:57:25 PM	5/22/23, 4:37:43 PM	40m 18s	SSierra@kernbhrs.org	Presenter
Tony Perez	5/22/23, 3:58:00 PM	5/22/23, 4:37:41 PM	39m 40s	MPerez@kernbhrs.org	Presenter
Heather A Williams	5/22/23, 3:58:26 PM	5/22/23, 4:37:35 PM	39m 8s	HWilliams@kernbhrs.org	Presenter
Martha Gonzales	5/22/23, 3:58:33 PM	5/22/23, 4:37:40 PM	39m 6s	Martha.Gonzales@clincasierravista.org	Attendee
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Ana Olvera	5/22/23, 3:59:21 PM	5/22/23, 4:37:39 PM	38m 17s	AOlvera@kernbhrs.org	Presenter
Francisca E. Quiroz	5/22/23, 3:59:53 PM	5/22/23, 4:37:35 PM	37m 41s	FQuiroz@kernbhrs.org	Presenter
Diana Garcia	5/22/23, 4:00:35 PM	5/22/23, 4:37:39 PM	37m 3s	Diana.Garcia@clincasierravista.org	Attendee
Angela Gonzalez	5/22/23, 4:00:36 PM	5/22/23, 4:37:41 PM	37m 4s	Angela.Gonzalez@clincasierravista.org	Attendee
Joel Monroy	5/22/23, 4:00:41 PM	5/22/23, 4:37:40 PM	36m 58s	JMonroy@kernbhrs.org	Presenter
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dian	5/22/23, 4:08:08 PM	5/22/23, 4:37:45 PM	29m 36s		Attendee
Tammy Cates	5/22/23, 4:16:56 PM	5/22/23, 4:37:42 PM	20m 46s	TCates@kernbhrs.org	Presenter