



Kern County Behavioral Health Board System Quality Improvement Committee

Monday, November 28, 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.

Attendees:

Ana Olvera	David Kessler	Heather Plaza	Nastasia Santoyo	Tanya Reyes
Angela Gonzalez	Debby Diamond	Jason Giffard	Rachel Mehia	Theresa Marinas
Arthur Morato	Dian Schneider	Jessica Herrera	Rashawna Schumacher	Tracy Lynch
Ashley Jones	Erika Barnes	Joel Monroy	Shanda Henry	
Barbara Paradise	Francisca Quiroz	Lesleigh Davis	Stephany Castillo-Vasquez	
Cynthia Jackson	Gricel Mondary	Martha Loza-Buenrostro	Tammy Cates	

1. Welcome and Introductions – David Kessler introduced himself and welcomed the attendees.
2. Review and approval of the previous meeting minutes. – Lesleigh Davis motioned to accept; Nastasia Santoyo 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. SUD Work Plan Goals – Ana Olvera
 - i. Ana reviewed the handout which covered, the overview, SUD & outcome goals, and opportunities & successes.
6. Kern Behavioral Health and Recovery Services (KernBHRS) – Current Project and Issues
 - A. Quality Improvement Division – Lesleigh Davis
 - i. Drug Medi-Cal Organized Delivery System (DMC-ODS) External Quality Review Organization (EQRO) review is December 13-15, 2022. Providers may be invited to sessions.
 - ii. California Advancing and Innovating MediCal (CalAIMS) screening and transition tools are coming soon, we will be required to start using the tools in the beginning of January. The state has not yet finalized these tools.
 - B. Department Supports Administration – Erika Barnes
 - i. American Psychology Association (APA) granted us a full accreditation today for the KernBHRS Psychology Internship program. This status will help with services such as court ordered evaluations, conservatorship evaluations, and psychological testing.
 - ii. There are 3 upcoming cultural competence trainings:
 - a. Understanding LGBTQ+ People on December 2, 2022
 - b. Be Sensitive Be Brave coming in 2023
 - c. Cultural Formulation Interviewing coming in 2023
 - C. Substance Use Division – Ana Olvera
 - i. Currently preparing for DMC-ODS Review.
 - ii. Greg Gonzalez is on leave.
 - D. Adult System of Care – Joel Monroy
 - i. West RAWC is donating blankets and clothing to the Navigation centers and the Psychiatric Evaluation Center (PEC).
 - E. Children’s System of Care – Jason Giffard
 - i. There were no updates at this time.
 - F. Kern Linkage Division – Arthur Morato
 - i. Relational Outpatient Engagement Model (ROEM) will be moving into the annex that the Hotline Crisis center has recently vacated at Kern Linkage Division (KLD).
 - G. Crisis Services Division – Nastasia Santoyo
 - i. Alan Roney has taken over as supervisor for Crisis Case Management Outreach (CCMO).



- H. Medical Services Division – Ashley Jones
 - i. Ashley will be stepping in as an interim administrator.
 - ii. We are providing case consultation to the Zero-Suicide initiative and Eating Disorder cases to help wrap around clients and link them to services as needed.
- I. Recovery Supports Administration – Tammy Cates
 - i. Working with MHSA, and CAL-MHSA on Peer Support Certifications through the California Statewide MediCal Peer-Support specific training and applications. Grandparenting process must be completed by December 23, 2022. The applications are now open for the initial certification process which can be submitted on the CAL MHSA website.
- J. Consumer Family Learning Center – Tammy Cates
 - i. There are currently 27 groups per week. 25 are virtual with 4 of them available in Spanish. 2 are in-person in English. Next month we are working towards adding an in-person group in Spanish.
- 7. Mental Health Contract Providers – Current Project and Issues
 - A. College Community Services (CCS)
 - i. Barbara Paradise – Preparing for Holiday event where we will be setting up food and gift donations.
 - B. Child Guidance Clinic (CGC)
 - i. Rashawna Schumacher – The thanksgiving event is done, we provided all of the supplies for Thanksgiving dinners. We are gearing up towards Christmas, we will provide trees, decorations, and gifts for our families.
 - C. Clinica Sierra Vista (CSV)
 - i. There were no updates at this time.
 - D. Mental Health Systems (MHS)
 - i. Theresa Marinas – There were covid outbreaks causing a slowdown within in-person meetings.
- 8. Substance Use Division Contract Providers – Current Project and Issues
 - A. College Community Services
 - i. Barbara Paradise – We have hired several clinicians recently.
 - B. Clinica Sierra Vista
 - i. Jessica Herrera – There was a raffle for all of the items needed to make a Thanksgiving meal for the clients that were consistent with their attendance. Preparation is now happening for the upcoming holidays.
- 9. Recommendations for Quality Improvement Committee (QIC) – There were no recommendations at this time.
- 10. Adjourn – Next scheduled meeting: **January 23, 2023, at 4:00-5:00 PM**, will be virtual via Teams.

This meeting is MH UR Code 3

SUD Work Plan Goals

**System Quality Improvement Committee
November 28th, 2022**

Overview

- SUD related goals within KernBHRS Work Plan
- Outcome goals review
- Opportunities and successes

SUD goals

- QID Work Plan
- DMC-ODS requirements
- Goals:
 - Unusual Occurrences
 - Client Satisfaction
 - Access
 - Utilization Review

Outcome goals

- SUD Access Line

At least 30% of individuals contacting the SUD Access Line will attend assessment

- MAT

Increase number of referrals to community-based MAT providers

- Points in Time Surveys

Client satisfaction during SUD Treatment will have positive ratings at 85% or higher

Opportunities and Successes

- Improving successful entry into care has been an ongoing concern for SUD Administration and SUD Providers
- Having direct feedback from clients allows for discussion about improving important aspects of the treatment experience
- MAT stigma reduction has been well received by providers and clients
- Relationships with community partners have enhanced the DMC-ODS system of care

Questions?

Ana Olvera, LMFT

SUD Administrator

aolvera@kernbhrs.org

Meeting Summary						
Total Number of Participants	28					
Meeting Title	FY 2022-2023 System-Wide Quality Improvement Committee (SQIC) Meeting					
Meeting Start Time	11/28/2022, 3:52:17 PM					
Meeting End Time	11/28/2022, 4:36:46 PM					
Meeting Id	02aa0ad9-823a-403a-90fa-47349396a47e					
Full Name	Join Time	Leave Time	Duration	Email	Role	Participant ID (UPN)
Cynthia Jackson	11/28/2022, 3:52:17 PM	11/28/2022, 4:34:01 PM	41m 44s	CyJackson@kernbhrs.org	Organizer	CyJackson@kernbhrs.org
Theresa Marinas	11/28/2022, 3:52:18 PM	11/28/2022, 4:33:52 PM	41m 34s	theresa.marinas@turnbhs.org	Attendee	theresa.marinas@turnbhs.org
Heather Plaza	11/28/2022, 3:52:40 PM	11/28/2022, 4:33:51 PM	41m 11s	Heather.Plaza@clincasierravista.org	Attendee	plazah@clincasierravista.org
Francisca E. Quiroz	11/28/2022, 3:54:43 PM	11/28/2022, 4:33:49 PM	39m 5s	FQuiroz@kernbhrs.org	Presenter	FQuiroz@KernBHRS.org
Barbara Paradise	11/28/2022, 3:54:48 PM	11/28/2022, 4:33:52 PM	39m 3s		Attendee	
Martha Loza-Buenrostro	11/28/2022, 3:55:22 PM	11/28/2022, 4:33:52 PM	38m 30s	MLoza-Buenrostro@kernbhrs.org	Presenter	MLoza-Buenrostro@kernbhrs.org
Nastasia Santoyo	11/28/2022, 3:56:04 PM	11/28/2022, 4:33:51 PM	37m 47s	NSantoyo@kernbhrs.org	Presenter	NSantoyo@kernbhrs.org
Stephany castillo vasquez	11/28/2022, 3:57:10 PM	11/28/2022, 4:02:18 PM	5m 7s		Attendee	
Angela Gonzalez	11/28/2022, 3:57:24 PM	11/28/2022, 4:33:57 PM	36m 32s	Angela.Gonzalez@clincasierravista.org	Attendee	gonzalezang@clincasierravista.org
Rachel Mehia	11/28/2022, 3:57:45 PM	11/28/2022, 4:33:50 PM	36m 5s	RMehia@kernbhrs.org	Presenter	RMehia@kernbhrs.org
Lesleigh Davis	11/28/2022, 3:58:28 PM	11/28/2022, 4:33:54 PM	35m 25s	LDavis@kernbhrs.org	Presenter	LDavis@KernBHRS.org
Tracy Lynch	11/28/2022, 3:59:00 PM	11/28/2022, 4:33:52 PM	34m 52s	TLindsey@kernbhrs.org	Presenter	TLindsey@KernBHRS.org
Shanda Henry	11/28/2022, 3:59:00 PM	11/28/2022, 4:33:48 PM	34m 47s	SHENRY@kernbhrs.org	Presenter	SHENRY@kernbhrs.org
Joel Monroy	11/28/2022, 3:59:24 PM	11/28/2022, 4:33:54 PM	34m 29s	JMonroy@kernbhrs.org	Presenter	JMonroy@KernBHRS.org
Erika Barnes	11/28/2022, 3:59:26 PM	11/28/2022, 4:33:53 PM	34m 27s	EBarnes@kernbhrs.org	Presenter	EBarnes@kernbhrs.org
DAVID KESSLER	11/28/2022, 3:59:43 PM	11/28/2022, 4:33:55 PM	34m 12s	KESSLERD@kernsheriff.org	Attendee	KESSLERD@kernsheriff.org
Jason Giffard	11/28/2022, 3:59:45 PM	11/28/2022, 4:33:54 PM	34m 8s	JGiffard@kernbhrs.org	Presenter	JGiffard@KernBHRS.org
Gricel Mondary	11/28/2022, 4:00:10 PM	11/28/2022, 4:33:47 PM	33m 36s	GMondary@KernBHRS.org	Presenter	GMondary@KernBHRS.org
Arthur Morato	11/28/2022, 4:00:19 PM	11/28/2022, 4:33:58 PM	33m 39s	AMorato@kernbhrs.org	Presenter	AMorato@KernBHRS.org
Ana Olvera	11/28/2022, 4:00:37 PM	11/28/2022, 4:33:57 PM	33m 20s	AOlvera@kernbhrs.org	Presenter	AOlvera@KernBHRS.org
Debby Diamond (Guest)	11/28/2022, 4:00:57 PM	11/28/2022, 4:33:54 PM	32m 57s		Attendee	
Ashley Jones	11/28/2022, 4:02:23 PM	11/28/2022, 4:33:54 PM	31m 30s	AJones@kernbhrs.org	Presenter	AJones@KernBHRS.org
Stephany Castillo Vasquez	11/28/2022, 4:02:36 PM	11/28/2022, 4:33:52 PM	31m 16s		Attendee	
Dian Schneider, Kern BHB	11/28/2022, 4:02:45 PM	11/28/2022, 4:36:46 PM	34m 1s		Attendee	
Tammy Cates	11/28/2022, 4:03:05 PM	11/28/2022, 4:33:57 PM	30m 52s	TCates@kernbhrs.org	Presenter	TCates@KernBHRS.org
Tanya Reyes	11/28/2022, 4:04:16 PM	11/28/2022, 4:04:47 PM	30s	Tanya.Reyes@clincasierravista.org	Attendee	reyest@clincasierravista.org
Jessica Herrera	11/28/2022, 4:05:48 PM	11/28/2022, 4:33:51 PM	28m 3s	Jessica.Herrera@clincasierravista.org	Attendee	herreraj@clincasierravista.org
Rashawna Schumacher	11/28/2022, 4:18:53 PM	11/28/2022, 4:33:32 PM	14m 39s	RashawnaB@hwmcgc.org	Attendee	RashawnaB@hwmcgc.org