



LOS ANGELES COUNTY  
**DEPARTMENT OF  
 MENTAL HEALTH**  
 hope. recovery. wellbeing.

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
 SERVICE AREA 8 QUALITY IMPROVEMENT COMMITTEE (QIC) MEETING  
 4/15/2020  
 1:30PM – 2:30PM**

<b>Type of meeting:</b>	Virtual monthly meeting via skype	
<b>Meeting Link:</b>	<a href="#">Join Skype Meeting</a> or call <a href="tel:323-776-6996">323-776-6996</a> ; Conference ID: 88181753	
<b>Members Present:</b>	Ann Lee (SA 8 QI/QA Liaison)	DMH SA 8 Administration
	Brittany White	Personal Involvement Center
	Carina Hernandez	Star View Community Services
	Christina Theobald	City of Gardena
	Claudia Morales	Pacific Asian Counseling Services
	Courtney Stephens (co-chair)	MHALA
	Cynthia Arias	South Bay Mental Health Center
	Debra DeLeon	SSG/OTTP
	Della Clayburg	SFC Torrance
	Erika Flores	Alafia Mental Health Institute
	Jamie Chess	Exodus Recovery, Inc.
	Jeff Baer	DMH
	Jennifer Regan (QI Unit lead)	Quality Improvement Division
	Linda Nakamura	Masada Homes
	Marc Borkheim (QA unit lead)	DMH QA Division
Martin McDermott	Bayfront Youth & Family Services	
Michele Munde (co-chair)	Star View Behavioral Health	

	Natalie Anderson	ChildNet
	Stephanie Yamada	Pacific Asian Counseling Services
	Susan Osborne	Mental Health America of Los Angeles

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
<b>QI unit webpage:</b> <a href="https://dmh.lacounty.gov/qid/">https://dmh.lacounty.gov/qid/</a>	<ul style="list-style-type: none"> <li>• Combined QI and QA meeting on 4/13/20 – was recorded. Will be sent out when available.</li> <li>• SA 8 will meet monthly via skype until safe to meet in person.</li> </ul>		
<b>State CPS Survey</b>	Postponed until June.		
<b>Change of Provider Logs (COP)</b>	Please continue to submit (LEs email DMHCOP@dmh.lacounty.gov).		
<b>Patients Rights Office</b>	CIOB Grievances and Appeals and COP projects on hold		
<b>ACCESS Center Test Calls</b>	SA 8 completed 3 calls (1 Cambodian reg hrs, 1 Korean after hrs, 1 English reg hrs) before being advised to hold off making further calls to allow ACCESS to handle urgent/emergency calls due to COVID19. DHCS required counties to continue making calls. Reduced to 6 calls per Service Area.		
<b>Cultural Competency Plan</b>	Being revised. Will send out when it is finalized		
<b>NEXT MEETING</b>	May 20, 2020 from 1:30PM-2:30PM via skype.		

Minutes Recorded by Ann Lee, DMH SA 8 Administration