

**MENTAL HEALTH COMMISSION**  
**QUALITY OF CARE COMMITTEE MEETING MINUTES**  
**May 18<sup>th</sup>, 2023 - FINAL**

Agenda Item / Discussion	Action /Follow-Up
<p><b>I. Call to Order / Introductions</b>  Quality of Care Committee Chair, Cmsr. Barbara Serwin, called the meeting to order @3:35 pm.</p> <p><u>Members Present:</u>  Chair - Cmsr. Barbara Serwin, District II  Vice-Chair, Cmsr. Laura Griffin, District V  Cmsr. Pamela Perls, District II  Cmsr. Rhiannon Shires, District II (3:50pm)  Cmsr. Gina Swirsding, District I</p> <p><u>Other Attendees:</u>  Angela Beck  Y’Anad Burrell  Audrey Montoya  Jen Quallick, Supv Andersen’s ofc.</p>	<p>Meeting was held via Zoom platform</p>
<p><b>II. PUBLIC COMMENTS: None</b></p>	
<p><b>III. COMMISSIONERS COMMENTS:</b></p> <ul style="list-style-type: none"> <li>• (Cmsr. Swirsding) Next month West County holds the Juneteenth event. RESPONSE: Please send email reminder and we will get the information from Jennifer Bruggeman for us to get a list.</li> <li>• (Laura Griffin) We are now combining the Finance committee with the Quality of Care (QoC) committee. We have disbanded the Finance committee temporarily. This will be discussed under Agenda Item VII.</li> </ul>	
<p><b>IV. CHAIR COMMENTS: None</b></p>	
<p><b>V. APPROVE minutes from the April 20<sup>th</sup>, 2023 Quality-of-Care Committee Meeting.</b>  Cmsr. L. Griffin moved to approve the minutes. Seconded by Cmsr. P. Perls.</p> <ul style="list-style-type: none"> <li>• Vote: 4-0-0</li> </ul> <p>Ayes: B. Serwin (Chair), L. Griffin, P. Perls, and G. Swirsding.  Abstain: none</p>	<p>Agendas and minutes can be found at:  <a href="https://cchealth.org/mentalhealth/mhc/agendas-minutes.php">https://cchealth.org/mentalhealth/mhc/agendas-minutes.php</a></p>
<p><b>VI. APPROVE minutes from the April 20<sup>th</sup>, 2023 Finance Committee Meeting.</b></p>	<p><i>Finance Committee Meeting minutes for April 20<sup>th</sup>, 2023 were not sent out and; therefore, will be placed on the June meeting Agenda.</i></p>

**VII. DISCUSS temporary folding of the Finance committee into the Quality of Care Committee until adequate Commission and Finance committee memberships are established**

Due to the challenge of low commission membership, which means that we obviously have low committee membership, particularly on the finance side, so we have decided to temporarily fold the Finance committee into the QoC Committee until we have enough commission members on board to fill out the fully staff the Finance committee. We still have the constraint of five (5) committee members maximum. We will continue to myself as chair, Cmsr. Griffin as Vice-Chair, Cmsr. Shires, Cmsr. Swirsding, and Cmsr. Perls as committee members. Cmsr. May will step down, perhaps until we re-start the Finance committee for the time being.

In terms of agendas, as we go along, we will have different agenda items for QoC and some for Finance; we may have more for one or the other, it just depends on what kind of issues are occurring. Remember, there is always a lot of overlap between QoC and Finance topics and I don't project a difficulty with that.

**Questions and Comments:**

- (Cmsr. Swirsding) I will be attending a lot of CPAW (Consolidated Planning Advisory Workgroup) Meetings. One of the things they have spoken about is the Finance committee meetings. They thought it was still meeting. I told them it is not for now. They were concerned because they said they received a lot of help through the Finance committee, it was a joint effort.
- (Cmsr. Serwin) Yes, it would be interesting to hear more, as Retired Cmsr. Dunn was a member of CPAW and we worked very closely with them on charity issues, data tracking and some number crunching.

Documentation on this agenda item were shared to the Mental Health Commission and included as handouts in the meeting packet and is available on the MHC website under meeting agenda and minutes:

<https://cchealth.org/mentalhealth/mhc/agendas-minutes.php>

**VIII. DISCUSS proposed goals for the Finance agenda for remainder of 2023**

Review of the major goals of Finance committee has been working with for the last few years (specifically, 2022 and early 2023). Then projected forth topics on the horizon. This is a start of list of ideas. Let's review what is doable and most essential to the basic responsibilities of the commission and the committee and very importantly, not replicated by another group in the county. There are a few things we have spoken too that other groups are doing. (Italicized topics overlap a lot with Quality of Care; mandatory topics are bolded):

- *Tracking on Behavioral Health Continuum Infrastructure Program (BHCIP)*
- *Tracking on Behavioral Health Bridge Housing (BHBH)*
- *Tracking on IST funding and whether the needs of the Incompetent to Stand Trial (IST) population are being met by BHS*
- Tracking on Justice juvenile population transfer from state to county and funding for this (move this topic to *Justice*)
- **Review of MHSA reports, including budget and financials, the three (3) year report and annual updates\***
- **Review of MHSA annual budget\***  
\*MHC hosts a hearing of the MHSA program budget. Every three years there is a very large effort to obtain consumer input by a wide range of stakeholders (consumer, family members, etc.) into what MHSA funds should be spent and prioritized, budgets are developed and then every year that plan is updated with changing priorities, budget figure. So, every year, the MHC hosts a hearing of the MHSA Program's budget. It is posted on line for public review for 30-days prior to this meeting. We typically have an abbreviated meeting prior and the rest of the meeting,

Documentation on this agenda item were shared to the Mental Health Commission and included as handouts in the meeting packet and is available on the MHC website under meeting agenda and minutes:

<https://cchealth.org/mentalhealth/mhc/agendas-minutes.php>

**Commissioners and public are able to comment and those comments are documented in the MHSA report as an addendum or appendix and go to the next stage. This is done in May, but due to Cal AIM fee schedule integration, this has been pushed back to the July meeting.**

- **Review of contracts in support of MHSA reviews and MHC site visits – presently, these reviews are only required for MHSA reviews and we are including them in the site visits.**
- **Tracking on BHS budget development – this should be mandatory, it is just that we have had such difficulty doing so over the last several years.**
- Tracking on BHS actuals (“where the money is going”) – 2022 stated goal: What money is actually spent and how. In the past we have received very old actuals. I came across current actuals on the internet and now I am going crazy trying to locate it. It is very important to see what we are developing in terms of the budget as it establishes priorities and the strategic plan. Then to see how it is actually spent is equally informative.
- Review new contracts prior to approval by Board of Supervisors (BOS) – The main challenge is being aware of the contracts far enough in advance that we can actually do the review and be prepared with questions in advance. Once you get to the BOS meeting, they are ready to sign off unless there are very deep concerns because they have had the opportunity to review in advance.

What are we NOT covering that is important?

Is there anything on this list that is not important?

What is doable? What is most essential to basic responsibilities of the Commission? What is not replicated by another group in the county?

**Questions and Comments:**

- (Cmsr. Swirsding) In Richmond (John Swett) there was an approval of a space for consumers could speak with a peer counselor, several years back, that room was specifically for mental health. The school board were looking for a planned parenthood space and they commandeered that room for PPH and prioritized that space for PPH over the kids coming in for mental health. It really caused a lot of problems for these kids. I really concerned when they start K-12 that the school board doesn't take advantage of it. They received funds from both MHSA, the state (redirect-Discuss under K-12 project). The housing I am concerned about as well, as what happened in Bakersfield.
- (Cmsr. Swirsding) So the question is: Is tracking on Behavioral Health Bridge Housing (BHBH) top priority. This is tracking on this, our goals. We can narrow these down, think about it and wrap it up in the next meeting so let's go around the room and see what everyone's thoughts are on these and other goals.
- (Jen Quallick CHAT) The draft agenda's are sent out two weeks prior to the BOS meeting. (RESPONSE: Cmsr. Serwin) Jen, what is it that is sent out on Friday? The Final? (Jen Q) Typically what happens is that almost a week and half / two weeks prior, it will come out early in the week from Joelle Bergamini in the Clerk of the Board's office. Each of our Board offices and staff will get the draft agenda and certainly, if there is something that comes up, I can alert Angela (or anyone in our board offices could) to exactly what you were saying, Cmsr. Serwin. Staff from those respective offices that are working those contracts should alert you to let you know they are coming forward. It is well in advance of the final draft that comes out that Thursday

prior to the Tuesday BOS meeting. They will know on the draft agenda that it is coming forward.

- (Cmsr. Griffin) We have not been getting those alerts in the past, so to make sure we do, Jen, do we need to make a formal request? Yes, if there is going to be any contracts coming before the board, you would like insight and/or provide comments to that the staff should alert Angela that it is coming forward but Angela could be added to the distribution list and I can even actually reach out to Joelle and have her added to the list. Once the final is out, the attachments are provided to review and provide comment. At least you are given well enough advance notice that it is coming down the pipeline.
- (Cmsr. Griffin) Looking at all these goals, they are all so important and, of course, those items that overlap, I am just concerned that we should be able to touch upon most but take a few and devote more time to them. I am thinking to which and we definitely want to track on the BHBH and BHCIP, as well as tracking the IST funding. Review new contracts is really important. And strongly believe in tracking the BHS actuals as that is one of our mandates. The dilemma for me is which are the most important and prioritizing.
- (Cmsr. Serwin) One thing I can do before the next meeting is try to take a cut on which are more time consuming than others and it impacts on how we approach. Some could be touched on.
- (Y'Anad Burrell) I was just curious, I heard early there is minimal capacity with committees and commissioners and all that. In situations like this, how can non-commissioners, folks like myself and others who are committed to this work and dedicated to this work be of assistance in moving some of this forward and being of help? (RESPONSE: Cmsr. Serwin) Thank you, first attending the meetings and giving feedback on work that is occurring. Typically, analysis type work is not performed by non-commissioners but the community is welcome to participate at meetings, to request copies of public documents we have published. When we had the site visit process development, we had a lot of SPIRIT people that would come to our meetings and gave a lot of detailed input. Some depends on the issue, some issues are easier for the public to be involved in and some not. As we identify how the money is actually being spent, the community would be there to comment on that; whether it is a good choice of funds or not a good choice. Does that make sense? (yes, nods).
- (Cmsr. Serwin) So, I'm committed to estimating time required. If we also look at from the overlap standpoint, it is not entirely Finance committee agenda items.
- (Cmsr. Perls) Do we have a list of the QoC goals?
- (Cmsr. Serwin) We do. We have been focusing in Site Visits as a major thing and the K-12, then our two primary. I think because finance has been tracking on the BHCIP and BHBH, that work has been done in that committee. Any other thoughts?
- (Cmsr. Griffin) MHSa will be on the July agenda for the MHC meeting, the public hearing. (Cmsr. Serwin) So our committee has to review in June.
- (Cmsr. Shires) What I would like a chance to do because I have served on the Finance committee is go back and look at what is really important and what still needs to be focused on (Cmsr. Serwin) I did try to capture that in this list, but if you'd like to go back and do a deeper dive to ensure I didn't miss anything

<ul style="list-style-type: none"> <li>• (Cmsr. Shires) the question I have with the finance committee, would there be any chance of them tracking the IST (incompetent to stand trial)?</li> <li>• (Cmsr. Serwin) So, coming in a little late, and what you missed, is that we are temporarily folding the Finance committee into QoC because we don't have enough members. (Cmsr. Shires) Right, but the Justice committee still holds? What about moving IST to Justice?</li> <li>• (Cmsr. Perls) Yes, we were going to look at goals. There are no goals set and that isn't what I was thinking of and it is way out left field from what we were discussing. It's not that it doesn't fit, it's just that our committee hasn't weighed on what goals we would like to do. (Cmsr. Shires) It seems that it is a good thing to add in the Justice committee to speak to. (lots of cross talk between Cmsr. Perls and Shires interrupting / cross talk).</li> <li>• (Cmsr. Serwin) Cmsr. Perls hasn't had the opportunity to establish goals for the Justice committee and this they can take this as input. I would mention that meeting the needs of this population is also a QoC issues so it is another overlap.</li> <li>• (Cmsr. Swirsding) The Juvenile issues we were just discussing, we actually discussed that in the Justice Committee and I agreed (we agreed) to move to Justice. I agree with Cmsr. Griffin regarding the housing issues. I'm really concerned about that, and the County has a history of receiving funds earmarked for one project or property, then reallocates those funds/resources for a different purpose than what it was granted. They come in and take over and that's not right when it's MHSA or Measure X funding that paid for that program or room, for example.</li> <li>• (Cmsr. Serwin) In addition to taking a look at how much time these all respectively take, I could block out an annual agenda to see what fits in and put things that need to happen at certain times of the year in their spot. Then we can see if it is way too much. We have to make prioritized decisions.</li> <li>• (Cmsr. Griffin) I also have another idea, when we finally do decide on what our goals are, we can combine meetings, but what if we are all assigned a project, I can do the contracts, someone else can do another goal, etc. I think that way, all of each gets a piece and report out and we could really make some headway, rather... well we don't have enough time.</li> <li>• (Cmsr. Serwin) Then everyone is a bit more invested. Secondly, it's not on one or two people to do it all and then not be able to get to the level of detail we need. Okay, we have marching orders.</li> </ul>	
---	--

<p><b>IX. DISCUSS potential directions for the Quality of Care Committee student mental health needs in Contra Costa County K-12 public schools project in light of the Student Behavioral Health Incentive Program (SBHIP)</b></p> <p>In light of Student Health Initiative Program (SHIP), what role do we want the QC Committee to play – what should be our focus?</p> <ul style="list-style-type: none"> <li>• We don't want to duplicate efforts</li> <li>• Simply track and report out on the developments of <b>SHIP(define)</b> and keep MHC informed</li> <li>• Evaluate/track on success measurements of the various school-site initiatives</li> <li>• Track on the implementation of the school-site tracking software – it is key to the project's success</li> <li>• Track on the extent to which insurance providers are partnering with the school districts - Are they actually partnering? They are developing these</li> </ul>	
--	--

memorandums of understanding (MOUs), how they are going to work together, is it actually happening?

- Track on the extent to which there are adequate resources to meet the needs of the target population – the other premise of this project, there will be enough therapists, psychiatrists and other resources in the environment to refer the kids to, because we can set this all up in theory, but if we don't have enough providers, then only part of this program is going to succeed.
- Evaluate what is still needed at the participating school districts and what this cost might be
- Consider the school districts NOT included in this project, e.g. Mt. Diablo USD needs and how will funding be obtained to meet their needs?
- Track primarily on the payment aspect of the project – is implementation proceeding as planned (e.g. software implementation, billing, payment) and will the cost of mental health services be truly self-funding?
- Are the methods for identifying target students working and are the new mental health services actually being used by the target population?
- How are the benefits of the new mental health services reaching mild to moderates?

**Questions and Comments:**

- (Cmsr. Griffin) Obviously, this will be a few years with this project. It will be sort of year to year. Our focus will likely change as we get more information. My opinion, we really don't want to duplicate any efforts and track SHIP and keep ourselves informed. We do want to evaluate to track successes. What is really important to me (and I think us all) is to consider the schools not included in this project, in addition to tracking what they are doing, but tracking what the Wellness in Schools Program (WISP) is doing.
- (Cmsr. Perls) I agree, looking at the districts not included. My concern is how are we going to find out if there are adequate resources out in the community (Cmsr. Serwin) we have to figure out which school districts and someone to be in charge of that. We need to figure out who has the information and we need to make our own relationships with these groups instead of having information from a point person.
- (Cmsr. Perls) More important than the financial tracking is the methods for identifying target students...not suggesting the others are not important, I just wonder if the finance committee (with the BoS) would be aware of that information and getting the documentation made available to us rather than have to google it.
- (Cmsr. Serwin) We can be kept up to date on that by Robert Auman. That is their outreach piece. The point you are making is where the rubber meets the road. Where we gain traction. People not using these resources, they are not getting the right kids they are not using from the right pot.
- (Cmsr. Perls) I was just thinking out much it would behoove us to even try to cover the financial aspects. He would just be reporting to us in numbers that can ... <Interrupt, Cmsr. Serwin> I guess I wasn't thinking about the numbers so much as are the people processing things in place for this workflow to happen?
- (Cmsr. Perls) That is more to the point than what was said about the implementation of the software. You are just saying are the pieces there to make the project a success? And then are the insurance providers taking care of the uninsured across the various districts chosen or all? Inside the school district, if there isn't any insurance for each family, then who is the

provider? (Cmsr. Serwin) They would be covering services provide at the school site by the school site. MediCAL pays for it all.

- (Cmsr. Shires) Beyond this, I am really attempting to get Team Esteem into some of these other districts. It is an extremely valuable program for dealing with the whole population. Somehow I would like to go back to that and emphasize there is a way to make connections with that. It would be people from different school districts reaching out. There are quite a few districts served and what I love about this program is that they have recruited people from all these different areas that represent the populations in those particular schools that the kids can identify with it. I just want to throw that in with all this because that's a volunteer program and it doesn't cost any money. It is just getting them out in the schools.
- (Cmsr. Swirsding) We need to be in tune with the school board in our area, they do discuss and have agenda, just like the BOS and you can determine way in advance. We can all attend the meetings regardless, but I think some of us need to be involved a bit in that. I've gone down this road with West County.
- (Cmsr. Griffin) I agree with Gina. School boards are really important to go and speak up or just to participate and listen. It is a good avenue to get knowledge and get your voice heard starting at the school district board and work up to the county board of education which is ...<int by Cmsr. Swirsding and was cut off> (Cmsr. Griffin continues) School Superintendent Lynne Mackey is a very good administrator. She will listen, she is open as the county office of education board.
- (Cmsr. Serwin) We need to consider, once we nail this down, defining up front what our output is going to be, our audience, should drive the whole process. <int by Cmsr. Swirsding re: Juneteenth>
- (Angela Beck) One suggestion, since there is an overlap and lack of coverage per district due to openings in the commission being vacant. I suggest possibly getting a document when you are going to the school board, what you are going for and put an email out to the commission so that someone can volunteer from each district to go to those particular school board meeting(s) in that district to help disburse some of this work equally. Maybe we can work on getting a list of the various school districts so that I have that information so we have a concise contact list and helping to track which school boards fall under which county district. This would help tracking on the agendas.
- (Cmsr. Griffin) I like that idea of splitting up the school boards and sharing that load. We can look up the agendas on line to track when those subjects come up and it would help us learn and be in touch with the members of the community and establish a presence. Be in touch with the decision makers.
- (Cmsr. Shires) You would be surprised you are in touch with many people on many levels of service to learn what is happening from various points of view.
- (Cmsr. Griffin) It is a way of making us heard. Instead of just being in the office and meeting, it is going out and getting in front of people and being seen. (Angela) getting those list of goals on the website for each committee and the main commission goals so that people are getting involved and we can recruit commissioners with all these... if you put it out there, and you get volunteers from the other commissioners that are not here in this room. They need to be engaged.

<p><b>X. DISCUSS proposed Site Visit direction for remainder of 2023</b></p>	<p><i>Due to time constraints, this Agenda Item has been moved to the next month's calendar.</i></p>
<p><b>XI. DISCUSS upcoming Psychiatric Emergency Services (PES) visit including objectives and questions for PES staff (Cmsr. Serwin)</b></p> <p>We have this Psych Emergency Services (PES) visit upcoming next Monday (5/22) and I put some notes together on this. We just need to be clear on what our objectives are so we get the most out of the tours and I threw some things out for PES tour objectives:</p> <ul style="list-style-type: none"> <li>• Understand the new design</li> <li>• Understand the benefits of the new design and the way that it is meeting the needs of clients</li> <li>• Understand what aspects of the PES needs assessment are not met by the design and how they are being compensated for</li> <li>• Understand the main milestones and challenges for completing and using the facility</li> <li>• Population/Average length of stay - How many people are housed there? How long are they there?</li> <li>• Separation of women, men, and children (for now until the children's facility is open)</li> <li>• Are there staff changes associated with the new design?</li> <li>• Are there significant changes to process</li> </ul> <p>(Cmsr. Griffin) Per Matthew Luu, he has asked that we do not ask clinical questions (no putting staff on spot, as it is not appropriate). I told him we would be touring the facility. Just to observe what it is like, what the new wing looks like, and he will have a pamphlet ready and give us the tour. I am looking at it more as touring the facility and if there is a question about the facility, or maybe cover the questions prior or after the tour but not during the tour.</p> <p>(Angela Beck) There are two other commissioners that wanted to participate in the tour but cannot due to conflicts, I would suggest those of you that will be part of the tour (and to include those unable to) that you send these objectives in an email to everyone and ask if there are any other questions or objectives they might want to add and then compile in one document and forward on to Matthew in advance of the tour, so as soon as possible.</p>	
<p><b>XII. DISCUSS meeting schedules for the K-12 mental health needs analysis project and the Mental Health Commission (MHC) Site Visit program</b></p>	<p><i>Due to time constraints, this Agenda Item has been moved to the next month's calendar.</i></p>
<p><b>XIII. Adjourned</b> at 5:08 pm.</p>	