

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

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| Type of Meeting | Service Area 3 QIC | | | Date | 2/16/2022 |
| Place | Microsoft Teams Call-in Number: (323) 776-6996 Conference ID: 951 266 390# http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9860 | | | Start Time: | 9:30 am |
| Chairperson Co-Chairs | Dr. Kristin Gray Dr. Margaret Faye Mrs. Gassia Ekizian | | | End Time: | 10:45 am |
| Members Present | <i>Lisa Ngo-Meza</i> | <i>Alma Family Services</i> | | <i>Veronica Rocha</i> | <i>Haynes/David & Margaret</i> |
| | <i>Brenda Miranda</i> | <i>Alma Family Services</i> | | <i>Edina Martinez</i> | <i>HealthRight 360</i> |
| | <i>David Palmer</i> | <i>Boys Republic</i> | | <i>Patricia Tyler</i> | <i>Heritage Clinic</i> |
| | <i>Mark Rodriguez</i> | <i>Bridges, Inc.</i> | | <i>Rosa Alvarez</i> | <i>Heritage Group Homes</i> |
| | <i>Misook Nierodzik</i> | <i>CIFHS</i> | | <i>Erica Wirtz</i> | <i>Hillsides</i> |
| | <i>Renee Lee</i> | <i>DMH- Med-Cal Certification</i> | | <i>Beth Foster</i> | <i>Hillsides</i> |
| | <i>Sarah Sullivan</i> | <i>DMH – ESGV FSP</i> | | <i>Cynthia Concepcion</i> | <i>Institute for the Redesign of Learning</i> |
| | <i>Kristin Gray</i> | <i>DMH – SA3 Admin</i> | | <i>Sybil Chacko</i> | <i>Maryvale</i> |
| | <i>Ilda Aharonian</i> | <i>DMH - QA</i> | | <i>Leana Olague</i> | <i>Pacific Clinics</i> |
| | <i>Elizabeth Mota</i> | <i>DMH - CMMD</i> | | <i>Erica Villalpando</i> | <i>PUSD</i> |
| | <i>Vickie Xu</i> | <i>DMH</i> | | <i>Rebecca DeKeyser</i> | <i>San Gabriel Children’s Center</i> |
| | <i>Frances Liese</i> | <i>DMH – Child Well-Being Program</i> | | <i>Dawn Dades</i> | <i>Social Model</i> |
| | <i>Bertha Berumen</i> | <i>DMH- East San Gabriel Valley MHC</i> | | <i>Lan Nguyen-Chawkins</i> | <i>SSG/APCTC Alhambra</i> |
| | <i>Yesenia Ruiz</i> | <i>D’Veal Family and Youth Services</i> | | <i>Jennifer Escorcia</i> | <i>Starview</i> |
| | <i>Julia Bruton</i> | <i>D’Veal Family and Youth Services</i> | | <i>Ana Viana</i> | <i>Starview Urgent Care</i> |
| | <i>Michael Olsen</i> | <i>ENKI</i> | | <i>Sukhwinder Singh</i> | <i>Sunrise Horizon</i> |
| | <i>Kim Tran</i> | <i>Ettie Lee Homes, Inc.</i> | | <i>Rhonda Morken</i> | <i>Trinity Youth Services</i> |
| | <i>Eunice Kim</i> | <i>Ettie Lee Pomona</i> | | <i>Samuel Moore</i> | <i>Trinity Youth Services</i> |
| | <i>Windy Luna-Perez</i> | <i>Ettie Lee Homes</i> | | <i>Joseph Bologna</i> | <i>Trinity Youth Services</i> |
| | <i>Cheri Noone</i> | <i>Five Acres</i> | | <i>Janee Young</i> | <i>Trinity Youth Services</i> |
| <i>Gassia Ekizian</i> | <i>Foothill Family Services</i> | | <i>Edith Herrejon</i> | <i>Uplift Family Services</i> | |
| | | | <i>Desiree Odom</i> | <i>Violence Intervention Program</i> | |
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| Agenda Item & Presenter | Discussion and Findings | Decisions, Recommendations, Actions, & Scheduled Tasks | Person Responsible & Due Date |
|--|--|--|-------------------------------|
| 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 Sybil Chacko and second by Rebecca DeKeyser. | | |
| Quality Improvement | | | |
| Consumer Perception Survey (CPS) | <p>CPS Period 2022 will occur in May. There will only be one survey period per year moving forward. Reminder that the state selects the survey period each year. Please make sure provider staff that will be part of the CPS period have an active C number - brief discussion followed on renewing C numbers.</p> <p>Reviewed countywide CPS Data results from Spring 2021 including number of surveys collected and domain items for each type of form (youth, families, adult, and older adult). QIC members discussed ways to improve survey completion for the next survey period coming May 2022.</p> | | |
| Medi-Cal Certification | <p>Renee Lee discussed the importance of providers not filling out the 850 Fire Clearance Form on their own. Providers were advised to contact their Medi-cal Certification Liaison if the Fire Department is requesting this form. Providers were further reminded of the Medi-Cal Certification Bulletin that provides guidance on obtaining Fire Clearance.</p> | <p>https://dmh.lacounty.gov/ga/ga/mpc/</p> | <p>Renee Lee, LMFT</p> |

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| | <p>Updates to checklists were briefly reviewed as well as the document submission guidelines.</p> <p>Desk reviews are still occurring remotely.</p> <p>Anticipate site visits resuming in March 2022.</p> | | |
| Quality Assurance | | | |
| Quality Assurance Updates | <ul style="list-style-type: none"> • QA is currently reviewing Annual LE QA Reports and Written QA Process documents submitted. QA will be contacting providers if they have questions and reaching out to providers who did not submit their documents. • Collaborative Documentation trainings are being coordinated. • Chart reviews for PMRT SA 1-4 are in February and Counseling for Kids in March. • QA is updating the reimbursement and training module on the LE training webpage. • Reminder that Cultural Competency Meeting occurs on the 2nd Wednesday of every month and there is a newsletter and blog. Further discussed that the Cultural Competency Unit has the Speakers Bureau available for presentations on a variety of topics. • Reviewed Updates to come to the following items related to the CalAIM changes: Beneficiary handbook, NOABD service delivery form, training videos, chart review tools, and policy updates. • Guide to Procedure Code updates still to come, no set available date yet. | | |

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| <p>Frequently Asked Questions - Criteria to Access SMHS Bulletin 21-08</p> | <p>DMH Quality Assurance Department released Frequently Asked Questions related to Bulletin 21-08 on 2/15/22. Reviewed a few Q&A during the meeting related to trauma criteria, z-code diagnosis, co-occurring medical or substance use diagnoses, treatment services provided during completion of the assessment, and treatment plans.</p> | <p>https://dmh.lacounty.gov/qa/qa_bul/</p> | |
| <p>CalAIM Implementation Discussion</p> | <p>Providers discussed how they are implementing the updated SMHS Access Criteria at their sites (i.e. informing staff, training staff). Further discussion was had regarding the upcoming documentation reform; however, providers acknowledged more information is needed from DHCS and DMH prior to making any changes.</p> <p>Providers were reminded that the Documentation Redesign input/feedback form is still open - https://forms.office.com/g/X0BAWEXY0k</p> | | |
| <p>Network Adequacy/Access to Care</p> | <p><u>Access to Care Updates</u></p> <ul style="list-style-type: none"> • Access to Care timelines can be found in QA Bulletin 21-06. • Monitoring plan for fourth quarter (October – December 2021) has begun. • In regards to referring clients to MCPs, the assessment has to be completed prior to referral, it must not be done at the point of screening. <ul style="list-style-type: none"> ○ DMH will be piloting screening and transition tools. <p><u>NAPPA Updates</u></p> <ul style="list-style-type: none"> • 134 locations are showing as not accepting new beneficiaries. | <p>https://dmh.lacounty.gov/qa/na/</p> <p>Email questions to: NetworkAdequacy@dmh.lacounty.gov</p> | |

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| | <ul style="list-style-type: none"> • Provider Directory updates are coming end of February/early March. Everyone will have access to the same directory. • Currently finalizing SRTS 2.0 and will provide trainings and guidance during transition period. • Reminder that for new employees, the category, disciplines, and taxonomy effective start date must match with the LE association date. | | |
| Handouts (emailed) | <ul style="list-style-type: none"> • February SA3 QIC PPT • Previous Meeting Minutes for January 2022 • Obtaining C Numbers PPT • Frequently Asked Questions – QA Bulletin 21-08 | | |
| Next Meeting | Next Meeting is April 20, 2022 via Microsoft Teams. | | |

Respectfully Submitted, Kristin Gray, Psy.D., Department of Mental Health