

## RIVERSIDE COUNTY BEHAVIORAL HEALTH COMMISSION

MEETING MINUTES FOR FEBRUARY 5, 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, lead the Pledge of Allegiance, and commenced introductions.

**CHAIRPERSON'S REMARKS** – None

**COMMISSION MEMBERS REMARKS** – Dr. Walter Haessler shared an article from the LA Times regarding missing indigenous (Native American) women. According to the article, close to 5600 Native American go missing each year.

Brenda Scott reported that NAMI Mt. San Jacinto is having a Fiesta Recognition Dinner on Saturday, February 22 at the Golden Era Country Club. They will be recognizing three Department staff members for their hard work – Alicia Hermosillo from the Family Advocate Program in Mid-County, Carolina Jernejcic from the TAY Center in Mid-County, and Lisa Everson from San Jacinto Children's Clinic.

**PUBLIC REMARKS** – James Lucero from ASOC (Adult System of Care) Committee and DBSA (Depression and Bipolar Support Alliance) reported they are having a “homecoming” at their next ASOC meeting to welcome their new President, Natalie Martin. Mr. Lucero shared that a few years ago they lost their president and within the last year, they lost all of their senior leadership. They struggled to rebuild for a while, but have stabilized with new leadership. Mr. Lucero invited all those interested in meeting their new President and learning more about DBSA, at the next ASOC meeting.

Lisa Morris reported that Julie-Ann Stewart-Cleaveland will be presenting on her agency, “Building Up Lives Foundation” at the Western Regional Behavioral Health Advisory Board meeting. The Foundation provides food resources and advocacy for those dealing with domestic violence, child abuse, elder abuse, parental abuse, and sexual abuse. Ms. Morris emphasized the significance of their food resource program as many others are difficult to navigate. The Foundation makes it easier for clients to access nutritious food without the need for ID's or proof of income. Ms. Morris invited all those interested in learning more about the Foundation at the next Western Regional Behavioral Health Advisory Board meeting.

Melinda Drake reported that MFI Recovery Center has been participating with Feeding America. Beginning last December, every third Tuesday of the month from 9:00 am – 12:00 pm, they provide food and clothes to those in need. Since they began this partnership, they have provided food to approximately 160 families overall. Similarly to the Building Up Lives Foundation, they also don't require ID's or proof of income. The Center is located at 5860 Arlington Avenue in Riverside.

**MINUTES OF THE PREVIOUS MEETING** – A correction was noted on page 1 – the program is called “Lift” to Rise, not “Live” to Rise. Minutes were accepted as noted.

**CELEBRATE RECOVERY** – This month's Celebrate Recovery Speaker shared their experience with the Stepping Stones TAY Program. The Speaker shared that if you had met her a year ago, she was a mess. The Speaker struggled with extreme anxiety, to the point that many thought she was a mute. She continued, “sleep was a long distance best friend, trust was non-existent, and safety and acceptance

were feelings [she] became more unfamiliar with as each day passed.” The Speaker stated that she has been trying to “fix” herself since she was 16 and her experience in therapy was not as effective as she had hoped, so she gave up. November is usually a hard month for her, but she learned of the Stepping Stones Program. It took her a few weeks to muster up the courage to come in and with her insurance eligibility nearing an end, she knew she had to make the effort. In late December, she finally decided to go to Stepping Stones to learn about their creative writing group. The Speaker stated that Stepping Stones was the first thing in her life that has had a positive impact. She not only described what the program was like for her, but for everyone else walking into the program. Stepping Stones creates a safe space for everyone, regardless of your background, where you are in your journey, or how “messed up” you feel. It’s a space where you never feel judged, threatened, unsafe, or fearful. There’s never an invalidation of feelings and there are no glass windows between you and staff. For many that come to Stepping Stones, it’s home away from home, and for some it’s just home. The Speaker expressed her gratitude for the program and thanked the Commission for allowing her to share her story. The Speaker added that if the day’s meeting was to determine if Stepping Stones and other TAY Programs like it are worth the time and effort, she knows the answer is ‘yes.’

## **NEW BUSINESS**

1. MID-COUNTY FULL SERVICE PARTNERSHIP PROGRAM UPDATE: Vicki Redding provided an overview on the changes regarding Mid-County’s Full Service Partnership (FSP) Program. FSP is an intensive community based program that provide intensive wraparound strength based services celebrating the strengths of the individual and meeting them where they are. FSP provides intensive case management services by a multi-disciplinary team (MDT). MDT’s include behavioral health specialists, peer and family advocates, clinical therapists, nurses, psychiatrists, and doctors along with family and social supports that work together to help “wraparound” consumers with a strength based approach to help consumers on their path to wellness and recovery.

FSP services are available to individuals dealing with serious and persistent mental health conditions, where traditional outpatient services have not proven effective. These services are targeted to meet un-served or underserved individuals who are homeless, or at risk of homelessness, and/or have experienced, or at risk of experiencing, psychiatric hospitalizations or incarcerations, related to their mental health condition.

RUHS-BH offers Older Adult programs for individuals 60 and over; Adult FSP programs for adults ages 26-59 and Transition Age Youth (TAY) FSP programs for youth ages 16-25. Specialized populations are also served with the FSP model, for justice-involved populations, and children and their families can receive specialized FSP level services, which may also include parent support partners.

The re-design of Mid-County’s FSP helped expand services, which allowed the Department to serve more consumers throughout Mid-County. Of the three regions in Riverside County (Desert, Mid-County, and Western) Mid-County is the only region that had a contract for FSP services, which was provided by Telecare in San Jacinto. While this worked well for consumers in San Jacinto and Hemet, it inadvertently created a challenge for those living in areas like Temecula and Perris. Ms. Redding noted that when they evaluate systems to determine how to reduce barriers, transportation and easy access to services are some of the factors they consider. With Telecare’s contract ending in 2019, the Department considered how they can provide FSP-level services in existing Adult and Older Adult Sites. As a result, they decided to add six different tracks in addition

to the one in San Jacinto. Sites include the Adult Clinics in Temecula, Lake Elsinore, Hemet, Perris, and the Older Adult Clinics in Temecula and Lake Elsinore. Ms. Redding noted that it is a proven fact that when consumers are receiving services in their community, they are more likely to engage, which leads to more sustainability and better outcomes.

The transition began in July 2019. Letters were sent to consumers notifying them of the change. There were 262 consumers originally with Telecare and 43 of which did not have current addresses or were considered in a shelter or homeless. The contract with Telecare was scheduled to end in August 31, 2019, so Telecare and RUHS-BH staff worked diligently transitioning consumers by performing “warm handoffs.” FSP supervisors from the Western and Desert Region also helped in this transition and many staff worked on their days off to make sure consumers felt safe and supported during the transition. As they worked individually with consumers, they discovered that some were closer to the Western or Desert FSP, so they transitioned them into those locations.

In addition to the added sites, they also added after hour call-in service, which was sourced to our existing Mid-County Crisis Service Unit (CSU) and Telecare. Ms. Redding noted that even though their contract ended with Telecare, they continue to have a strong working relationship and they were able to coordinate after hour services with their assistance.

As of January 31, 2020, Hemet holds the highest enrollment with 85 consumers, 20 in Lake Elsinore, 14 in Temecula, and 19 in Perris. Southwestern Older Adult Clinic was their biggest surprise. During the transition, only six consumers were transferred to Southwest from Telecare. After people in the community learned about the service being available in Southwest, they are now up to 15 consumers. Overall, Mid-County is now servicing nearly 300 consumers with the help of the expansion.

2. CHILDREN'S SERVICES EXPANSION: Janine Moore provided an overview regarding the expansion of Children's Services in Riverside County. Historically, the youth population grew, while available behavioral health services did not. According to the last census, there were approximately 713,000 youth (age range 0-20 years) in Riverside County, which represents one-third of the population. Based upon prevalence rates of serious mental illness and serious emotional disturbance, the County has a significant amount of unmet need for youth. Data also shows that there is also a great deal of underserved communities in Riverside County. As a result, the Department decided to embark on expanding Children's System of Care. This effort began three years ago and they developed a strategic plan and values were identified to ensure the highest quality of care. Values include making sure we're providing trauma-informed care, culturally and gender appropriate care, evidence-based practices, family centered services, and a peer model. Strategies were developed to expand services to children, youth, and their families, particularly in Mid-County and Desert Region.

Prior to the expansion, there were only four system of care contract providers. As they examined the data showing where services were available and where the youth are. They determined that the most underserved communities were in the Desert and Mid-County Region. They employed several strategies in building their system of care and they started by having a discussion with their four existing system of care providers. This resulted in an almost immediate addition of services by one of the contract providers. This particular provider was able to open a Children's Program in Hemet, one of the highest underserved areas in Mid-County.

In February 2017, letters were sent to all organizations throughout the state that had a MediCal certification. Organizations were invited to an informational meeting where RUHS shared their strategic plan, values, what the needs are, and for what areas. Organizations were then asked to provide information to determine whether they have the ability to provide the much-needed services. There were several other counties interested in expanding into our County, primarily Los Angeles. They were initially only interested in expanding in our Western Region, but have since made significant gains in having them expand services in our Mid-County and Desert Region.

Through their efforts, they found that foster family agencies were also very interested in contracting with the Department for a variety of reasons. The most notable being the Continuum of Care Legislation. Ms. Moore noted that they did not set an end date for the expansion, as this will be an ongoing process. Organizations were given until July 31 to contact RUHS-BH, should they be interested in participating.

Since the beginning of the expansion efforts, they have increased from four system of care providers to 27. They have added several foster family agencies serving DPSS (Department of Public Social Services) child welfare dependents and they were also able to add California Mentor, a contract provider from LA. In addition, they were also able to contract with two school districts – Palm Springs Unified and Jurupa Valley Unified. There is an overall recognition with other County Departments and Education partners regarding the importance of truly partnering to ensure children and families are receiving appropriate services in their community.

Results of the expansion have been incredible. In FY 16/17 contract providers served a total of 1,157 youth and FY 18/19 the number of youths served increased to 2,482, which represents 108% increase. Even more impressive are the number of services. In FY 16/17 there were 29,270 services provided, in FY 18/19 this number increased to 74,345 services, representing 126% increase. Ms. Moore noted that one of the reasons why the expansion has been so successful is because the services were accessible in their community; they are field-based, community-based, and home-based.

With the staggering increase of youths/families served, contract providers are admittedly overwhelmed, so the Department ensures having constant communication and expanding contracts very quickly, at times even doubling. Department Administrators have monthly or quarterly meetings with providers to maintain communication and good working relationship. Ms. Moore noted that they understand the issue of unmet need continues based on the continued demand for services. For their next steps, their plan is to re-evaluate the additional needs by region and continue to accept the program statements from new providers, particularly foster family agencies and school districts.

3. REGIONAL BOARD BYLAWS: Kim McElroy presented the revised draft of the Regional Advisory Board Bylaws to the Commission. The Regional Advisory Board Bylaws were last updated in 1999. Changes included updating the terms “mental health” to “behavioral health,” and names of managers and administrators. They also added additional language, one of which is in the middle section of page two – “... the composition of the regional advisory board shall represent the demographics of the county to an extent feasible...” and “... vacancy shall be filled in accordance with this policy by the Board of Supervisors.” Ms. McElroy seeks the Commission’s approval of the update after a review of the changes. Ms. McElroy added that she and Mr. Damewood are committed to continuing to work on the Bylaws Ad Hoc Committee and implement any other

suggestions or feedback from the Commission. Mr. Divine addressed the Commission and instructed everyone to review the changes and they will address any comments at the next BHC meeting.

**DIRECTOR'S REPORT:** Dr. Chang first commented on Ms. Redding's presentation on Mid-County's FSP expansion. The FSP Program is the Department's most intensive outpatient system of care. It is an extremely valuable program as data outcomes show it is effective in keeping people out of the hospital and jails. It allows consumers participating in the program to progressively move away from the condition of being incarcerated or homeless and bring them towards self-sufficiency and independence, or at the very least, assisted living. Dr. Chang noted that the hope of the Department is to duplicate the same FSP expansion efforts within the Desert and Western Region. Currently, the Desert's FSP services are only available in Palm Springs, which creates a transportation and access barrier for consumers living in Indio or Blythe.

Additionally, Dr. Chang commented on the topic of qualifying consumers for FSP services. In his opinion, it is far too difficult to qualify for services and at the same time, it is also far too easy to leave the program. Executive Management decided internally to change the standards, which will allow consumers in need of the program to qualify more easily. By having the appropriate levels of care available within the communities of our consumers, they are more likely to consistently engage in services, which result in better outcomes for the individual. Dr. Chang noted, that as the data has shown us, we have a great deal of unmet needs and underserved communities in Riverside County. The expansion of services along with the Department's integration efforts, they are discovering that having services available in all of our sites are not only resulting in better outcomes, but is also bringing in individuals and families who weren't previously aware of our system of care are now clamoring for services.

## **OLD BUSINESS**

1. **MHSA UPDATE:** David Schoelen announced that they have begun their MHSA Annual Update Planning. They have been visiting the advisory committees and getting feedback regarding plan development. The hallmark of this process that is formalized at the beginning portion of the year is the Public Hearings that take place in May. Mariah Andrews, the Innovations supervisor, will be taking lead on coordinating some of those hearings. They are working on re-examining, re-inventing, and re-imagining some of these processes in an effort to increase stakeholder participation to a degree that meets the spirit of the law. This involves working more closely with the Commissioners. Staff have been working closely with Beatriz Gonzalez and Brenda Scott in order to determine the best places within the Desert Region and Mid-County Region (respectively) to host the hearings. They are hopeful they will have dates arranged for the Public Hearings by the end of the month. Additionally, they are also looking to re-vamp their promotional campaigns so more community members have access to the knowledge and participate in the hearings.

In April, Mr. Schoelen will be returning to the Commission to seek volunteers to host and conduct the Public Hearing. Public Hearings are codified into law and needs to be conducted by the Commission. Dr. Schoelen encouraged Commissioners to participate in the Hearings as it is an excellent opportunity for them to talk to the community at large regarding their interest and needs.

2. **SAPT UPDATE:** Rhyan Miller gave Janine Moore and Diana Brown the opportunity to share the awards their programs recently received and highlights from the Annual Dare to Be Aware

Conference. Ms. Moore shared that Children's Services and Prevention and Early Intervention (PEI) recently received the Riverside County Innovates Award for their work in the Desert Hot Springs Peace for Kids Program. The Innovates Award is presented by the Board of Supervisors for outstanding innovative work in the County. The Peace for Kids Program serves 400 youth a year with staff embedded in two middle schools in Desert Hot Springs. The staff work with groups of students to help build their coping skills, anger management, and character development. This is supplemented with parent intervention groups in the evening. Ms. Brown shared that PEI also received a Riverside County Innovates Award for their work with Office on Aging. They offer the Caregiver Pathways Group, which works with caregivers of individuals over the age of 60 that struggle with dementia or some form of mental illness. They work with caregivers themselves to help prevent burnout, stress, and anxiety.

Ms. Brown reported they recently held their 18<sup>th</sup> Annual Dare to Be Aware Conference. This conference is designed to bring awareness around mental health issues, stigma reduction, and behavioral health resources. This year the topics were focused on resilience and they had guest speakers come in and speak to the kids and give them some activities and tools they can take back to their school campus. The Conference usually hosts between 700-900 students annually, and this year they had approximately 800 students attend. Students attending the conference were selected by their school counselors who join them on this day and they are encouraged to take the information back to campus and share with the student body. The Conference is hosted by RUHS-BH annually at the Riverside Convention Center. They assist with getting transportation and helping schools from the Desert Region to join and participate in the Conference. Ms. Brown noted that at this Conference, they enlisted the help and support from Friday Night Live, and they hope to continue this partnership moving forward.

Rhyan Miller reported that this month is the third year anniversary of the DMC-ODS Waiver (Drug/MediCal Organized Delivery System Waiver). Mr. Miller shared that our County Clinics' upward trend has stayed consistent since the beginning of the Waiver. In the beginning, they were required to guarantee Federal and State that we will have at least a 30% increase in services with the help of the Waiver, which we've actually more than doubled as we currently stand between 70-80% increase. In October, MFI added two new levels of care: outpatient detox and recovery residences. Additionally, MFI and ABC Club also added partial hospitalization, which is more intensive than it sounds. Mr. Miller noted that this is a very intensive outpatient level of care, which require 20 additional hours of clinical service a week. Residential detox is where the numbers are declining. They are discussing this with the providers as there is conflicting reports regarding the numbers.

SU CARES will soon be merging with CARES. Executive Management has approved the date and the transition will begin on March 12. Both call centers will be located on the second floor of Rustin. While they share one location, they will still have two separate phone numbers. Mr. Miller shared that the transition to one phone number will occur on the second phase of the merge.

Detention Medication Assisted Treatment (MAT) is now available in all the County jails. In December, they piloted the program in one detention center and they were able to provide the service to 259 consumers. In January, with the rest of the detention centers now able to provide the service, the number of consumers receiving treatment have jumped to 373. They have released 89 consumers and linked them to services in the community. They are tracking those

results to make sure the consumers remain engaged. Mr. Miller noted that implementing this program has been a huge joint effort and thanked everyone involved in the effort, for their support. Lastly, Dr. Chang recently approved the addition of more physicians to be “ex-waivered,” which simply means they can prescribe buprenorphine. SAPT held a training at the Moreno Valley Hospital, where they had over 80 physicians in attendance. Mr. Miller stated that this effort will assist in the expansion of the MAT program.

**SITE REVIEWS:** Mr. Divine addressed the Commission and instructed them to look over the list of sites and determine which ones they would like to do a Site Review on. Mr. Divine stated, if possible, Commissioners perform at least one Site Review, and for those who are so inclined, perform 2-3 Site Reviews within the fiscal year.

**COMMITTEE UPDATES:** Tabled

**EXECUTIVE COMMITTEE RECOMMENDATIONS:** Greg Damewood suggested discussing Commissioner attendance.

**ADJOURN:** The Behavioral Health Commission meeting adjourned at 1:58 pm.

*Maria Roman*

Tori St. Johns, BHC Secretary

Maria Roman, Recording Secretary

**FY 2019/20 BEHAVIORAL HEALTH COMMISSION ATTENDANCE ROSTER**

MEMBERS	JUL	SEP	OCT	NOV	JAN	FEB	MAR	APR	MAY	JUN
April Jones, District 3	✓	✓	A	✓	A	✓				
Anindita Ganguly, District 2	✓	✓	✓	A	✓	A				
Beatriz Gonzalez, District 4	✓	✓	✓	✓	✓	✓				
Brenda Scott, District 3	✓	✓	✓	A	✓	✓				
Carole Schaudt, District 4	A	A	✓	✓	A	A				
Daryl Terrell, District 5	A	✓	✓	✓	✓	✓				
Dildar Ahmad, District 1	✓	A	✓	✓	A	✓				
Greg Damewood, District 5	✓	✓	✓	✓	✓	✓				
Jose Campos, District 2		✓	A	✓	✓	A				
Paul Vallandigham, District 5				✓	✓	✓				
Richard Divine, District 2 (Redist. 4)	✓	✓	✓	A	✓	✓				
Rick Gentillalli, District 3	ML	✓	✓	✓	✓	✓				
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](http://www.rcdmh.org). To request copies, please contact the BHC Liaison at (951) 955-7141 or email at [MYRoman@rcmhd.org](mailto:MYRoman@rcmhd.org).

OTHERS PRESENT		
Adrienne Gee, RUHS-BH	Amy McCann, RUHS-BH	April Marier, RUHS-BH
Bill Brenneman, RUHS-BH	Bernadette Regan, RUHS-BH	Brian Betz, RUHS-BH
Carlos Chavez, RUHS-BH	Cheryl Gutierrez, Guest	Chris Duffy, Guest
Cindy Hart, Guest	Dakota Brown, RUHS-BH	David Schoelen, RUHS-BH
Deborah Johnson, RUHS-BH	Diana Brown, RUHS-BH	Dylan Colt, RUHS-BH
James Lucero, RUHS-BH	Janine Moore, RUHS-BH	Jeremy Goodlin, RUHS-BH
Johnnie Gray, Guest	Julie-Ann Stewart-Cleaveland, Guest	Kim McElroy, Guest
Kristen Duffy, RUHS-BH	Laurence Gonzaga, RUHS-BH	Lisa Morris, RUHS-BH
Marcus Cannon, RUHS-BH	Maria Martha Moreno, RUHS-BH	Maria Roman, RUHS-BH
Mark Krulic, Guest	Maureen Dopson, RUHS-BH	Melinda Drake, Guest
Melissa Noone, RUHS-BH	Melissa Vasquez, RUHS-BH	Miesha Hale, RUHS-BH
Pamela Norton, RUHS-BH	Pedro Arciniega, RUHS-BH	Rhyan Miller, RUHS-BH
Rita George, Guest	Russell Moreau, Guest	Sarah Cranbury, RUHS-BH
Sarah Rodriguez, BOS Rep, District 3	Stephanie Bennett, Guest	Steve Lusk, Guest
Susan Clay, Guest	Sylvia Aguirre-Aguilar, RUHS-BH	Veda George, Guest
Vicki Redding, RUHS-BH	Victor Almaraz, Guest	William Harris, RUHS-BH
Zachary Tucker, RUHS-BH		