

RIVERSIDE COUNTY BEHAVIORAL HEALTH COMMISSION



Meeting Minutes
September 6, 2017
12:00 pm – 2:00 pm

BHC MEETING ATTENDANCE SEPTEMBER 6, 2017

MEMBERS PRESENT	
Rick Gentillalli, District 3, Chairman	Richard Divine, District 2, Vice Chair
Ric Riccardi, District 5, Secretary	Ashley Fuller, BOS Representative, District 2
Beatriz Gonzalez, District 4	Brenda Scott, District 3
Carole Schaudt, District 4	Dildar Ahmad, District 1
George Middle, District 2	Greg Damewood, District 5
Victoria St. Johns, District 4	April Jones, District 3
Walter Haessler, District 1	

MEMBERS NOT PRESENT	
Daryl Terrell, District 5	

OTHERS PRESENT	
Steve Steinberg, Director	Bill Brenneman, Deputy Director, RUHS-BH
Angie Abbott, RUHS-BH	Michelle Martinez, Guest
David Schoelen, RUHS-BH	Tony Ortego, RUHS-BH
Steve Lusk, Guest	Rhyan Miller, RUHS-BH
Gwen Hale, Guest	Joe Gonzalez, RUHS-BH
Tim Brown, Guest	Lisa Jackson, RUHS-BH
Diana Brown, RUHS-BH	Araceli Ruiz, BOS Representative, District 4
Robyn Kelley, Guest	Karen Hudson, Guest
Elin Zerai, Guest	Glen Shepherd, Guest
Kim McElroy, MCRB	Jim Hill, RUHS-BH
Pamela Miller, Guest	James Lucero, Guest
Maria Arnold, RUHS-BH	Elizabeth Dario, Guest
Julie Curran, RUHS-BH	Eden De La Cruz, Guest
Richard Bolter, RUHS-BH	Kristen Duffy, RUHS-BH
William Harris, RUHS-BH	Dawn Gordon, Guest
May Farr, NAMI, Guest	Kevin Porter, Guest
Laurence Gonzaga, IEHP, Guest	Glenis Ulloa, RUHS-BH
LaGwenda Hill, RUHS-BH	Stephen Morales, RUHS-BH
Karen O'Rear, RUHS-BH	Brian Tisdale, BOS Representative, District 3
Erica Sierra, RUHS-BH	Leonel Contreras, Provider, Guest
Monique Gordon, Guest	Toni Lucas, RUHS-BH
Sylvia Aguirre-Aguilar, RUHS-BH	Rick Algarin, RUHS-BH
John McCue, NAMI, Guest	Maria Algarin, RUHS-BH
Deborah Pagliuso, Provider, Guest	Eric Faulkner, Guest

CALL TO ORDER AND INTRODUCTIONS – Rick Gentillalli called the Behavioral Health Commission meeting to order at 12:00 pm.

CHAIRPERSON'S REMARKS – Rick Gentillalli led the Pledge of Allegiance then motioned to suspend the meeting for 15 minutes.

COMMISSION MEMBERS REMARKS – Brenda Scott announced that the NAMI Walk will be held on October 28 and the kick-off luncheon will be held on Wednesday, September 13.

PUBLIC REMARKS – Joe Gonzalez donated a piece of art to the Rustin Campus.

MINUTES OF THE PREVIOUS MEETING – Lynn Basso's title needs to be corrected from Behavioral Health Specialist (BHS) II to BHS III and Veterans Committee comments need to be added under Committee Updates. Behavioral Health Commission Minutes were accepted as noted.

CELEBRATE RECOVERY – This month's Celebrate Recovery Speaker is Angela Abbott from Consumer Affairs. Thirteen years ago, Ms. Abbott lost her home and family due to her substance abuse and mental health challenges. Ms. Abbott found herself alone and living on a bench in a dilapidated park near the train tracks. One day a woman started visiting; bringing her a cup of coffee and a biscuit sandwich. They discussed the weather, stray animals, and the defunct playground by the bench, but never once about Ms. Abbott's situation. She later asked the stranger why she visits, and the stranger responded "this used to be my bench." For the first time, in a long time, Ms. Abbott felt hope.

A few weeks later she admitted herself into a 28-day rehab facility. After completing her stay, she registered herself into a 12-step program, which she fully devoted to. Nine months into her sobriety Ms. Abbott was able to reconnect with her family and come home. While her recovery efforts dealt with her substance abuse issues, it did nothing to diminish her mental health problems; Ms. Abbott still struggled with suicidal thoughts and depression. She later sought help at the suggestion of a close friend and saw a doctor. Ms. Abbott was then placed on a 72-hour watch, where she was diagnosed and prescribed medication that alleviated her depression and suicidal thoughts.

Unrelenting in her mission of recovery and self-improvement, she enrolled herself in school and received her credentials for alcohol and drug treatment so she can help others that struggled with the same issues. With the help of the Department's Workforce Education and Training Program, Ms. Abbott was able to move even further with her education by earning a Master's Degree in Counseling with a concentration in Marriage and Family Therapy. Ms. Abbott now serves as a Senior Peer Communications Specialist for the Department.

Ms. Abbott expressed her sincere gratitude for the Department. She believes that she would not have overcome and achieved as much in her recovery, education, and career without the support and opportunities afforded to her by the County and its staff.

NEW BUSINESS

1. **RECOVERY HAPPENS EVENT:** Kristen Duffy and Richard Bolter shared a video montage from the 2016 Recovery Happens event. Mr. Bolter referenced the Substance Abuse and Mental Health Services Administration website to explain the history and objective of the national event: "Recovery Month began in 1989 as 'Treatment Works! Month,' which honored the work of substance abuse treatment professionals in the field. The observance evolved into National Alcohol and Drug Addiction Recovery Month in 1998, when it expanded to include celebrating the accomplishment of individuals in recovery from substance use disorders. The observance evolved once again in 2011 to National Recovery Month (Recovery Month) to include all aspects of behavioral health.

There are millions of Americans whose lives have been transformed through recovery. Since these successes often go unnoticed by the broader population, Recovery Month provides a vehicle for everyone to celebrate these accomplishments. Each September, tens of thousands of prevention, treatment, and recovery programs and facilities around the country celebrate national Recovery Month. They speak about

the gains made by those in recovery and share their success stories with their neighbors, friends, and colleagues. In doing so, everyone helps to increase awareness and furthers a greater understanding about the diseases of mental and substance use disorders.

Now in its 28th year, Recovery Month highlights the achievements of individuals who have reclaimed their lives in long-term recovery and honors the treatment and recovery service providers who make recovery possible. Recovery Month also promotes the message that recovery in all of its forms is possible and encourages citizens to take action to help expand and improve the availability of effective prevention, treatment, and recovery services for those in need” – just as we have done here in Riverside County with the Drug MediCal Waiver.

Ms. Duffy reported that the theme for the 2017 Recovery Happens Event is “Join the Voices of Recovery – Strength in Families and Communities.” The theme will highlight the value of family, community support throughout recovery and invites individuals in recovery and their family members to share their personal stories and successes in order to encourage others. The Recovery Happens Event will be held on Friday, September 15 and will feature over 50 vendors providing resources for their program and services; live music; speakers sharing their journey through recovery; various contests; and a Children’s Zone with games, face painting, and carnival games. Flyers were available for more information.

2. INTERACTING WITH STRANGERS: Lisa Jackson and Maria Algarin provided information on the “Mental Health First Aid” class. In a medical crisis, most know how to perform CPR or the Heimlich maneuver, however, in a mental health crisis, most are unaware of what to do or how to approach the individual. Mental Health First Aid teaches techniques and tools on how to approach an individual experiencing a mental health crisis or struggling with a mental health problem.

Mental Health First Aid was developed in Australia by a psychiatric nurse named Betty Kitchner and Anthony Jorm. It is an 8-hour course and two variations of the training are available – 1) Adult Mental Health First Aid and 2) Youth Mental Health First Aid. The course is open to the public and is available in English and Spanish. The course is funded by MHSAs Prevention and Early Intervention and is provided at the Rustin Campus. Flyers and brochures were provided for more information.

3. AB2246 – MODEL SUICIDE PREVENTION POLICY: Behavioral Health Commissioner, April Jones, provided information regarding AB2246 and the California Department of Education’s (CDE) requirements on how to develop and implement this new law for premiere schools. Ms. Jones is a District Marriage and Family Therapist for Hemet Unified School District and is charged with developing and implementing AB2246 – Model Suicide Prevention Policy for her district. AB2246 requires all school districts to have a prevention policy in place by the 2017/ 2018 school year. The focus of the bill is to establish prevention, intervention and postvention strategies to enable school staff to address a student’s needs in whichever behavioral state they are in. Some of CDE’s main initiatives include transforming the climate of schools as it relates directly to suicide prevention, such as creating a caring and nurturing school environment, reducing stigma, creating awareness, and developing an understanding and supportive leadership between upper management and staff.

Ms. Jones explained that CDE requires school districts to establish a Multi-Tiered System of Support (MTSS) as a way to implement the initiative of transforming school climate. The goal of this initiative is to keep 80% or more of students in Tier 1 – a healthy mental state where they are able to maintain appropriate behavior and perform well academically. Intensive interventions will be provided to 15% of students that do not respond well to Tier 1 strategies. The remaining 5% of students that struggle with suicide ideation and/or self-injury will be given the most intense support and placed in appropriate care.

Education and training will be paramount in the implementation of this bill and the development of the model policy. Diana Brown, Prevention and Early Intervention Manager, shared some of the Department’s efforts in assisting the school districts by providing proper training and education at no cost. A few examples of the courses include: “SafeTalk,” a 3-hour suicide awareness training; “ASIST,” (Applied Suicide Intervention Skills Training), a 2-day course that teaches intervention and safety planning; and “Mental Health First Aid,” as presented by Maria Algarin and Lisa Jackson, is an 8-hour course that teaches techniques on how to approach individuals experiencing a mental health crisis or struggling with a mental health issue.

OLD BUSINESS

1. MHSA UPDATE: David Schoelen provided a more detailed presentation regarding the Innovation Project Plan: Inland Empire Psych Partners – Public-Private Collaboration to Transform Emergency Psychiatric Services. In terms of crisis response the Department has developed and implemented some good systems, such as the mobile crisis teams that assist emergency room staff and law enforcement; Crisis Stabilization Units (CSU) located in each region as an alternative to the emergency room; and the adult residential care as an alternative to acute hospital care. However, there are still many that seek psychiatric care in standard emergency rooms, because for many, the emergency room is where they go when they are in distress. This presents an issue with stakeholders and hospital partners as individuals can have wait times that range from several hours to days, depending on the need. This is not only a county or state issue, but a national issue.

The Innovation Plan proposes to address this issue by implementing systems of care within the emergency room itself. Typically, when an individual is admitted in the emergency room for a stroke, heart attack, car accident, etc., there are “standard order sets” followed by the physician on duty to begin medical care or treatment. There are no such standard order sets for someone in psychiatric distress; they are simply made to wait for a consultation, which can take hours, as many hospitals do not have enough psychiatrists on staff. The Innovation Plan proposes to establish standard order sets and implementing a mental health nurse and tele-psychiatry within the emergency room to help begin treatment for someone in psychiatric distress in a timelier manner. For example, an individual may come in the emergency room experiencing a severe panic or anxiety attack, which can be mistaken for a heart attack. The mental health nurse can begin with behaviorist therapy, i.e. breathing or grounding exercises and administer proper medication to help the individual calm down. Tele-psychiatry can help eliminate an extended wait time by allowing the individual to consult with a psychiatrist on screen.

Mr. Schoelen reported that this Innovation Project is unique because the Department is addressing the issue in collaboration with San Bernardino County and the Hospital Association of Southern California (HASC). No other county has worked in this type of regional partnership to achieve success in addressing the needs of their combined communities. HASC is at the pulse of what’s occurring in hospitals all over Southern California and the data collected by HASC provides relevant information needed to help develop appropriate solutions. If successful, the plan has the potential to be expanded statewide and ultimately, nationwide.

Currently, they are in the process of seeking and collecting feedback from stakeholders. All members of the community – consumers, family members, and general interest members – are encouraged to review and provide feedback on the draft. The draft of the plan and feedback form is available online for everyone’s use. Mr. Schoelen reported that he and his team will be visiting various systems of care committees and cultural committees in order to share the plan and get direct feedback from the audience. The official public hearing is scheduled for Wednesday, October 4 at 3:00 pm. Rick Gentillalli, April Jones, and Brenda Scott volunteered to help host the public hearing.

2. SAPT UPDATE: Rhyan Miller reported that since the last update of the Waiver, the number of consumers served has increased; changes have been made in staffing; and logistical improvements have been made to help increase productivity. Executive Management approved the increase of additional staff for the Substance Use (SU) CARES Line to help field calls since the roll out of the Waiver. SU CARES Line experienced a significant increase in calls after the Waiver was first implemented. Before the Waiver was implemented, the SU CARES Line received few hundred calls a month. After the implementation, that number increased between 2,000-3,000 calls a month. In July, the SU CARES Line received 2,917 calls, 146 of which were not completed during the initial call. This is a significant improvement from the first month of the Waiver being implemented. In the first five months of the program, the average amount of overall calls that turned into full screenings is 3,000, which translates to one in five calls per month that turn into full screenings towards placement.

In the last few months, some significant changes were made to the Care Coordination Teams (CCT) to help improve consumer relations. Travel time was tracked for several weeks and it was noticed by management that the location of certain teams created an obstacle that resulted in an increased drive time and a decrease in the amount of consumers served. Mr. Miller reported that they relocated their Mid-County team because there were no residential providers located in Mid-County. The Mid-County and Western teams were

combined and an additional counselor was added to the CCT in Blythe to serve consumers in the Metcalf Ranch facility. This change will help decrease drive time and increase the amount of consumers served, overall.

Another major change made was the number of adolescent case managers in CCT. Previously, each CCT had an adolescent case manager; it has now been dropped to one case manager, overall; this way every county entity will know exactly who to contact for adolescent case management.

Regarding the number of consumers served, for fiscal year 2015/16 the Department served just under 9,000 consumers. For fiscal year 2016/17 that number increased to nearly 10,000. Mr. Miller reported that the Department is seeing a significant increase in number of placements as a result of our contract providers providing more available slots, and the three newly opened clinics approved by Executive Management. Overall, the Department experienced a 10.28% increase in consumers served with contract providers and a 23.5% increase with county clinics. Additionally, with the increase of residential providers' bed availability, the Department is also witnessing an increase in the number of transitions from residential to intensive outpatient treatment or outpatient treatment.

DIRECTOR'S REPORT – Steve Steinberg reported that labor union, SEIU staged a strike that began at 6 am earlier that morning. SEIU represents approximately half of the Department's staff; fortunately, 60-80% of SEIU represented employees still reported to work that morning. The Department issued a request to Riverside Superior Court for 134 SEIU represented positions be excluded from the strike as they were deemed essential to public safety. At approximately 8:00 pm the previous night, the courts allowed 65 of the 134 SEIU represented positions to be excluded from the strike. Staff worked around the clock to contact and process serve those individuals to report to work the following morning. Executive Management anticipated the strike months earlier and planned on how to approach the possibility of having a smaller workforce if it indeed came to fruition. Mr. Steinberg noted that he is extremely grateful for the number of SEIU represented employees that reported for work despite the strike; it's a testament to our staff's commitment to serve the County's consumers. The strike is scheduled to continue until 6:00 am Friday morning.

COMMITTEE UPDATES: *(Most were "tabled" due to time constraints)*

SITE REVIEW ADHOC: Ric Riccardi reported that a draft of the Site Review form and cover letter is available for the Commission's review. The form may be completed manually or electronically for ease of use and instructions on how to complete the form has been provided on the first page for both Commissioners and Supervisors. Mr. Riccardi noted that the form will also include a cover letter, which will be sent to the Supervisors of the facility that is scheduled for a visit explaining the intention of the site review and who will be contacting them to coordinate a meeting. Mr. Riccardi and Mr. Damewood requested the Commission to review the documents as it will be voted on at the October BHC meeting to approve the use of the new form.

EXECUTIVE COMMITTEE RECOMMENDATIONS – Walter Haessler shared a Press Enterprise article published in August with the headline "Riverside County to Develop Rules for Pot Commerce." Dr. Haessler quoted the article stating: "Riverside County Supervisors told staff members Tuesday to begin crafting rules that would allow marijuana dispensaries and pot related businesses to operate in the County's unincorporated areas. Specific rules governing where cannabis commerce can go and how these businesses operate will be developed in the coming months with public input." Dr. Haessler suggested the possibility of the Commission and/or the Department participating in this effort by providing input.

ADJOURN: The Behavioral Health Commission meeting adjourned at 2:06 pm.

Maria Roman

Ric Riccardi, BHC Secretary
Maria Roman, Recording Secretary

FY 2017/18 BEHAVIORAL HEALTH COMMISSION ATTENDANCE ROSTER

MEMBERS	JUL	SEP	OCT	NOV	JAN	FEB	MAR	APR	MAY	JUN
April Jones, District 3	✓	✓								
Beatriz Gonzalez, District 4	✓	✓								
Brenda Scott, District 3	✓	✓								
Carole Schaudt, District 4	✓	✓								
Daryl Terrell, District 5	✓	A								
Dildar Ahmad, District 1	✓	✓								
George Middle, District 2 (<i>Redist. 5</i>)	✓	✓								
Greg Damewood, District 5	✓	✓								
Ashley Fuller, BOS Representative	✓	✓								
Ric Riccardi, District 5	✓	✓								
Richard Divine, District 2 (<i>Redist. 4</i>)	A	✓								
Rick Gentillalli, District 3	✓	✓								
Victoria St. Johns, District 4	✓	✓								
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.