



Los Angeles County – Department of Mental Health
Service Area 6 Quality Improvement Committee Meeting
June 25, 2020

AGENDA

Welcome & Introductions
Minutes from April & May 2020
COVID-19/Social Unrest Check In

Presentation/Training

I.

Quality Improvement

- I. Quality Improvement
 - a) CPS Survey Week: June 22~26
- II. ACCESS Center Updates
 - a) Test Calls
 - b) PIP
 - c) EQRO

Quality Assurance

- I. Training & Operations
 - a) General Documentation Training Schedule
 - b) Online Videos: <https://dmh.lacounty.gov/qa/qa-training/online-videos>
- II. Policy & Technical Development
 - a) QA Bulletin, No. 20-02, Co-Occurring MH & Substance Use Disorders
Clinical PIP
 - b) COVID 19 Updates: 5150/5585 Evals
 - c) Clinical Guidance re: Assmt & Tx 0-5 Population
 - d) FAQ Related to COVID-19, updated 6.10.2020

Announcements

Next Meeting: Thursday, July 23, 2020, 9am, via MS Teams
Please send in questions ahead of time so we can answer them as a group!
Dr. Erica Melbourne, Chair, emelbourne@dmh.lacounty.gov
Dr. Socorro Gertmenian, Co-Chair, socorrog@wellnestla.org

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

Type of Meeting	Service Area 6 QIC	Date	06/25/2020	
Place	VIA SKYPE	Start Time:	9:00 am	
Chairperson Co-Chair	Dr. Erica Melbourne Dr. Socorro Gertmenian	End Time:	11:00 am	
Members Present	<i>Shaun Allen</i>	<i>Kedren</i>	<i>Erika Wilson</i>	<i>DMH-AFH</i>
	<i>Socorro Gertmenian</i>	<i>Wellnest (LACGC)</i>	<i>Jamie Chess</i>	<i>Exodus Recovery Inc.</i>
	<i>Carl Levinger</i>	<i>DMH-SFC-Wateridge SA6</i>	<i>Leah Gutierrez</i>	<i>The Guidance Center</i>
	<i>Rocio Favela- Rodriguez</i>	<i>Bayfront Youth and Family services</i>	<i>Rosely Hernandez</i>	<i>Shields for Families</i>
	<i>Erika Flores</i>	<i>Alafia Mental Health Institute</i>	<i>Victoria Kim</i>	<i>WCRSEC- DMH</i>
	<i>Tiffany Ellerby</i>	<i>Wayfinder Family Services</i>	<i>Jennifer Palma</i>	<i>Counseling4Kids</i>
	<i>Julia Gunderson</i>	<i>Wayfinder Family Services</i>	<i>Lisa Leon</i>	<i>LA County DMH</i>
	<i>Vicky Kim</i>	<i>WRP-DMH</i>	<i>Carina Hernandez</i>	<i>Star View Community Services</i>
	<i>Beatrice Perez</i>	<i>Family Crisis Center</i>	<i>Jina Tintor</i>	<i>SCHARP</i>
	<i>Brandee Able</i>	<i>DMH HOME Team</i>	<i>Meghan Gorden</i>	<i>Wayfinder Family Services</i>
	<i>Mariko Yamada</i>	<i>St. Francis</i>	<i>Lee Gossett</i>	<i>Wayfinder Family Services</i>
	<i>Cheyla Bellamy</i>	<i>Masada Homes</i>		<i>Los Angeles Dept. Of Mental</i>
	<i>Barbara Negron</i>	<i>Wayfinder Family</i>	<i>Iling Wang</i>	<i>Health</i>
	<i>Shantise Fields</i>	<i>Deliann-Lucile Corporation</i>		<i>SCHARP and Barbour & Floyd</i>
	<i>Ashlei Sullivan</i>	<i>Olive Crest</i>	<i>Julie Elder</i>	<i>Medical Associates</i>
	<i>Janine Solano</i>	<i>Star View Community Services</i>		
	<i>Erica Melbourne</i>	<i>DMH-SA6 Admin</i>		
	<i>Jocelyn Bush Spurlin</i>	<i>UMMA Community Clinic</i>		
	<i>Jamie Chess</i>	<i>Exodus Recovery, Inc.</i>		
	<i>LyNetta Shonibare</i>	<i>DMH – QI</i>		
	<i>Julia Gunderson</i>	<i>Wayfinder Family Services</i>		
	<i>Bosco Ho</i>	<i>SSG/AP RECOVERY</i>		
	<i>April Mayorga</i>	<i>El Centro Del Pueblo</i>		
	<i>LaShawn Smith</i>	<i>SSG</i>		
	<i>Evelyn Gutierrez</i>	<i>Dignity Health</i>		
	<i>Lisa Sumlin</i>	<i>Counseling4kids</i>		
	<i>Yovette Roldan</i>	<i>SCHARP</i>		
	<i>Kanisha McReynolds</i>	<i>Amanaecer CCS</i>		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	Dr. Erica Melbourne called the meeting to order at 9:06a.m and members introduced their self via chat box and email.		
Review of Minutes	Kanisha McReynolds moves to approve the minutes from April and May 2020 with the corrections. Julie Elder seconded.		
COVID 19/Social Unrest Check In	Some agencies are having difficulties in providing telehealth to the 0-5 population.	Tips: Focus on collateral/parenting skills, building parent-child relationship & attunement.	
Quality Improvements	<p><i>CPS</i></p> <ul style="list-style-type: none"> • <i>Survey Week: June 22-June 26</i> • Some agencies are having problems getting in contact with families. <p><i>ACCESS Center</i></p> <ul style="list-style-type: none"> • Test Calls are being managed by Promotores. • We are continuing with our PIP. We are zeroing in on improving timeliness for care. • EQRO- We are still schedule for a review in September. (Most likely will be a remote review.) 	<p>-Surveys are going straight to headquarters and not to Dr. Melbourne.</p> <p>-Agencies are helping clients fill out the electronic surveys.</p> <p>-When you leave a voicemail for clients do not give out any client information.</p>	

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Quality Assurance	<p><i>Training and Operations</i></p> <ul style="list-style-type: none"> <i>In-person trainings are still on hold.</i> <i>They are working on a training schedule for online trainings.</i> <i>There are online training videos available.</i> <p><i>Policy & Technical Development</i></p> <ul style="list-style-type: none"> <i>There is a new QA Bulletin (Co-Occuring Mental Health & Substance Use Disorders-Documentation and Claiming Reminders)</i> <p><i>COVID 19 Updates</i></p> <ul style="list-style-type: none"> <i>Please check the QA website regularly for updated bulletins</i> <i>WIC 5150/5585 has been updated</i> <p><i>Clinical Guidance re: Assmt & Tx 0-5 Population</i></p> <ul style="list-style-type: none"> <i>Dr. Melbourne went over the clinical guidance for assessing 0-5 population.</i> <p><i>FAQ Related to COVID 19</i></p> <ul style="list-style-type: none"> <i>Dr. Socorro and Dr. Melbourne discussed the FAQ with members.</i> 	<p>-Dr. Melbourne emailed the bulletin out and went over it during the meeting.</p> <p>-Dr. Socorro went over the 5150/5585 bulletin</p>	
Announcements	<ul style="list-style-type: none"> Questions were discussed with members. 		
Next Meeting	<p>Next Meeting is July 23rd, 2020 (9am – 11am) VIA MS Teams</p>		

Respectfully Submitted, Erika Wilson