



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 4 QUALITY IMPROVEMENT COUNCIL (QIC) MEETING**

Date 8/17/21
Time 10:00-11:00 AM

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| Type of meeting: | Virtual meeting | |
| Meeting Link: | | |
| Members Present: | Akila Bacon | Children's Bureau |
| | Alexis Orens | Telecare LA4- |
| | Allison Foster | VIP CMHC |
| | Alma Guevara | St. Anne's |
| | Ania Ahmadi | DMH Compliance |
| | Anthony V Allen | SA4/Downtown MHC |
| | April Mayorga | El Centro Del Pueblo |
| | Ashlei Sullivan | The People Concern |
| | Carmen Chacon | SSG |
| | Chantal Fisher | Optimist Youth Homes and Family Services |
| | Chari Bondurant | Gateways Hospital Normandie Village |
| | Chloe Gomez | JWCH Insitute |
| | David Lee | QOTD - QA Unit - Medi-Cal Certification Team |
| | Dora Escalante | Jewish Family Service |
| | Elizabeth Mota | DMH-CMMD |
| | Genevieve Morgan | Uplift Family Services |
| | Gerardo Avila | Exodus Recovery, Inc. |
| Jamie Campos | Pacific Clinics | |

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| | Janelle Dent | Childrens Institute | |
| | Jeannelli Acuna | NEMHC | |
| | Jen Regan | DMH QI | |
| | Jenna Radloff | Hillsides | |
| | Jessica Ayala | Didi Hirsch Mental Health Services | |
| | Jessica Estrada | KYCC | |
| | Kimberly Guajardo | Gateways Hospital | |
| | Laura Aquino | Amanecer CCS | |
| | Lisa Harvey | Para Los Ninos | |
| | Marc Walton | Dignity Health | |
| | Michael Olsen | Enki Health Services, Inc. | |
| | Misty Aronoff | Step Up on Second | |
| | NANCY WEINER | SA 4 ADMIN | |
| | Naomi Arellano | DMH SA4 Navigation and Hospital Liaison Unit | |
| | Nicole Gutman | Hollywood MHC | |
| | Patti Dilliner | Children's Institute, Inc. | |
| | Rami Alrayes | Children's Hospital Los Angeles | |
| | Robin Moten | SCHARP and Barbour & Floyd Medical Associates | |
| | Sandi Long | Gateways Homeless Services | |
| | Sauntrie Abellera | DMH Compliance | |
| | Susan Lam | Alma Family Services | |
| | Veronica Nande | St. Anne's | |

| AGENDA ITEMS | DECISIONS AND ACTIONS | RESPONSIBLE UNIT/STAFF | DUE DATE |
|-------------------------------|---|------------------------|----------|
| Welcome/Announcements | | Anthony Allen | |
| 1. Outcomes of the CPS Survey | Presented results of electronic Consumer Perception Surveys sent out or collected electronically. Majority of surveys went unread. Next time think about how we can | Jen Regan | |

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| | do more follow-up. Over 20,000 surveys went out. If you have questions about the counts or feedback about the system, let Jen know. | | |
| 1. Maintaining C Numbers | | | |
| 2. CalAIM implementation dates | DHCS will stagger CalAIM implementation dates, allowing DHCS, counties and providers sufficient time for training, technical assistance and training prior to the official go-live dates. DHCS Proposed Changes to Eligibility Criteria for SMHS, Documentation Reform, and No Wrong Door reviewed. | Presented by Anthony Allen. Details of info/slides in 8/17/21 email sent by Anthony. | |
| 3. QA bulletin updates sent out | Reviewed QA Updates sent out since last meeting. Let Anthony know if you did not receive. | Presented by Anthony Allen. Details of info/slides in 8/17/21 email sent by Anthony. | |
| 4. Chart Review for LEs | Chart Review Alma Family Services in process. No upcoming Review scheduled at this time. | Presented by Anthony Allen. | |
| 5. Collaborative Documentation | Next General & Train the Trainer Collaborative Documentation trainings soon to be scheduled Collaborative Documentation page currently being developed | Presented by Anthony Allen | |
| 6. Bulletins 21-01, 21-03, 21-04, and Policy 401.03 | Reviewed Bulletins 21-01, 21-03, 21-04 and Policy 401.03 . Contact Norma Cano with questions about the COVID-19 Emergency Enrollment 1135 Waiver You can also contact David Lee. | Presented by Anthony Allen. Details of info/slides in 8/17/21 email sent by Anthony <u>Contact information for 1135 waiver questions:</u> | |

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| | | Norma Cano Ncano@dmh.lacounty.gov (213) 943-8274 David Lee dvlee@dmh.lacounty.gov | |
| 7. CANS/PSC-35 | FAQs added to QA website. | Presented by Anthony Allen | |
| 8. Network adequacy | August 10 th webinar cancelled Currently working on testing updates to NAPPA <ul style="list-style-type: none"> • ETA is early September • Training materials will be sent out Please remember to keep information in NAPPA CURRENT (ie do not wait until our next DHCS reporting to update) | Presented by Anthony Allen | |
| 9. Access to care | QA Provided training on required timelines and filling out the Service Request log (SRL). Recording will be posted on the QA training page: https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9221 QA is developing a process for centrally reporting access to care concerns | Presented by Anthony Allen | |
| 10. Maintaining C Numbers | Anthony presented slides on Maintaining C Numbers for Consumer Perception Survey (CPS) Electronic Application Access. <ul style="list-style-type: none"> • To keep your C Number active, you MUST log into the SSLVPN system every 30 days. This will prevent you from having to re-activate your number. | Presented by Anthony Allen Anthony will send slides. | |

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| | Jen Regan added that for the next survey period, they will try to pull selected providers earlier. | | |
| 11. Questions/Comments | <p>Q: Where can we access the most current reasons for recoupment document?</p> <p>A: Providers found them on the DHCS web site under their MHSUDS information letters.</p> <p>Q: How was information relayed re: Mandatory training (for some providers): Promoting Placement Stability Utilizing the Child and Family Team Process</p> <p>A: Providers report this being a part of Contract Amendment and that it was discussed in previous All Provider Meeting. It is a 3 hour training available through the EventsHub site.</p> <p>Suggestion by Lisa Harvey re: C Numbers-Have someone knowledgeable about the SAR portal attend the SA4 QIC meeting to field questions about required forms for access.</p> | <p>Presented by Anthony Allen</p> <p>Anthony will send an email to Dr. Cunnane and cc Jen Regan to set up having someone knowledgeable about SAR portal attend meeting to answer questions.</p> | |
| 12. Update SA QIC list | Anthony is updating contact list for SA4 and would like to remove inactive contacts, let Anthony know if you want to stay on the list and if staff left. | Anthony Allen | |
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Electronically Signed & Submitted by:

Nicole Gutman

NEXT MEETING: September 21, 2021, 10:00-11:00 AM