

RIVERSIDE COUNTY BEHAVIORAL HEALTH COMMISSION

MEETING MINUTES FOR JUNE 2, 2021 | 12:00 pm to 2:00 pm

CALL TO ORDER, PLEDGE OF ALLEGIANCE, AND INTRODUCTIONS – Vice Chair, Beatriz Gonzalez called the Behavioral Health Commission (BHC) meeting to order at 12:00 pm.

Commissioner attendance was taken by roll-call.

CHAIRPERSON'S REMARKS – None

COMMISSION MEMBERS REMARKS – Ms. Gonzalez reported that she attended the Green Ribbon Committee meeting with Supervisor Perez and the RAP (Regional Access Project) Foundation. Dr. Chang was also in attendance to discuss and address many of the issues within our communities. Ms. Gonzalez also greeted everyone Happy Pride Month and Happy Father's Day to all dads in attendance.

Brenda Scott reported that she participated in a Facebook Live event hosted by Congressman Reese to raise awareness about mental health. Ms. Scott also brought everyone's attention to the Governor's May revise on budget, stating that there are cuts to care in hospitals and a proposal to move high risk population out of state hospitals and into community settings in the next three years. Upon learning this information, Ms. Scott shared the information to Dr. Chang. Ms. Scott stated that these changes are concerning and NAMI California has taken an opposing position to the proposals.

Daryl Terrell inquired if RUHS-BH works with the business community regarding resources and assistance. Mr. Terrell explained that he observed a youth over several days walking in and around his place of work and the local Target store nearby. He later learned that this youth is struggling with substance abuse and mental health challenges. Mr. Terrell asked if there is anything the Department can do to work with the business community in terms of finding help for individuals like this youth. Dr. Walter Haessler responded that the upcoming implementation of Laura's Law may help in these situations and Carole Schaudt stated that Jim Grisham, Desert Region Administrator, makes an effort to inform businesses to divert individuals in crises to RUHS-BH. Dr. Chang also responded stating that the Department is working with some business communities throughout the county and that the Board of Supervisors is in support of this effort, being mindful of the potential impact of consumers in the community. Also, with the recent passing of Laura's Law in Riverside County, additional assistance will soon be available in these situations. Dr. Chang also noted that the HHOPE Team and crisis teams are always available to help in these situations.

PUBLIC REMARKS – Lisa Morris reported that due to Jefferson Wellness Center Ambassador's hard work volunteering in Moreno Valley for the last two and a half years, they've now reached "Level 2" and the program has been renamed to "Beautify MoVal Program." Ms. Morris stated that "Level 2" entitles them to having their organization added to the Beautify MoVal Program website; blue shirts for all staff and ambassadors; a program certificate from

the city; a media thank you from Moreno Valley city on their Instagram and Facebook pages; free consultation for resource assistance from city staff; a signed thank you letter from the Mayor; and they will also have their sign re-done, which is located on Pigeon Pass and Hidden Springs.

Heidi Gomez announced they are having a graduation for the Adult Court Program for the Southwest Region on Thursday, June 3 at 1:30 pm. Ms. Heidi shared that they are excited for one of their consumer graduate whom persevered through the COVID-19 pandemic and its restrictions. This individual held down two jobs, struggled with a slight setback in his recovery journey, but managed to get back on track and succeed. Ms. Gomez shared that she and the rest of the staff are excited to witness him graduate and celebrate this achievement with him.

Ms. Scott shared that Deborah Johnson, Deputy Director, will be providing another presentation on "Understanding Conservatorship" on Thursday, June 3. A flyer was shared on Zoom Chat for those interested in participating and learning more.

MINUTES OF THE PREVIOUS MEETING – Minutes of the previous meeting were accepted as written.

DIRECTOR'S REPORT – Dr. Chang thanked Supervisor Perez and Congressman Ruiz for hosting events to raise mental health awareness and to discuss some of the issues currently facing the County.

In response to Ms. Scott's report on state hospital closures, Dr. Chang confirmed that the County is aware of the proposal. The proposal is a result of the state facing a shortage of state hospital beds. The state is proposing to move conservatees back to their county of origin, which include conservatees with a violent or aggressive history. Many counties are very concerned about this and with the support of CBHDA (California Behavioral Health Directors Association), they have asked elected officials to oppose the proposal. Dr. Chang noted that updates will be provided regarding this topic as they are made available.

Laura's Law was recently passed in Riverside County and the Department will be meeting internally and working with the courts, public defender, and others to start developing the process and implementing the program. Dr. Chang noted that this is not a means to sweep the streets of homeless people, as some may view it. It is an important process that needs to be done deliberately and with careful thought and effort. Given the totality of information available and safeguards inherent in the process to prevent infringement on one's civil liberties, the Department deemed it appropriate to advocate opting in Laura's Law.

ARC (Arlington Recovery Center) is slated to open in November or December of this year; the BHC will be updated once a definite date has been determined. Dr. Chang noted that this is an option for consumers who may be under the influence while committing "quality of life crimes," (i.e. shoplifting, etc.). This would serve as an alternate destination to jail.

An update on Full Service Partnership (FSP), recent data shows there is a significant difference between enrollment and subsequent follow-up. The number of follow-ups are smaller than enrollment and some have inquired if this is a negative thing. A closer look at the supporting data shows that it is actually a positive outcome. Dr. Chang explained that the focus is to help and provide appropriate services and treatment to consumers early on as opposed to waiting until they have been arrested and hospitalized a number of times. With this new approach, there is an increase in positive outcomes with jail days decreasing by 48%. Dr. Chang noted that this outcome is not only a benefit for the consumer but public safety, as well. It reduces the number of arrests as there are fewer crimes committed.

A special team was recently developed to help treat consumers considered to be severely "high needs." A consumer with extremely high needs are those who have been admitted in the system three or more times. The special team's focus is to provide "right care, right time," which has a projected estimate of 74% decrease in hospitalizations.

Mental Health Urgent Cares outcomes has shown a 22% overall decrease in psychiatric hospitalizations throughout Riverside County. Currently, for FY 19/20, Mental Health Urgent Cares admission is at 12,000. Dr. Chang noted that three to four years ago, prior to the opening of these facilities, these numbers did not exist, which contributed to the unnecessary hospitalizations of consumers and overwhelmed emergency rooms.

Riverside County was one of the first to opt in the Drug Medi-Cal Organized Delivery Service System (DMC-ODS) and the positive outcomes from this effort have been substantial. There's been a significant increase in funding, which resulted in a significant increase in available services. Dr. Chang noted that service increased by 813%, which is incredibly substantial by any standard.

On July 22, Dr. Chang reported that a Zoom meeting will be held with the Department of Psychiatry and RUHS-BH and he will be speaking to go over the details of our service system. Dr. Chang noted that they will provide the meeting information to the group, for those interested in participating.

NEW BUSINESS

1. BHC EXECUTIVE COMMITTEE ELECTION FY 21/22 RESULTS: BHC Officers for the upcoming FY 21/22 will be: Tori St. Johns – Secretary; April Jones – Vice Chair; and Rick Gentillalli – Chair.
2. APPROVAL OF MHSA ANNUAL PLAN UPDATE: David Schoelen, MHSA Administrator, reported that they have completed finalizing the MHSA Annual Plan Update and is requesting approval from the BHC to submit the document to the Board of Supervisors Office. Mr. Schoelen noted that they had over 12,000 community members that participated and engaged with the video presentations from the public hearing, which was available in both English and Spanish and posted across all of the Department's social media accounts. They also produced and distributed 50 DVDs of the hearings and

distributed them to several community based organizations and county clinics. They collected feedback from all of the Department's social media accounts, dedicated phone lines and both electronic and hand written submissions. They compiled and reviewed all the feedback with the Commission's ad hoc committee and developed their responses.

There were no further discussions or additional comments from the Commission; Brenda Scott made a motion to approve the document and April Jones seconded the motion. Votes were done by roll-call and the Plan was approved by a majority, with two abstentions due to absence.

3. HELP@HAND PROJECT UPDATES: TAKE MY HAND & KIOSKS: Pamela Norton, Dakota Brown, and Maria Martha Moreno gave a presentation on the Help@Hand Project's "Take My Hand" app, Kiosks, and marketing efforts to promote the new service.

Help@Hand, formerly known as Tech Suite, was an Innovations Project and statewide collaborative with other counties and cities in California. Ms. Norton noted that Help@Hand is an umbrella with several projects under it that is still under development, but Take My Hand is one of its few components that's been in operation. Take My Hand is a live peer chat website that individuals can access through www.takemyhand.co. It is available seven days a week from 8:00 am to 10:00 pm, including holidays. This availability will revert to reduced hours on July 15, so they may re-evaluate the program's needs to function more efficiently and effectively. Currently, they have four peer operators committed to providing service through the app and they discovered that they will require additional staff and assistance in order to meet the need of the expanded hours. In addition to the four peer operators, they also have clinical therapists and a built-in chat translator to support the program. Clinical therapists provide additional support when a chat reaches outside the scope of practice for peer supports and the chat translator is an added feature on the app to help serve our Spanish speaking population.

Another service tool they'll soon be unveiling are kiosks that will help provide information, resources, and access to Take My Hand's live peer chat and other online emotional wellness apps. There are 32 small kiosks that will be installed in several clinics throughout the county. Ms. Brown noted that this is an excellent tool for care providers in the clinics to give a hands-on demonstration to consumers on how to access digital behavioral wellness tools. There are also eight larger kiosks that will be installed in several cities across the county that will have the same features, but with the added bonus of a 55" touchscreen display.

Marketing for the Take My Hand app is done through all of the Department's social media accounts – Facebook, Twitter, and Instagram. There are also billboards scheduled to go live at the end of the week. Overall, there are seven billboards (5 print and 2 digital) placed throughout the county promoting these services. Ms. Moreno shared their newly developed interactive map, which provides a brief overview of Help@Hand and the locations of all the kiosks (small and large) throughout the county. Ms. Moreno noted that

the goal is to promote the use of technology to connect and engage individuals with the use of behavioral wellness tools and resources, provide free access to modern technologies, provide education on signs and symptoms of mental illness and instant access to peer support chat through Take My Hand. Ms. Moreno shared the link to the interactive map for everyone to explore.

Ms. Gonzalez asked if the kiosks only direct consumers to county services and if they are only housed in county facilities. Shannon McCleerey-Hooper responded stating that individuals can gain access to all the resources and information that peer operators have access to through the kiosk. If there are additional resources they would like added, recommendations may be sent to Ms. McCleerey-Hooper and her team for consideration. Ms. McCleerey-Hooper added that the kiosks are HIPAA compliant, which means individuals will not be able to input personal information or make/change/cancel their appointments through the kiosk. Regarding locations, Ms. McCleerey-Hooper and Ms. Moreno explained that this only the first phase of the project and the kiosks will initially be placed in county facilities. However, they have plans for a second phase expanding the placement of the kiosks to other public sites such as the Salvation Army Center. They are also conducting research and collecting feedback from stakeholders to determine other public locations that can be easily and comfortably accessed by the community.

OLD BUSINESS

- 1.) MHSA UPDATE: None
- 2.) SAPT UPDATE: Will Harris provided an update on service numbers as the county slowly returns to normalcy. Mr. Harris noted that last year, at the beginning of the pandemic, the Department experienced a sudden decrease due to the shutdown. These numbers slowly crawled back up with the help of telehealth and virtual services. However, this past April, Mr. Harris reported that service numbers are well above where they were last year, prior to the COVID-19 lockdown. Mr. Harris stated that we are at a point where we are actually providing more services currently, than we were at the time of when the pandemic began last year. This is a really good indication of their efforts and an incredible comeback from when the pandemic began. Recovery residences blossomed during this past year as they were able to utilize them more effectively. They had more providers come on board, increasing from 124 in April 2020 to 187 in April 2021. Prevention is also experiencing an uptick, they look forward to the re-opening of schools and the return of FNL services on campus.

On Friday, June 4, Friday Night Live (FNL) will be hosting their annual awards ceremony. Similar to the previous year, the ceremony will be held virtually at 3:00 pm. For those interested in registering to view the event may contact Mr. Harris for further details.

Mr. Miller responded to two inquiries from the public. The first inquiry was about the closure of multiple pain management clinics and how it may affect county clinics that offer

medication assisted treatment. Mr. Harris and Mr. Miller explained that the pain management clinic closures are not occurring in our county, therefore it has no effect on Riverside County and our services.

The second inquiry was regarding medication assisted treatment for alcohol and opioid use disorder in the adult detention facilities. Mr. Miller explained that they temporarily halted the use of Suboxone as their main oral medication. SAPT is working with pharmacy, correctional health, and the Department's executive management to write a grant to fund Sublocade, which is an injectable form of Suboxone or buprenorphine. Once this is approved, they will integrate it into the pharmacy's medication assisted treatment program in the adult detention facilities. Mr. Miller noted that the oral form (Suboxone) will be used for the induction and stabilization period and then eventually transition to the injectable form (Sublocade). Mr. Miller added that this gives them the ability to use the injectable form upon discharge, which lasts 30-days. This benefits the consumer by avoiding the stress of finding immediate linkage for treatment upon release and provide them with a longer sense of solidarity and help motivate them to get engaged and commit to their treatment program.

COMMITTEE UPDATES:

DESERT REGIONAL BOARD: Carole Schaudt reported that they received an update regarding the number of art pieces sold and how much money they raised during the Desert Region's May is Mental Health Month "Art Walk at The Rivers."

MID-COUNTY REGIONAL BOARD: Kim McElroy reported that Deborah Johnson will be joining them at their next meeting to give her presentation on "Understanding Conservatorship." At their last meeting, Victor Community Support Services from Hemet and the Family Advocate Program, each gave presentations regarding their programs. Ms. McElroy noted that Family Advocate Program is in need of more advocates as they are currently short-staffed.

During that meeting, they also learned that Carolina from TAY Arena will be retiring. Ms. McElroy noted that Mid-County is sad to see her go and that she will be missed by everyone.

Lastly, Ms. McElroy reported that she participated in the May is Mental Health Month committee that assembled packets that were distributed to local private businesses in the community.

WESTERN REGIONAL BOARD: Greg Damewood reported that their minutes for the last meeting will be approved at their meeting later that day, which is at 3:00 pm. Anyone interested in attending are invited to participate. Mr. Damewood added that the most concerning thing he learned from the last meeting is the need for additional staff to fully serve the county's population. Rhyen Miller commented stating that the Department is making a great deal of effort in hiring additional staff. There is a multitude of open positions and they are actively hiring, searching for candidates, and holding interviews.

ADULT SYSTEM OF CARE: Brenda Scott reported that Bill Brenneman has been the acting regional manager since the departure of Vickie Redding. Mr. Brenneman reported at their last meeting that they have hired a new regional manager, Denise Russ, for Mid-County and will be starting on July 1.

At their last meeting, they also had a presentation from Pathways to Success and received an update regarding the EQRO exit interview. Mr. Brenneman informed the group that they were impressed with the expansion of FSP in Mid-County. IEHP also gave a presentation about their transportation program that provides bus passes and ridesharing (Uber and Lyft) passes to consumers.

They also discussed the topic of staffing and learned that there are 30 open positions that the Department is recruiting for.

CHILDREN'S COMMITTEE: Tori St. Johns reported that Victoria White gave a presentation about the program, Youth Connect. From what Ms. St. Johns understands, the program developed from a grant and was a collaboration between IEHP and Behavioral Health. Youth Connect is a form of "wraparound service" for youth stepping down from hospitalization. It is located in Indio near Friday Night Live.

Anindita Ganguly inquired about the 40% increase in youth homelessness in the 2020 Point In Time (PIT) count as well as the sudden increase of calls for mobile crisis teams for youths. Rhyan Miller responded that in terms of the crisis teams, there was actually a decline in calls for youth when the pandemic began and schools were closed. However, as the pandemic progressed, they received an increase of calls from youth in group homes or in foster placements. There was a push in the beginning of the pandemic to let parents, schools, and other youth-based organizations know that the service is still available, which may have been the cause of the uptick. With the state and schools re-opening these numbers may change again, which the Commission will be updated on as they become available.

In terms of the PIT count, Marcus Cannon explained that there was a change in methodology from 2019 to 2020. In 2019 and previous years, PIT counters accepted interview only surveys, in which a youth must be interviewed before being counted and included in the report. In 2020, this changed to observational surveys, in which a surveyor may see a youth walking down the street that appear to be homeless, can now be counted and included in the report. Mr. Cannon noted that there is no telling if there is in fact an increase in youth homeless, simply because the methodology changed. Mr. Cannon stated that they will go over this information more at the Housing Committee meeting, which all are invited to attend to learn more.

CRIMINAL JUSTICE COMMITTEE: Mr. Damewood announced they are having their next meeting will be in July and all are invited to attend. Minutes are available for review.

HOUSING COMMITTEE: Ms. Scott reported that at their last meeting they also received an overview presentation on Take My Hand. Marcus Cannon informed the group that Housing

currently has four new projects, which they've submitted and received excellent scores on. They'll learn more about the outcomes at their next meeting. Ms. Scott noted that of those four projects, there will be 119 units allocated for consumers. Housing is also applying for rapid re-housing funding for additional resources.

They're continuing discussions regarding their goals for a room and board coalition and housing education forum. Regarding education, Ms. Scott shared that Mr. Cannon has been sending educational information about the importance of housing.

In Hemet, one of the city council members has appointed a housing task force to tackle the homeless issue in their area. Ms. Scott remarked that this is not the first time something like this has been assembled, however, she believes this council member is much more serious about the effort. They hope to replicate the effort in Orange County and their Salvation Army site.

LEGISLATIVE COMMITTEE: April Jones reported that at their last meeting, they discussed the topic of youth homelessness, high-risk youths, and the COVID-19 relief package. President Biden designated \$4 billion as part of the COVID-19 relief package to mental health, substance use, and school-based mental health. Ms. Jones stated that the group requested more information on the topic and wanted to learn about how much of the funding Riverside County will receive and how those monies will be allocated.

MEMBERSHIP COMMITTEE: None

OLDER ADULT SYSTEM OF CARE COMMITTEE: Ms. Scott reported that the group also received a presentation on Take My Hand from Pamela Norton.

At their last meeting, they learned that older adults is the largest growing population of consumers in the county. The desert region has three clinics to serve the older adults. In the western region, some older adults are being stepped down to FQHCs and some have begun attending support groups. There is a total of 4,000 consumers across the county and 450 are in FSP. The Office on Aging are looking for volunteers, flyers were sent for more information.

PUBLIC ADVOCACY COMMITTEE: Ms. Jones reported that they are formalizing a plan on how to best communicate between the BHC and the regional boards. They are also establishing a formalized system of communication between the two groups and how best to utilize them in their efforts. They will be finalizing those plans in July. Anyone interested in providing input, insights, or recommendations, are invited to attend their next meeting.

Another topic discussed were the BHC's meeting minutes. The group requested to have the Liaison include questions asked by commissioners that are addressed by the Department be included and documented in the minutes for better understanding, clarity, and future reference.

QUALITY IMPROVEMENT COMMITTEE: Daryl Terrell reported that the committee is doing an overhaul of the consumer satisfaction managed care call survey. Previously, the survey would begin with a generic conversation regarding the county's services and then transition to more specific questions regarding service. Now, they will alternate this and begin the conversation with more specific questions regarding service, then transition to a more general conversation about Behavioral Health. The committee also decided to simplify the survey into something more uniformed as well as changing certain questions from "was it poor service?" to "was it good service?" in order to gather more insightful information. Mr. Terrell noted that these changes can result in more accurate and useful data.

VETERANS COMMITTEE: Rick Gentillalli reported that they met earlier at 10:00 am. There were a number of attendees including non-veterans. Representatives from Adult Protective Services and Child Protective Services were also in attendance. Mr. Gentillalli shared that it is a very dynamic committee and everyone is so dedicated. Mr. Gentillalli started volunteering 20 years ago and the Veterans Committee is probably one of the best he's ever been a part of.

EXECUTIVE COMMITTEE RECOMMENDATIONS: With the re-opening date of June 15 approaching, Ms. Gonzalez asked Dr. Chang if the group will be staying with the virtual platform at the July meeting. Dr. Chang responded stating they are working with Public Health and will update the group as they move forward.

Brenda Scott requested a presentation on CalAIMS and more information regarding the transition of staff and consumers from the closures of RI & Wellness Cities

ADJOURN: The Behavioral Health Commission meeting adjourned at 2:04 pm.

Maria Roman

Tori St. Johns, BHC Secretary

Maria Roman, Recording Secretary

FY 2020/21 BEHAVIORAL HEALTH COMMISSION ATTENDANCE ROSTER

MEMBERS	JUL	AUG	SEP	OCT	NOV	JAN	FEB	MAR	APR	MAY	JUN
Anindita Ganguly, District 2	✓	✓	A	✓	✓	✓	✓	✓	✓	A	✓
April Jones, District 3	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Beatriz Gonzalez, District 4	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Brenda Scott, District 3	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Carole Schaudt, District 4	✓	✓	✓	✓	✓	✓	✓	A	✓	✓	✓
Daryl Terrell, District 5	✓	✓	A	✓	✓	✓	A	✓	✓	✓	✓
Debbie Rose, BOS Rep. Dist. 2	✓	A	✓	A	✓	✓	✓	✓	✓	✓	✓
Greg Damewood, District 5	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Jose Campos, District 2	A	✓	✓	✓	✓	A	✓	✓	✓	✓	A
Paul Vallandigham, District 5	A	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Richard Divine, District 2 (Redist. 4)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	A
Rick Gentillalli, District 3	✓	A	✓	✓	✓	✓	✓	✓	✓	✓	✓
Tim Barton, District 1							✓	✓	✓	✓	✓
Victoria St. Johns, District 4	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dr. Walter Haessler, District 1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Present = ✓ | Absent = A | Medical Leave = ML

Minutes and agendas of meetings are available upon request and online at www.rcdmh.org. To request copies, please contact the BHC Liaison at (951) 955-7141 or email at MYRoman@rcmhd.org.