

RIVERSIDE COUNTY BEHAVIORAL HEALTH COMMISSION

MEETING MINUTES FOR JULY 1, 2020 | 12:00 pm to 2:00 pm

CALL TO ORDER, PLEDGE OF ALLEGIANCE, AND INTRODUCTIONS – Chairperson, Richard Divine called the Behavioral Health Commission (BHC) meeting to order at 12:00 pm. Commissioner attendance was taken by roll-call.

CHAIRPERSON'S REMARKS – Mr. Divine went over the rules for the Zoom conference meeting: 1.) To avoid any confusion, all callers are asked to save all comments and questions until after the presentations/reports are completed; 2) For the purposes of the minutes, callers are requested to state their name before making comments or asking questions; and 3) To reduce background noise, callers are asked to mute their phones unless they are asking a question or making a comment.

COMMISSION MEMBERS REMARKS – Daryl Terrell followed up on recommendations made by the BHC regarding the STAR Protocol in October 2019. Mr. Terrell referenced the minutes stating the BHC recommended for RUHS-BH to be the lead agency of the program. Rhyann Miller, Deputy Director of Forensics, responded stating they are searching the minutes Mr. Terrell is referring to and added that changes they made in the program related to the screening assessments in Juvenile Detention. Additionally, Mr. Miller noted that changing the lead agency in the program is beyond his purview and will further discuss the matter with Executive Management.

PUBLIC REMARKS – None

MINUTES OF THE PREVIOUS MEETING – Minutes were accepted as written

NEW BUSINESS

1. APPROVAL OF MHSA 3-YEAR PLAN: David Schoelen reported that the ad-hoc committee met the day prior to review all the comments and draft responses. Commissioners discussed MHSA's efforts surrounding this year's Plan and commended staff for being able to not only adapt to the challenges COVID-19 presented, but improve upon the process that will be beneficial in the long run. April Jones motioned to approve the Plan and Brenda Scott seconded the motion. The Plan was approved by a majority, with one abstention.
2. HELP@HAND UPDATE – PROGRESS & NEXT STEPS: Shannon McCleerey-Hooper, Program Manager for Consumer Affairs and Family Advocate Program, presented on the progress of the TechSuite Innovations Project, Help@Hand. Help@Hand is in its second year and they are continuously working on researching applications (app) that can be offered to the community. The app will be free of charge for individuals and can help improve their wellness, reduce stigma, and help engage those that are hard to reach in our communities and very specific population.

The Help@Hand project is a collaboration Riverside County is participating in with 14 other Counties throughout California. All collaborating counties are testing several products to see which apps have the features they require to properly and effectively serve our communities. RUHS-BH created a product matrix to describe the apps most interesting to the preliminary peer groups. As part of the testing process they will be asking consumers from the TAY Center and selecting a few volunteers to participate in a focus group to determine which apps they will be sending to the Collaborative to approve for pilot.

Ms. McCleerey-Hooper noted that this is an ongoing process, which they've made a great deal of progress on. The most significant piece of the project is the app that the Department's Technology Team is creating. They have tested over 140 applications as a team and one of the features they did not have is a real peer-to-peer chat with a certified Peer Support Specialist, either via text or virtual world. Many of the other applications they tested were customizable; however, vendors were unable to customize them to have a peer-to-peer chat capability. In response, the staff did some brainstorming with the Technology Team and came up with an application called "Take My Hand" that would allow for people to reach out for free and anonymously with a certified Peer Support Specialist. The site is concurrently open in the test period and they took approximately 180 chats, which ran for 10 weeks. Of the 180 chats, 17 were test chats, so the applications has reached over 150 people overall.

The app was made available in response to the COVID-19 pandemic. The test site is going to remain open until they get support from the Collaboration to do a formal pilot. They have already received a great deal of support from Santa Barbara County, Ventura County, and San Mateo County, along with several other counties in the Collaboration. Many are considering utilizing the platform for their own outreach efforts. For those interested in seeing and reviewing the application, the website address is: <https://takemyhand.co>.

Ms. Mcleerey-Hooper noted that this is not a crisis line or a warm line, it is a place for individuals to have a conversation and find inclusion and acceptance. If a person is in crisis or goes into crisis during the chat, there is support available from our clinical therapists in our service system. Individuals in crisis are transferred to a clinician to do a risk assessment and provide them with the appropriate resource and information for further assistance. The Peer Support Specialists operating the application are California certified and trained in Safe Talk, ASIST, and many others.

The Take My Hand application also includes a Spanish interface and they are working on other interfaces that can reach specific communities such as the LGBTQ community, the deaf and hard of hearing, and several others.

Maria Martha Moreno, Administrative Services Manager in Research and Technology added that on May 27 they ran some metrics and statistics to see the number of visitors that they've had on the website. According to the data, they've had about 100,000 visitors to the site. Ms. Moreno noted that the visitors didn't necessarily engage in a chat, but many read the information explaining what peer supports are and what a peer chat is. The data also show where visitors were coming from – over 100,000 were from the United States; over 1,000 visitors each from Ireland, China, and Germany; and close to 1,000 visitors from Canada. So aside from the ability to engage into a peer chat, they are also trying to do outreach and education about the benefits of a peer chat.

Ms. McCleerey-Hooper noted that the project is really opening doors on how the community is educated regarding the technology and how to use it. In the future they plan to offer the community a digital health literacy training, where they can learn how to make informed choices on how to utilize the technology themselves, so they can self-advocate and be self-responsible around which technology is appropriate and beneficial for them to use.

DIRECTOR'S REPORT: Dr. Matthew Chang provided an update on the Mental Health Rehabilitation Center (MHRC), the Board of Supervisors' recent approval of a new sobering center at the Arlington Recovery Center (ARC), and the re-opening of Behavioral Health facilities. First, Dr. Chang commended

Ms. McCleerey-Hooper and staff involved in the Help@Hand project. Dr. Chang shared how impressed he was when he first learned the Take My Hand site was engineered by in-house staff by RUHS-BH staff and expressed his appreciation and gratitude for everyone's creativity and hard work.

The Mental Health Rehabilitation Center (MHRC) was built on the grounds of Juvenile Hall when COVID-19 lockdown first began. The facility helps to decompress the Arlington facility and provides additional protections for consumers by giving ample space for social distancing. Dr. Chang reported that the first two units are at capacity with 31 consumers. There will be an additional 7 beds available in the near future to help accommodate more consumers.

The Board of Supervisors recently approved the addition of a sobering center at the Arlington Recovery Center. The project will convert a 600 square foot by 700 square foot area into a sobering facility and help provide services for approximately 100 consumers annually. The facility serves as an effective alternative to hospitalization and incarceration, as well as provide the appropriate level of care for our consumers.

Lastly, Dr. Chang reported that Behavioral Health is re-opening many of its offices, facilities, and clinics. Staff are transitioning back into our clinics and consumers are welcome to return for treatment and services. Understandably, there are still concerns regarding the re-opening with new reports of COVID-19 cases rising in Riverside County. Dr. Chang reported that the Department is taking every precaution by having safeguards in place for consumers and staff to return safely. The Department has adopted several safety measures, such as screening and providing appropriate personal protective equipment for staff as well as sanitation of all workspaces and clinics. Dr. Chang acknowledged the ongoing struggles of our consumers amid the pandemic and with cases continuing to rise, there is a notable impact on our communities' behavioral health needs and challenges. Dr. Chang asserted the importance of helping our consumers in these uncertain times and the Department is doing everything it can to provide a safe and healthy environment for our staff and consumers.

OLD BUSINESS

- 1.) **MHSA UPDATE:** David Schoelen gave an overview of this year's MHSA's annual plan update process, how they adapted to the COVID-19 restrictions, and the outcomes. After MHSA completes the plan update, they conduct a 30-day posting of the plan for stakeholders and the community to review, then afterwards host a public hearing to gather feedback.

This year, after the completion of the plan, the document was posted online for the 30-day public review, which began on May 11. The document was posted on the landing page of the Department's website, the Department's social media accounts, and emailed to all our stakeholders. The document was available in both English and Spanish and included the newly implemented MHSA toolkit. The MHSA toolkit is a summary of all the changes made to the plan from the previous year. The document was sent out on a regular basis to the community and to our stakeholders and was advertised frequently on social media.

The public review period ended on June 12 and MHSA staff posted the public hearing videos on the Department's website and social media accounts. They also made the public hearing video available on DVD for those unable to access the internet. The video was posted and available in English and Spanish, with closed captioning and a picture-in-picture of someone providing sign language interpretation to assist our deaf and hard of hearing communities. The public hearing

video was 53 minutes in length, which is approximately 5 minutes longer than the standard public hearing.

The public hearing video was heavily promoted via social media, emails, and DVDs from June 12 to June 24. The community had two options available to provide input and feedback after viewing the public hearing. The first is through a hotline where they can leave their verbal feedback through voicemail. The second option was through the landing page of the Department's website, where they can provide their written electronic feedback.

After the public review and comment period, staff reviewed the outcomes and found that a total of 16,770 people in Riverside County viewed the public hearing video at least once. Of the 16,770 that viewed the video, 14,221 engaged in the actual advertisement, which means viewers either liked, shared, or commented on the video. The statistic that Mr. Schoelen found most notable was 3,209 people watched at least 92% of the 53-minute public hearing video. Mr. Schoelen stated that that is considerably more people than he could have ever had in a traditional public hearing.

Mr. Schoelen noted that these outcomes didn't happen in a vacuum, there are a number of unsung heroes in the process that he gave a formal thanks to. First, Robert Youssef and his wife, Frankie, who helped with video equipment, filming, producing, editing, and posting of the videos. Secondly, he gave a big thanks to his assistant, Erica Sierra, who was chief coordinator for distribution, posting, scheduling, and organization. A big thanks also went to the Department's IT, Brandon Jacobs and Robbie Watson, who ensured requests for equipment and programs were prioritized so they were able to get them in a timely manner. Lastly, Mr. Schoelen gave a big thanks to the "Spanish Team," Lucy Lopez, Priscilla Gutierrez, Carlos LaMadrid, Dylan Colt, Miriam Resendiz, and Michelle Downs who helped translate information quickly and accurately, as well as getting in front of the camera and filming the Spanish versions of the videos. Mr. Schoelen expressed his gratitude and appreciation for the whole team's hard work, creativity, and attention to detail.

- 2.) **SAPT UPDATE:** April Marier reported that the next SAPT All Provider Meeting will be held on Thursday, July 9 and invited all those interested in attending. As Dr. Chang mentioned, Behavioral Health is slowly going through the re-opening phase and SAPT is welcoming staff and consumers back. Staff are working diligently to make sure all the safety and protective measures are implemented appropriately to ensure the health and safety of both staff and consumers. Lastly, Ms. Marier shared how excited the Department is with the recently approved sobering center for the Arlington Recovery Center.

COMMITTEE UPDATES:

DESERT REGIONAL BOARD: Mr. Divine reported that the Board discussed efforts surrounding the Art Show. While the Art Show was cancelled due to the pandemic, the shops at The Rivers in Rancho Mirage is still offering to have art work displayed in their storefronts. They discussed the coordination of collecting art work safely and displaying them in the windows of the storefronts. They hope to have a gallery showing for a night or two where people can view and purchase the art pieces.

MID-COUNTY REGIONAL BOARD: Kim McElroy reported that in the last few years they've had a rotation of different administrators and supervisors from SAPT, Older Adults, and TAY providing updates and information regarding their programs. They plan to expand by inviting administrators and supervisors

from Family Advocate Program, Consumer Affairs, Cultural Competency, PEI, and Parent Support and Training to be included in the rotation so they can get regular updates on those programs as well.

At their last meeting, Ms. Moringlane from Recovery Innovations Wellness Cities in Perris and Temecula gave an update on their programs and Ms. Andrews reported on the MHSA program and budget updates. Their ad-hoc committee also recently met to discuss goals for the next fiscal year, which Ms. McElroy will share at the September BHC meeting.

WESTERN REGIONAL BOARD: Greg Damewood reported that they had a Zoom meeting, which went well. Once the minutes are available, they will be forwarded to the Liaison for review.

ADULT SYSTEM OF CARE: Brenda Scott reported their meeting was held on Thursday, June 25 and they had a presentation from Michael Woodward from Borrego Health and gave an overview of their transgender services. Ms. Scott noted that Mr. Woodward was part of a panel at the Pride Event that NAMI hosted along with the Department on June 19.

Building Up Lives has a foodbank in Moreno Valley, which is open for distribution on Saturdays 12:00 – 2:00 pm and they also delivery food Monday to Friday from 12:00 – 2:00 pm. For those who need more information, the phone number to the foodbank is (951) 550-5466. On July 18, they will be hosting a live stream blood bank drive in their parking lot and they will have a small resource fair and raffles.

CHILDREN'S COMMITTEE: Tori St. Johns reported that the Committee met on June 23 and will meet again on July 28. They didn't have a presentation for June 23, but anticipates having a presentation on July 28. All are invited and welcome to attend.

CRIMINAL JUSTICE COMMITTEE: Brenda Scott reported that the Committee will hold a Zoom meeting in July.

HOUSING COMMITTEE: Brenda Scott reported that they met on June 9 via Zoom. They discussed some of their goals regarding housing, an educational forum, and a conference. They discussed how to educate the community on housing and No Place Like Home due to the biases regarding the homeless and homelessness. They also discussed the idea of a Room and Board Coalition in the same way San Bernardino has. Ms. Scott also raised the possibility of developing a list of housing resources for the community, so those who are struggling with housing can see what their options are.

LEGISLATIVE COMMITTEE: April Jones reported that the group reviewed a number of legislations and discussed what's currently being supported by the Department. Ms. Jones noted that there are legislations that give law enforcement and peace officers the responsibility to do evaluations and assessments to determine the needs for mental health services. The group anticipates changes to occur in the bill during the legislative process and they plan to monitor its progress closely.

MEMBERSHIP COMMITTEE: Mr. Divine reported that there are currently no new applicants and there is only one vacancy in the Commission. They plan to review Commissioner attendance and report back in September.

OLDER ADULT SYSTEM OF CARE COMMITTEE: Brenda Scott reported that the Older Adult programs are working closely with the Office on Aging with some of their initiatives. "Great Plates" is a new initiative, in which they contract with restaurants to feed a lot of the seniors in our community. They plan to include resource flyers along with the meals. The flyer provides contact information for those who

may feel they need some type of behavioral health assistance. Additionally, they are also working with Office on Aging to extend their PEI program to do a similar service as the In-Home Support Services.

PUBLIC ADVOCACY COMMITTEE: April Jones reported that the Committee discussed evaluation procedures, attendance, and orientation process for new Commissioners. Ms. Jones asserted that these initiatives may be more appropriate for the Membership Committee to handle and would be happy and open to discuss these ideas with them. Ms. Jones added that the California Association of Local Boards and Commissions' website has a wealth of information, webinars, training videos, and templates that can really benefit the Commissioners and newcomers. The Committee plans to review the information and determine which ones would be beneficial for the Commissioners.

QUALITY IMPROVEMENT COMMITTEE: Daryl Terrell reported that the Best Practice Committee provided a presentation on a new software they are developing. The software is to help assist consumers with their appointments by sending out text message reminders.

In Detention, all staff are now wearing N95 masks and the Department is working safely to provide services for both detention medical staff, sheriffs, and most importantly for consumers who are in custody. Housing has been minimized with the exception of consumers with urgent and emergency psychiatric needs.

The Tech Suite Team has been working in collaboration with Center on Deafness Inland Empire to assess the needs of our deaf and hard of hearing communities. They are working with a developer to design the application to ensure that the application has the proper functionality for this community.

They received a report on service utilization, which was broken down to type of service, location, cancellation, and no-shows from May 26 – June 26 and found that 68.3% of services was provided by telephone followed by office in telehealth.

VETERANS COMMITTEE: None

EXECUTIVE COMMITTEE RECOMMENDATIONS: Carole Schaudt suggested having a report from TAY or an update/overview of suicide deaths and attempts in Riverside County.

Due to COVID-19, Dr. Walter Haessler and other Commissioners felt it is necessary to have a meeting in August, which is traditionally a dark month. With a number of Commissioners supporting the addition of an August meeting, the Chair agreed to hold a meeting in August 5.

ADJOURN: The Behavioral Health Commission meeting adjourned at 1:50 pm.

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	✓										
April Jones, District 3	✓										
Beatriz Gonzalez, District 4	✓										
Brenda Scott, District 3	✓										
Carole Schaudt, District 4	✓										
Daryl Terrell, District 5	✓										
Debbie Rose, BOS Rep. Dist. 2	✓										
Dildar Ahmad, District 1	✓										
Greg Damewood, District 5	✓										
Jose Campos, District 2	A										
Paul Vallandigham, District 5	A										
Richard Divine, District 2 (<i>Redist. 4</i>)	✓										
Rick Gentillalli, District 3	✓										
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.