

County of Los Angeles – Department of Mental Health *Service Area 3*  
Quality Improvement/Quality Assurance Committee Meeting

April 15, 2020

9:30 am – 11:30 am

**AGENDA**

- |                                    |              |
|------------------------------------|--------------|
| 1. Welcome and Introductions       | Kristin Gray |
| 2. Review/approval of the Minutes* | All          |

**Quality Improvement**

- |   |               |
|---|---------------|
| 1. Consumer Perception Survey Updates                             | Daiya Cunnane |
| 2. Cultural Competency Updates                                    | Kristin Gray  |
| 3. BBS – Requirement to Provide Notice to Psychotherapy Clients** |               |

**Quality Assurance**

- |                                     |               |
|-------------------------------------|---------------|
| 1. Knowledge Assessment Survey #2   | Marc Borkheim |
| 2. Clinical Forms Bulletin: 20-01** | Kristin Gray  |
| 3. QA Bulletin: 20-01**             |               |
| 4. Schedule of Trainings Update     |               |
| 5. NAS/ACCESS to Care Updates       | Margaret Faye |
| 6. CANS Updates                     |               |

**Other Issues**

- |                  |     |
|------------------|-----|
| 1. Announcements | All |
|------------------|-----|

**\*Handouts**

**\*\* e-mailed**

**Next Meeting: May 20, 2020**

**Location: TBD**

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU  
QUALITY IMPROVEMENT DIVISION**

|                                  |  |                            |                                      |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
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| <b>Type of Meeting</b>           | <b>Service Area 3 QIC</b>  | <b>Date</b>                | <b>04/15/2020</b>                    |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <b>Place</b>                     | <b>Skype Webinar</b>   | <b>Start Time:</b>         | <b>9:30 am</b>                       |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <b>Chairperson<br/>Co-Chairs</b> | <b>Dr. Kristin Gray<br/>Dr. Margaret Faye<br/>Mrs. Gassia Ekizian</b>  | <b>End Time:</b>           | <b>10:30 am</b>                      |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <b>Members Present</b>           | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><i>Lisa Ngo</i></td> <td style="width: 25%;"><i>Alma Family Services</i></td> <td style="width: 25%;"><i>Erika Frausto</i></td> <td style="width: 25%;"><i>Enki</i></td> </tr> <tr> <td><i>Cynthia Concepcion</i></td> <td><i>Almansor MH</i></td> <td><i>Windy Luna</i></td> <td><i>Ettie Lee</i></td> </tr> <tr> <td><i>Silvia Yan</i></td> <td><i>Asian Pacific Counseling and Treatment Centers</i></td> <td><i>Cheri Noone</i></td> <td><i>Five Acres</i></td> </tr> <tr> <td><i>David Palmer</i></td> <td><i>Boys Republic</i></td> <td><i>Gassia Ekizian</i></td> <td><i>Foothill Family</i></td> </tr> <tr> <td><i>Mark Rodriguez</i></td> <td><i>Bridges</i></td> <td><i>Margaret Faye</i></td> <td><i>Hathaway Sycamores</i></td> </tr> <tr> <td><i>Alma Reyes</i></td> <td><i>California Mentor</i></td> <td><i>Vivian Chung Easton</i></td> <td><i>Healthright 360</i></td> </tr> <tr> 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| <i>Linda Heisen</i> | <i>Heritage Clinic</i> | <i>Estera Borcsa</i> | <i>Crittenton</i> | <i>Beth Foster</i> | <i>Hillsides</i> | <i>Paula Randle</i> | <i>David and Margaret</i> | <i>Erica Wirtz</i> | <i>Hilsides</i> | <i>Daiya Cunnane</i> | <i>DMH</i> | <i>Rebecca Schaal</i> | <i>Leroy Haynes</i> | <i>Rosalba Trias Ruiz</i> | <i>DMH</i> | <i>Sybil Chacko</i> | <i>Maryvale</i> | <i>Kristin Gray</i> | <i>DMH</i> | <i>Leana Olague</i> | <i>Pacific Clinics</i> | <i>Mira Kim</i> | <i>DMH</i> | <i>Sabrina Ullah</i> | <i>Prototypes</i> | <i>Elizabeth Mota</i> | <i>DMH</i> | <i>Liz Boerkoel</i> | <i>Prototypes</i> | <i>Renee Lee</i> | <i>DMH</i> | <i>Rebecca DeKeyser</i> | <i>San Gabriel Children's Center</i> | <i>Darlene Medina</i> | <i>DMH</i> | <i>Dawn Dades</i> | <i>Social Model</i> | <i>Marc Borkheim</i> | <i>DMH</i> | <i>Irene Inzunza</i> | <i>Spiritt</i> | <i>Marina Barrios</i> | <i>DMH</i> | <i>Jennifer Escorcia</i> | <i>Starview</i> | <i>Burton Stiefel</i> | <i>DMH</i> | <i>Keri Zehm</i> | <i>Tri-City Mental Health</i> | <i>Yesenia Ruiz</i> | <i>D'Veal</i> | <i>Rocio Bedoy</i> | <i>Tri-City Mental Health</i> | <i>Zerri Gross</i> | <i>D'Veal</i> | <i>Adrienne Bruce</i> | <i>Trinity</i> | <i>Danielle Milinovich</i> | <i>D'Veal</i> | <i>Frank Sabado</i> | <i>Trinity</i> |  |  | <i>Renzo Roel</i> | <i>Victor Treatment Centers</i> |
| <i>Lisa Ngo</i>                  | <i>Alma Family Services</i>  | <i>Erika Frausto</i>       | <i>Enki</i>                          |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <i>Cynthia Concepcion</i>        | <i>Almansor MH</i>   | <i>Windy Luna</i>          | <i>Ettie Lee</i>                     |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <i>Silvia Yan</i>                | <i>Asian Pacific Counseling and Treatment Centers</i>  | <i>Cheri Noone</i>         | <i>Five Acres</i>                    |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <i>David Palmer</i>              | <i>Boys Republic</i>   | <i>Gassia Ekizian</i>      | <i>Foothill Family</i>               |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <i>Mark Rodriguez</i>            | <i>Bridges</i>   | <i>Margaret Faye</i>       | <i>Hathaway Sycamores</i>            |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <i>Alma Reyes</i>                | <i>California Mentor</i>   | <i>Vivian Chung Easton</i> | <i>Healthright 360</i>               |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <i>Misook Nierodzik</i>          | <i>CIFHS</i>   | <i>Patricia Esparza</i>    | <i>Healthright 360</i>               |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <i>Leslie Shrager</i>            | <i>Children's Bureau</i>   | <i>Linda Heisen</i>        | <i>Heritage Clinic</i>               |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <i>Estera Borcsa</i>             | <i>Crittenton</i>  | <i>Beth Foster</i>         | <i>Hillsides</i>                     |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <i>Paula Randle</i>              | <i>David and Margaret</i>  | <i>Erica Wirtz</i>         | <i>Hilsides</i>                      |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <i>Daiya Cunnane</i>             | <i>DMH</i>   | <i>Rebecca Schaal</i>      | <i>Leroy Haynes</i>                  |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <i>Rosalba Trias Ruiz</i>        | <i>DMH</i>   | <i>Sybil Chacko</i>        | <i>Maryvale</i>                      |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <i>Kristin Gray</i>              | <i>DMH</i>   | <i>Leana Olague</i>        | <i>Pacific Clinics</i>               |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <i>Mira Kim</i>                  | <i>DMH</i>   | <i>Sabrina Ullah</i>       | <i>Prototypes</i>                    |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <i>Elizabeth Mota</i>            | <i>DMH</i>   | <i>Liz Boerkoel</i>        | <i>Prototypes</i>                    |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <i>Renee Lee</i>                 | <i>DMH</i>   | <i>Rebecca DeKeyser</i>    | <i>San Gabriel Children's Center</i> |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <i>Darlene Medina</i>            | <i>DMH</i>   | <i>Dawn Dades</i>          | <i>Social Model</i>                  |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <i>Marc Borkheim</i>             | <i>DMH</i>   | <i>Irene Inzunza</i>       | <i>Spiritt</i>                       |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <i>Marina Barrios</i>            | <i>DMH</i>   | <i>Jennifer Escorcia</i>   | <i>Starview</i>                      |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <i>Burton Stiefel</i>            | <i>DMH</i>   | <i>Keri Zehm</i>           | <i>Tri-City Mental Health</i>        |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <i>Yesenia Ruiz</i>              | <i>D'Veal</i>  | <i>Rocio Bedoy</i>         | <i>Tri-City Mental Health</i>        |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <i>Zerri Gross</i>               | <i>D'Veal</i>  | <i>Adrienne Bruce</i>      | <i>Trinity</i>                       |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
| <i>Danielle Milinovich</i>       | <i>D'Veal</i>  | <i>Frank Sabado</i>        | <i>Trinity</i>                       |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |
|                                  |  | <i>Renzo Roel</i>          | <i>Victor Treatment Centers</i>      |  |                 |                             |                      |             |                           |                    |                   |                  |                   |   |                    |                   |                     |                      |                       |                        |                       |                |                      |                           |                   |                          |                            |                        |                         |              |                         |                        |                       |                          |                     |                        |                      |                   |                    |                  |                     |                           |                    |                 |                      |            |                       |                     |                           |            |                     |                 |                     |            |                     |                        |                 |            |                      |                   |                       |            |                     |                   |                  |            |                         |                                      |                       |            |                   |                     |                      |            |                      |                |                       |            |                          |                 |                       |            |                  |                               |                     |               |                    |                               |                    |               |                       |                |                            |               |                     |                |  |  |                   |                                 |

| Agenda Item & Presenter   | Discussion and Findings  | Decisions, Recommendations, Actions, & Scheduled Tasks | Person Responsible & Due Date |
|---|--|--|-------------------------------|
| <b>Call to Order &amp; Introductions</b>                            | The meeting was called to order and followed with self-introductions.  |  |                               |
| <b>Review of Minutes</b>  | Motion to approve the minutes by Sybil Chacko and seconded by Liz Boerkoel.  | Please see handout.                                    |                               |
| <b>Information from QI division</b>                                 |  |  |                               |
| <b>Consumer Perception Survey Updates (CPS)</b>                     | Consumer Perception Surveys are postponed until June 2020.   |  |                               |
| <b>Test Calls Updates</b>   | Test calls will continue as planned – SA3 not scheduled until Fall 2020.   |  |                               |
| <b>Change of Provider Updates</b>                                   | Project for online Change of Provider database has been suspended. Continue to submit logs per usual.  |  |                               |
| <b>Cultural Competency Updates</b>                                  | Update to Cultural Competency Policy will be coming out shortly.   |  |                               |
| <b>BBS-Requirement to Provide Notice to Psychotherapy Clients**</b> | Beginning July 1, 2020, all mental health counselors, whether licensed or unlicensed, will be required to provide a notice to each of their clients stating where they can file a complaint. (AB 630, Chapter 229, Statutes of 2019) | Please see handout                                     |                               |
| <b>Quality Assurance</b>  |  |  |                               |

| Agenda Item & Presenter                                 | Discussion and Findings  | Decisions, Recommendations, Actions, & Scheduled Tasks | Person Responsible & Due Date |
|---|--|--|-------------------------------|
| <p><b>Knowledge Assessment Survey #2**</b></p>          | <p>Knowledge Assessment Survey #2 - Power Point Presentation by Dr. Marc Borkheim.</p> <ul style="list-style-type: none"> <li>• Agencies are implementing survey through staff meetings, supervision, identifying training areas, discussion at QIC meetings.</li> <li>• Website page: <a href="https://dmh.lacounty.gov/qa/knowledge-assessment-surveys/">https://dmh.lacounty.gov/qa/knowledge-assessment-surveys/</a></li> <li>• Question #4 related to TCM interventions discussed.</li> </ul> | <p>Please see handout</p>                              |                               |
| <p><b>Medi-Cal Certification/ Recertification**</b></p> | <p>Checklist emailed on 3-11-20 is the most up-to-date.</p> <ul style="list-style-type: none"> <li>• Contact information remains the same for SA3 – Renee Lee at RMLee@dmh.lacounty.gov and questions about the 1135 Waiver can be directed to her.</li> </ul>   | <p>Please see handout</p>                              |                               |
| <p><b>Clinical Forms Bulletin: 20-01**</b></p>          | <p>ICARE – Updates and changes to account for use with the DC: 0-5 Manual. No changes to required data elements</p> <p>Additional Forms</p> <ul style="list-style-type: none"> <li>• Walk-in Request for Services (New)</li> <li>• Disclosure of Physician Probation Status (New)</li> <li>• Diagnosis Information (Updated)</li> </ul>  | <p>Please see handout</p>                              |                               |
| <p><b>QA Bulletin: 20-01</b></p>                        | <p>Provision of Services during COVID-19</p> <ul style="list-style-type: none"> <li>• Telephone services- no face to face time, modifier SC.</li> <li>• Telehealth services - face to face time, modifier GT. For approved telehealth platforms: DOs can refer to CIO Teleworking</li> </ul>   | <p>Please see handout</p>                              |                               |

| Agenda Item & Presenter                    | Discussion and Findings   | Decisions, Recommendations, Actions, & Scheduled Tasks   | Person Responsible & Due Date |
|--|---|--|-------------------------------|
|  | <p>Kit and LEs can refer to Department of Health and Human Services.</p> <ul style="list-style-type: none"> <li>• Mental health assessments can be completed/finalized over phone during COVID-19.</li> <li>• If service delivered in non-standard manner state that in the note (Sample provided on bulletin).</li> </ul>  |  |                               |
| <p><b>QA Website Updates</b></p>           | <p>Documents recently added under new COVID-19 info page on DMH QA website</p> <ul style="list-style-type: none"> <li>• Please see CBO Bulletin regarding Financial Forms/Operations.</li> <li>• Allowable Procedure Codes List last updated 4/6/2020. Can contact Jennifer Hallman if you think something should be added to the list. If denial received, can submit a HEAT ticket.</li> <li>• Telephone and Telehealth guidance and consent form for Groups and Families.</li> <li>• Providing MSS during COVID-19 (DO Psychiatrists)</li> <li>• 5150 via Telehealth</li> <li>• DTI/DR Preauthorization Removal</li> <li>• Temporary Suspension of Consent for Telehealth</li> </ul> | <p>Continue to check website for updates:<br/> <a href="https://dmh.lacounty.gov/qa/qa-covid-19-info/">https://dmh.lacounty.gov/qa/qa-covid-19-info/</a></p> |                               |
| <p><b>Schedule of Trainings Update</b></p> | <p>Trainings have been postponed due to COVID-19.</p>   |  |                               |
| <p><b>NAS/ACCESS to Care Updates</b></p>   | <ul style="list-style-type: none"> <li>• In the process of moving PRM into NACT</li> <li>• Continue to ensure availability for specialty mental health services</li> </ul>  |  |                               |

| Agenda Item & Presenter | Discussion and Findings  | Decisions, Recommendations, Actions, & Scheduled Tasks | Person Responsible & Due Date |
|-------------------------|--|--|-------------------------------|
|                         | <ul style="list-style-type: none"> <li>• Make sure contact information is up to date for at least 2 designated representatives.</li> <li>• Update NACT monthly and/or when there is a significant change to your capability.</li> <li>• All data for service requests on or after June 1, 2020 must be submitted through the web service.</li> <li>• Next meeting is 5/12/2020</li> </ul>  |  |                               |
| <b>CANS/PSC Updates</b> | <p>Continue to complete CANS/PSC</p> <ul style="list-style-type: none"> <li>• No longer required to complete for clients that do not meet medical necessity.</li> <li>• CANS Recertification - If trained online through Praed and recertifying within 365 days, log on and use the same original access code given to you.</li> <li>• Contact information for CANS Training Coordinator - Adam Benson<br/><a href="mailto:ABenson@dmh.lacounty.gov">ABenson@dmh.lacounty.gov</a></li> <li>• Contact information for Praed (support@TCOMTraining.com)</li> </ul> |  |                               |
| <b>Other Issues</b>     | <p>Announcements:</p> <ul style="list-style-type: none"> <li>• None</li> </ul>   |  |                               |
| <b>Handouts</b>         | <ol style="list-style-type: none"> <li>1. Agenda</li> <li>2. Meeting Minutes: February, 2020</li> <li>3. QA Bulletin 20-01</li> <li>4. Clinical Forms Bulletin 20-01</li> <li>5. BBS Information Notice</li> </ol>   |  |                               |
| <b>Next Meeting</b>     | <p>Next Meeting is May 20, 2020 (9:30 a.m. – 11:30 a.m.) TBD</p>   |  |                               |