

**MINUTES APPROVED –
September 19, 2019**

MENTAL HEALTH ADVISORY BOARD

June 20, 2019

3:00 p.m. – 5:00 p.m.

Senior Center of San Lorenzo Valley, Highlands Park 8500 Highway 9, Ben Lomond, CA

Present: Bek Phillips, Erika Miranda-Bartlett, Serge Kagno, Antonio Rivas, Kate Avraham, Rebekah Mills, Xaloc Cabanes, Supervisor Greg Caput

Excused Absence: Lynda Kaufmann

Unexcused Absence: Hugh McCormick

1. Public Comments – no public comments.
2. Approved meeting minutes for May 16, 2019
Motion by Kate Avraham to approve May 16, 2019 MHAB minutes. Second by Rebekah Mills.

AYES: Kate Avraham, Rebekah Mills, Xaloc Cabanes, Supervisor Greg Caput

ABSTAIN: Antonio Rivas, Erika Miranda-Bartlett, Bek Phillips, Serge Kagno

ABSENT: Lynda Kaufmann, Hugh McCormick

3. Standing Board of Supervisors (BOS) Report, Supervisor Greg Caput
 - Budget Hearings completed today. Public Works budget - Federal Government withholding \$8 million that was going to go to Santa Cruz County for damage control during the potential flood of 2 years ago.
 - Jail facility – needs extensive maintenance of the interior, heating and cooling.
 - New Mental Health Advisory Board Member: Serg Kagno
 - Supervisor McPherson report provided by Kate Avraham:
 - Behavioral Health concerns in San Lorenzo Valley
 1. Homelessness weaves with Behavioral Health
 2. Supports upcoming merger with Substance Use Disorder Services Commission

4. Standing Behavioral Health (BH) Directors Report, Erik Riera
 - County Behavioral Health Budget
 - Watsonville Behavioral Health Office Building
 - New Grant Award – Probation
 - Suicide Prevention Plan

The details of the Director's Report can be viewed on the Santa Cruz County Mental Health Advisory Board website at:

<http://www.santacruzhealth.org/Portals/7/Pdfs/Directors%20Update%20June%2020,%202019.pdf>

5. Presentation: Grievance and Appeal Process – Cybele Lolley, Quality Improvement Director
 - Values, Intention, Purpose
 - Federal regulatory and State regulatory emphasizing importance of protecting individual's rights, timeliness of services, types of services, how we share information with them
 - Regulatory mandates for Medi-Cal service providers
 - Grievance & Appeal Protections Summary
 - Posting & Sharing Information
 - Handling Grievances
 - Handling NOABDs
 - Handling Appeals

- Monitoring Grievances & Appeals

The details of the “Grievance & Appeal Practices” presentation can be viewed on the Mental Health Advisory Board website at:

<http://www.santacruzhealth.org/Portals/7/Pdfs/Local%20Mental%20Health%20Board/Grievances%20and%20Appeals%20.pdf>

- Other information provided on the Grievance and Appeal Process:
 - Hospitals and other clinics (e.g. Salud Para La Gente) should be aware of the required grievance process since the rules and regulations are for everyone who provides Medi-Cal services. They are to have their own grievance processes for medical care and direct County Behavioral Health clients to County QI if have a Behavioral Health grievance.
 - Spanish complainants: It is required that all information, letters, and forms are in Spanish, which is the threshold language for Santa Cruz County. Phone calls are made and have Spanish-speaking staff inform individuals what is being mailed. Staff can also read the information over the phone.
 - When members of the public approach/present a QI question/concern to the MHAB, the board members can direct people to call (800) 952-2335. Individuals can ask for the QI department and ask about the process.
 - QI department can provide information to the MHAB on a regular basis (number of grievance resolution requests, appeals, hearings, etc.) Grievance response time is next business day and resolution within 30 days.
 - Grievances outcomes include the providers. First level of appeals goes to QI Director and depending on the outcome, individuals can appeal to the State by requesting a State Fair Hearing.
 - When possible, available information is obtained from the homeless population at that moment and try to get phone number and address to communicate with them. We attempt to obtain a method for further communication with the individual so we can inform them of the outcome.

Public Comments to presentation:

- Individual shared information from the Freedom Forum and hopes that “your committee” is independent – protect the people you are trying to protect and get enough information so that the individuals get a fair deal.
- Another individual shared his personal story dealing with grievances in Santa Cruz County. Stated that members of the public want to know how the mentally ill are treated. How many people filed a grievance? What are the complaints about? How were they resolved?
- Cybele will generate Quarterly Report FY18-19 and copies will be available to the Board members and the public at the next Board Meeting. (This request has been completed and sent with the minutes).

6. Ad Hoc Committee and Standing Committee Reports:

- a. Jail Committee Report – Chair: Rebekah Mills
 - No report.
- b. Community Engagement Committee Report – Chair: Kate Avraham
 - Request Board Members to attend the Watsonville Behavioral Health Office opening.
 - Plan to brainstorm community engagement ideas at the retreat.
 - Per Xaloc Cabanes, Project Connect was successful, 500 individuals have been impacted for the better and over 70 different programs were present.
- c. MHSA Advisory Committee – Chair: Lynda Kaufmann
 - No report.

- d. Membership Committee – Chair: Hugh McCormick
 - No report.
 - e. Site Visit Committee – Chair: Hugh McCormick
 - No report.
7. Board Member presentation on School Informed Services by Xaloc Cabanes – postponed to next month.
8. Unfinished Business
- a. Nominating Committee for Board Member Positions - Nominations postponed to next month.
 - b. Substance Use Disorder Commission and Mental Health Advisory Board merger update – Kate Avraham
 - First meeting - Looking at other counties that have successfully merged. Questions that came up: goals of each group, how to merge seamlessly, how it is going to work, will it be a Board or a Commission, dates and times of the meeting so that more people can attend. Merge could take 1 - 1.5 years.
 - Next SUDS Commission meeting will be on July 8, 2019 at 5:30 p.m. at 1060 Emeline, Solarium, Santa Cruz. Plan is for MHAB members to attend and formally invite the Commission members to attend our meetings and retreat.
 - c. Discussion of Measure G and Funding for Mental Health – postponed. Request to invite someone from the CAO office to address specific questions about Measure G. Suggestion was also made to send a letter to the Board of Supervisors regarding Measure G on a regular basis.
9. New Business
- a. Mental Health Advisory Board Retreat Dates – discussion to be held next month.
 - b. Santa Cruz County Strategic Plan – Board members to bring suggestions on how to reword the Behavioral Health statement, “Support residents and lessen community impacts through increased access to integrated mental health, substance use disorder and health care services.” Discussion to be held next month and recommendation will be forwarded to the Board of Supervisors.
10. Future Business
- a. Discussion on inviting community members without housing to the Mental Health Advisory Board meetings.

Motion to adjourn made by Erika Miranda-Lambert. Second by Bek Phillips. Meeting adjourned at 5:03 p.m.