

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

November 20, 2019

9:30 am – 11:30 am

**AGENDA**

- |                                    |                    |
|------------------------------------|--------------------|
| 1. Welcome and Introductions       | Rosalba Trias-Ruiz |
| 2. Review/approval of the Minutes* | All                |

**Quality Improvement**

- |                               |                                  |
|-------------------------------|----------------------------------|
| 1. CPS Spring 2019 results    | Dr. Daiya Cunnane                |
| 2. Cultural Competency Plan** | Dr. Sandra Chang<br>Dr. Hyun Lee |

**Quality Assurance**

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|--|-----------|
| 1. Medi-Cal Certification Bulletins 19-01 and 19-02*   | Renee Lee |
| 2. Network Adequacy/Access to Care **  |           |
| o Network Adequacy Webinar (November 12th)   |           |
| o Contact Howard Washington <a href="mailto:hWashington@dmh.lacounty.gov">hWashington@dmh.lacounty.gov</a> |           |
| 3. Policy and Procedure Update**   |           |
| 4. Schedule of Trainings**   |           |

**Other Issues**

1. Announcements

\*Handouts

\*\* e-mailed

**Next Meeting: December 18, 2019**

**Location: Enki, 3208 Rosemead Blvd, 2<sup>nd</sup> Floor, El Monte, CA 91731**

**Parking at lower level only**

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

<b>Type of Meeting</b>	<b>Service Area 3 QIC</b>	<b>Date</b>	<b>11/20/2019</b>	
<b>Place</b>	<b>ENKI - 3208 Rosemead Blvd., 2<sup>nd</sup> Floor, El Monte, CA 91731.</b>	<b>Start Time:</b>	<b>9:30 am</b>	
<b>Chairperson Co-Chairs</b>	<b>Dr. Kristin Gray Dr. Margaret Faye Dr. Rosalba Trias-Ruiz Mrs. Gassia Ekizian</b>	<b>End Time:</b>	<b>11:20 am</b>	
<b>Members Present</b>	<i>David Palmer</i>	<i>Boys Republic</i>	<i>Sabrina Ullah</i>	<i>Prototypes</i>
	<i>Mark Rodriguez</i>	<i>Bridges INC</i>	<i>Linda Heisen</i>	<i>Heritage Clinic</i>
	<i>Davis Truong</i>	<i>Bridges INC</i>	<i>Darryl Sewell</i>	<i>Heritage Homes</i>
	<i>Alma Reyes</i>	<i>California Mentor Program</i>	<i>Erica Wirtz</i>	<i>Hillsides</i>
	<i>Misook Nierodzik</i>	<i>Center for Integrated Family and Health Services</i>	<i>Victoria Ponce</i>	<i>Leroy Haynes Center</i>
	<i>Leslie Shrager</i>	<i>Children’s Bureau</i>	<i>Lisa Rueda</i>	<i>Maryvale</i>
	<i>Renee Lee</i>	<i>DMH</i>	<i>Erica Villapando</i>	<i>PUSD</i>
	<i>Daiya Cunnane</i>	<i>DMH</i>	<i>Renzo Roel</i>	<i>Victor Treatment Center</i>
	<i>Kristin Gray</i>	<i>DMH</i>	<i>Rebecca deKeyser</i>	<i>San Gabriel Children’s Center</i>
	<i>Rosalba Trias-Ruiz</i>	<i>DMH</i>	<i>Dawn Dades</i>	<i>Social Model Recovery Systems</i>
	<i>Robin Washington</i>	<i>DMH</i>	<i>Irene Insunza</i>	<i>SPIRITT Family Services</i>
	<i>Michael Olsen</i>	<i>ENKI</i>	<i>Yasmin L</i>	<i>SPIRITT Family Services</i>
	<i>Windy Luna-Perez</i>	<i>Ettie Lee Homes</i>	<i>Silvia Yan</i>	<i>SSG/APCTC Alhambra Office</i>
	<i>Tiffani Tran</i>	<i>Five Acres Boys and Girls Aid Society</i>	<i>Quenia Gonzalez</i>	<i>Starview</i>
	<i>Cheri Noone</i>	<i>Five Acres Boys and Girls Aid Society</i>	<i>Rocio Bedoy</i>	<i>Tri-City MH</i>
	<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>	<i>Joe Bologna</i>	<i>Trinity-El Monte</i>
	<i>Margaret Faye</i>	<i>Hathaway-Sycamores</i>	<i>Lynette Gonzalez</i>	<i>Trinity-El Monte</i>
	<i>Vivian Chung Easton</i>	<i>Healthright 360 Prototypes</i>	<i>Frank Sabado</i>	<i>Trinity-El Monte</i>
	<i>Patricia Esparza</i>	<i>Healthright 360 Prototypes</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 with corrections to the members present section by Michael Olsen and seconded by Rebecca deKeyser.	Please see handout.	
<b>Information from QI division</b>			
<b>CPS Spring 2019 Results</b>	Surveys were offered to child, adults, and older adults throughout service area 3, overall, we are seeing an increase in surveys completed and feedback is presented by consumers compared to past 5 survey periods. Older adult consumers have minimal data collected.	Please see handout for more information.	
<b>Cultural Competency Plan</b>	There are 8 key components that providers need to address within agencies. Please look at handout to review 8 key component criteria. Criteria 3 reports how different programs/ agencies have implemented race, ethnic, cultural and linguistic. Presents discussed differences that agencies in service area 3 have implemented to meet requirements. Cultural Competency Committee (CCC) is a requirement that needs to be implemented within our organizations. State mandates culturally competency training need to be provided all staff working at agency. Refer to handout or DMH website to obtain requirement.	Please see handout.	
<b>Quality Assurance</b>			

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p><b>Medi-Cal Certification Bulletins 19-01 and 19-02</b></p>	<p>Bulletins are available for Medi-Cal certification in the DMH website. Medi-Cal activation date- is the first date Medi-Cal claims can be submitted to The Department of Health Care Service (DHCS) for reimbursement of services rendered to Medi-Cal Beneficiaries. DHCS determines these dates by the following:</p> <ol style="list-style-type: none"> <li>1) Date the Provider requested Certification.</li> <li>2) Date the site was Operational</li> <li>3) Date of Fire Clearance.</li> </ol> <p>The Medi-Cal Activation Date is determined by the <b><u>latest of the above three dates</u></b>.</p> <p>Fire clearance 850 Form needs to be completed only if requested- Can contact Renee for assistance in obtaining and providing requested form. Fire clearances are optional for providers located on public school sites.</p> <p>DMH Website Policies and procedures have a new way to access information</p>	<p>Look at Medi-Cal Certification Bulletin for more information. October 25, 2019 NO 19-01 19-02.</p>	
<p><b>Network Adequacy/Access to Care</b></p>	<p>Network adequacy webinar (November 12<sup>th</sup>) Contact Howard Washington <a href="mailto:hwashington@dmh.lacounty.gov">hwashington@dmh.lacounty.gov</a> Please continue to update your agency information consistently on going.</p>		
<p><b>Policy and Procedure updates</b></p>	<p>Please continue to ask question for clarification on the policies and procedure updates to stay consistent.</p>		
<p><b>Other Issues</b></p>	<p>Announcements any agency open to be reviewed by DMH, please notify Robin Washington. Service Area 3 meeting is going dark in the month of December, 2019. Service area 3 needs</p>		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	a minute note taker, if available please email Rosalba Trias-Ruiz.		
<b>Handouts</b>	<ol style="list-style-type: none"> <li>1. Agenda</li> <li>2. Meeting Minutes: October, 2019</li> <li>3. CPS Spring 2019 results</li> <li>4. Cultural Competency Plan FY 17-18</li> <li>5. Medi-Cal Certification Bulletins 19-01 and 19-02</li> <li>6. Service Are (SA) 3 Consumer Perception Survey (CPS) Reports</li> <li>7. Consumer Perception Survey</li> <li>8. YSS/YSS-F Domains and Scoring Instructions</li> </ol>		
<b>Next Meeting</b>	Next Meeting is January, 2020 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2 <sup>nd</sup> Floor, El Monte, CA 91731.		

Respectfully Submitted, Rocio Bedoy, LCSW Tri-City Mental Health