

OFFICE OF THE MENTAL HEALTH COMMISSION

Thursday, November 21, 2019

Meeting Minutes

Brittney Weissman, Chair, Presiding

APPROVED: December 19, 2019

Approved by unanimous vote

DISCUSSION

Call to Order by Chair Weissman

Welcome and Introductions

A. **Roll Call:** Canetana Hurd

Present: Commissioners Susan Friedman, Kathy Cooper-Ledesma, Kita Curry, Stacy Dagleish, Kevin Acebo, Judy Cooperberg, Mike Molina, Harold Turner and Brittney Weissman – **QUORUM PRESENT**

Absent Excused: Commissioners Merilla Scott, Imelda Padilla-Frausto, Patrick Ogawa, and Reba Stevens

B. **Introduction of OCFA Staff** (Office of Consumer and Family Affairs)

C. **ACTION ITEM** – Approve September Minutes

MSC – Motion (*Weissman*), Second (*Molina*) Carried (*Turner*) Approved by unanimous vote

Department of Mental Health Report

Budget Overview – Dr. Jonathan Sherin, Director

Dr. Sherin provided a brief overview of DMH programmatic and capital investments available for homeless services and the funding sources. Investing in existing housing is a better use of funding compared to the higher costs of building new construction. DMH investments are opportunities to fund services such as supporting clients living in licensed residential facilities countywide, assist homeless individuals obtain benefits including SSI, provide TAY shelters countywide (currently in SA 4, 6 & 8), FSP teams located in each service area, fund one project per supervisorial district, development of permanent supportive housing, and more.

Dr. Sherin will meet with Governor Newsom to request a “budget ask” for additional money to support homeless and housing issues:

- Homeless budget - structure deliverables around caring for communities
- B&C expansion budget - supportive housing to expand funding to preserve B&C facilities that currently exist

Dr. Sherin announced a draft of the DMH Strategic Plan 2020-2030 Strategic Plan is complete. He will be provide an overview if the Plan at the quarterly Stakeholder Summit scheduled January 25, 2020 in Service Area 5.

DISCUSSION

DMH Update – Dr. Curley Bonds, Chief Medical Officer

DMH Organizational Restructure Update

The CEO has approved the restructure plan. However, in terms of quality of care for those who suffer with critical mental health issues, positions and structure does not agree with DMH to elevate the department and appeal to the best candidates.

Key appointments

- La Tina Jackson: Deputy Director, Countywide Engagement Services Division, reporting to Dr. Curley Bonds, Chief Medical Officer, Clinical Operations (“Engaging the Disengaged”) oversee engagement to those who are disengaged, assist them in getting connected to community, and facilitate access to effective clinical services and other indicated resources.
- Maria Funk: Deputy Director, Housing and Job Development Division, reporting to Greg Polk, Chief Deputy Director, Administrative Operations (“Housing and Jobs for All”) oversee the critical and dramatic demand for more housing and job opportunities across our County
- Currently, there are 12 resident physicians in training at the Charles R. Drew University of Medicine in the Dept of Psychiatry. This is significant because the program is a partnership between DMH and CDU. They are currently doing rotations at DHS hospitals (Rancho Los Amigos, Harbor UCLA) and Kedren. The program is a pipeline that will help recruit more psychiatrists.

Action Item follow up

1. **Approach to improve customer service (P. Ogawa)** - The Quality and Improvement Division coordinates a yearly Customer Service Survey. The results of this survey are distributed and discussed in the Service Areas. FY 17/18 the Outpatient Services Division coordinated training for Front Office staff and distributed Customer Service Surveys. Currently, additional customer service training has been embedded into training being offered to front office staff on the IBHIS scheduling calendar. Perhaps a more frequent and technology based method of gather customer feedback
2. **Steps taken to assist patients after release from state hospitals (H. Turner)** – referred to Dr. Kip Thompson. (CONREP) – run by the State and contracted out to local providers that are not under our jurisdiction. However, we are investigating how we can support offer suggestions for improvement.

SA Admin Changes/Mini Grants – Angel Baker, Program Development

Ms. Baker presented information on how restructuring Service Area Advisory Committee (SAAC) meetings will take place:

DISCUSSION

- Purpose of YourDMH: 1) produce community driven stakeholder priorities that will provide feedback to guide DMH, and 2) create community-driven meetings for the voice of consumers and family members, community members, cultural groups, grassroots organizations, etc.
- Service Area Governance Procedures: SAACs drafted individual charters to conduct business and function autonomously
- One training session to structure administration, function, and leadership
- DMH will arrange and provide meeting logistics
- SAACs provide voting seats for UsCC groups, faith/clergy groups, and other countywide stakeholders.
- Report backs to MHC, DMH, and other stakeholders
- Goals

SAAC Co-Chair Report

SAAC 2 – Patricia Russell, Former Co-Chair

- Mirtala Prada-Ward provided an update on the UsCC at SAAC meeting
- Xmas party planned December 19, 2019 from 5 – 8 pm

Public Comment – Non Agenda Items

Public Comments – Chair Weissman

1. **Eva Mendoza** – Is it ok to convert garage into living space?
2. **Jeffrey Fuentes** – Comes from a very diverse community and there are time constraints to attend events. Can outreach and engagement take place after hours?
3. **Betty Dandino** – Kudos to Dr. Sherin. Would like to see client coalition reactivated
4. **Yvonne** – SA 7 Question: What do you do family members that choose to be homeless?
5. **Sabrina** – SB 10 did not pass. How can we get peers involved to advocate for SB 10? The security screening process should extend to employees for equality purposes. DMH Peer Chief lacks engagement
6. **Barbara Wilson** – Thanked MHC for helping B&C homes, they are worth saving.

Commission Discussion

Town Hall SA 7 Debriefing – Commissioner Friedman

Commissioner Friedman led the discussion on outcomes noted at the SA 7 town hall

Town Hall Reception

- Supervisor Solis was thrilled to be the keynote speaker
- The outdoor area was conducive for people to speak freely and share concerns

Town Hall Meeting

DISCUSSION

- Community members shared good and bad points addressing gaps in the community
- Not much community issues reflected in public comments.
- Recommendations for town halls:
 - a) SAAC formally introduce programs in their community and the environment
 - b) MHC provide a brief introduction and mission statement

Operationalizing Priorities/Responsiveness and Participation

Commissioners discussed suggestions on how to improve customer service follow up and resolve issues.

- memo to BOS
- inform DMH
- input from stakeholders
- update priority buckets (budget, organizational structure, program services, integrated system of services) for SAAC report back
- dashboard for specific priority areas
- where do we send internal and external comments received from clients

Announcements

Commissioner Cooperberg announcement – BOS approved \$14.3 million budget for the Urgent Care Center in Antelope Valley

Adjourn/Next Meeting

Next Meeting – December 19, 2019 – Peer Resource Center, 560 S. Vermont Ave, Los Angeles, CA 90020 from 11:30am – 2pm

Meeting highlights submitted by Canetana Hurd