



Kern County Behavioral Health Board System Quality Improvement Committee

Monday, September 26, 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 | Francisca Quiroz, KernBHRS-Medical Staff | Martha Loza-Buenrostro, KernBHRS-Dept. Supports |
| Amber Lobos, KernBHRS-MHSA | Heather Plaza, CSV | Sara Syvertson, KernBHRS-Dept. Supports |
| Arthur Morato, KernBHRS-HAT | Ivan Carrasco, KernBHRS-QID DATA | Shanda Henry, KernBHRS-Contracts |
| Ashley Jones, KernBHRS-Authorizations | Jessica Esquivel, KernBHRS-PIP | Sharon Ramos, Guest |
| Barbara Paradise, CCS | Jessica Herrera, CSV | Stephany Castillo-Vasquez, CCS |
| Bianca Sanchez, MHS-TURN | Jessika Rodriguez, KernBHRS-QID Support | Tammy Cates, KernBHRS-SET |
| Christina Rajlal, KernBHRS-MHSA | John French, KernBHRS-ASOC | Theresa Marinas, MHS |
| Cynthia Jackson, KernBHRS-QID Support | Jon Casida, KernBHRS-SET | Tracy Lynch, KernBHRS-Exec. Admin. |
| David Kessler, BHB-Member | Jose Gomez, KernBHRS-CCMO | Vanessa Hidalgo, CSV |
| Dian Schneider, BHB-Member | Kimberlyn Sandoval, CCS | Veronica Camarillo, KernBHRS-CMR |
| Erika Barnes, KernBHRS-Dept. Supports | Kristen Flannigan, CCS | Vivian Reyes, KernBHRS-Youth MIST |
| Estrella Amaro, KernBHRS-Dept Supports | Lesleigh Davis, KernBHRS-QID Admin. | |

1. Welcome and Introductions – David Kessler introduced himself and welcomed the attendees.
2. Review and approval of the previous meeting minutes. – Estrella Amaro motioned to accept; Lesleigh Davis 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 Presenter
 - A. Mental Health Performance Indicator Projects (PIPs) – Ivan Carrasco
 - i. There is always an active clinical and non-clinical PIP going within the Quality Improvement Division (QID).
 - ii. The Clinical PIP is Early Onset Psychosis in Youth which shows if symptoms are being assessed accurately. These started in August with a baseline of 2.37% of youth with symptoms and no diagnosis. The goal was 3.4%, at this time the first month symptoms are at 3.63%. This spike was not unexpected.
 - iii. The Non-Clinical PIP is No-Show Incentive, the goal of this is to reduce the no-show rates among unhoused clients. A flyer has been created to help navigate the bus routes, and additional bus passes for transportation. The baseline rate is 34.47% doubling the rest of the systems rates. Data is currently being collected.
 - B. Mental Health Services Act (MHSA) Overview and Education – Christina Rajlal
 - i. There has been some shifting since MHSA last presented at SQIC. There are 44 programs, 47 teams and 55 different contractor teams. MHSA traditionally has 5 funding streams and has recently added another; MH Oversight & Accountability Commission Grants. There are 4 major requirements to be compliant with MHSA additionally the Annual Revenue and Expenditure Report (ARER) that is produced by the Finance team. The MHS team is driven by data have made a 5-year agreement with EVALCORP as a third party to collect outcomes and measurements.
 - ii. Christina reviewed the recommendations made by the Department of Health Care Services (DHCS) during the Triennial Audit Review findings and the Policies & Procedures that reference MHSA.
 - iii. MHSA is governed by stakeholders, which can be anyone within the county. MHSA Three Year Plan is a transparency reporting process that has been developed tracking meetings, including; discussions, public comments, and stakeholder demographics. The community program planning process held 24 stakeholder meetings where 848 stakeholders were reached. In FY21-22 48% of stakeholders completed a demographic survey.



6. Kern Behavioral Health and Recovery Services (KernBHRS) – Current Project and Issues
 - A. Quality Improvement Division – Lesleigh Davis
 - i. The MH External Quality Review Organization (EQRO) Review has been completed, results are not available yet.
 - ii. Preparations are underway for the Drug MediCal Organized Delivery System (DMC-ODS) EQRO review which occurs in December. Crystal Barboza may reach out about needed participation.
 - iii. CAL-AIMS will be bringing changes to the screening/transition tool for adults and adolescents. This will go into effect January 1, 2023. The goal is that the tools will be the same regardless of the type of provider.
 - B. Department Supports Administration – Estrella Amaro
 - i. September and October are very busy months with; Suicide Prevention, Recovery, and Hispanic Heritage month.
 - ii. KernBHRS has partnered with Vision Y Compomiso–Kern (Promotoras) to host a Suicide Training and 988 Townhall in Spanish.
 - iii. Staff from Adult System of Care, Crisis, Department Supports, and CCS-Wasco provided information from clinical and cultural perspectives. There are over 100 views so far, the recording can be found [here](#).
 - iv. Increasing Spanish Outreach & Education efforts and enhancing partnership & collaboration actions with (CBO) to increase outreach and education, reduce behavioral health stigma, increase access and penetration in the community, especially for Hispanic/Latinx populations. in the coming months- if you're interested (or know someone in your system who might be) in participating, contact CulturalCompetence@KernBHRS.org.
 - v. Upcoming events include the Apple Core Project food distribution event, Celebrating Indigenous Migrant communities with the Guelaguetza event in Lamont, Participation in Vision y Compromiso's "Day of the Promotora" Self-care event. There will be target outreach in the areas of Arvin, Lamont, Wasco, Shafter & Bakersfield, where a high number of Latinx community resides. Spanish trainings will be provided on L.E.A.D. suicide prevention training (for community members), and on Mental Health First Aid for the community. In addition to the efforts already mentioned, KernBHRS is also collaborating with multiple CA counties.
 - C. Substance Use Division – Alexander Lopez
 - i. Administration is working with both the Kern Health System and HealthNet contract for the recovery station and sobering center services. Both have clients that expressed interest in the services.
 - ii. Contingency management launch has been delayed to January of 2023 due to the lack of vendor with DHCS.
 - iii. The Prevention team has been providing training on how to administer Naloxone in the community, the goal is for all libraries to have Naloxone on-hand for emergency purposes.
 - D. Adult System of Care – John French
 - i. Specialty Services Team is moving to the Medical Services Division; they will remain in the same location and offer the same services but will no longer be a part of the Adult System of Care.
 - E. Children's System of Care – Vivian Reyes
 - i. There is an outreach event in Arvin for National Night Out.
 - F. Kern Linkage Division – Arthur Morato
 - i. No Place Like Home (NPLH) has opened its first facility and is at full capacity at Pioneer Cottages at 3141 Pioneer Drive, Bakersfield, CA 93306.
 - ii. Support housing treatment team is onsite and working with the clients and treatment teams.
 - iii. As a reminder outpatient teams do not close clients, they remain open and work with supportive housing on collaborative goals and treatment.
 - iv. Homeless Adult Team (HAT)/Relational Outreach Engagement Model (ROEM) will be working with code enforcement and rangers to discuss referral processes into the system of care and available treatment options.
 - G. Crisis Services Division – Jose Gomez
 - i. Tonya Mann will be finishing her baby bonding time and will be out until mid-November. Courtney Isaac will be the interim director at this time.
 - ii. Nastasia Santoyo will be the new supervisor for Crisis Walk-in Clinic (CWIC).
 - iii. Mobile Evaluation Team (MET) now has 2 Supervisors: Emily and Fernanda.
 - iv. MET is currently operating 24/7, will soon have 3 Recovery Specialists in the Bakersfield Police Department (BPD) Communications Center, and is operating 6 Co-Response Teams, in addition to the Traditional MET model.
 - H. Medical Services Division – Francisca Quiroz
 - i. There were no updates at this time.

- I. Recovery Supports Administration – Tammy Cates
 - i. The construction on the Kentucky Street roof is still ongoing. The hope is to be back at the end of the year.
- J. Consumer Family Learning Center – Jon Casida
 - i. There are 2 groups per week in person; this opens the door for those interested in becoming peer specialists or possibly working in the field. Friday's the "You, Me, and Recovery" group focuses on recovery-oriented self-care.
- 7. Mental Health Contract Providers – Current Project and Issues
 - A. Clinica Sierra Vista (CSV)
 - i. Vanessa Hidalgo – CSV Delano should be fully transitioned into incorporating walk-in appointments for assessments in October.
 - ii. In partnership with Adventist Health, CSV is hosting an upcoming event participating in outreach efforts.
 - B. College Community Services (CCS) – Barbara Paradise
 - i. There will be Trunk R Treats at all clinics in October, Dates are TBD.
 - ii. Undergoing training for providing Narcan as needed.
 - C. Child Guidance Clinic (CGC)
 - i. There was no one available to report.
 - D. Mental Health Systems (MHS) – Theresa Marinas
 - i. We have been working with the changes within the system and Cal-Aims and conducting business as usual.
- 8. Substance Use Division Contract Providers – Current Project and Issues
 - A. College Community Services
 - i. There will be Trunk R Treats at all clinics in October, Dates are TBD.
 - ii. Undergoing training for providing Narcan as needed.
 - B. Clinica Sierra Vista
 - i. Jessica Herrera – The recovery event this month included clients painting and/or decorating big rocks with inspiration for their recovery and placed them around in hopes they will inspire others.
 - ii. A new therapist started at the Delano site.
 - iii. Planning is ongoing for the Halloween event.
- 9. Recommendations for Quality Improvement Committee (QIC) – There were no recommendations at this time.
- 10. Adjourn – Next scheduled meeting: October 24, 2022, at 4:00-5:00 PM, will be virtual via Teams.

This meeting is MH UR Code 3

MHSA Overview & Education



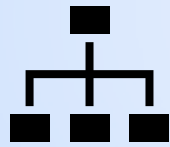
Presentation for KernBHRS System Quality Improvement Committee

9.26.2022

4pm

Presented by: Christina Rajlal, PhD, MBA MHSA
Coordinator for Kern County

MHSA BREAKDOWN



44 PROGRAMS
CURRENTLY EXIST
UNDER THE MHSA



47 TOTAL TEAMS
CURRENTLY EXIST
UNDER THE MHSA



55 DIFFERENT
CONTRACTOR
TEAMS EXIST
UNDER THE MHSA

MHSA FUNDING STREAMS



COMMUNITY
SERVICES &
SUPPORTS



PREVENTION
& EARLY
INTERVENTION



WORKFORCE,
EDUCATION &
TRAINING



INNOVATION



CAPITAL
FACILITIES &
TECHNOLOGICAL
NEEDS



MENTAL HEALTH
OVERSIGHT &
ACCOUNTABILITY
COMMISSION
GRANTS

COMPLIANCE OF THE MHSA

ANNUAL PLAN

3 YEAR PLAN

WORKFORCE NEEDS ASSESSMENT

CAPACITY ASSESSMENT

OUTCOMES & MEASUREMENTS




- EVALCORP
 - 5 YEAR AGREEMENT
 - OUTSOURCED OUTCOMES & MEASUREMENTS

DHCS 3 YEAR MHSA AUDIT REVIEW 3/8/2022

- **Recommendation #1:** The County must provide a description of the demographics of the County, including but not limited to size of the county, threshold languages, unique characteristics, age, gender, and race/ethnicity, in each subsequent adopted Plan and Update thereafter.
- **Recommendation #2:** The County must include a budget summary each fiscal year, including the total budgeted for each funding category of CSS, PEI, INN, WET, CF and TN in each subsequent adopted Plan and Update thereafter. If no anticipated funding for a category, indicate such on the budget summary.
- **Recommendation #3:** The County must include a narrative description of the training provided to participants in the CPPP in each subsequent adopted Plan and Update thereafter.
- **Recommendation #4:** The County must include a description of how stakeholder involvement demonstrates a partnership with constituents and stakeholders throughout the process that includes meaningful stakeholder involvement on mental health policy, program planning and implementation, monitoring, quality improvement, evaluation, and budget allocations in each subsequent adopted Plan and Update thereafter.
- **Recommendation #5:** The County must include the dates of the 30-day public comment period in each subsequent adopted Plan and Update thereafter.
- **Recommendation #6:** The County must include a description of the methods used by the County to circulate for the purpose of eliciting public comment of the draft Plan and Update to representatives of the stakeholders' interests and any other interested party who requested a copy in each subsequent adopted Plan and Update thereafter.
- **Recommendation #7:** The County must include the dates of the public hearing held by the local mental health board or commission in each subsequent adopted Plan and Update thereafter.
- **Recommendation #8:** The County must submit each subsequent adopted Plan and Update thereafter to DHCS within 30 days of adoption by the Board of Supervisors.
- **Suggested Improvement #1:** Update the naming convention for the 3 Year cycle report.
- **Suggested Improvement #2:** DHCS recommends the county review and verify the correct FY and correct Plan or Update being adopted per the meeting minutes; and provide evidence that the subsequent meeting minutes reflect the correction.

13.1.1 MHSA Community Program Planning Process	13.1.2 Community Services and Supports	13.1.3 Full Service Partnerships	13.1.4 System Development
13.1.5 MHSA Prevention and Early Intervention	13.1.6 MHSA PSC Case Manager and ISSP Plan	13.1.7 MHSA Housing Services	13.1.8 Outreach & Education
13.1.9 Innovation	13.1.10 MHSA Workforce, Education & Training	13.1.11 MHSA Capital Facilities & Technological Needs	13.1.12 MHSA Outcomes & Measurements
13.1.13 MHSA Capacity Assessment	13.1.14 Workforce Needs Assessment	13.1.15 Non-Supplantation	13.1.16 MHSA Incentive



POLICIES & PROCEDURES

STAKEHOLDERS ANNUAL TRANSPARENCY OVERVIEW



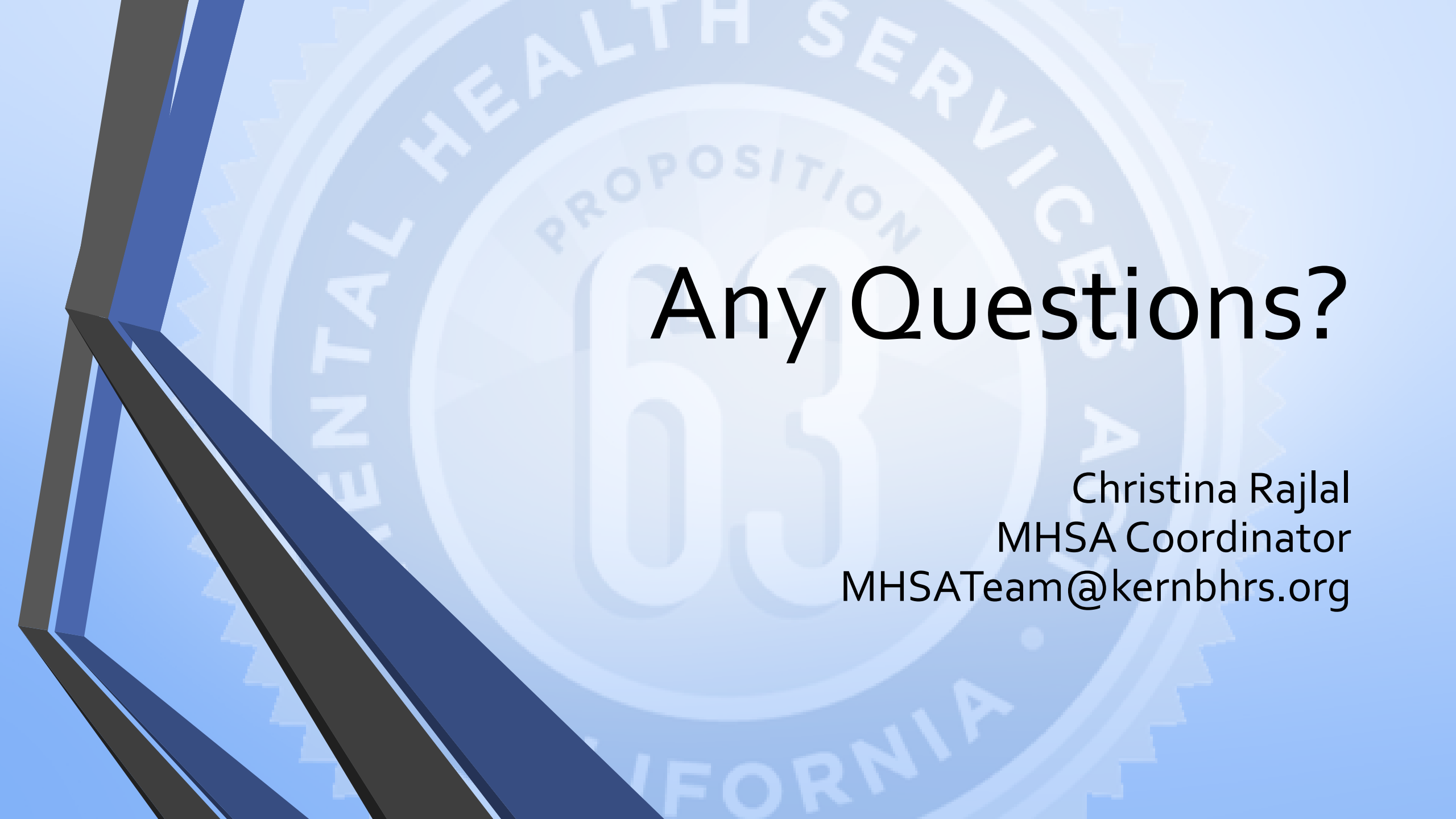
THE COMMUNITY
PROGRAM
PLANNING
PROCESS HELD 24
DIFFERENT
STAKEHOLDER
MEETINGS



IN THE
STAKEHOLDER
MEETINGS, 848
STAKEHOLDERS
WERE REACHED



ALL
STAKEHOLDERS
COMPLETE A
SURVEY, IN
FY 21-22, 48% OF
STAKEHOLDERS
COMPLETED A
SURVEY



Any Questions?

Christina Rajlal
MHSA Coordinator
MHSATeam@kernbhrs.org

1. Summary

Meeting title	FY 2022-2023 System-Wide Quality Improvement Committee (SQIC) Meeting
Attended participants	36
Start time	9/26/22, 3:53:46 PM
End time	9/26/22, 4:47:05 PM
Meeting duration	53m 19s
Average attendance time	41m 59s

2. Participants

Name	First join	Last leave	In-meeting duration	Email	Participant ID (UPN)	Role
Jon Casida	9/26/22, 3:54:39 PM	9/26/22, 4:44:18 PM	49m 38s	jcasida@kernbhrs.org	JCASIDA@kernbhrs.org	Presenter
Heather Plaza	9/26/22, 3:54:40 PM	9/26/22, 4:44:02 PM	49m 21s	Heather.Plaza@clincasierravista.org	plazah@clincasierravista.org	Attendee
Arthur Morato	9/26/22, 3:54:44 PM	9/26/22, 4:45:02 PM	50m 18s	AMorato@kernbhrs.org	AMorato@KernBHRS.org	Presenter
Cynthia Jackson	9/26/22, 3:54:49 PM	9/26/22, 4:44:20 PM	49m 31s	CyJackson@kernbhrs.org	CyJackson@kernbhrs.org	Organizer
Martha Loza-Buenrostro	9/26/22, 3:55:12 PM	9/26/22, 4:44:19 PM	49m 6s	MLoza-Buenrostro@kernbhrs.org	MLoza-Buenrostro@kernbhrs.org	Presenter
Sara Syvertson	9/26/22, 3:56:18 PM	9/26/22, 4:44:15 PM	47m 56s	ssyvertson@kernbhrs.org	SSYVERTSON@kernbhrs.org	Presenter
DAVID KESSLER	9/26/22, 3:56:46 PM	9/26/22, 4:44:17 PM	47m 31s	KESSLERD@kernsheriff.org	KESSLERD@kernsheriff.org	Attendee
Veronica Camarillo	9/26/22, 3:58:05 PM	9/26/22, 4:44:20 PM	46m 15s	VCamarillo@kernbhrs.org	VCamarillo@KernBHRS.org	Presenter
Jessika Rodriguez	9/26/22, 3:58:23 PM	9/26/22, 4:44:04 PM	45m 40s	JRodriguez@KernBHRS.org	JRODRIGUEZ@kernbhrs.org	Presenter
Christina Rajlal	9/26/22, 3:58:28 PM	9/26/22, 4:44:14 PM	45m 45s	CRajlal@kernbhrs.org	CRajlal@kernbhrs.org	Presenter
Jessica Herrera	9/26/22, 3:58:41 PM	9/26/22, 4:44:05 PM	45m 23s	Jessica.Herrera@clincasierravista.org	herreraj@clincasierravista.org	Attendee
Shanda Henry	9/26/22, 3:58:45 PM	9/26/22, 4:44:04 PM	45m 19s	SHENRY@kernbhrs.org	SHENRY@kernbhrs.org	Presenter
Estrella Amaro	9/26/22, 3:58:49 PM	9/26/22, 4:44:04 PM	45m 15s	EAmaro@kernbhrs.org	EAmaro@kernbhrs.org	Presenter
Tracy Lynch	9/26/22, 3:58:52 PM	9/26/22, 4:43:10 PM	44m 17s	TLindsey@kernbhrs.org	TLindsey@KernBHRS.org	Presenter
Ivan Carrasco	9/26/22, 3:59:09 PM	9/26/22, 4:44:05 PM	44m 56s	ICarrasco@kernbhrs.org	ICarrasco@KernBHRS.org	Presenter
Jessica Esquivel	9/26/22, 3:59:13 PM	9/26/22, 4:44:05 PM	44m 52s	jesquivel@kernbhrs.org	JEsquivel@kernbhrs.org	Presenter
Stephany castillo	9/26/22, 3:59:25 PM	9/26/22, 3:59:51 PM	26s			Attendee
Lesleigh Davis	9/26/22, 3:59:45 PM	9/26/22, 4:44:17 PM	44m 31s	LDavis@kernbhrs.org	LDavis@KernBHRS.org	Presenter
Barbara Paradise	9/26/22, 3:59:57 PM	9/26/22, 4:47:05 PM	47m 7s			Attendee
Alexander Lopez	9/26/22, 4:00:01 PM	9/26/22, 4:44:12 PM	44m 11s	AllLopez@kernbhrs.org	AllLopez@kernbhrs.org	Presenter
Kristen Flannigan	9/26/22, 4:00:06 PM	9/26/22, 4:44:25 PM	44m 19s			Attendee
Francisca E. Quiroz	9/26/22, 4:00:13 PM	9/26/22, 4:44:01 PM	43m 47s	FQuiroz@kernbhrs.org	FQuiroz@KernBHRS.org	Presenter
Amber Lobos	9/26/22, 4:00:15 PM	9/26/22, 4:44:18 PM	44m 2s	ALobos@kernbhrs.org	ALobos@kernbhrs.org	Presenter
kimberlyn Sandoval	9/26/22, 4:00:19 PM	9/26/22, 4:45:02 PM	44m 43s			Attendee
Erika Barnes	9/26/22, 4:00:33 PM	9/26/22, 4:44:09 PM	43m 36s	EBarnes@kernbhrs.org	EBarnes@kernbhrs.org	Presenter
Jose Gomez	9/26/22, 4:00:46 PM	9/26/22, 4:44:24 PM	43m 37s	kgomez@kernbhrs.org	kgomez@kernbhrs.org	Presenter
Vanessa Hidalgo	9/26/22, 4:00:51 PM	9/26/22, 4:44:48 PM	43m 56s	vanessa.hidalgo@clincasierravista.org	hidalgov@clincasierravista.org	Attendee
John French	9/26/22, 4:00:53 PM	9/26/22, 4:32:05 PM	31m 11s	JFrench@kernbhrs.org	JFrench@KernBHRS.org	Presenter
Stephany Castillo	9/26/22, 4:01:00 PM	9/26/22, 4:44:06 PM	43m 5s			Attendee
Vivian Reyes	9/26/22, 4:01:07 PM	9/26/22, 4:44:18 PM	43m 10s	ViReyes@kernbhrs.org	ViReyes@KernBHRS.org	Presenter
Bianca Sanchez	9/26/22, 4:01:34 PM	9/26/22, 4:14:16 PM	12m 41s	bianca.sanchez@turnbhs.org	bianca.sanchez@turnbhs.org	Attendee
Ashley Jones	9/26/22, 4:03:14 PM	9/26/22, 4:44:09 PM	40m 54s	AJones@kernbhrs.org	AJones@KernBHRS.org	Presenter
Dian Schneider, Kern BHB	9/26/22, 4:03:45 PM	9/26/22, 4:44:09 PM	40m 23s			Attendee
Tammy Cates	9/26/22, 4:05:41 PM	9/26/22, 4:44:18 PM	38m 37s	TCates@kernbhrs.org	TCates@KernBHRS.org	Presenter
Sharon Ramos	9/26/22, 4:08:20 PM	9/26/22, 4:44:13 PM	35m 53s	Sharon.Ramos@clincasierravista.org	ramossh@clincasierravista.org	Attendee
Theresa Marinas	9/26/22, 4:13:59 PM	9/26/22, 4:43:55 PM	29m 55s	theresa.marinas@turnbhs.org	theresa.marinas@turnbhs.org	Attendee