

# Summary

## Merced County Behavioral Health and Recovery Services Ongoing Planning Council

January 26, 2023

9:00am – 10:00am

Behavioral Health & Recovery Services Department

Teleconference via Zoom

### Present:

Sharon Jones, Bacilia Mendez, Cindy Mattox, Monica Adrian, Ye Thao, Jenna Nunes, Fernando Granados, Linda Deol, Patti Kishi, Daniel Garribay, Maria Colomer, Conor Maloney, Crystal Ramos, Cara Rupp, Griselda Vasquez, Sandra Sandoval, Caroline De Bie, Heydi Herrera, Rachael Avila, Jessica Herrington, Jaz Chima, Jose Chavez, Ayesha Hunter, Rocio Ortega, Zeus Baldevia, Tony Lor, Kristin Fierro, Vanessa Garcia

### Presentation and Discussion:

*All Members*

#### I. Call to Order / Roll Call

#### II. Approval of Minutes

Monica Adrian made a motion to approve the minutes from December 17, 2022, and Conor Maloney seconded it. The motion was approved.

#### III. Update Planning Council Contact List

Sign in with your full name and the agency you are representing, so that we can keep a record of your attendance for this meeting.

#### IV. Notice to the Public

No Report

#### V. Chair's Report

The Chair did not have a report, but talked about the 988 mental health crisis line. The Chair reported that Sierra Vista is facilitating training for Merced and Stanislaus County, and providing information on the 988 cards. It seems like there are still plenty of individuals that are not aware about the 988 cards, despite all the information that is going out about the cards. I am inviting everyone to help advertise about the mental health crisis line, which can be reached by calling 988.

#### VI. BHRS Report

Merced County Behavioral Health and Recovery Services (MCBHRS) has played an important role at the resource center located on Martin Luther King. The Center was set up to help families in response to the flooding. Community agencies were brought together to support families in the community. BHRS is still working on getting up to speed on the North County Clinic, which was previously the Livingston Clinic. The North County clinic is now located in Winton Community. BHRS is still on COVID protocol, and we are wearing still wearing masks as a requirement because we are a health care agency.

#### VII. Update on Behavioral Health Director

As of December 31, 2022, Jacqui Coulter, Assistant Director of BHRS Clinical Services, is no longer employed by the Department. We are hiring for the position of Assistant Director. Former Facility Manager at Marie Green, Patricia Medina, is no longer employed by the department. Former Compliance Officer, Alicia Tacata, is no longer employed by the department. As key employees have left, we are in the hiring process. Please address all requests to Sharon Jones as Rebecca Gray, MHA Quality Assurance Specialist, has left our department as of yesterday. The Board of Supervisors officially announced the new Director of Behavioral Health and Recovery Services on Tuesday, January 24, 2023. Kimiko Vang was selected. She is currently a Deputy Director at the Human Services Agency, and she will begin on Monday, January 30, 2023. She is highly educated and qualified, with 15 years of experience in the field.

## **VIII. Discussion on MHSA Program Review Preparation**

On Tuesday, January 31, 2023, at 1 pm, we will start our MHSA Program Review. Cindy Mattox, our Staff Services Analyst, has been reaching out to everyone and doing an amazing job. She is putting everything together, and it looks really good. We have been meeting with individuals from programs, and encouraging them to speak of the great work they are doing when speaking to the reviewers. The reviewers have already commented that Merced County is doing a great job from their review of the materials that were uploaded for the desk review. Monica questioned, "When are they going to choose the programs they will visit, or will you not know until the last minute?" The Merced Adult Wellness Center, Dual Diagnosis Program, Gateway Terrace, and the CUBE have already been chosen, Sharon responded. The Review will start on January 31<sup>st</sup> at 1 pm and go until February 2<sup>nd</sup> of 2023.

Also, if you would like to conduct more focus groups please contact Sharon Jones to schedule them.

## **IX. Update on Community Program Planning Process**

We are in the Community Program Planning Process (CPPP) for the 2023–2026 MHSA Three-Year Program and Expenditure Plan. We have conducted several focus groups, but we still need more. You can also fill out comment cards and email them to Sharon to provide feedback. We need to hear from more stakeholders during this process. Many critical incidents have occurred, starting with COVID 19, families needing assistance and care due to the flooding. We want to be sure that our programs are impactfully mobilized, so that we can assist families. On February 7, 2023, a focus group on Prevention and Early Intervention (PEI) will be held. Yesterday, the notice was sent out. Due to COVID and our current schedule, we haven't had a quarterly PEI meeting in a while. It is crucial to talk about the need for PEI and any upstream strategies. Fernando recently discussed the need to inform the community and share the word about the 988 cards. Informing the community about our 988 Cards must be done consistently.

## **X. Presentation by Resources Development Associate on Fiscal Year 2021-2022 Evaluation Report for the Innovative Strategist Network (ISN)**

Resource Development Associates (RDA) presented on the Merced County Behavioral Health & Recovery Services (BHRS) Innovative Strategist Network (ISN) Assessment Results for Year 4 of the ISN Project, from July 2021 to June 2022. Vanessa Garcia and Caroline De Bie from RDA presented the findings. For those who are interested, the full report, which was sent to everyone, contains further information on the program matrix outcomes and consumer experiences.

In this yearly evaluation, we examine the following things: how BHRS is implementing the ISN, who the ISN is serving, how much the ISN improves access to and engagement with services, and how the ISN enhances the caregiving experiences of consumers. How is it enhancing care coordination amongst partners from different agencies? A brief background introduction, information on the ISN teams, the impact of COVID, ISN consumers and referrals, ISN consumer barriers, ISN services, ISN program outcomes, service linkages for ISN-Y and ISN-Adult, behavioral health outcomes for ISN-Adult, and consumer experiences were all provided in the PowerPoint presentation. Contact information was also provided.

**Sharon Jones**-I'm asking myself as I watch the presentation if we succeeded in reaching the initial, five-year ISN goal. Due to the deadline MHSOAC established, the ISN as it currently exists under Innovation funds will end on February 21, 2023. The comment that the ISN has upped its game in terms of mental health, genuinely excites me. It is exactly what I was hoping for five years ago when the ISN started. As the MHSA Coordinator, it is very important to me that we lift the game when it comes to behavioral and mental health. I am quite eager to embrace this mental health philosophy. removing obstacles, becoming more flexible, and meeting clients where they are.

**Cara Rupp**- Returning to mental health services in 2022, I was particularly enthusiastic about the ISN Program, since it truly adheres to the Recovery Model by reaching the clients where they are. Building a relationship with the clients requires listening to what their needs and objectives are rather than assuming that we will just provide medication. What matters is that consumers are saying things like "you view me as a person, a human." I observe the ISN staff building these relationships and interacting with clients, who genuinely grow to trust them. These clients face several obstacles, stigma, and other negative factors. I concur with Sharon that we need to step up the mental health game, and I believe that ISN has taken the lead in demonstrating what can be done in our community.

**Sharon Jones** - In 2008 when I started here our Mantra was Mental Health happens in the Community, and now we need to add to it. The ISN had step up the Mental Health Game.

**Jessica Herrington** – A primary focus is around Long-Term Linkage and what resources are around the community? Do we have a list of the Resources? We stumble a lot on not knowing the Resources in the Community. When clients that have Private Insurance and ask about Resources, I am not really sure who to refer them to. It doesn't seem that we have local Mental Health Providers for Private Insurance.

**Jenna Nunes** – The ISN-Y program is overseen by the Sierra Vista program coordinator. We do have a sizable number of clients that have private insurance. Inability to connect to a provider due to their unavailability or excessively long wait times is the main cause of referrals. We do have a resource list that I can give, but most of the time we are just advising parents on how they may access things right away. If they speak with a provider and learn that there is a 2- to 3-month wait, we advise them to sign up for the list. Until they are connected, we offer clinical services in the meantime. The importance of both the ISN and ISN-Y Programs, is that we do not close them until they are connected. That is the reason why sometimes they go over the 30 days. Monica asked, what is the waiting time? Jenna answered within 24 hours after referral is received. Monica asked, how long after that will there be an appointment? Jenna answered, usually the very next week. Monica asked, do you provide Meds there? Jenna answered, no we do not provide Meds for Youth Program. We do connect them to PCP or BHRS.

**XI. Administrative Updates and Changes**

We have a New Director and hiring for an Assistant Director, Tina Machado, the Human Resource Director is also leaving. Any other update I will send out to entire group.

**XII. Announcements**

**Monica Adrian** - In the City of Merced, play groups for inclusion and developing social skills have been running again since October on Thursdays. In Los Banos, we ran them for a year and a half. If any of the families you work with are interested in attending, we are now open.

**Sharon Jones** - In an email I received, the Pride Center is changing locations, it came from Jennifer McQueen.

**Jaz Chima** – February 6, 2023 at 1:30pm, Human Services Agency (HSA) will be hosting a Focus Group at HSA for MHSA Three-Year Plan. In regard to the flooding, the Planada Community Center where we have congregate meal program for seniors is still closed. Half of the participants are coming to Merced, and the other half decided to stay.

**XIII. Possibilities and Success Stories**

**Sharon Jones** – To infuse the philosophy of the ISN, to further transform the department and behavioral health care.

**Fernando Granados** - Any update on budget that we spoke about several meetings ago,

**Sharon Jones** - We are going to have a focus group on PEI early next week on February 7, 2023, and when we collect all information in that meeting then we will talk about budget. We will talk about all the PEI programs and the approved amounts in the meeting. I will present a power point presentation, and we can expand it further. We are in the process of building the next BHRS budget.

**XIV. Next Steps**

The next meeting will be on February 23, 2023.

**XV. Adjournment**

10:02 AM