

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

Type of Meeting	Service Area 3 QIC			Date:	3/15/2023
Place	Microsoft Teams Call-in Number: 323-776-6996; 385317491# Phone Conference ID: 793 730 258# Url: https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10677			Start Time:	9:30 am
Chairperson Co-Chairs	Dr. Maria Moreno Dr. Margaret Faye Mrs. Gassia Ekizian			End Time:	11:00 am
Members Present	Aja Lesh	Center for Integrated Family and Health Services	Kim Nguyen	Center for Integrated Family and Health Services	
	Allison Hardey	Hillsides	Kim Tran	Ettie Lee Homes, Inc	
	Ana Viana	Star View Behavioral Health Urgent Care Center - City of Industry	Leana Olague	Pacific Clinics	
	Anna Seeley	Boys Republic	Lorraine Romero	Victor Treatment Centers	
	Arellys Ramirez	Boys Republic	Margaret Faye	Sycamores	
	Brittany Rodriguez-Yanez	Boys Republic	Marina Barrios	ESGVMHC	
	Carmen Solis	Alma Family Services	Mark Rodriguez	Bridges Inc	
	Cassandra Gibson-Judkins	Eggleston Behavioral Health Services	Melissa DiGirolamo	Institute for the Redesign of Learning	
	Chelsea Clifton	Haynes Family of Program	Michael D. Olsen	Enki Health Services, Inc.	
	Cheri Noone	Five Acres	Myan Le	LACDMH Quality Improvement	
	Daiya Cunnane	DMH QI	Patricia Tyler	Heritage Clinic	
	Danielle Kubanis	McKinley	Pedram Moshfegh	Social Model Recovery Systems, Inc.	
	David J. Palmer	Boys Republic	Rebecca de Keyser	an Gabriel Children's Center Inc.	
	Dawn Hernandez	Haynes Family of Programs	Rebecca Schaal	Pacific Clinics	
	Deb Guagliardo	Boys Republic	Renee Lee	DMH Medi-Cal Cert	
	Elizabeth Mota	CMMD-LACDMH	Robin Washington	DMH	
	Erica Villalpando	Pasadena Unified School District	Rosa Alvarez	Heritage Group Homes	
	Esther Lee	CMMD LACDMH	Rosalba Trias-Ruiz	DMH-SA3Administration	
	Gassia Ekizian	Foothill Family	Seon Park	Trinity Youth Services	
	Hannah Chuapoco	Trinity Youth Services	Shantele Blackmon	Eggleston Youth Services Inc.	
	Isamarra Ayala	Tri-City Mental Health	Sybil Chacko	Maryvale	
	Jennifer Escorcica	StarView	Tesha White	Boys Republic	

Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Presenter & Due Date (if applicable)
	<p>Jessica Jefferson D'Veal Family and Youth Services</p> <p>Jessica Mendoza Prototypes</p> <p>John Catania Social Model Recovery Systems, Inc.</p> <p>Joseph Bologna Trinity Youth Services</p> <p>Julia Soler Children's Bureau</p> <p>Karen Nunez Star View Behavioral Health Urgent Care Center City of Industry</p> <p>Keity Gomez Heritage</p> <p>Keri Zehm Tri-City Mental Health</p>	<p>Velinda Rosales Starview Behavioral</p> <p>Vickie Xu DMH</p> <p>Vicky Rivera Starview-Community Services</p> <p>Viola Guzman Social Model Recovery Systems, Inc.</p> <p>VIRGINIA CASIMIRO Victor Treatment Center, Pomona</p> <p>Windy Luna-Perez Ettie Lee Homes</p> <p>Xin Kang East San Gabriel Valley Mental Health Center</p>	
Call to Order & Introductions	The meeting was called to order and followed with self-introductions by presenting staff.		
Review of Minutes	Motion to approve the January 2022 meeting minutes by Robin Washington, John, Catania, Keity Gomez, and Carmen Solis.		
Medi-Cal Certification	Renee no updates on Medi-Cal Certification. All of the forms and checklist are posted on the posted on the DMH website.	<p>QA- MEDI-CAL PROVIDER CERTIFICATION - Department of Mental Health (lacounty.gov)</p> <p>Contact Renee Lee at RMLee@dmh.lacounty.gov</p>	Renee Lee, LMFT
Quality Improvement	Daiya introduced Dr. Mayan Le, new Quality Improvement Liaison for the department, who is replacing Dr Jen Regan's position. The Consumer Perception Survey (CPS) will be taking place the week of May 15 th through May 19 th . Planning meetings began in January and the application development team is working on the electronic portal. Provider Advocacy Office (PAO) continues to work on setting up Legal Entity (LE)/Contracted providers with C Numbers and CPS application access. In mid-April, there will be trainings for the different survey types. The training environment is	<p>Daiya Cunnane at dcunnane@dmh.lacounty.gov</p> <p>DMH QI Unit at dmhqi@dmh.lacounty.gov</p> <p>Maria will email out slides & handouts upon receipt from Daiya.</p>	Daiya Cunnane, PsyD

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	<p>still available, and providers are to use their own email and phone numbers when creating practice survey records. Previous CPS records have been removed from the portal and you will only see 2023 in there. Maria sent out the provider lists last week. Please let her know if updates are needed or you need to be added to the list for the CPS surveys. Please review the CPS overview webinar and the link is in the chat. New for this year are links to Sexual Orientation and Gender Identity (SOGI) trainings for both LE and DO entities portals. UCLA does not plan to roll out SOGI questions until 2024. More information on SOGI can be found on the DMH portals. For DO Providers only - to access CPS portal, DMH staff must submit a request for access through the Service Catalog. The handout for this information was sent out by Maria.</p>	<p>2023 CPS Overview Webinar https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10630</p>	
Quality Assurance			
<p>QA Bulletins & Clinical Forms Bulletin</p>	<p>Discussed the following bulletins:</p> <ul style="list-style-type: none"> • QA Bulletin 23-02 Updated QA Reviews and Training Under CalAIM • QA Bulletin 23-01 Updated Organizational Provider’s Manual • IBHIS Notification Bulletin No. 23-01 for Directly Operated Clinics <p>Robin discussed the new QA/QI Chart Review form due to upcoming CalAIM changes (Bulletin 23-02). The new form will be used by both Directly-Operated and Contracted providers. In the past, we used to have two separate forms and now there will be one form.</p>	<p>Links to Bulletins:</p> <ul style="list-style-type: none"> • ORGANIZATIONAL PROVIDER'S MANUAL 2-10-23.pdf • QA Bulletin 23-01 Organizational Providers Manual Updates.pdf • QA/QI Chart Review Requirements - Department of Mental Health (lacounty.gov) 	<p>Robin Washington, LCSW</p> <p>Maria Moreno, EdD, PSY, MSW, LCSW</p>

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	<p>Maria discussed QA Bulletin 23-01 and the updated Organizational Provider’s Manual. DO providers will use the Immediate/Same Day Assessment. Discussed additional updates to Organizational Provider’s Manual due to CalAIM changes. For Directly Operated providers, IBHIS Notification Bulletin 23-01 were implemented this past Friday 3/10/23 in IBHIS. The links to the bulletins were sent out to providers.</p>		
<p>Collaborative Documentation</p>	<p>Robin reported trainings for Collaborative Documentation have been on hold and the department is in the process of getting a new vendor. Once the contract process is complete, we will let everyone know when future trainings will occur. For now, you can view the information on collaborative documentation on the DMH website. Collaborative Documentation is encouraged but not a requirement. There are many benefits to doing this method and a survey was sent out to providers requesting feedback. QA is currently looking at the results. Margaret from Sycamores reported it’s been difficult for field based staff due to technology issues. Margaret inquired if other agencies are encountering the same challenges and what solutions have they implemented. Art from California Mentor has been having similar issues for staff out in the field. Robin asked if agencies in the offices have been doing collaborative documentation and what has been their experiences. Michael from ENKI stated some staff appreciate not having the burden of extra documentation at the end of the day when doing collaborative documentation. Michael shared some other staff experiences and reported it has been helpful in certain instances. Robin reported it</p>	<p>Collaborative Documentation Training https://dmh.lacounty.gov/qa/collaborative-documentation/</p>	<p>Robin Washington, LCSW</p>

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	<p>has positive experiences for clients. Collaborative documentation should be starting within the next few months and will keep everyone updated.</p>		
<p>Network Adequacy/Access to Care Updates</p>	<p>Margaret provided updates from the recent Network Adequacy/Access to Care meeting. Currently, the county is under a plan of correction for access to care timeliness. Links to the training videos for the Standardized Screenings & Transition Tools were shared along with Bulletin 22-1. The BBS 90-Day Rule allows applicants for registration as an Associate Marriage and Family Therapist, Associate Professional Clinical Counselor, or Associate Clinical Social Worker (Associate), to count supervised experience gained during the window of time between the degree award date and the issue date of the Associate registration number, IF the application is received within 90 days of the qualifying degree award date. These associates may be setup in NAPPA as “pending” to start billing for Medi-Cal services. This will help providers in addressing some of the access to care timeliness.</p>	<p>Board of Behavioral Sciences - 90-Day Rule (ca.gov)</p>	<p>Margaret Faye, PhD.</p>
<p>Break Out Rooms</p>	<p>All attendees were assigned to a room to discuss CalAIM Documentation Implementation Best Practices– What’s worked for you and what have you changed? How have you been monitoring staff understanding & implementation? Feedback from members after group – helpful, want to continue with break out rooms in future, different topics. Maria will create a survey to solicit future topics for breakout rooms.</p>	<p>Maria – at the next meeting, there will be another breakout session.</p> <p>Maria will create survey & email all members of group for topic ideas.</p>	<p>All</p>
<p>Other Issues/ Announcements</p>	<p>No issues were identified.</p>		<p>Maria Moreno, EdD, PSY, MSW, LCSW</p>

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Next Meeting	Next Meeting is May 17,2023 via Microsoft Teams.		

Respectfully submitted by Maria Moreno, EdD, PSY, MSW, LCSW, Department of Mental Health