



Kern County Behavioral Health Board System Quality Improvement Committee

Monday, August 27, 2022

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.

Present:

- | | | |
|--|--|--------------------------------------|
| Alexander Lopez, KernBHRS-GATEWAY | Gregory Gonzalez, KernBHRS-GATEWAY | Rafael Lopez, KernBHRS-QID SUD |
| Amber Korras, CCS | Heather Plaza, CSV | Rashawna Schumacher, CGC |
| Amber Lopez, KernBHRS-QID SUD | India Apostol, Guest | Selma Gonzalez, KernBHRS-QID Support |
| Angie Urias, CCS | Jacob Hutchinson, KernBHRS-QID Support | Shanda Henry, KernBHRS-Contracts |
| Arthur Morato, KernBHRS-HAT | Jessica Esquivel, KernBHRS-PIP | Stephany Castillo-Vasquez, CCS |
| Ashley Jones, KernBHRS-Authorizations | Jon Casida, KernBHRS-SET | Tony Perez, KernBHRS-QID SUD |
| Barbara Paradise, CCS | Jose Gomez, KernBHRS-CCMO | Tracy Lynch, KernBHRS-Exec. Admin. |
| Cynthia Jackson, KernBHRS-QID Support | Lesleigh Davis, KernBHRS-QID Administrator | Veronica Camarillo, KernBHRS-CMR |
| Debby Diamond, CCS | Lynnette Jones, Guest | Vivian Reyes, KernBHRS-Youth MIST |
| Estrella Amaro, KernBHRS-Training Services | Paul Clair, CCS | Yvonne Villa, CCS |
| Francisca Quiroz, KernBHRS-Medical Staff | Perla Campos, KernBHRS-SST | |

1. Welcome and Introductions – Lesleigh introduced herself and welcomed the attendees.
2. Review and approval of the previous meeting minutes. – Yvonne Villa motioned to accept; Jose Garcia seconded.
3. Public Comment – No public comments were made at this time.
4. Unfinished and New Business
 - A. There was no unfinished or new business at this time.
5. Guest Presenter
 - A. What’s a Behavioral Health Information Notice (IN) and what do we do with it? – Tony Perez
 - i. Department of Health Care Services (DHCS) issue these to provide guidance on changes. QID tracks, reviews, and forwards them to the appropriate administrators. They then collaborate to monitor implementation. The link to published information notices can be found in the attached handout reviewed during the meeting.
 - B. State Fair Hearings – Selma Gonzalez
 - i. All clients and/or family member of Medi-Cal or Drug Medi-Cal Drug Organized Delivery System (DMC-ODS) have a right to a “State hearing” if they disagree with a decision made. Typically, the grievance would be filed through our patients’ rights statement and then filing through the state if they disagree with the outcome. However, the client can file with the state first bypassing patients’ rights altogether. There were 2 total State Fair Hearings for FY21-22.
6. Kern Behavioral Health and Recovery Services (KernBHRS) – Current Project and Issues
 - A. Quality Improvement Division (QID) – Lesleigh Davis
 - i. The Mental Health External Quality Review Organization (EQRO) focus groups are happening September 13-15, 2022, providing an opportunity for suggestions and opinions.
 - ii. The first round of documentation updates has been completed for Cal-AIMS changes. Progress notes, assessments, and some codes have been revamped.
 - iii. In the future there will be a required screening for all Specialty Mental Health clients, this will be a universal document that will be used at all gateways not just for mental health but also primary care providers. There will also be a transition form for clinicians to fill out which will be an evaluation tool to decide services These will standardize the process throughout the state for all providers.



- B. Department Supports Administration – Estrella Amaro
 - i. Newly required Suicide Prevention training can be found on the KernBHRS Relias account. Direct Service staff have CBT-SP assigned to them and the dates are coming up.
 - ii. ASIST Suicide Prevention training seating has been lowered to 15 per session. This is open to KernBHRS staff, contractors and also public/partners, it was recently offered to Bakersfield City School District and Alliance Against Family Violence.
 - iii. California Multi-County Suicide Prevention Summit is 9/30/22 at 8:30 am – 4:30 pm. This offers free CEUs, is open to all and you can [Register Here](#).
 - iv. The annual Cultural Competence Plan (CCP) is currently being update for FY21-22 and is due to DHCS by 12/2022.
 - v. There is an upcoming Southern Counties Regional Partnership Health Equity Conference on 9/15/22 & 9/16/22.
 - vi. Spanish language trainings and community events are in the planning stages.
 - vii. Infusing culturally responsive care trainings into course content to reach and serve culturally diverse individuals.
- C. Substance Use Division – Greg Gonzalez
 - i. The implementation of Zero Suicide with contracted providers is still in the planning phases.
 - ii. The state has delayed Contingency Management until January 2023, they are still seeking vendor for incentives.
- D. Adult System of Care – Perla Campos
 - i. Specialty Services Team (SST) is working to clear Eye Movement Desensitization and Reprocessing (EMDR), Dialectal Behavior Therapy (DBT), and Eating Disorder (ED) referrals. The waitlist was cleared
 - ii. There is an Eating Disorder training occurring on September 22-23, 2022. These are 4 hours each on zoom. KernBHRS employees can register through Relias and Contractors can register through KernBHRS Training Services.
- E. Children’s System of Care – Vivian Reyes
 - i. There is a Stress Management presentation in Spanish and English this week for outreach efforts.
 - ii. Working with Department of Human Services (DHS) on Kern community access mapping and needs assessment.
- F. Kern Linkage Division – Arthur Morato
 - i. No Place Like Home (NPLH) project will open 8/24/22. It is comprised of 4 housing facilities ran by the Housing Authority & KLD via a grant. The new team in charge of NPLH is called Supportive Housing Treatment Team consisting of 2 KernBHRS employees. They will provide on-site adjunct services such as linkage to MH services, providing clients resources, etc. Another housing project is set to open in 10/2022 and 2 other housing projects will open between now to 2024.
 - ii. Homeless Adult Team (HAT) is onsite at the Brundage Lane Navigation center and M Street Navigation Center.
- G. Crisis Services Division – Jose Gomez
 - i. The Mobile Evaluation Team (MET) is expanding, 2 communications center staff are coming on board.
 - ii. There are 4 Bakersfield Police Department (BPD) Co-Response teams, 2 Kern County Sherriff’s Office (KCSO) co-response teams, 1 unit dedicated to the Kern County Sheriff’s Office, 3 upcoming and 7 traditional street units.
 - iii. Registered Nurses and Licensed Vocational Nurses are needed for the Psychiatric Emergency Center (PEC).
 - iv. Currently researching grant opportunities to expand the PEC for minors and Crisis Services Unit (CSU) for adults.
 - v. 988 is up and running and we are working to expand the staff.
- H. Medical Services Division – Francisca Quiroz
 - i. Continue to move forward and support the Zero Suicide initiative for the department working on a partnership to implement culturally sensitive suicide care.
 - ii. We continue to be short handed with nurses and medical assistants.
- I. Recovery Supports Administration – Jon Casida
 - i. Self-Empowerment Team (SET) and Crisis Addiction Center (CAC) continues at Green Gardens and Milestone working with high acuity clients.
- J. Consumer Family Learning Center – Jon Casida
 - i. On-site groups are gradually starting. The group “A Better You” is by appointment only at this time.
 - ii. The supervisor retired leaving an interim position to be filled.
- 7. Mental Health Contract Providers – Current Project and Issues
 - A. Clinica Sierra Vista (CSV)
 - i. Heather Plaza – There were no updates at this time.
 - B. College Community Services (CCS)

- i. Angie Urias – Wasco – Working with the Department of Public Health to get the mobile clinic out to Wasco so the community has access to physicals.
 - ii. Debby Diamond – Tehachapi – “Senior Resource Collaborative” (on Zoom) is the 2nd Thursday of each month with the exception of September 2022, it has been successful with small groups. We are networking and collaborating with other organizations to gather and share resources about services to Tehachapi and East Kern for seniors.
 - iii. Stephany Castillo-Vasquez – There are a lot of clients open that are not in our area, so we are linking them to services in their areas. We have been working to reengage the homeless population in the field.
 - iv. Yvonne Villa – Mojave – We continue to look for local transportation resources.
 - C. Child Guidance Clinic (CGC)
 - i. Rashawna Schumacher – Working with clients to prepare for back to school.
 - D. Mental Health Systems (MHS)
 - i. There was no one available to report at this time.
8. Substance Use Division Contract Providers – Current Project and Issues
 - A. College Community Services
 - i. Paul Clair – Ridgecrest – There is a very small client population coming in. We have been working on outreach ideas for bringing in more clients for services.
 - B. Clinica Sierra Vista (CSV)
 - i. Heather Plaza – Ebony – There were no updates at this time.
9. Recommendations for Quality Improvement Committee (QIC)
 - A. There were no recommendations at this time.
10. Adjourn – Next scheduled meeting: September 26, 2022, at 4:00-5:00 PM, will be virtual via Teams.

This meeting is MH UR Code 3



BEHAVIORAL
HEALTH & RECOVERY
SERVICES

BEHAVIORAL HEALTH
INFORMATION NOTICES
8.22.22



What are Behavioral Health Information Notices (BHIN)?

- Commonly referred to as “INs”
- Published by the Department of Health Care Services (DHCS)
- INs are published for both Medi-Cal Specialty Mental Health (SMHS) and Drug Medi-Cal Organized Delivery System (DMC-ODS) requirements
- Provides counties with guidance on implementing new regulatory requirements



What Does QID Do With INs?

- Keeps a tracking log of all INs published each calendar year
- Reviews the requirements and sends out to the appropriate Administrators
- Collaborates with Administrators to monitor implementation of and compliance with regulatory requirements
- Examples of changes that can result from INs include:
 - Policy development/revisions
 - Process changes
 - Revision of provider contract/MOU requirements
 - Staff training
 - EHR form/documentation changes
 - Cost reporting
 - Data reporting



Questions?

You can find published INs at the following DHCS website:

https://www.dhcs.ca.gov/formsandpubs/Pages/Behavioral_Health_Information_Notice.aspx

If you have any questions, please feel free to contact:

Donna Robinson DRobinson@kernbhrs.org

Tony Perez Mperez@kernbhrs.org



State Fair Hearings

Selma Gonzalez

Quality Improvement Division

August 22, 2022

A decorative graphic consisting of several overlapping geometric shapes in teal, yellow, and green, arranged in a pattern that suggests movement or a path. The shapes are primarily triangles and diamonds, some pointing towards the top right and others towards the bottom left.

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

State Fair Hearings FY 21-22

Fiscal Year: 21-22	Q1 Jul-Sep	Q2 Oct-Dec	Q3 Jan-Mar	Q4 Apr-Jun	FY Total
# State Fair Hearing Appeals Submissions	0	1	1	0	2
Result: MET/NOT MET	MET	MET	MET	MET	MET

Full Name	User Action	Timestamp
Heather Plaza	Joined before	8/22/22, 3:59:08 PM
Heather Plaza	Left	8/22/22, 4:44:17 PM
Amber Lopez	Joined before	8/22/22, 3:59:08 PM
Amber Lopez	Left	8/22/22, 4:44:26 PM
Shanda Henry	Joined before	8/22/22, 3:59:08 PM
Shanda Henry	Left	8/22/22, 4:44:11 PM
Perla Campos	Joined before	8/22/22, 3:59:08 PM
Perla Campos	Left	8/22/22, 4:44:05 PM
Cynthia Jackson	Joined before	8/22/22, 3:59:08 PM
Tracy Lynch	Joined before	8/22/22, 3:59:08 PM
Tracy Lynch	Left	8/22/22, 4:44:25 PM
Arthur Morato	Joined before	8/22/22, 3:59:08 PM
Arthur Morato	Left	8/22/22, 4:44:38 PM
Lesleigh Davis	Joined before	8/22/22, 3:59:08 PM
Debby Diamond (Guest)	Joined before	8/22/22, 3:59:08 PM
paul Clair (Guest)	Joined before	8/22/22, 3:59:08 PM
paul Clair (Guest)	Left	8/22/22, 4:44:52 PM
Amber Korras, AMFT (Guest)	Joined before	8/22/22, 3:59:08 PM
Amber Korras, AMFT (Guest)	Left	8/22/22, 4:44:24 PM
India Apostol (Guest)	Joined before	8/22/22, 3:59:08 PM
Yvonne Villa (Guest)	Joined before	8/22/22, 3:59:08 PM
Yvonne Villa (Guest)	Left	8/22/22, 4:44:13 PM
Selma D. Gonzalez	Joined	8/22/22, 3:59:08 PM
Jacob Hutchinson	Joined	8/22/22, 3:59:09 PM
Jacob Hutchinson	Left	8/22/22, 4:44:08 PM
Rafael Lopez	Joined	8/22/22, 3:59:10 PM
Rafael Lopez	Left	8/22/22, 4:44:53 PM
Jose Gomez	Joined	8/22/22, 3:59:13 PM
Jose Gomez	Left	8/22/22, 4:44:15 PM
Lynnette Jones (Guest)	Joined	8/22/22, 3:59:22 PM
Lynnette Jones (Guest)	Left	8/22/22, 4:44:11 PM
Tony Perez	Joined	8/22/22, 3:59:26 PM
Tony Perez	Left	8/22/22, 4:44:16 PM
Alexander Lopez	Joined	8/22/22, 3:59:39 PM
Alexander Lopez	Left	8/22/22, 4:44:11 PM
Jessica Esquivel	Joined	8/22/22, 3:59:52 PM
Jessica Esquivel	Left	8/22/22, 4:44:13 PM
Barbara Paradise (Guest)	Joined	8/22/22, 4:00:04 PM
Barbara Paradise (Guest)	Left	8/22/22, 4:44:38 PM
Vivian Reyes	Joined	8/22/22, 4:00:05 PM
Vivian Reyes	Left	8/22/22, 4:44:44 PM
Estrella Amaro	Joined	8/22/22, 4:00:05 PM
Estrella Amaro	Left	8/22/22, 4:44:15 PM
Veronica Camarillo	Joined	8/22/22, 4:00:26 PM
Rashawna Schumacher	Joined	8/22/22, 4:00:42 PM
Rashawna Schumacher	Left	8/22/22, 4:44:10 PM
v2/grid	Joined	8/22/22, 4:01:00 PM
Gregory J Gonzalez	Joined	8/22/22, 4:01:03 PM
Gregory J Gonzalez	Left	8/22/22, 4:44:12 PM
Francisca E. Quiroz	Joined	8/22/22, 4:02:30 PM
Francisca E. Quiroz	Left	8/22/22, 4:44:11 PM
Angie Urias (Guest)	Joined	8/22/22, 4:08:39 PM
audience	Joined	8/22/22, 4:12:06 PM
Stephany Castillo-Vasquez (Guest)	Joined	8/22/22, 4:18:42 PM
Stephany Castillo-Vasquez (Guest)	Left	8/22/22, 4:44:13 PM
Debby Diamond (Guest)	Joined	8/22/22, 4:21:06 PM
Debby Diamond (Guest)	Left	8/22/22, 4:44:18 PM

Jon Casida	Joined	8/22/22, 4:26:05 PM
Jon Casida	Left	8/22/22, 4:44:17 PM
Ashley Jones	Joined	8/22/22, 4:28:21 PM